

## **IMPLEMENTATION OF E-PERFORMANCE SYSTEM IN PROVIDING ASN TPP AT SITOLU ORI DISTRICT OFFICE, NORTH NIAS REGENCY**

By

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### **ABSTRACT**

This study aims to analyze the implementation of the E-Performance system in providing Employee Income Supplements (TPP) at the Sitolu Ori District Office, North Nias Regency. The research method used is descriptive qualitative, with data collection techniques in the form of observation, in-depth interviews, and documentation. Key informants consist of the Sub-district Head, Sub-district Secretary, Treasurer, and Head of General Affairs. The results of the study indicate that the implementation of E-Performance is able to increase transparency and accountability of ASN performance. The reporting process becomes faster and more efficient, and the provision of TPP becomes more objective. However, technical constraints and limitations of ASN digital literacy are the main challenges in its implementation.

**Keywords:** E-Performance, Additional Employee Income, ASN, Transparency, Performance Evaluation

### **PENERAPAN SISTEM E-PERFORMANCE DALAM PENYEDIAAN TUNJANGAN KINERJA PEGAWAI NEGERI SIPIL (TPP) DI KANTOR DISTRIK SITOLU ORI, KABUPATEN NIAS UTARA**

### **ABSTRAK**

Penelitian ini bertujuan untuk menganalisis implementasi sistem E-Performance dalam pemberian Tambahan Penghasilan Pegawai (TPP) di Kantor Kecamatan Sitolu Ori, Kabupaten Nias Utara. Metode penelitian yang digunakan adalah deskriptif kualitatif, dengan teknik pengumpulan data berupa observasi, wawancara mendalam, dan dokumentasi. Informan kunci terdiri dari Camat, Sekretaris Kecamatan, Bendahara, dan Kepala Bagian Umum. Hasil penelitian menunjukkan bahwa implementasi E-Performance mampu meningkatkan transparansi dan akuntabilitas kinerja ASN. Proses pelaporan menjadi lebih cepat dan efisien, serta pemberian TPP menjadi lebih objektif. Namun, kendala teknis dan keterbatasan literasi digital ASN menjadi tantangan utama dalam implementasinya.

**Kata Kunci:** E-Performance, Tambahan Penghasilan Pegawai, ASN, Transparansi, Evaluasi Kinerja

### **INTRODUCTION**

Bureaucratic transformation in Indonesia continues to accelerate along with advances in information technology. One significant form of adaptation is the implementation of a digital system in managing the performance of State Civil Apparatus (ASN). The government is trying to realize more efficient and transparent governance through various innovations, including the

digitalization of the performance assessment system. The E-Performance System is here as a response to the need for objective, measurable, and accountable performance evaluation. By using an online platform, the central and regional governments hope to increase ASN productivity while ensuring that incentives are given fairly and based on real contributions.

Employee Income Supplement (TPP) is an incentive given to ASN as an award for their performance. Before the E-Performance system, the provision of TPP often faced challenges in terms of the validity of performance and attendance data. The manual procedures used previously often resulted in inaccurate information, manipulation of attendance, and assessments that were not entirely objective. This condition creates inequality in the provision of incentives and reduces the motivation of employees who work optimally. Therefore, the integration of E-Performance with the TPP policy is a strategic step in building a performance-based work culture.

The implementation of the E-Performance system has been widely applied in government agencies, but its effectiveness is highly dependent on infrastructure readiness, quality of human resources, and managerial support. Previous studies have shown that the main obstacles in implementing this system are resistance to change, low digital literacy of senior employees, and lack of socialization and technical training. In addition, the success of the implementation is also determined by the commitment of the leadership in overseeing the use of the system consistently and comprehensively.

Situlu Ori District in North Nias Regency is one of the areas that has started implementing the E-Performance system in ASN performance assessment and TPP distribution. As a government unit that is in direct contact with public services at the local level, Situlu Ori District has a strategic role in supporting regional bureaucratic accountability. The implementation of E-Performance at the sub-district office is an important study to observe how the system is operated in the context of a sub-district-level bureaucracy that has limited infrastructure and human resources.

Based on this background, this study aims to analyze the implementation of the E-Performance system in providing ASN TPP at the Situlu Ori Sub-district Office, and to identify the obstacles faced during the implementation process. This study is important because it provides an empirical picture of the effectiveness of the E-Performance system in improving the quality of ASN performance management and transparency of employee incentives. The

results of this study are expected to contribute to the development of performance management policies and practices at the local level.

## **LITERATURE REVIEW**

### **E-Performance System Concept**

The E-Performance System is an information technology innovation in human resource management in government agencies. This system functions as a tool to monitor, measure, and evaluate ASN performance systematically and objectively. According to Putra and Frinaldi (2023), E-Performance enables performance assessments based on actual data through real-time reporting and continuous feedback from superiors. With this system, work reporting is documented electronically, which minimizes the possibility of data manipulation and increases transparency and accountability (Nurhayati, 2017).

