

## **ANALYSIS OF THE USE OF THE MINISTRY OF LAW AND HUMAN RIGHTS' SIMPEG APPLICATION INFLUENCES THE DIRECTORATE GENERAL OF IMMIGRATION'S PERSONNEL ADMINISTRATION SERVICES AT ONE OF THE IMMIGRATION OFFICES**

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### **ABSTRACT**

This research aims to implement a management information system based on the SIMPEG application in providing services to the community. This research used a sample of 54 respondents at one of the directorates general of immigration at the Immigration Office. This research uses simple linear regression analysis and non-probability sampling techniques are used in the sampling method by collecting data through questionnaires, interviews and observation. The results obtained by the personnel management information system (SIMPEG) have a positive and significant effect on the personnel administration services of the Directorate General of Immigration at one of the Immigration Offices. This is because the resulting data reporting is in accordance with requirements. Apart from that, data in SIMPEG can be searched easily and the facilities available in SIMPEG are easy for employees to use, so that personnel administration services are better.

**Keywords :** Management Information System, Personnel Administration Services

### **INTRODUCTION**

The bureaucracy has a big responsibility in providing basic services such as decision making, regulations and policy making. Services like this require the performance of professional and competent apparatus employees. Employees who are able to understand the problems faced and at the same time meet the needs of society as a whole. Government institutions, both at the central, regional and special institutions, have a major part in giving open administrations to the community. The victory of government teach in giving productive and successful administrations depends incredibly on the quality of their human assets (HR).

The Law on Civil Service that regulates State Civil Apparatus (ASN) employees is Law Number 20 of 2023 concerning State Civil Apparatus (ASN). This Law regulates the State Civil Apparatus by setting limits on the terms used in its regulation. The main regulatory points contained in this Law are: 1) strengthening supervision of the Merit System; 2) determining the need for Civil Servants (PNS) and Government Employees with Work Agreements (PPPK); 3) welfare of civil servants and PPPK; 4) arrangement of honorary staff; and 5) digitalization of ASN Management including transformation of ASN Management components. ASN employees consist of PNS and PPPK.

One way to achieve good service is by encouraging the use of information systems so that HR management becomes more effective and efficient. Presidential Instruction Number 3 of 2003 concerning National Procedures for Promoting e-Government, government administration is encouraged to use electronic systems in every service and activity. In order to implement these instructions, the Ministry of Law and Human

Rights is required to innovate a government system based on information technology so that it can carry out the duties and functions of the Ministry of Law and Human Rights effectively and efficiently in accordance with the values of the Ministry of Law and Human Rights, namely: Professional, Accountable, Synergistic, Transparent and Innovative (PASTI).

Currently, various agencies or organizations in Indonesia under the auspices of the Ministry of Law and Human Rights have established policies regarding the use of SIMPEG. The applicable regulation, namely Number 10 of 2016, is an important instrument in modernizing the personnel management of the Ministry of Law and Human Rights by utilizing information technology. This aims to increase efficiency, transparency and accuracy in the management of human resources and public services in this Ministry.

Likewise, the Immigration Office has implemented a personnel management information system or SIMPEG. A system that aims to facilitate access to management and also IT-based personnel services. Apart from that, the SIMPEG application aims to facilitate the assessment of employee performance within the Ministry of Law and Human Rights as a form of implementing employee discipline enforcement. So that information related to attendance, performance allowances and other matters related to personnel services can be integrated through this application.

The personnel management information system (SIMPEG) is an course of action for the method of collecting, handling, analyzing, displaying information and data required to bolster organization and administration related to employees[1].

The Human Resources Information System (HRIS) or SIMPEG focuses on creating formats for personnel data and governing the system for gathering, processing, storing, and presenting personnel information. This includes various types of data such as employee details, position information, educational background, awards, training records, family information, attendance records, and other relevant data. The primary objective of SIMPEG is to facilitate the management of employee-related activities such as workforce planning, performance evaluations, career development, welfare management, as well as handling dismissals or retirements[1].

A management information system is a cohesive ensemble of interconnected components designed to operate as a unified entity. Its purpose is to amalgamate, process, and retain data, enabling managers to leverage it for decision-making. [2]. As a public organization, the government is also required to collect data to be processed into information, as material for the government's consideration in implementing a policy [3]. The personnel management information system (SIMPEG) is a facility to make it easier to provide services, especially in the field of personnel. With SIMPEG, civil servants do not need to collect data repeatedly because the data is already stored in the system. Apart from that, there was a phenomenon found at the research location which stated that SIMPEG could help the personnel administration process. and problems arising from SIMPEG can have an impact on service quality, for this reason researchers suspect that there is an influence between SIMPEG and the quality of personnel administration services. This is in accordance with the statement that the better SIMPEG is, the better the quality of service [4].

