

ANALYSIS OF THE EFFECTIVENESS OF THE PERSONNEL ADMINISTRATION INFORMATION SYSTEM IN SUPPORTING EMPLOYEE PERFORMANCE AT THE MORO'O DISTRICT OFFICE OF WEST NIAS DISTRICT

by

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ABSTRACT

This research is entitled "Analysis of the Effectiveness of the Personnel Administration Information System in Supporting Employee Performance at the Moro'o Sub-district Office, West Nias Regency". The background of the research is based on the phenomenon of the implementation of the personnel administration information system that is not optimal, characterized by delays in data input, inconsistencies in employee information, and minimal utilization of system features. The purpose of this research is to analyze the effectiveness of the personnel administration information system in supporting employee performance, as well as to identify supporting and inhibiting factors for its implementation. This research uses a qualitative approach with data collection techniques through interviews, observations, and documentation. The results show that the personnel administration information system has provided benefits in increasing work efficiency, accelerating data access, increasing the timeliness of task completion, and encouraging employee discipline. However, the effectiveness of the system is not fully optimal due to limited facilities, lack of training, and the absence of regular evaluations. Thus, the personnel administration information system has a positive contribution to improving employee performance, although improvements are still needed in technical and human resource aspects.

Keywords: Effectiveness, Personnel Administration Information System, Employee Performance.

ANALISIS EFEKTIVITAS SISTEM INFORMASI ADMINISTRASI KEPEGAWAIAN DALAM Mendukung KINERJA PEGAWAI DI KANTOR CAMAT MORO'O KABUPATEN NIAS BARAT

ABSTRAK

Penelitian ini berjudul "Analisis Efektivitas Sistem Informasi Administrasi Kepegawaian dalam Mendukung Kinerja Pegawai di Kantor Camat Moro'o Kabupaten Nias Barat". Latar belakang penelitian didasarkan pada fenomena penerapan sistem informasi administrasi kepegawaian yang belum optimal, ditandai dengan keterlambatan penginputan data, ketidaksesuaian informasi pegawai, serta minimnya pemanfaatan fitur sistem. Tujuan penelitian ini adalah untuk menganalisis efektivitas sistem informasi administrasi kepegawaian dalam mendukung kinerja pegawai, serta mengidentifikasi faktor pendukung dan penghambat penerapannya. Penelitian ini menggunakan pendekatan kualitatif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa sistem informasi administrasi kepegawaian telah memberikan manfaat dalam meningkatkan efisiensi kerja, mempercepat

akses data, meningkatkan ketepatan waktu penyelesaian tugas, serta mendorong kedisiplinan pegawai. Namun, efektivitas sistem belum sepenuhnya optimal karena adanya keterbatasan sarana, kurangnya pelatihan, dan belum adanya evaluasi berkala. Dengan demikian, sistem informasi administrasi kepegawaian memiliki kontribusi positif terhadap peningkatan kinerja pegawai, meskipun masih diperlukan perbaikan pada aspek teknis dan sumber daya manusia.

Kata Kunci: Efektivitas, Sistem Informasi Administrasi Kepegawaian, Kinerja Pegawai

INTRODUCTION

The rapid development of information technology has brought significant changes to various aspects of organizational life, both in the public and private sectors. The use of information technology is a key factor in creating work efficiency and effectiveness. Organizations that can adapt to the digitalization trend have a significant opportunity to increase productivity and service quality. One aspect directly impacted by this digital transformation is personnel administration management. Personnel administration management is a vital part of ensuring the smooth operation of an organization. A personnel administration information system offers a solution to various challenges encountered in manual systems, such as late reporting, human error, and a lack of data transparency. Through a technology-based system, personnel data such as attendance, performance appraisals, transfers, promotions, and training history can be accessed and managed in real time and accurately. This facilitates leadership in strategic decision-making and human resource development planning.

In the government context, the implementation of a personnel administration information system is generally realized through the Personnel Management Information System (SIMPEG). SIMPEG is designed to digitally integrate various personnel data so that it can be accessed and updated quickly and systematically. Available features, such as fingerprint-based attendance, job history recording, leave management, and digital-based performance assessments, enable more efficient, transparent, and accountable administrative management. The existence of SIMPEG also plays a role in increasing bureaucratic transparency and accountability. Employees can independently monitor their personal data and work history, while leaders have access to accurate information to support performance evaluations. With a digital system, every data change can be automatically documented, simplifying audits and internal oversight. Furthermore, system integration with technology networks allows for faster and more practical administrative services, allowing employees to focus more on carrying out public service duties.

However, the success of an information system implementation is determined not only by technological sophistication, but also by the readiness of the human resources operating it. Training, outreach, and regular evaluations are crucial factors in ensuring optimal system performance. Without adequate competency, even a well-designed system will not deliver optimal results.

