STRATEGY ANALYSIS OF INFORMATION SYSTEM PLANNING AND PERSONNEL SERVICES (SILKA) ONLINE GOVERNMENT OF BALANGAN REGENCY

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Abstract

Researchers are interested in researching more deeply about the Strategy for Planning for Information Systems and Personnel Services (SILKA) Online at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. This research is a qualitative descriptive research. Data were collected from interviews, field observations, and documentation. Data analysis was done by using descriptive analytic technique. Based on the results of the study, it can be concluded that the SILKa Application Strategy has been implemented in Balangan Regency which as a whole has made innovations that make it easy for employees to obtain information, data and various programs by accessing personnel data through SILKa. The application of SILKa innovation in Balangan Regency through input, process, output and feedback designed to store all personnel data. Efforts made by adding an online network in SILKa innovation in Balangan Regency can be carried out using a network system for internet connectivity, LAN and quota access that makes it easy for employees to access personnel data information.

Keywords: SILKA, Information System, Government, Balangan Regency.

INTRODUCTION

So far, the management of personnel administration at the Office of the Regional Personnel Education and Training Agency (BKPPD) of Balangan Regency has used computers as work aids in administrative management. But it's only limited to typing data and making reports. There is no system that specifically handles or manages employee administrative data. So far, administrative management often happens to accumulate data or even lose data. There is some data that is already stored in the computer, but there is some data that is still stored in the form of books or sheets whose arrangement is not regular, making it difficult for the administration to provide information quickly and accurately to superiors.

In addition, problems occur in the service system that is running, especially when data management from all SKPD is carried out by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency in data processing, especially employee administration is not optimal, the process of employee attendance, submission of promotions, and retirement applications and leave applications are still in manual process, so that input and changes to employee data do not run effectively because the staffing department still has to record manually and does not maximize the information that has been obtained. According to Sidik (2015); Permatasari (2016); Salehah (2021), the work in personnel matters does not run efficiently because the time required is relatively longer and the results of the information obtained are not timely, so that their needs are not met properly because the information provided is inaccurate. According to Harisca et al. (2017); Muammar (2021); Yusuf & Endaryono (2021), arrangements that are carried out regularly, quickly and accurately and can be presented in a report certainly support the smooth operation of the organization's operations and make the right decisions.

The Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency is planning the online SILKA application (Information System and Personnel Services). Currently the SILKA application, although not yet running well in serving personnel administration. However, the effort made is to be able to provide comprehensive employee statistical information to all employees in all SKPD in Balangan Regency.

Therefore, an information system is needed by employees so that the work done is effective and efficient because it is regulated by a system. The SILKA application system is an abbreviation of the Information System and Personnel Services, which is a personnel administration application that includes employee leave, periodic salary increases, employee data, personnel information and others. This access is expected for all employees to be able to access their needs from all SKPD in Balangan Regency.

The unintegrated data of Civil Servants (PNS) with each other often results in data duplication which then causes inefficiency in handling staffing problems (Putra et al., 2018; Utama, 2021). Most of the ASN staffing files in Balangan Regency still use physical documents which can cause problems, for example there is the possibility of missing files, longer administrative processes and others. In addition, there are still civil servants in the Regional Work Units (SKPD) who do not know the personnel data under their authority.

In addition, SPBE also mandates the integration and efficiency of the national government system. The scope of the e-File Application shall at least contain: a. Document Management b. Upload the results of scanning employee document files c. Manage electronic document files d. Print the document. The ASN Information System is a series of information and data regarding ASN Employees that is compiled in a systematic, comprehensive, and integrated manner based on technology. Information and Communication Technology, hereinafter abbreviated as ICT, is a

technique for collecting, preparing, storing, processing, announcing, analyzing, and/or disseminating information and communications.

Therefore, the planning of the online SILKA application needs to be made effective because it can support personnel administration in Balangan Regency. According to Marlina (2017); Timba (2017); Romengan & Tompunu (2017) planning in the broadest sense is a process of systematically preparing activities to be carried out to achieve a certain goal. According to Primayana (2016); The Brotherhood (2019); Nurmalisa et al. (2020), planning is a way of how to achieve goals as well as possible with existing resources to be more effective and efficient. According to Wirawan & Nurpratiwi (2015); Tumble et al. (2021); Islamiyah (2021), planning is a continuous process that includes two aspects, namely planning formulation and implementation. According to Triwiyanto (2013); Tumber et al. (2021), planning can be used to control and evaluate the course of activities, because the nature of the plan is to guide the implementation of activities.

