

Improving the Personnel Administration System as a Pillar of Employee Welfare at the Regional Personnel Agency of East Tanjung Jabung

Sukri^{1*}, Zaenal Abidin², Wand³, Reza Okva Marwendi⁴

¹Institut Islam Al-Mujaddid Sabak, Tanjung Jabung Timur, Indonesia

²Institut Islam Al-Mujaddid Sabak, Tanjung Jabung Timur, Indonesia

³Institut Islam Al-Mujaddid Sabak, Tanjung Jabung Timur, Indonesia

⁴Institut Islam Al-Mujaddid Sabak, Tanjung Jabung Timur, Indonesia

*Correspondent Author: sukridy451@gmail.com

Article Info:

Article history: Accepted, 12/10/2024, | Revision, 24/11/2024, | Published, 30/12/2024, | Vol (2), Issue (2), (Dec, 2024)
e-ISSN 2988-0246 | p-ISSN 2988-6732 | doi: <https://doi.org/10.61233/zijen.v2i2.26>

Abstract:

This research aims to improve the personnel administration system at the East Tanjung Jabung Regional Civil Service Agency as the main pillar of employee welfare. With a descriptive qualitative approach, data were collected through in-depth interviews, field observations, and document analysis. The findings of the study show that the administrative system that is still manual, the limitations of technological infrastructure, the lack of officer skills, and the absence of a structured Standard Operation Procedure are the main obstacles in personnel management. As a result, the administrative process runs slowly, inefficiently, and often causes delays in the fulfillment of employee rights. To overcome this problem, it is recommended to implement a digital-based administrative system, intensive training for administrative officers, the preparation of clear Standard Operating Procedures, and the strengthening of technological infrastructure and transformational leadership. With the implementation of these measures, it is hoped that the Regional Civil Service Agency can provide more efficient, accurate, and responsive administrative services, thereby supporting the overall welfare of employees.

Keywords:

Administration, Digitalization, Welfare, Efficiency.



© 2024 The Author(s).

This article is licensed under a [Creative Commons Attribution 4.0 International License \(CC BY 4.0\)](https://creativecommons.org/licenses/by/4.0/).

INTRODUCTION

The personnel administration system plays an important role in ensuring the welfare of employees, especially in government agencies that are responsible for managing human resources. In the modern era, the demand to present an efficient, accurate, and technology-based administrative system is increasingly urgent. However, many government agencies, including the East Tanjung Jabung Regional Civil Service Agency, still face various challenges in managing personnel administration, which has a direct impact on employee welfare and the effectiveness of public services (Knox & Carmichael, 2006).

The main problem faced by the East Tanjung Jabung Regional Civil Service Agency is the personnel administration system that is still manual and not integrated. This causes processes such as employee data management, benefit application, and performance evaluation to run slowly and often cause dissatisfaction. This inefficiency also creates a gap between employee expectations for optimal

staffing services and the reality of an unresponsive system(Thai, 2005).

This gap is exacerbated by the lack of information technology utilization and low skills of officers in managing modern administrative systems. Many employees feel that their rights, such as benefits and promotions, are delayed due to an unorganized system. In addition, the absence of clear standard operating procedures (SOPs) often causes uncertainty in the management of personnel administration. This condition hampers the overall performance of the agency and has a negative impact on employee motivation(Van Wart, 2013).

From these problems, the main problem was formulated, namely how to improve the personnel administration system at the East Tanjung Jabung Regional Civil Service Agency so that it can become the main pillar in improving employee welfare. This research aims to analyze the weaknesses of the existing system and propose solutions based on modern administrative theories, especially those that integrate information technology in personnel management(Callahan, 2007).

The solutions offered include the development of a digital-based administrative system, training for personnel officers, and the preparation of clear and standardized SOPs. Based on the theory of public administration, the integration of information technology not only increases efficiency but also ensures transparency and accuracy in administrative management. This step is expected to improve the existing system so that the welfare of employees can be more guaranteed(Vigoda-Gadot, 2002).

The focus of this study is on how the implementation of a modern and integrated administrative system can improve the quality of personnel services in East Tanjung Jabung Timur Regional Civil Service Agency. With a planned and comprehensive approach, this research seeks to make a real contribution to supporting employee welfare while improving the overall performance of the agency.