Efficient, effective and quality services are a really critical component in keeping up open believe and fulfillment with the government. Good public services are not only a benchmark for the performance of a government institution, but also reflect the quality of life of the community [5]. Based on this, the bureaucracy has a big responsibility in providing services that are able to understand the problems faced and at the same time meet the needs of society as a whole. Government institutions, both at the central, regional and special institutions, Effective management information systems play a crucial role in delivering public services to communities. The efficiency and effectiveness of government institutions in providing these services heavily rely on the quality and functionality of their systems.

Activities carried out by public organizations or government agencies which aim to meet the community's needs for goods and services are carried out in accordance with established standards and regulations. The government, through its institutions and all apparatus, is tasked with providing and administering services to the community.

With the presence of SIMPEG, it is now hoped that it will have a good impact on the quality of personnel administration services because with the presence of SIMPEG, employee data will be stored and collected in one structured personnel database so that it can provide easy access to employee data, thereby improving the personnel administration process. later it will be smoother.

However, implementing SIMPEG is not an easy thing for an organization, one of which is the TPI Bandung Class I Immigration Office because there are still several obstacles found, the obstacles that exist include delays in updating employee data, another obstacle found is regarding the quality of human resources available. using SIMPEG due to lack of training and socialization regarding SIMPEG so that its implementation still needs to be improved regarding the use of SIMPEG.

Another problem behind this research is the comes about of research that is influenced by personnel management information systems. Based on the results of previous research, there are several performance indicators that are still not meets expectations, this shows that the performance of the TPI Bandung Class I Immigration Office has not been optimal [6]. The results of other inquire about state that there's no critical impact between computer-based administration data frameworks on employee execution within the Central Tambusai District office (t value < t table = -0.649 < 2.04227 in other words computer-based information management systems have a negative impact on worker performance, meaning that the administration data system does not have a significant impact on worker performance [7]. The research results differ based on the results that the personnel management information system has an influence on employee performance in the drug installation staff at the West Java Provincial Mental Hospital by 47.7% [8]. According to research results stated the execution of SIMPEG has had a positive and critical impact on the administration of civil service organizations in Field I of the Tanjung Priok Migration Office. SIMPEG can be realized well then the management organization will run fine. meeting the needs of representatives, situations, exchanges and progress of workers perfectly in accordance with control [9]. Meanwhile, different research results produce that the implementation of HRIS was proven to influence time efficiency. Our research also shows that HRIS implementation is not a determinant of cost efficiency. Furthermore, it can be concluded that HRIS implementation has no effect on the quality of information[10]. Finally, it was also stated that the implementation of HRIS had an effect on managerial satisfaction. The varied and contradictory results of research on performance show that there are still research gaps.

Seeing the importance of using SIMPEG for personnel administration services, especially at the directorate general of immigration in one of the immigration offices, it is important to carry out this research to find out and prove whether there is an influence of the personnel management information system (SIMPEG) on personnel administration services, in addition to better understanding the problem. because if the problems regarding SIMPEG above are left unchecked it will have an impact on personnel administration services.

## LITERATURE REVIEW

### Human Resource Information System SIMPEG

SIMPEG is an coordinates totality comprising of handling gear counting collectors, strategies, handling faculty and computer program; Capacity gadgets incorporate information centers, information handling and communication gadgets which are interrelated, subordinate and decide each other within the context of giving data within the staff segment.

Administration data system as an coordinates human/machine system to display data to back operations, administration and decision-making capacities in an organization [11].

Decree of the Ministry of Law and Human Rights Number 10 of 2016 concerning Personnel Management Information Systems states that "personnel management data systems can be in the form of a series of employee data and information that is compiled efficiently, comprehensively and in coordination with technology-based tasks that are tasked with carrying out various forms of work and produce valuable data in the implementation of Personnel Management".

The Human Resources Information System (HRIS) or SIMPEG focuses on creating formats for personnel data and governing the system for gathering, processing, storing, and presenting personnel information. This includes various types of data such as employee details, position information, educational background, awards, training records, family information, attendance records, and other relevant data. The primary objective of SIMPEG is to facilitate the management of employee-related activities such as workforce planning, performance evaluations, career development, welfare management, as well as handling dismissals or retirements[1].