The function of planning is as a systematic preparation of various activities that need to be carried out in order to achieve goals. Planning is the formulation of procedure objectives, methods and implementation schedules, including forecasts about future conditions and estimates of the consequences of planning on these conditions. The development plan should also be able to generate national solidarity and social solidarity, involvement in shouldering burdens and responsibilities. According to Siagian (2015: 36) the planning function can be defined as making decisions in the present about things that will be done during a certain period of time in the future.

Planning can be carried out in various fields, but not all plans are development plans related to development policies, the government acts as a driver of development, this is related to the definition of planning which is an effort by public institutions to make development policy directions that must be carried out in an area, both in the country and in the region. based on the strengths and weaknesses of the region.

Research that supports this research on online information systems, namely Sulistyani Komalasari (2018) regarding the Application of the Personnel Management Information System (SIMPEG) Program (Study at the Malang City Regional Personnel Agency), The results of research on the application of the SIMPEG program at BKD Malang City show that there are inhibiting factors namely operational technical problems, for example confusion in operating this program, causing staff from the Malang City BKD still not understanding the procedure. There are several supporting factors in the application of the SIMPEG program, namely employee mastery of information technology, technology facilities, number of resources and data security and confidentiality. Then Arif Jurachman's research (2019) Implementation of the Personnel Management Information System (SIMPEG) at the Regional Personnel Agency (BKD) of Sidoarjo Regency. The results showed that the digitizing system of staffing data at the Regional Personnel Agency of Sidoarjo Regency was created in 2001, SIMPEG BKD Sidoarjo Regency contains many feature. Filling in SIMPEG begins with filing, verifying files, inputting data from master data, education history, and other supports. SIMPEG's own software and hardware are obtained from partners according to the proposed budget, the basis is Windows using Intel Exon E5, SIMPEG BKD Sidoarjo Regency itself is still using its own system, not from the Central BKN, because there are no direct instructions from BKN.

Based on the research gap mentioned above, this research examines the problem in terms of planning carried out in providing services to employees so that it can run well. A system that can provide benefits to employees, especially in the administration of the personnel itself. The

Online Personnel Service and Information System (SILKA) at the Regional Education and Training Personnel Board of Balangan Regency which can support personnel administration, so that they can find out the maximum results in planning in the administration of the employee. This is in line with improving the quality of administrative services for employees in accessing information about themselves from their positions, leave, duties and others related to the field of employment in each SKPD carried out by ASN BKPPD employees in Balangan Regency.

Based on this background, researchers are interested in investigating more deeply about the Strategy for Planning for Information Systems and Personnel Services (SILKA) Online at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

RESEARCH METHODS

This research is descriptive research. The research approach used in this study is a qualitative approach. Furthermore, Moleong (2007:11) suggests that descriptive research emphasizes data in the form of words, pictures, and not numbers caused by the application of qualitative methods. In addition, all that is collected is likely to be the key to what has been researched.

The collection of informants or data sources in this study was carried out purposively and the size of the informants was determined by snowball, the collection technique was triangulation (combined), the data analysis was qualitative and the research results emphasized the meaning of generalization. The results of this study only describe or construct in-depth interviews with research subjects so that they can provide a clear picture of the planning for the implementation of the online SILKA application on Service and Personnel Information.

After that, examine the alternative strategies that can be implemented in knowing the planning of the online SILKA application at the Balangan Regency Government. The alternatives are obtained after carrying out the process of collecting and processing data obtained through interviews, observation and documentation as well as literature review.

The research location regarding the online SILKA Program Planning was carried out at BKPPD, Balangan Regency. The reason for choosing the Balangan Regency BKPPD as the focus of research is that it is central to the Service and Personnel Information in Balangan Regency. Research informants include parties who are considered to have information (key-informants) needed in the research area, namely the Head of BKPPD, Head of Apparatus Development and Personnel Information, and employees.