METHOD

This study uses a descriptive qualitative approach to explore and understand the condition of the personnel administration system in the Regional Civil Service Agency of East Tanjung Jabung(Moider & Valtonen, 2016). Data collection was carried out through in-depth interviews with Regional Civil Service Agency employees and administrative officers, direct observation of the personnel administration process, and analysis of related documents, such as personnel reports, applicable SOPs, and employee welfare data. This approach allows researchers to obtain a comprehensive overview of the weaknesses, challenges, and potential improvements to the existing personnel administration system(Beuving & Vries, 2015).

Data analysis is carried out using a thematic analysis method, where the data obtained is grouped into key themes, such as system efficiency, technological constraints, and their impact on employee welfare. Triangulation techniques are applied to ensure the validity of the data, by comparing information from various sources and data collection methods. The results of this analysis will be used to formulate practical strategies that can be implemented by Regional Civil Service Agency, including the development of digital-based systems, human resource training, and the

preparation of better SOPs, in order to improve the efficiency of the personnel administration system and support employee welfare(Alf H., 2001).

RESULTS AND DISCUSSION

Results

This study revealed a number of important findings related to the personnel administration system at the East Tanjung Jabung Regional Civil Service Agency(Knox & Carmichael, 2006). The first finding is that the personnel administration system currently used is still manual and poorly integrated. The process of managing employee data, such as attendance recording, allowance application, and performance evaluation, is done manually using physical documents and simple spreadsheets. This causes slow administrative service processes, inaccurate data, and frequent delays in fulfilling employee rights(Speer, 2012).

The results of interviews with employees revealed that they often feel frustrated with the administrative process that takes a long time, especially in applying for benefits and disbursing other welfare rights(Rana & Hoque, 2020). Many employees complain that this delay has an impact on their financial condition, which ultimately affects work motivation. This finding is in line with Handayani's research, which shows that manual administration systems are often the main cause of low employee satisfaction with personnel services in the public sector (Handayani's, 2020).

The second finding is the lack of technical skills of administrative officers in utilizing information technology to manage the personnel system. Based on the results of the interviews, most of the administrative officers at the East Tanjung Jabung Regional Civil Service Agency have not received adequate training regarding the use of administrative software or digital-based personnel management systems(Stantchev et al., 2014). As a result, many of them find it difficult when it comes to working with more complex technological devices. This is supported by research by Prasetyo, which found that low technological literacy among administrative officers is the main obstacle in modernizing the personnel system (Prasetyo, 2019).

The third finding is the absence of detailed standard operating procedures (SOPs) to regulate the personnel administration process(Sullivan & Skelcher, 2017). In field observations, it was found that administrative submission and processing procedures are often inconsistent between one officer and another. This inconsistency creates confusion among employees who submit administrative documents, thereby prolonging the process time and increasing the potential for errors. Research by Suryana, also revealed that inconsistency in SOPs is one of the main causes of administrative inefficiency in government organizations (Suryana, 2018).

Furthermore, this study found that the technological infrastructure in the East Tanjung Jabung Regional Civil Service Agency is still limited. The Regional Civil Service Agency does not have an integrated digital administration system, while hardware such as computers and data servers are only available in limited quantities(Kaiser & Ringlsetter, 2011). As a result, employees are unable to access data quickly, and many administrative processes still rely on physical documents. This finding is in line with Rahman's study, which shows that limited technological infrastructure in many local

government agencies is the main obstacle in implementing a digital-based administrative system (Rahman's, 2021).

Discussion

These findings show that the modernization of the personnel administration system is an urgent need for the East Tanjung Jabung Regional Civil Service Agency. Based on the theory of public administration, an efficient and transparent administrative system is a key pillar in improving employee satisfaction and encouraging organizational performance (Osborne & Gaebler, 1992). Manual and unintegrated administrative systems are clearly contrary to this principle, as they create uncertainty, delays, and dissatisfaction among employees.

In the context of increasing efficiency, the implementation of a digital-based administrative system is the most relevant solution (Abidin, 2020; Mossberger et al., 2008). Digital systems allow for faster, more accurate, and more transparent data management, reducing the risk of errors and speeding up administrative processes. A study by Sudarsono shows that the implementation of a digital-based personnel information system is able to increase the efficiency of administrative services by up to 40% within one year (Sudarsono, 2020). The Regional Civil Service Agency in East Tanjung Jabung Timur needs to consider developing this system to replace the current manual process.