Various previous studies have shown that SIMPEG's effectiveness still faces several obstacles. Alfia Ismail's (2024) research at the Makassar City Education Agency (BKPSDM) found that although SIMPEG was effective in recording attendance and transfers, there were still issues with data updates and a lack of employee training. Putri Rachma Sholeha's (2023) research at the Lampung Ministry of Law and Human Rights also revealed obstacles related to data integrity and network stability. Furthermore, a 2022 report from the National Civil Service Agency (BKN) noted that more than 40% of local government agencies still face obstacles in using SIMPEG, particularly related to technological infrastructure and resistance to the transition from manual to digital systems. These findings indicate a gap between the objectives of implementing a personnel administration information system and the reality of its implementation in the field. This gap is also reflected in the Moro'o Sub-district Office in West Nias Regency. Based on the researchers' initial observations, the implementation of the personnel administration information system has not been running optimally. Several obstacles identified include delays in data input, information discrepancies between work units, low utilization of system features, and continued reliance on manual record-keeping.

Furthermore, limited supporting facilities such as unstable internet connections, a lack of computer equipment, and a lack of technical training also impact the system's effectiveness. The lack of regular system evaluations also leads to recurring problems without sustainable solutions. This directly impacts work efficiency, timely task completion, and the accuracy of personnel data. According to Laudon and Laudon (2020), an effective administrative information system consists of integrated components of input, process, output, supporting technology, and human resources. All these components must operate synergistically for the system to support decision-making and improve employee performance. Similarly, Putra and Lestari (2021) state that effectiveness is the degree to which a system achieves its stated goals through optimal resource utilization. In the context of personnel administration, effectiveness can be measured through ease of information access, speed of service, and data accuracy.

According to Ramadhan (2020), employee performance is the work results achieved by employees based on the quality, quantity, and timeliness of their duties and responsibilities. Therefore, the effectiveness of the personnel administration information system is closely related to improving employee performance within the organization. The Moro'o Sub-district Office, as a government unit in West Nias Regency, plays a strategic role in providing administrative services to the public. Therefore, implementing an effective personnel administration information system is crucial to support improved civil servant (ASN) performance and the quality of public services.

LITERATURE REVIEW

A personnel administration information system is an integral part of a management information system, supporting structured, technology-based human resource management. In the context of public organizations, this system is a crucial tool for improving the effectiveness of employee data management, administrative transparency, and the quality of decision-making. Conceptually, analysis is understood as a systematic process of describing a phenomenon to understand the relationships between variables. Sugiyono (2021) explains that analysis is the process of processing data to draw conclusions based on logical and structured relationship patterns. In this study, analysis was used to assess the effectiveness of the personnel administration information system and its impact on employee performance.

Sutabri (2020) defines a management information system as a collection of interacting components that process data into useful information for decision-making. In the personnel sector, a personnel administration information system is designed to manage employee data such as identity, educational history, absences, transfers, promotions, and performance assessments digitally and in an integrated manner. Putri and Haryono (2022) emphasize that a personnel information system also functions as a control and evaluation tool, particularly through automatic attendance recap and reporting features that enable real-time performance monitoring. Nasution and Pratama (2023) add that the development of a personnel information system must consider ease of use, data security, and suitability to organizational needs to support good governance.

Structurally, a personnel administration information system consists of several main components: input, process, output, supporting technology, and human resources. Input consists of employee data, which must be accurate and complete. Processes include data processing, such as attendance

recaps and performance reports. Output consists of information and administrative reports used as the basis for decision-making. The technological infrastructure encompasses hardware, software, networks, and data security systems. Meanwhile, the competence of human resources as system users is a crucial factor in determining the effectiveness of its implementation (Sutabri, 2021). The effectiveness of a personnel administration information system can be measured through several indicators. Pratama and Utami (2021) state that ease of access is a key indicator, as the system must be user-friendly and easy to understand. Furthermore, data processing speed and accuracy are crucial for producing accurate and timely information. The alignment of system functions with organizational needs also determines the system's ability to support administrative processes. Work process efficiency is another indicator that demonstrates the system's ability to reduce manual workloads and increase productivity. Sutabri (2020) adds that system quality, information quality, user competence, management support, and technological infrastructure all influence information system effectiveness.