Research data sources are divided into two, namely primary data and secondary data. Primary data is the main data that is used directly to be able to answer research problems related to planning the online SILKA application in Balangan Regency. Primary data is data that is obtained directly from respondents or sources through interviews, both from the Head of BKPPD, the Head of Apparatus Development and Personnel Information and employees. Secondary data is data that supports or complements the primary data. Secondary data from various sources such as documents, archives, activity reports taken from relevant organizations or agencies that are relevant to the management of the SILKA online application, both from the planning and implementation stages, as well as inhibiting and supporting factors in these activities.

Data collection techniques were carried out by observation, interviews and documentation. Sugiyono (2014: 45) explains that observation or observation can be interpreted as systematic observation and recording of the symptoms that appear on the object of research. This observation uses participatory observation, in which the researcher is directly involved with the daily activities of the person being observed or used as a source of research data. Interviews are a

method used to obtain information from respondents who are being studied, whether they are carried out with structured interviews or unstructured interviews. According to Faisal (1990) information can also be obtained through stored facts in the form of letters, diaries, photo archives, meeting results, souvenirs, activity journals and so on. Data in the form of documents like this can be used to dig up information in the past. Researchers need to have theoretical sensitivity to interpret all these documents so that they are not just meaningless items.

Data analysis was done by using descriptive analytic technique. The analytical descriptive analysis technique according to Sugiyono (2014) is to describe the data collected in the form of words, pictures, and not numbers. Data that comes from scripts, interviews, field notes, documents, and so on, is then described so that it can provide clarity on reality or reality. According to Miles and Huberman (in Emzir, 2012) suggest that activities in qualitative data analysis are carried out interactively and continue until they are completed. Activities in data analysis are data reduction, data presentation, and drawing conclusions or verification.

RESULTS AND DISCUSSION

Findings in the Field

Based on the results of the study, it can be explained from the research findings that data has not been integrated between BKN and BKKPD so that data that has been inputted in the SAPK BKN application, is re-entered in the SILKa BKKPD application and vice versa so that between the center and the regions sometimes the incoming data is not synchronized, especially staffing data between data with one another. Sometimes there are still differences in personnel data between the two parties.

The problem that has occurred so far is that data from employees has not been able to accommodate all services in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, the services served in the current SILKa application are in the form of leave and periodic salary increases.

The findings of the data obtained were that from the online SILKa Planning Strategy that was carried out, there was only one person developing the sub-division of personnel information and 2 subordinates. The strategy is to add 1 honorary staff in the IT field. What is special is that the Personnel Service Information System at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency is online, unlike other areas that are still offline. On the other hand, in terms of calculating employee benefits, it has been calculated through SILKa online based on performance and attendance.

Strategy of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency in planning the Online Personnel Service and Information System (SILKA).

Based on the results of the research that the strategy used is to conduct a SWOT analysis before carrying out and implementing the Online Personnel Information System and Service (SILKA) application which is carried out on employees. So far, seen from the process of implementing this program, this service to employees can be seen in terms of the promotion process, employees apply for promotions by collecting the requirements for promotion to the staffing subdivision of the work unit. After the requirements have been checked and the requirements have been met, the sub-section of the work unit personnel shall make a proposal note addressed to the State Civil Service Agency.

In connection with the results of the study that in addition to the transformation in the internal environment of the Regional Education and Training Personnel Agency (BKPPD) of

Balangan Regency, the industrial world is also undergoing a transformation, namely industry 4.0. The current government continues to pursue the fourth generation industry or industry 4.0. In fact, President Joko Widodo (Jokowi) on April 4 2018 inaugurated a roadmap called Making Indonesia 4.0. The Industrial Revolution 4.0 resulted in changes in the way of thinking, living, and relationships with one another. Significant changes in the field of technology, as well as other fields such as: economic, social, and political. This also affects Human Resources (HR), where HR is one of the success factors of the role of industry 4.0.

Improving the quality of human resources is very important, especially to support the latest technology. Technological sophistication is non-negotiable in all aspects of life, so it needs to be addressed wisely and on target. This encourages the importance of preparing human resources who have both talent and skills. The improvement of human resources starts from education, training and guidance for human resources in industry 4.0, the basic human capital that must be possessed are: skills and abilities where even though they have different cultural backgrounds, they can still work together. HR plays an important role to face the era of the industrial revolution 4.0. Furthermore, the industrial revolution 4.0 has found a new pattern when disruptive technology occurs. Digital changes and penetration demand more qualified human resources and are able to continue to adapt according to technological developments.