The E-Performance system is also the basis for determining performance-based benefits, such as Employee Income Supplement (TPP). The main functions of E-Performance include target setting, monitoring work achievements, daily performance documentation, and integration with other personnel systems. The government through Government Regulation No. 30 of 2019 stipulates that ASN performance assessments must be carried out systematically and measurably, and used as a basis for providing rewards and punishments.

Employee Income Supplement is a form of incentive given to ASN based on workload, responsibility, and performance achievement. Based on North Nias Regent Regulation Number 18 of 2024, TPP aims to improve ASN motivation and welfare by considering objective criteria, including attendance, work performance, and work conditions and location. As explained by Ardini (2020), TPP functions as a motivational tool that can encourage ASN to work more productively and be responsible for their duties.

E-Performance and TPP are closely related, where the E-Performance system is the basis for evaluation in determining the amount of TPP that ASN deserves to receive. According to Juliasuti (2021), the implementation of this system strengthens fairness in providing incentives because performance assessments are carried out transparently, measurably, and based on electronic evidence. With this approach, ASN are required to show real work results in order to receive allowances according to their contributions.

## **Research methods**

This study uses a qualitative descriptive approach with the aim of systematically describing the implementation process of the E-Performance system in providing Additional Employee Income (TPP) at the Sitolu Ori Sub-district Office, North Nias Regency. This approach was chosen because it is appropriate to describe the phenomena that are occurring and identify obstacles and their impacts based on the direct experiences of policy makers and system implementers.

## **RESULTS AND DISCUSSION**

### **Implementation of E-Performance System in Providing ASN TPP**

Based on the results of observations and interviews, the E-Performance system has been actively implemented at the Sitolu Ori Sub-district Office. ASN are required to record their daily activities into the system online, with filling in based on Employee Performance Targets (SKP). All data is then verified by the direct superior as the basis for providing Employee Income Supplements (TPP). This procedure makes the performance assessment process more objective because it is supported by evidence of digital activity.

The implementation of E-Performance also encourages employees to be more disciplined and structured in completing work, because every daily activity will be recorded and become the basis for calculating benefits. In addition, the system provides real-time performance reports, which help leaders monitor employee productivity and identify work units that are experiencing a decline in performance.

### **Supporting Factors for Implementation**

Some supporting factors for the successful implementation of the E-Performance system in this office include:

1. Leadership commitment to overseeing the use of the system as a whole;
2. The availability of information technology infrastructure, although simple, is quite adequate;
3. Initial training and technical guidance provided to employees; and
4. The existence of a work unit admin who plays an active role in monitoring daily ASN input.

5. These factors accelerate the adoption of the system by ASN and increase accuracy in performance recording.

### **Obstacles in Implementation**

However, the implementation of the E-Performance system is not free from various obstacles. Field findings show several obstacles, including:

1. The level of digital literacy among ASN is not evenly distributed, especially among senior employees;
2. Technical problems, such as unstable internet connections and device limitations (computers/laptops);
3. Dependence on work unit admin, which causes input delays if the admin is absent; and
4. Lack of further socialization, resulting in confusion in the use of certain features of the E-Kinerja application.

This is in line with the findings of Latifah et al. (2023), who noted that limited technological capacity and training are common barriers to implementing digital systems in local government agencies.

### **Impact on TPP Transparency and Fairness**

One of the most significant impacts of implementing E-Performance is the increased transparency in employee performance assessments. Unlike the previous manual system, ASN can no longer "tip keluar" because the system verifies attendance with facial identification. Direct input of daily activities also reduces the possibility of data manipulation.

In addition, E-Kinerja contributes to the provision of TPP that is fairer and based on real contributions. Employees with high performance achievements receive appropriate incentives, while inactive employees will receive a reduction in TPP according to the results of the system verification. Thus, this system acts as an instrument of organizational justice and increasing ASN work motivation.

### **CONCLUSION**

This study shows that the implementation of the E-Performance system at the Sitolu Ori Sub-district Office, North Nias Regency, has been running actively and has had a significant impact on the management of the performance of the State Civil Apparatus (ASN). This system allows for digital and real-time recording of work activities, which facilitates the evaluation

process and becomes an objective basis for providing Employee Income Supplements (TPP). The use of E-Performance has been proven to increase transparency, accountability, and bureaucratic efficiency in the sub-district office environment.

However, the implementation of this system still faces various obstacles, including low digital literacy among some ASN, limited technological infrastructure, and lack of advanced training. These obstacles can hinder the optimization of system utilization and have the potential to cause inequality in daily data input. Therefore, a strategy is needed to strengthen technical capacity and provide continuous coaching to ASN to ensure equitable utilization of the system.

In general, the E-Kinerja system can be an effective tool to support a fair and real contribution-based TPP policy. This finding confirms the importance of digitalization in bureaucratic reform and shows that structural support and human resource capacity building are key to the successful implementation of this system at the local level.

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