Employee performance, as an influencing variable in this study, is understood as the work results achieved by employees in carrying out their duties according to their assigned responsibilities. Rivai (2021) states that performance is the actual behavior demonstrated by employees as a result of their work according to their role in the organization. Sutrisno (2022) explains that performance can be measured based on quality, quantity, and timeliness. Lestari and Putra (2023) add that productivity, discipline, responsibility, and initiative are also important indicators in assessing performance. Hasibuan (2020) emphasizes that employee performance directly contributes to the achievement of overall organizational goals. Various factors influence employee performance, including work motivation, abilities and competencies, the work environment, leadership, and supporting facilities and infrastructure (Yuliana et al., 2022). In the context of modern administration, personnel information systems fall into the category of supporting tools that have the potential to improve work efficiency and task execution accuracy. Previous research has shown that personnel administration information systems significantly contribute to improving work effectiveness. Putri Rachma Sholeha's (2023) research on the implementation of SIMPEG at the Lampung Regional Office of the Ministry of Law and Human Rights (MoHAM) showed that the information system was able to improve the efficiency and quality of decision-making, although there were still challenges with data updates and network stability. Meanwhile, Alfia Ismail's (2024) research at the Makassar City Education Office's

Human Resources Development Agency (BKPSDM) concluded that SIMPEG implementation was quite effective in supporting personnel administration, but still required increased training and regular data updates. Based on the theoretical review and previous research, it is understood that the effectiveness of a personnel administration information system has the potential to positively impact employee performance. Ease of access, speed and accuracy of information, appropriate system functions, and efficient work processes are believed to improve work quality, quantity, punctuality, discipline, and employee cooperation. Therefore, the relationship between the effectiveness of a personnel administration information system and employee performance is an important focus for further analysis in the context of government organizations.

RESEARCH METHODS

This study employed a qualitative research methodology. Creswell, as cited in Amruddin (2022), states that qualitative research is an approach to exploring and understanding the meanings attributed by individuals or groups to social or human problems. The qualitative research process is conducted in a natural setting, with flexible data collection through various strategies such as in-depth interviews, observation, and document analysis. The choice of a qualitative approach in this research is based on the complex, in-depth, and contextual nature of the research object, making it difficult to measure quantitatively. This approach allows researchers to gain a more comprehensive understanding of the informants' perceptions, experiences, and interpretations regarding the effectiveness of the personnel administration information system in supporting employee performance. Furthermore, the flexibility of the qualitative method allows for adjustments to the research design throughout the research process to adapt to changing field conditions.

The research was conducted at the Moro'o District Office, Hilifadolo Village, West Nias Regency. The location was selected based on the relevance of the phenomenon being studied, namely the implementation of a personnel administration information system within the sub-district government. Data sources in qualitative research are divided into two categories: primary and secondary. Primary data sources are obtained directly from informants through interviews, observations, and other data collection techniques. Koyan (2022) explains that primary data in qualitative research can include the words and actions of observed or interviewed participants, field notes, audio or video recordings, and personal documents. Rukin (2022) emphasizes that

primary data must be obtained from original sources directly involved in the phenomenon being studied to provide authentic and in-depth understanding.

Meanwhile, secondary data sources are obtained from literature, documents, reports, and other written sources relevant to the research. Moleong (2022) states that secondary data serves to enrich and strengthen primary data and provide broader context to the phenomena being studied. Informants in qualitative research are individuals or groups with direct knowledge and involvement in the phenomenon being studied. Moleong (2022) explains that informants are selected based on specific criteria in accordance with the research objectives and generally use purposive sampling or snowball sampling techniques. In this study, the informants consisted of the sub-district head as the key informant, the sub-district secretary as the primary informant, and other structural officials as supporting informants.

The primary instrument in qualitative research is the researcher themselves, supported by interview guidelines and documentation. Data collection techniques include in-depth interviews, observation, and documentation to obtain comprehensive and triangulated data. The data analysis techniques in this study follow the stages of qualitative analysis: data reduction, data display, and conclusion drawing and verification. The data reduction stage involves selecting, focusing, and simplifying the data obtained in the field. The data presentation stage involves organizing the data into a structured format to facilitate the researcher's understanding of the overall picture and drawing conclusions. The final stage is conclusion drawing and verification, which involves identifying patterns or findings emerging from the data and testing their validity through triangulation, or cross-checking with other data sources.

RESULTS AND DISCUSSION

Result

The research was conducted at the Moro'o District Office, West Nias Regency. The results were obtained through in-depth interviews, observations, and documentation with key informants including the Sub-district Head, Sub-district Secretary, and several officials and staff directly involved in personnel administration.

1. Implementation of Personnel Administration Information System

Based on interviews and observations, the personnel administration information system has been used to assist with employee data management, including recording attendance, rank, and other

administrative documents. This system is considered to be more effective in storing and retrieval of data compared to the previous manual system. However, the system's implementation has not been fully optimized. Several challenges encountered include limited technical skills of staff in operating the system, as well as limited supporting facilities, such as unstable internet connections. This has resulted in slow data input and updating processes.