In general, the Personnel Management Information System was built with McLeod and G. Schell's objectives: 1. Implement a personnel administration data system that's coordinated in a computer arrangement and is able of creating tall quality information that has an affect on organizational viability. 2. Ensure efficient, effective, integrated and accountable HR management. 3. Providing fast, simple and accountable personnel administration services. There are four indicators in the personnel management information system, namely 1. Data Collection 2. Data Processing 3. Data Storage 4. Reporting Data that has become Information[1].

### **Personnel Administration Services**

Assessing the quality of public services is not a very easy activity, especially the provision of service and administrative public services, but regardless of the existence of problems or problems regarding the quality of public services, this is currently a concern of democratic governments, especially Indonesia, because the current provision of public services as a benchmark for a country is said to be failing or good. [12]

Service quality is the customer's recognition of the administrations they get. Separated from that, Parasuraman moreover expressed that benefit quality is an in general assessment of the benefit work really gotten by clients (specialized quality) and how the benefit is conveyed (useful quality). In case the benefit gotten and seen is in agreement with client desires at that point the quality of the benefit is considered to be great quality, and alternately in the event that the quality of the benefit gotten isn't in understanding with client desires at that point the quality of the benefit is seen as awful [13]. To decide the quality of benefit given to shoppers, there are five measurements of benefit quality, specifically: Tangible, Reliability, Responsiveness, Assurance, Empathy [13].

### **METHODOLOGY**

The author puts forward two variables that will be studied. This research was conducted at one of the Directorate Generals of Immigration at the Immigration Office. This type of research uses descriptive verification analysis methods with a quantitative approach.

Primary data and secondary data are the data sources used, through interviews and questionnaires with structured questions to obtain accurate information, for secondary data it comes from literature studies, literature books, previous research journals and relevant internet media so that this secondary data can help complete primary data that has been obtained. Operational measurements use Likert scale measurement instruments, data analysis is tested using linear regression. Non-probability sampling was used to take samples with 54 employees being the sample.

In the analysis of the personnel management information system (SIMPEG) there are 4 indicators, data collection, data processing, data storage, reporting data that has become information[1]. Meanwhile, there are 5 indicators for the quality of personnel administration services, Tangible, Reliability, Responsiveness, Assurance, Empathy [14].

### **RESULTS AND DISCUSSION**

#### **Validity Test**

The validity test was carried out to test the extent to which the questionnaire used could produce valid data using Pearson correlation analysis. by determining whether a questionnaire is valid or not in making a decision is if  $r_{\text{value}} > r_{\text{table}}$ . The  $r_{\text{table}}$  value in this study is 0.266 so if the value is  $> 0.266$  then the questionnaire is declared valid. The test results of the calculated  $r$  value for all questions on the administrative services questionnaire exceed the  $r_{\text{table}}$ . That way, all question items are declared valid. The calculated  $r$  value for all questions in the SIMPEG application usage questionnaire exceeds the  $r_{\text{table}}$ . That way, all question items are declared valid.



### Reliability Test

This test can be declared reliable if the Cronbach's alpha value exceeds 0.70.

**Table 1. Reliability Test**

questionnaire	Cronbach's Alpha	N of Items
SIMPEG (X)	0,718	12
Administrative Services (Y)	0,823	12

table 1 of the reliability test analysis, each questionnaire has a Cronbach's alpha value exceeding 0.70. Thus, the questionnaire used in the research is reliable.

### CLASSIC ASSUMPTION TEST

#### Normality Test

**Table 2. Normality Test**

		Unstandardized Residual
N		54
Normal Parameters <sup>a,b</sup>	Mean	0,000
	Std. Deviation	2,780
Most Extreme Differences	Absolute	0,100
	Positive	0,079
	Negative	-0,100
Test Statistic		0,100
Asymp. Sig. (2-tailed)		0,200

Results on table 2 show the Sig value. amounting to 0.200 exceeds the significance level of 0.05. This means that the normality assumption is met.

#### Heteroscedasticity test

The statistical test chosen is the Glejser test, the basis for making heteroscedasticity test decisions is through the Glejser test as follows:

- If the Sig. > 0.05 there are no symptoms of heteroscedasticity
- If the Sig. < 0.05 heteroscedasticity symptoms occur

**Table 3. Heteroscedasticity Test**

		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	4,843	2,042		2,372	0,021
	X	-0,064	0,049	-0,178	-1,306	0,197

Table 3

shows that the Sig value is obtained. the incentive variable is 0.197. Because this value is greater than the significance of 0.05, It can be stated that there are no symptoms of heteroscedasticity.

