

## Evaluation of the Implementation of E-Kinerja at the Nganjuk Regency Secretariat

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### Abstract

*In an effort to achieve measurability in the performance of State Civil Servants, the government has issued Government Regulation Number 30 of 2019 concerning Performance Assessment of Civil Servants. However, carrying out the process of assessing the performance of the State Civil Apparatus is not easy, because apart from the State Civil Apparatus being spread across various agencies, recording and reporting has not been made easy through the use of technology. To make it easier to assess individual performance, the Nganjuk Regency Government, especially the Nganjuk Regency Regional Secretariat, is implementing ICT to support the process of assessing the performance of State Civil Apparatus using the E-Kinerja Information System. This research aims to find out how e-kinerja is implemented in the Nganjuk Regency Secretariat, using a qualitative approach that focuses on data descriptions in the form of in-depth sentences originating from informants in the Leadership Protocol and Communication section, Nganjuk Regency Regional Secretariat. The results of this research are that the process of implementing e-kinerja went well starting from holding socialization to supporting facilities even though there were a few obstacles related to the network and application errors.*

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### Abstract

Dalam usaha untuk mencapai keterukuran kinerja Aparatur Sipil Negara, pemerintah telah mengeluarkan Peraturan Pemerintah Nomor 30 Tahun 2019 tentang Penilaian Kinerja Pegawai Negeri Sipil. Akan tetapi, melakukan proses penilaian kinerja Aparatur Sipil Negara tidak mudah dilakukan, karena selain Aparatur Sipil Negara yang tersebar di berbagai instansi, pencatatan dan pelaporannya belum dimudahkan melalui penggunaan teknologi. Untuk memudahkan dalam penilaian kinerja individu, Pemerintah Kabupaten Nganjuk khususnya Sekretariat Daerah Kabupaten Nganjuk mengimplementasikan TIK untuk mendukung proses penilaian kinerja Aparatur Sipil Negara dengan menggunakan Sistem Informasi E-Kinerja. Adapun penelitian ini bertujuan untuk mengetahui bagaimana penerapan e-kinerja di Sekretariat Kabupaten Nganjuk, dengan menggunakan pendekatan kualitatif yang memusatkan pada deskripsi data berupa kalimat-kalimat mendalam yang berasal dari informan bagian Protokol dan Komunikasi Pimpinan, Sekretariat Daerah Kabupaten Nganjuk. Hasil penelitian ini adalah proses penerapan e-kinerja berjalan dengan baik mulai dari diadakannya sosialisasi hingga fasilitas penunjang meskipun ada sedikit hambatan terkait jaringan dan aplikasi error.

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## 1. INTRODUCTION

In an effort to achieve measurability in the performance of State Civil Servants (ASN), the government has issued Government Regulation (PP) Number 30 of 2019 concerning Performance Assessment of Civil Servants. The PP specifically regulates the principles and components that are used as a reference in assessing the performance of State Civil Apparatus (ASN). Apart from that, Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 8 of 2021 concerning the Performance Management System for State Civil Apparatus (ASN) was then issued to serve as a reference in the reporting process and procedures for reviewing agency performance reports. Looking at the PP up to PERMENANRB No 8/2021, it can be seen that performance assessment is an important focus for the government in maintaining and improving the quality of the Indonesian State Civil Service (ASN). However, carrying out the process of assessing the performance of the State Civil

Apparatus (ASN) is not easy, because apart from the State Civil Apparatus (ASN) being spread across various agencies, recording and reporting has not been made easy through the use of technology. Recording on paper is still reliable, even though it is susceptible to damage due to weathering, exposure to water, and even fire. Performance reports are recorded throughout the year and there is a possibility that the information stored is lost or even affected by a disaster. Apart from that, the process of recording performance data is still done manually and requires a lot of time resources, thereby reducing service time for the community. Therefore, a system is needed that is supported by the latest technology to be a solution to problems related to assessing the performance of the State Civil Service (ASN).

To make it easier to assess individual performance, the Nganjuk Regency Government (Pemkab) through the Regional Civil Service Agency (BKD) implements ICT to support the performance assessment process for State Civil Apparatus (ASN) by building an E-Kinerja Information System. It is hoped that E-Kinerja can help in facilitating the process assessment of the work performance of State Civil Apparatus (ASN) within the Nganjuk Regency Government.

E-performance also functions to monitor employee activities during working hours, whether the employee is carrying out activities or not. This will be known by the team examining employee work reports which is carried out every year, every month, every week and even every day. This e-performance policy is a motivation for employees to improve their performance and makes employees who were previously undisciplined at work become more diligent at work and have high competitiveness.

The Nganjuk Regency Regional Government, especially the Nganjuk Regency Regional Secretariat, in an effort to improve the performance of the State Civil Apparatus and facilitate the assessment and supervision of employee performance has implemented the E-Kinerja Application. This application can provide information to superiors quickly and precisely about the effectiveness and efficiency of positions and work units, work performance of positions and work units, number of employees needed, as well as standard working time norms. Before the implementation of the E-kinerja application system, employee performance measurement was carried out using a manual system, so the performance assessment was changed to be based on Employee Performance Targets (SKP). Then the SKP Employee Performance Targets become the basis for filling in employee E-performance data. Based on the author's initial observations, in implementing the e-kinerja application at the Nganjuk Regency Regional Secretariat, not everything runs smoothly and optimally, there are technical problems that often occur when inputting daily work reports via the e-kinerja application, often the internet network is not connected. So employees have difficulty filling out daily work reports via the e-kinerja application.