In relation to apparatus resources, ASN as mandated by Law 5/2014 has duties and functions other than as makers and implementers of public policies but also as public servants. According to Soekarsono (2019), the mindset as a public servant no longer has to be served mentally but must serve mentality. The knowledge possessed must also be global, supported by increased expertise that can encourage increased competence. According to Sabri (2020); Napitupulu et al. (2020), in responding to global developments, ASN in the era of the Industrial Revolution 4.0, is no longer only static but dynamic with the ability to master, regulate and control technology, especially information technology. According to Hartati (2020); Wulandari (2021), ASN must be able to adapt to the Industrial revolution 4.0 through studying, utilizing and developing technology that continues to develop rapidly.

Industry 4.0 provides many opportunities and opportunities to make public services more effective and efficient through the use of this technology. Information technology is an indicator of the rise of the Industrial Revolution 4.0. The use of information technology used by an employee who works in an agency is already massive. The progress of information technology which is the driving force of the Industrial Revolution 4.0, can be seen from the existence of information technology which is manifested in various application facilities and the use of the internet network.

Therefore, if ASN does not master technology, the work they do will be left behind and disappear. In 2018 the Head of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency stated that 65% of current jobs will be lost in the next 10 years. The role of ASN is so important in mastering this technology because it is predicted that 75% of jobs involve not only science, engineering and mathematics skills, but also technology and the internet (Zimmerman, 2018).

Mastery of technology can support the creation of innovation, especially with regard to public service innovation. Within the scope of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, innovation can be carried out in developing professional ASN, especially in terms of fostering and administering ASN management starting from the recruitment system, ASN placement system, knowledge management, remuneration system to the pension system.

The Regional Education and Training Personnel Board (BKPPD) of Balangan Regency feels that what needs to be done is by way of the first challenge, namely arranging the ASN Management System. The system that has been built has not been fully used as a standard that is applied in all government agencies. ASN management runs "according to customs" in each agency. The conventional supervision and control system causes high costs and not optimal implementation of ASN management. The second challenge is the ASN database and information system. The government actually has ASN data, it's just that the information is incomplete and not up-to-date. In addition, the existing data is only owned by their respective agencies (not integrated). Therefore, the challenge ahead is how to develop an ASN (Big Data ASN) database that contains complete, up-to-date and integrated information.

Big Data ASN is important for employees because it relates to the implementation of policies related to ASN management that will be more targeted because it is based on valid data. After developing an integrated database, the ASN information system must also be reliable. In addition to more targeted policies, with the integration of a reliable ASN information system, the policy-making process will also be faster and with lower costs. The third challenge is the enforcement of ASN management governance. ASN management governance needs to be strengthened from what was originally conventional to digital. Budget and time efficiency are the main issues in digitization. Institutional aspects also need to be reorganized better. Work that is too silo must be turned into collective and collaborative work. Collective and collaborative work is the main condition for successful achievement of the mandate of the Act. For this reason, a more positive organizational culture transformation is needed and supports the achievement of the vision of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

The strategy carried out to increase the digitization of personnel data by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

The strategic target of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency is a desired condition that can be achieved by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency as an outcome/impact of several implemented programs. In its preparation, the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency outlined 5 (five) objectives, namely 1) Realizing Quality ASN Management Implementation Development, 2) Realizing Excellent Quality ASN Management Implementation, 3) Realizing Improved Quality of ASN Databases and Information Systems, 4) Realizing the Supervision and Control of ASN Management Implementation, 5) Realizing Effective, Efficient, and Accountable ASN Management Governance. Strategic targets must be determined because this relates to the workings of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency using the Balanced Scorecard (BSC) method approach which is divided into 4 four perspectives, namely stakeholder perspective, customer perspective, internal process perspective, and learning and growth perspective.

The results of the study also show that the effort made is to place human resources and budgets in accordance with the implementation of the SILKa program for all employees. This is the most important thing in improving the work of employees, especially in carrying out the SILKa application, it is necessary to have human resources capable of doing this work.

Human resources are a very important factor in the success and failure of policy implementation. This is because humans are the driving element and implementation of the policy itself. Human resources can be said to be successful if in a bureaucratic institution such as

the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, the apparatus has the expertise, knowledge, skills and abilities in carrying out their duties or work.