#### Autocorrelation Test Results

This test is seen from the Durbin Watson value, a good regression model is a regression that has no autocorrelation.

**Table 4.** Autocorrelation Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0,778 <sup>a</sup>	0,605	0,597	2,80708	1,820

Autocorrelation in table 4, the Durbin-Watson statistical value is 1.820. Because the Durbin-Watson statistical value is between dU and 4-dU, namely  $1.598 < 1.820 < 2.402$ , it can be stated that the non-autocorrelation assumption is met.

#### Simple Linear Regression Analysis

Simple linear regression analysis test to predict how much influence the variable using the SIMPEG application has on the administrative service variable.

**Table 5.** Simple Linier Regression Analysis Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20,299	3,428		5,921	0,000
	X	0,735	0,082	0,778	8,924	0,000

Based on the table 5 a simple linier regression equation above, the constant (a) value is 20.299, while the value (b/regression coefficient) of the SIMPEG application usage variable is 0.735. From these results, the following regression equation is obtained.

$$Y = 20,299 + 0,735X$$

- 1) The constant value is 20.299, which means that if the value of the variable X is equal to 0 then the value of the administrative services variable (Y) is 20.299.
- 2) The regression coefficient on the SIMPEG application usage variable (X) is 0.735 and is positive, meaning that if the value of the SIMPEG application usage variable (X) increases significantly by 1 unit, the administrative service variable (Y) will increase by 0.735.

#### T Test Results

The t test can be carried out using the t test statistic by comparing the Sig value. t with an alpha value of 0.05. Following are the results of the t test.

**Table 6.** T Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20,299	3,428		5,921	0,000
	X	0,735	0,082	0,778	8,924	0,000

T test on table 6 the sig value is 0.000 and the beta is negative. This means that there is a significant positive influence of the SIMPEG application usage variable on the administrative service variable.

### Test Results Coefficient of Determination

**Table 7.** Determination Test Results

Model	R	R Square	Adjusted R Square
1	0,778 <sup>a</sup>	0,605	0,597

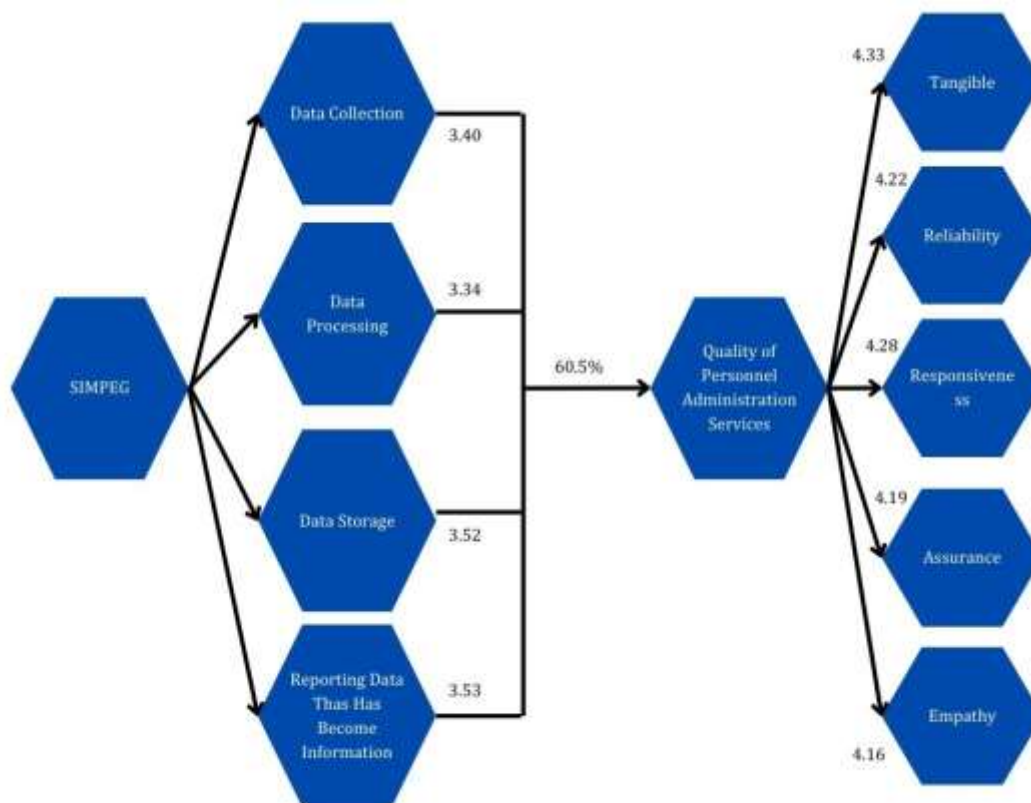
Based on table 7 of the coefficient of determination test results above, the R<sup>2</sup> (R Square) value of the regression model is 0.605 or 60.5%, meaning that variations in the administrative service variable (Y) can be explained by the SIMPEG application usage variable. And 39.5% is influenced by variables that were not examined.

