ASHA PUBLISHING

JOURNAL OF SOCIAL SCIENCES AND ECONOMICS



Volume 2, Issue 1, 2025

E-ISSN: 3047-5507
Journal of Social Science and Economics (JOSSE)
https://journal.ashapublishing.co.id/index.php/josse/index

Employee Performance Analysis in the Use of the SIAP GAKKUM Application at the Environmental and Forestry Law Enforcement and Security Center in the Sulawesi Region

Jamaluddin[1], Muh. Andrawan Pratama Putra Ratno[2], Suprianto[3], Sitti Hardiyanti Arhas[4*]
[1,2,4]Universitas Negeri Makassar, Indonesia
[3]Institut Teknologi dan Bisnis Maritim Balik Diwa, Indonesia
Correspondence Author E-mail: hardiyantiarhas@unm.ac.id

ABSTRACT

This study aims to measure the performance of employees in using the mail application information system (SIAP GAKKUM) at the Environmental and Forestry Law Enforcement and Security Center in the Sulawesi region. Because this research is qualitative, the data collection techniques used to achieve the research objectives are observation, interviews, and documentation. There are five informants, namely four employees and the center's head. The results of the study stated that 1) The performance of employees in the use of the correspondence application information system (SIAP GAKKUM) is good, but it is still necessary to hold a training seminar for each employee so that they are more fluent in using the application; 2) There are still many employees who are still not fluent in using or operating the correspondence application information system (SIAP GAKKUM) so that sometimes they have to be assisted by the admin of the correspondence section; and 3) The role of superiors is no less critical in supervising employee performance when using the correspondence application information system (SIAP GAKKUM) because when superiors provide encouragement or motivation, they can use the application better.

Keywords: application, employee performance, ICT

INTRODUCTION

In today's modern era, the advancement of Information and Communication Technology (ICT) is one of the factors that play a crucial and indispensable role in society (Zambrano Duenas, Daniel Alejandro, & Zambrano Zambrano, Maria Ines, 2023). Humans have created advances and new ideas that provide convenience and smoothness in carrying out various daily activities. The development of information and communication technology does not discriminate based on age, from children to adults (Arhas et al., 2022; Mustafa et al., 2023; Okafor, 2025; Torro et al., 2024). Even small businesses and large companies are highly dependent on information and communication technology (ICT). Especially the internet, as it enables the creation and dissemination of information and communication over a very wide range (Chang et al., 2023; Triyono & Nuariyani, 2019). Therefore, internet service users can access, search, and obtain various types of information from different countries worldwide. Indonesia itself is a country with the largest number of internet users; in this sense, people have started using ICT. The development of ICT has had a significant impact on all sectors in Indonesia, including the educational sector, the economic sector, the transportation sector, and the information, news, and communication sectors. The development of ICT has a significant impact on employee performance in all aspects.

The development of the times has spread to the digital era, where information that was previously processed in a conventional way has now been managed using computer technology (De Oliveira et al., 2023). In today's digital era, every agency has a very diverse information system. For example, the Sulawesi Regional Environment and Forestry

GAKKUM Center uses the SIAP GAKKUM application information system (Law Enforcement Letter Application Information System). The correspondence application information system (SIAP GAKKUM) is an application made to manage all correspondence activities at the Sulawesi Regional Environment and Forestry GAKKUM Center. This system is run in the form of a website or mobile app to help users work more easily anywhere and anytime.

With the existence of the correspondence application information system (SIAP GAKKUM), it is hoped that it can facilitate the supervision of the existence of letters so that it can be followed up quickly in order to create an integrated information and communication system to improve administrative activities in the field of archives that are more orderly, orderly, and successful so as to determine the policy direction regarding coordination, communication, mechanisms and information through technology. The Sulawesi Regional Environment and Forestry GAKKUM Center is a government agency that has implemented a mail application information system (SIAP GAKKUM) since 2019. The presence of mail technology in the form of a correspondence application information system (SIAP GAKKUM) brings advantages in electronic archive management compared to manual archives, including accuracy, completeness, and speed of use.

The use of a correspondence application information system (SIAP GAKKUM) can help administrators and mail officers input incoming and outgoing mail more easily and can also assist heads and superiors in monitoring and controlling correspondence activities. However, in the initial observations made, there is still a gap between managers and staff in managing the mail application information system (SIAP GAKKUM) to input incoming and outgoing mail. There are still employees who do not understand how to use the Mail Application Information System (SIAP GAKKUM) to access both incoming and outgoing mail in their accounts.