The apparatus is responsible for his work and has obedience to his superiors in carrying out the tasks or work he handles. Courtesy and friendliness in providing services to an employee who works in the agency, such as politeness in communication both language, facial expressions and body language.

Based on research and interviews, that to improve the performance of human resources in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, namely: First, conduct employee development to improve quality through increasing knowledge and abilities as well as discipline and work ethic. Where the Regional Education and Training Personnel Board (BKPPD) of Balangan Regency carries out various activities such as tours of the area and tours of duty.

Second, to provide guidance and education for employees, which can improve work professionalism and employees have broad insight. Third, the procurement of employees, where the Regional Education and Training Personnel Board (BKPPD) of Balangan Regency is not directly involved in the procurement of employees, this is because it is the authority of the center. The Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency should be directly involved in the procurement of employees who will work in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, because the apparatus of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency knows the criteria. What kind of prospective employees work at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

Fourth, taking employee disciplinary action, disciplinary action in the form of reprimand and dismissal of employees who do not comply with applicable rules, is the right action to motivate employees to comply with all applicable regulations. Fifth, increase employee pensions, where the Regional Education and Training Personnel Board (BKPPD) of Balangan Regency pays attention to the pensions of employees who have devoted themselves to working at the South Kalimantan Provincial Education Office.

Sixth, the management of employee salaries, the management of employee salaries by the Administrative Sub-section is in accordance with their duties. The salaries of employees at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency have been determined from the center and differentiate them based on class and position. Seventh, the promotion of the rank of employees, an increase in the rank of employees of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency can improve the performance of employees of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

The seven implementations carried out by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency are aimed at improving the quality of human resources or the local apparatus. Improving the quality of the apparatus of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency can facilitate the management of educational problems or other problems and improve public services of the Balangan Regency Regional Education and Training Personnel Agency (BKPPD).

Based on information from an employee who works in the agency regarding the ability of human resources or the Balangan Regency Regional Education and Training Personnel Agency (BKPPD) in providing information services, SILKA is said to be not good, because if SILKA is damaged, it takes a long time to be used again. Therefore, the apparatus is the driving and

implementing element of SILKA in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

Human resources that can determine the success of SILKA implementation are human resources who have reliable potential or apparatus who have the ability to overcome problems regarding the SILKA service.

The reliable potential mentioned above can be seen based on the required criteria, the main criteria needed are those who are experts in the field of computers and are able to operationalize them and are experts in information services. The existing human resources in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency cannot be said to be adequate, because there are not many apparatus who master the computer field that can support the successful implementation of SILKA. Therefore, the implementation of SILKA has been carried out well but has not been maximized, to overcome this, the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, South Kalimantan Province has taken steps to train and educate employees to become more skilled in the computer field that can support the success of SILKA.

The human resources needed are those who are computer experts because they will be used as operators or computerization experts at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. Therefore, the existence of training and education can at least overcome the obstacles in the operation of the computer. Efforts made by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency in providing computerization experts include the assistance of freelancers (contract workers) who are competent in computerization operations. Besides having to be an expert in the field of computers, of course, human resources can support the success of SILKA.

Human resources are potentially needed because they can provide support regarding the successful implementation of SILKA, the human resources needed are those who have expertise or are capable of computers and administration. This is because it will be in accordance with the reality required by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. In its implementation, it can be seen in the existing employee training process, employee development and government institutions contained in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

First, human resource training for apparatus or employees in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, where training aimed at employees is an activity that cannot be separated from the overall activities of implementing the SILKA policy at the Regional Education and Training Personnel Agency. (BKPPD) Balangan Regency. Based on the results of the interviews, this training was followed by the apparatus to improve their skills by taking courses on programs that support the implementation of the SILKA policy. The courses that are followed are programming courses that can assist the operation of SILKA at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. In addition, by sending several employees to conduct training related to Information Technology (IT) organized by third parties, for example to attend trainings with funding borne by the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. At the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, it was found that the training was carried out in the field of Personnel Guidance and Information, because it was in accordance with the main tasks of the Balangan Regency Regional Education and Training Personnel Agency (BKPPD) as executor in improving public

services at the Education Personnel Agency. And the Regional Training (BKPPD) of Balangan Regency for public services uses http://silka.bkppd-balangankab.info.