In addition, training for administrative officers is a strategic step to improve technological literacy and technical skills (Abubakari, 2024). This training should be designed to provide practical skills relevant to daily work needs, such as the use of administrative software, database management, and digital archive management. Research by Handayani, found that intensive training for three months can increase the confidence of administrative officers in using technology by 60% (Handayani, 2019). Therefore, this kind of training needs to be a priority in the human resource development plan in Regional Civil Service Agency.

The importance of clear SOPs cannot be ignored either. SOPs serve as a guide that regulates the workflow and tasks of each officer, so that it can reduce confusion and ensure consistency in service. The preparation of SOPs must involve all stakeholders in BKD, including employees, administrative officers, and leaders, so that this document reflects the needs and best practices in the field. According to research by Wijaya, the implementation of structured SOPs is able to increase the speed of the administrative process by up to 25% (Wijaya (2018).

Technological infrastructure support also needs to be strengthened (Mac-Barango, 2018). The procurement of hardware such as computers, data servers, and a stable internet network is the first step in building an integrated administrative system. In addition, Regional Civil Service Agency can collaborate with local governments or other institutions to develop a digital-based personnel information system that suits the needs of the organization. Rahman's study emphasizes that cross-agency collaboration can accelerate the administrative modernization process at a more efficient cost (Rahman's, 2020).

No less important, leadership support from the head of Regional Civil Service Agency and

regional leaders is urgently needed to ensure the successful implementation of administrative system reform. Committed leaders will provide clear encouragement and direction to employees, as well as create a work environment that supports change. Research by Wirawan shows that transformational leadership in the public sector is able to increase the success of modernization projects by up to 50% (Wirawan, 2020).

Overall, this discussion emphasizes that the modernization of the personnel administration system in the East Tanjung Jabung Regional Civil Service Agency requires a comprehensive and collaborative approach. With the implementation of digital systems, Human Resources training, the preparation of structured SOPs, strengthening infrastructure, and leadership support, it is hoped that the administrative system can function more efficiently and transparently, so that the welfare of employees can be guaranteed (Sundara et al., 2021).

These measures not only have an impact on improving administrative performance, but also contribute to increasing employee trust in the organization (Cooper, 2001; Gellhorn, 1971; Maryanti, 2023; Van Wart, 2013). With a better system, employees will feel valued and supported, which will ultimately increase their productivity and work motivation. This is in line with modern administrative principles that place human efficiency and well-being as the top priority in organizational management (Veerasingam, 2024).

Based on the findings and discussions, it is recommended that the East Tanjung Jabung Regional Civil Service Agency immediately implement a digital-based administrative system to improve the efficiency and accuracy of personnel services. In addition, intensive training for administrative officers needs to be carried out to improve technological literacy and technical skills. The preparation of clear and structured standard operating procedures (SOPs) must be a priority to ensure consistency and transparency in the administrative process. Technological infrastructure support, such as adequate hardware and internet networks, must also be improved to support digital systems. Finally, strong and transformational leadership is needed to drive this change across the board and ensure the sustainability of the modernization program.

CONCLUSION

In conclusion, improving the personnel administration system at the East Tanjung Jabung Timur Regional Civil Service Agency is an urgent strategic step to answer the challenges of efficiency, accuracy, and employee satisfaction. The manual administration system currently in use has led to delays, inaccuracies, and dissatisfaction among employees, which has an impact on work well-being and motivation. By implementing a digital-based system, providing intensive training for officers, compiling structured SOPs, and strengthening technological infrastructure and leadership support, it is hoped that the administrative system can become more efficient, transparent, and responsive to employee needs. This step will not only improve the quality of personnel services but also support the overall welfare of employees, thereby encouraging the creation of better organizational performance.