2. System Effectiveness in Supporting Employee Performance

From the informant's perspective, the personnel administration information system facilitates easy access to information and expedites administrative processes. Employees are no longer entirely reliant on manual record-keeping, thus minimizing the risk of data loss. However, the system's effectiveness is still influenced by the level of understanding and preparedness of human resources. Some employees still require assistance in using the system. Furthermore, not all administrative processes are digitally integrated, so in practice, there is still a combination of manual and technology-based systems.

3. Supporting and Inhibiting Factors

Supporting factors for system implementation include the existence of internal policies that encourage the use of technology in administration as well as the commitment of management to improve the quality of service and administrative governance. Meanwhile, inhibiting factors include limited infrastructure, a lack of ongoing technical training, and resistance from some employees to changes in work systems. These conditions have resulted in the system's suboptimal utilization in improving work efficiency and effectiveness.

Discussion

The discussion of this research is compiled based on field findings and is directly linked to the theoretical basis and references listed in the research manuscript. The research was conducted at the Moro'o District Office, West Nias Regency, using a qualitative approach, as proposed by Creswell in Amruddin (2022), who stated that qualitative research aims to understand the meanings individuals construct regarding a social phenomenon. Therefore, this discussion not only describes empirical facts but also interprets the meaning of the implementation of the personnel administration information system in the context of the sub-district government organization.

1. Implementation of Personnel Administration Information System

Based on the research results, a personnel administration information system has been

implemented to support employee data management, including recording, storing, and retrieval of administrative data. These findings indicate a shift from a manual system to a technology-based system. According to Moleong (2022), in qualitative research, the meaning of a phenomenon is understood through the perspective of the subjects directly involved. From the informants' perspective, this system was seen as helping speed up administrative processes and simplify data access. This means that functionally, the system has contributed to work efficiency. However, the system's effectiveness is not yet fully optimal. Limited technical skills of employees and infrastructure constraints are the main inhibiting factors. This indicates that the success of information system implementation is determined not only by the availability of technology, but also by the readiness of human resources and organizational support. These findings are consistent with the view that information systems are a combination of people, procedures, and technology that must operate in an integrated manner.

2. System Effectiveness in Supporting Employee Performance

Conceptually, the effectiveness of an information system is measured by the extent to which it achieves organizational goals. In the context of this research, that goal is to improve employee performance through more orderly, faster, and more accurate administration. The results of the study show that the system helps in storing data more neatly and reduces the risk of losing documents. This has resulted in improved timeliness and ease in preparing administrative reports. Thus, there are indications that the system contributes to improving the quality of employee work. However, the persistence of work practices that combine manual and digital systems indicates that the transformation process is not yet fully complete. This situation indicates that the system's effectiveness is still in its infancy.

Referring to Koyan (2022) and Rukin's (2022) understanding of the importance of authentic data and direct participant involvement in understanding phenomena, field findings indicate that employee perceptions of the system are heavily influenced by their daily user experience. When system use is not fully mastered, its impact on performance is also less than optimal.

3. Supporting and Inhibiting Factors

Discussion of supporting factors shows that leadership commitment is a crucial element in encouraging the use of information systems. Leadership support creates legitimacy and encourages employees to adapt to changes in the work system. Conversely, inhibiting factors such as limited technical training and infrastructure demonstrate that digital transformation at the

sub-district level still faces structural challenges. From a qualitative data analysis perspective, as described in the data reduction, data presentation, and conclusion stages, a consistent pattern emerges: technology without strengthening human resource capacity will not produce significant changes in organizational performance. Thus, this discussion confirms that the effectiveness of the personnel administration information system at the Moro'o District Office is not yet fully optimal, but it has shown positive signs of improving administrative efficiency and supporting employee performance. To achieve greater effectiveness, ongoing training, supporting infrastructure improvements, and regular system evaluations are needed to ensure a harmonious integration between technology and human resources.

CONCLUSION

Based on research conducted at the Moro'o District Office in West Nias Regency, it can be concluded that the implementation of the personnel administration information system has been successful and has contributed to supporting employee administration. The system facilitates more orderly data storage, management, and retrieval compared to the previous manual system. The effectiveness of the personnel administration information system in supporting employee performance has shown quite good results, particularly in terms of ease of data access, administrative neatness, and accelerated work processes. This system contributes to increased efficiency and accuracy in the execution of administrative tasks.

However, its effectiveness is not yet fully optimal. There are still obstacles in the form of limited technical skills of employees in operating the system and limited supporting infrastructure, such as networks and technological facilities. Furthermore, in practice, manual systems are still used alongside technology-based systems. The main supporting factors in system implementation are leadership commitment and internal policies that encourage the use of technology in personnel administration. Meanwhile, inhibiting factors include a lack of ongoing training and limited supporting facilities. Overall, the personnel administration information system at the Moro'o District Office has had a positive impact on administrative management and employee performance, but still requires increased human resource capacity and infrastructure optimization so that its effectiveness can be achieved optimally.

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