The results of the research that have been carried out show that to provide quality information to the public, the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, South Kalimantan Province made a breakthrough by implementing all information systems contained within the scope of the Regional Education and Training Personnel Agency (BKPPD).) Balangan Regency uses electronic information system facilities.

Second, in improving the quality of personnel human resources, the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency provides guidance, in addition to improving professionalism and logical thinking skills as well as the personality of existing employees in implementing the existing SILKA policy. In its implementation, the development of human resources for employees of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, for example, is carried out with the obligation to uphold the ideals of the proclamation, maintain unity and integrity, not discriminate against ethnicity, religion, race and class in carrying out their duties. . Such matters seem to need the attention of the assessment center as well.

Third, to maintain the quality of apparatus resources at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency also conducted knowledge improvement of existing employees through formal education programs for study permits and educational offers from third parties or abroad for study assignments. For formal education in fulfilling the study permit offered by the provincial government, for example, to participate in further education such as at existing universities at their own expense without releasing work at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, while for education the task of learning offered by the Ministry / third party through scholarships, the financing is fully borne by the Ministry / third party and the person concerned is relieved from his work at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency while participating in the study assignment.

Fourth, in terms of government institutions, the assessment center at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency is applied as an instrument in structuring and developing existing organizations to be more rational, effective and efficient in accordance with the needs in implementing the SILKA policy to provide information to the wrong people. an employee working in an agency.

Fifth, based on interviews with the Sub-Division Head and Personnel staff, the work productivity of the apparatus through SILKA at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency can be seen from the level of employee attendance and discipline. The work productivity of an employee is related to the amount of compensation he receives. If the compensation given is large, employees will be motivated to improve the quality of work. Furthermore, the development of personnel resources is an important element in increasing productivity. The more and better the productivity of an employee, the greater the compensation he will receive, and vice versa.

Work productivity of the apparatus can be known by monitoring the work program carried out by employees (Franklin, 2014; Puspita, 2018). An employee's work program can be seen through the level of employee attendance through digital-based attendance (Hafizd et al., 2018;

Yusuf, 2019). If the attendance rate of an employee is high, it can be interpreted that an employee is productive. On the other hand, if attendance is low, it means less productive.

Monitoring employee work has been known, that an employee is less productive at work, the supervisor also conducts coaching for employees who are less productive by raising employee morale and improving employee quality by providing motivation to employees. In carrying out the development of the apparatus, a good communication process is needed to employees to motivate the apparatus concerned to be productive.

Sixth, the cost of living for the apparatus is the need for an employee to be able to live properly. This needs to be considered so that employees can work without worrying about their survival and also the people they finance, such as their families. Compensation for employees must at least be able to meet the basic needs of an employee.

Based on the explanation above, the availability of human resources for the apparatus in implementing the SILKA policy in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency has not been sufficient in its entirety. This is because the number of apparatus that specifically manages SILKA in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency is approximately only five people who are tasked with the Field of Personnel Guidance and Information. Thus, this amount is not sufficient when compared to the number of technological facilities that must be operated and repaired by the network system that supports SILKA. In addition, the number of apparatus that can use computer networks as a means of sharing information is still limited. However, if viewed from the efforts to increase knowledge in the implementation of the SILKA policy in improving public services, it is quite good.

The policy will be implemented if it is supported by sufficient budgetary resources. Budget resources in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency are the source of authority for the Planning and Finance Sub-section. The authority delegated to the Planning and Finance department to manage budget resources is appropriate. This is because the budget must be managed by officials who really know about their field, so that budgetary resources can be used to finance the operationalization of policy implementation.

Based on the results of interviews with the planning and financial subdivision apparatus of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, that budget resources or costs are very necessary for successful implementation, because all programs require a large budget. Therefore, in SILKa planning the budget is very necessary, such as for purchasing computer equipment, procuring infrastructure, and procuring other communication networks. The budget is very necessary for the success of the SILKA policy planning, in its implementation it requires a lot of capital or funds to be used.

The budget is used for the procurement of infrastructure, computer networks, procurement of data base-based communication networks and of course the procurement of internet networks. So far, the implementation of the SILKA policy is still experiencing a few obstacles and its implementation has not been maximized, this is due to budget constraints so that the implementation has not been maximally implemented.