## 2. RESEARCH METHOD

This research uses descriptive research with a qualitative approach, which focuses on describing data in the form of in-depth sentences originating from informants and the behavior of various things, where in the explanation a conclusion is then obtained from the problem. In this case, in order to analyze the data obtained in depth and comprehensively with the hope of finding out about evaluation of the implementation of e-kinerja at the District secretariat Nganjuk. The informants in this research are State Civil Apparatus in the Leadership Protocol and Communication section, Nganjuk Regency Regional Secretariat who better understands the implementation of employee performance through the e-kinerja system. Start by reviewing all available data from various sources, namely the results of interviews, observations that have been written down in field notes, documents and so on using tools or instruments, namely mobile phones and writing instruments. After reading, studying and reviewing, the next step is to reduce the data, present the data and draw conclusions.

### 3. RESEARCH RESULTS AND DISCUSSION

Referring to the Nganjuk Regent's Regulation number 10 of 2021 concerning Providing Allowances for ASN Employees within the Regional Government of Nanjuk Regency that in Chapter IV concerning ASN TPP Assessment which contains an Assessment of ASN Performance Productivity based on the implementation of duties and assessment of the Assessing Officer on the results of the implementation of the duties of the employees he leads. Implementation of employee duties includes job descriptions, main performance indicators, performance agreements and individual performance indicators which are compiled into Employee Performance Targets (SKP). The preparation of SKP is carried out electronically through the e-kinerja application. The SKP serves as a guideline for employees' daily activities on the effective working day of each ASN which is filled in on the e-Kinerja application as a daily performance report. Work productivity assessments are carried out by the direct superior by verifying daily performance reports of subordinates and assessing subordinates' work behavior in the e-application. -Performance. These rules are applied to all ASN employees, but in this research we will only examine the Protocol and Communication Section of the leadership of the Nganjuk Regency Regional Secretariat regarding the Implementation of the E-Kinerja System in Assessing the Performance of State Civil Apparatus (ASN).

To find out the extent of the implementation of e-performance at the Nganjuk Regency Secretariat in the Leadership Protocol and Communication section, so the focus of this research is the E-Kinerja System which is seen in 3 (three) research dimensions:

a. Objectives of implementing the e-performance system

E-kinerja is an information technology-based application or system in the form of a website, and e-kinerja will be used as a tool or way to monitor State Civil Servants (ASN), an integrated system for measuring, assessing, supervising and managing the performance of State Civil Servants. The aim of implementing e-kinerja is to improve organizational and apparatus performance, as a tool for measuring organizational and apparatus work performance, recording the daily work of apparatus according to position and workload. availability of performance data for State Civil Service employees by utilizing information technology and improving performance, discipline and optimizing the use of electronic-based attendance systems to avoid fraud or manipulation of data relating to employee attendance.

Indicators that show that the objectives of implementing e-kinerja have been achieved are that employees have carried out what has been monitored every month and filling in e-kinerja is used as the basis for determining the payment of employee performance allowances as regulated by office regulations. If it is not carried out according to plan then supervision is carried out.

In this case, efforts are made so that employees can understand the purpose of implementing e-kinerja by providing warnings if it does not go according to plan, informing employees who have not completed e-kinerja. Employees are able to achieve employee work targets because the e-Kinerja application system accommodates target management and realization of employee work targets.

b. The process of implementing the e-performance system

The implementation of the e-performance system is carried out to assist the process of assessing employee performance and simplify the process of creating and setting employee work targets, assessing work behavior, and creating reports automatically.

The process of implementing the e-performance system is running well because each employee can input activities every day and superiors can see and provide assessments of the activities that have been carried out. Several times special training has been carried out to learn how to fill out e-kinerja by means of socialization regarding the use and application of the e-kinerja system using facilities such as computers, networks, applications, internet and application servers.

c. Barriers to implementing the e-performance system

Barriers to implementing the e-Kinerja system are that the system sometimes has errors

during working hours, thus disrupting the input of work that has been done into the system and problems regarding employee discipline in carrying out their obligations to fill in the work that has been done in the respective e-Kinerja systems are still low.

In implementing the e-performance system, there are obstacles but not often and obstacles are sometimes found, accessing the application is difficult at certain times due to congested access to the server and the internet which is sometimes slow and the application is down. In certain cases, the solution can be to check the internet connection and wait until the website returns to normal.

#### 4. CONCLUSION

From the results of the research and discussion above, it shows that the conclusions are as follows:

- a. E-Performance is a web-based application developed to make it easier for officials to input the activities or work that has been carried out by each employee in making daily work reports so that employee performance targets are achieved. In addition, this application is expected to be able to become a supporting instrument for leaders in monitoring, assessing, make decisions regarding employees, units and work units.
- b. The process of implementing e-kinerja went well, starting from holding socialization to supporting facilities.
- c. In filling out e-kinerja, obstacles are still encountered such as slow network and sometimes application errors.

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