### Hypothesis Testing

**Table 8.** Hypothesis Test

Hypothesis	T-Value	T-table	R <sup>2</sup>	Conclusion
SIMPEG → Personnel Administration Service	8,924	1.675	0.605	H1-Accepted (significant)

Hypothesis test on table 8 the results, it show that SIMPEG has a positive and significant effect on personnel administration service in one of general immigration.



**Figure 1.** Recapitulation of Indicators

Based on figure 1 the effect produced For the SIMPEG variable, each indicator was calculated with the result that the average value obtained for the first indicator was 3.40, which means it is in the "medium" category because it is in the interval range 2.61-3.40. These results were obtained from 3 questions in the first indicator. Based on these results it can be stated that in this data collection indicator, employees at the immigration office have carried out data collection quite well. In the second indicator, an average result of 3.34 was obtained, which means it is in the "medium" category, where processing employee data has been done quite well. The third indicator produces an average value of 3.52, which means it is in the "high" category. With these results it can be seen that the data in SIMPEG is in accordance with the stipulated provisions and employees have updated their respective latest data periodically. The fourth indicator which has the highest average result value is 3.53 which is included in the "high" category, meaning that employee data stored in SIMPEG can be guaranteed to be secure and the resulting data is in accordance with the required requirements, apart from that the data in SIMPEG is also can be searched easily.

In the Personnel Administration Services variable, each indicator studied was also calculated with the result of the first indicator being 4.33, which is included in the "very high" category because it is in the interval value range of 4.21-5.00, which means that the service on the SIMPEG application is very satisfactory and the facilities for data tracking and the reports are also very satisfying, making it easier for employees to search for data and create reports on performance results and personal data. The second indicator produces an average value of 4.22 and is included in the "very high" category, which means that the quality of service on the SIMPEG application is generally satisfactory and the speed of accessing the SIMPEG application is also satisfactory. Apart from that, the flexibility to access the SIMPEG application is very satisfying so Employees who need data or reports can access it anywhere, which makes employee performance more effective and efficient. The third indicator produces an average value of 4.28 which is included in the "very high" category. Based on these results, it can be seen that apart from the satisfactory service on the SIMPEG application, the service by the Immigration Office personnel section is very satisfactory and helps employees in operating the SIMPEG application. making it easier for employees to update data or create performance results reports. Furthermore, the fourth indicator has a value of 4.19 which is in the "high" category, meaning that when carrying out administrative services, employees can feel that they trust staff in the personnel sector so that employees can focus more on their work. The fifth indicator produces an average value of 4.16 and is included in the "high" category, which means that employees find it easy to operate the SIMPEG application and the personnel department pays attention to reminding employees to use the SIMPEG application so that employees become more optimal in utilizing the SIMPEG application to carry out their activities. collecting data and creating performance results reports.

### **Conclusion**

The results of research that has been carried out based on the t test show that the personnel management information system (SIMPEG) has a positive and significant effect on personnel administration services at one of the Directorate Generals of Immigration at the Bandung City Immigration Office. this means that 60.5% of the variation in the administrative service variable (Y) can be explained by the SIMPEG application usage variable. The fourth indicator which has the highest average result value is 3.53 which is included in the "high" category, meaning that employee data stored in SIMPEG can be guaranteed to be secure and the resulting data is in accordance with the required requirements, apart from that the data in SIMPEG is also can be searched easily. So it can be concluded that if SIMPEG is good it will have an impact on personnel administration services. On the other hand, if SIMPEG's personnel administration services are poor then this will affect the personnel administration services which will also decline.



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