The available budget is not sufficient, thus making the implementation that has been carried out experiencing problems. These obstacles are limited funds so that the implementation of SILKA has not been maximized. The capital budgeted by the Balangan Regency Government for the procurement of computers is still considered insufficient, the existing capital is not sufficient for the purchase or procurement of facilities and infrastructure that can support the successful implementation of SILKA.

Budget is a very important factor in policy implementation because without a large budget, the implementation of the policy will not be carried out properly. This is because to build SILKA requires an extensive communication network such as internet and intranet networks and also needs to improve infrastructures that can support the successful implementation of the SILKA policy so that it requires no small amount of capital.

The lack of available funds in the implementation of the SILKA policy and the small amount of funds allocated for public service activities are factors causing the less than optimal implementation efforts that can be carried out by the management agency of the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. Based on the results of the interview, due to the financing that requires large enough funds for the implementation of SILKA in improving public services, the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency.

The implementation of the SILKA policy in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency is closely related to the equipment used. Information systems that utilize technological facilities are the main factors to determine whether the facilities owned are adequate or not, and how easy it is to access them. Another thing that can support technology facilities in implementing the SILKA policy is computer and computer networks and their software.

The computer network is an important technological tool in information technology in the implementation of SILKA, because by having adequate technological facilities, information can be provided more quickly and in a variety of ways. In addition, with adequate technological facilities, it will be easier to access them. In planning the SILKA policy in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, the ease of access provided is by creating a computer network that is connected to all fields in the Regency Education and Training Personnel Agency (BKPPD). Balangan. With the network, it is easier to exchange data.

Based on the description above, it can be seen that the existing technological facilities in the implementation of the SILKA policy in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency are adequate and feasible to use. This can be seen from the existing facilities that can implement SILKA well, even though there are things that need to be improved. However, the obstacle is that the existing facilities sometimes cannot be utilized optimally as they should, due to insufficient knowledge for their operation. In addition, the number of existing computers such as specifications and software needs to be increased so that the implementation of the SILKA policy will be able to correct existing deficiencies, in order to be able to better provide information to the public.

Equipment resources, namely computer equipment, are not only used as information resources for people who will process data, but are used to support the work of the Regional Education and Training Personnel Agency (BKPPD) Balangan Regency. Computer equipment resources are expected to simplify and speed up the services provided to employees.

The process to obtain accurate data can be done in various ways. Based on the results of interviews in the implementation of SILKA at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, the method used to obtain accurate data to be input into SILKA is by asking directly to the agency or related fields, in relation to what information will be submitted. included in SILKA.

Based on the results of interviews, the completeness of data in the implementation of the SILKA policy at the Regional Education and Training Personnel Agency (BKPPD) of Balangan

Regency is still lacking. This is because some staff among the remaining sub-sectors consider that it is not too important to provide data to be used in the existing SILKA. The data needed in implementing the SILKA policy at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency has not been fulfilled, so a lot of existing information needs to be added to support the fast and accurate implementation of SILKA.

The resources in the research conducted indicate that the existing resources in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, in implementing the SILKa policy in improving public services at the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency. This is because in the implementation of SILKA, there is an imbalance between the number of equipment facilities and personnel resources and the number of employees. This is because the facilities and infrastructure owned have not been evenly distributed or can be used by every individual in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency, South Kalimantan, so that efforts to improve public services have not been carried out optimally, plus the operation of SILKA apartment resources who still do not know as well as the operational costs of the implementation which require large costs. So to make the implementation of the SILKA policy effective, the state of resources in the Regional Education and Training Personnel Agency (BKPPD) of Balangan Regency must be increased, and must be increased again because it can affect activities in carrying out work.

CONCLUSION

Based on the formulation of the problem which was then discussed based on the research results, it can be concluded that the SILKa Application Strategy has been implemented in Balangan Regency which as a whole has made innovations that make it easy for employees to obtain information, data and various programs by accessing personnel data through SILKa. The application of SILKa innovation in Balangan Regency through input, process, output and feedback designed to store all personnel data. Efforts made by adding an online network in SILKa innovation in Balangan Regency can be carried out using a network system for internet connectivity, LAN and quota access which makes it easy for employees to access personnel data information.

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