REFERENCES

- Abidin, Z. (2020). Educational Management of Pesantren in Digital Era 4.0. *Jurnal Pendidikan Agama Islam*, 17(2), 203–216.
- Abubakari, M. S. (2024). Digital competence in islamic education for lifelong learning: Preliminary analysis using DigComp 2.1 framework. *Embracing Technological Advancements for Lifelong Learning*, 1–31. <https://doi.org/10.4018/979-8-3693-1410-4.ch001>
- Alf H., W. (2001). *Qualitative Research in Intelligence and Marketing: The New Strategic Convergence*.
- Beuving, Joost., & Vries, G. C. de. (2015). *Doing qualitative research : the craft of naturalistic inquiry*. Amsterdam University Press.
- Callahan, K. (2007). Citizen participation: Models and methods. *International Journal of Public Administration*, 30(11), 1179–1196.
- Cooper, T. L. . (2001). *Handbook of administrative ethics*. Marcel Dekker.
- Gellhorn, E. (1971). Public participation in administrative proceedings. *Yale. LJ*, 81, 359.
- Kaiser, S., & Ringlstetter, M. J. (2011). Strategic management of professional service firms: Theory and practice. In *Strategic Management of Professional Service Firms: Theory and Practice*. Springer Berlin Heidelberg. <https://doi.org/10.1007/978-3-642-16063-9>
- Knox, C., & Carmichael, P. (2006). Improving Public Services: Public Administration Reform in Northern Ireland. In *Journal of Social Policy* (Vol. 35).
- Mac-Barango, D. O. (2018). *Physical Infrastructure Development: A Critique on Budgeting Techniques*.
- Maryanti, I. E. (2023). The Role of Moderation in Human Resource Competence in the Influence of Budget Planning and Implementation and Administrative Recording on Budget Absorption in the Government of Sragen Regency, Indonesia. *Open Access Indonesia Journal of Social Sciences*, 6(7).
- Moider, J., & Valtonen, A. (2016). *Qualitative Marketing Research*.
- Abidin, Z. (2024). Effective Classroom Management as a Quick Solution to Improve Student Participation and Motivation in the Learning Process . *Zabags International Journal of Education*, 2(2), 75–88. <https://doi.org/10.61233/zijed.v2i2.22>
- Khalid, M. Y., Abidin, Z., & Rochbani, I. T. N. (2024). The Digital Economy: Opportunities and Difficulties Isamic Economy's Future. *Zabags International Journal of Economy*, 2(2), 106–111. <https://doi.org/10.61233/zijec.v2i2.85>
- Abidin, Z. (2020). Educational Management of Pesantren in Digital Era 4.0. *Jurnal Pendidikan Agama Islam*, 17(2), 203–216
- Kurniawan, K., Marwendi, R. O., & Abidin, Z. (2023). Legal Counseling Regarding The Formation of Village Regulations in East Tanjung Jabung District. *Zabags International Journal Of Engagement*, 1(2), 62-66.
- Abidin, Z. (2024). Innovative Community Service Programs with Local Participation to Build Independent Villages. *Zabags International Journal of Engagement*, 2(1), 29–38. <https://doi.org/10.61233/zijen.v2i1.17>
- Mossberger, Karen., Tolbert, C. J. ., & McNeal, R. S. . (2008). *Digital citizenship : the internet, society, and participation*. MIT Press.
- Rana, T., & Hoque, Z. (2020). Institutionalising multiple accountability logics in public services: Insights from Australia. *The British Accounting Review*, 52(4), 100919.

- Speer, J. (2012). Participatory governance reform: A good strategy for increasing government responsiveness and improving public services? *World Development*, 40(12), 2379–2398.
- Stantchev, V., Colomo-Palacios, R., Soto-Acosta, P., & Misra, S. (2014). Learning management systems and cloud file hosting services: A study on students' acceptance. *Computers in Human Behavior*, 31, 612–619.
- Sullivan, H., & Skelcher, C. (2017). *Working across boundaries: collaboration in public services*. Bloomsbury Publishing.
- Sundara, W. C., Haryati, R. A., Rachmat, S. A., Putra, A. S., & Aisyah, N. (2021). Effect of human resources and budget in project risk management for enterprise resource planning systems. *Journal of Innovation Research and Knowledge*, 1(2), 125–130.
- Thai, K. V. (2005). *International Handbook of Public Procurement (Public Administration and Public Policy)*.
- Van Wart, M. (2013). Administrative leadership theory: A reassessment after 10 years. *Public Administration*, 91(3), 521–543. <https://doi.org/10.1111/padm.12017>
- Veerasingam, U. (2024). Green Human Resource Management and Employee Green Behaviour: Participation and Involvement, and Training and Development as Moderators. *South Asian Journal of Human Resources Management*, 11(2), 277–309. <https://doi.org/10.1177/23220937221144361>
- Vigoda-Gadot, Eran. (2002). *Public administration : an interdisciplinary critical analysis*. Marcel Dekker.