The institution's goals can be achieved through good employee performance. On the contrary, the agency will experience obstacles in achieving its goals if the performance of the employees is not effective, so it cannot meet the work needs desired by the relevant agency. Of course, in employee performance, many problems can hinder their activities. Some problems that usually arise in the performance of an employee will affect the effectiveness and efficiency of employees in carrying out their duties.

In employee performance, problems often arise, including lack of employee socialization, pressure from superiors, and lack of experience and understanding in using technology today (Fakih & Lawati, 2019; Khotimah et al., 2019). Among the employee performance problems above, there are several problems faced by GAKKUM office employees, including difficulties in operating the mail application information system (SIAP GAKKUM), errors in data input, and lack of socialization provided by the agency to employees regarding the mail application information system (SIAP GAKKUM) which is a job support application for employees.

Based on initial observations made during the internship at the Makassar Regional GAKKUM Center office, most employees often experience difficulties using the correspondence application information system (SIAP GAKKUM) to write, send, archive, and retrieve letters. With these problems, the utilization and management of the SIAP GAKKUM application cannot run as effectively and efficiently as expected. For this reason, it is necessary to strengthen training and seminars in the management of the mail application information system (SIAP GAKKUM) to improve the management of the mail application information system (SIAP GAKKUM) at the Makassar Regional GAKKUM Center Office.

Based on these conditions, the researcher wishes to conduct research related to the management and use of incoming and outgoing letters electronically with the topic "Employee Performance Analysis in the Use of the SIAP GAKKUM Application at the Environmental and Forestry Law Enforcement and Security Center in the Sulawesi Region.

METHOD

This study uses a qualitative research method with a qualitative descriptive method. The qualitative research method is a form of research in which researchers collect and analyze data and participate in the research process as participants with information providers (Moleong, 2017; Sugiyono, 2022). This approach was chosen because the researcher aimed to address the problem by describing the state of the research object based on existing facts, presenting it in the form of sentences derived from data collection techniques, including observation, interviews, and documentation (Yusanto, 2020). Where the results of research that have been obtained through observation, interviews, and documentation are described in more detail to get more satisfactory and maximum results. Through qualitative descriptive research, the researcher intends to describe events or phenomena that occur in the field based on facts, as well as observed behaviors related to Employee Performance Analysis in the Use of Applications (SIAP GAKKUM) at the Sulawesi Regional Environmental and Forestry Law Enforcement and Security Center. The data analysis techniques used, as described by Ridder (2014) and Salmona & Kaczynski (2024), include data reduction, data presentation, and conclusion.

RESULTS AND DISCUSSION

Based on research on the performance of employees in the use of the application (SIAP GAKKUM) at the Environmental and Forestry Law Enforcement and Security Center of the Sulawesi Region, it is described as follows:

Quality of Work

The quality of work is a process that utilizes the appropriate correspondence application information system (SIAP GAKKUM) to achieve the desired results in line with the objectives of the relevant agencies. The quality of work is also one of the important indicators in the analysis of employee performance in the use of the mail application information system (SIAP GAKKUM).

Based on the results of interviews with several information providers, it can be concluded that the quality of work on employee performance in using the mail application information system (SIAP GAKKUM) is quite effective and efficient; however, there is still a need to improve quality through training and seminars. Based on the results of observations, it is evident that employees possess the necessary skills in using the mail application information system (SIAP GAKKUM), although there are still several areas that require improvement to achieve the desired results. Additionally, the input and support of colleagues are highly influential in enhancing the quality of work with the correspondence application information system (SIAP GAKKUM).

The quality of work is one of the key indicators of employee performance that requires attention. According to Dewi (2019), the quality of work can be measured by the employee's perception of the work produced and the level of task completion related to the employee's skills and ability to perform the work given by the relevant agency. According to Lestari (2022), the quality of work can be described in terms of the level of good or bad work performance by employees in carrying out their tasks, as well as the ability and skills of employees in fulfilling the tasks assigned by the agency.

From the definition above, it can be concluded that the quality of work is very important and is one of the aspects that affect employee performance in the use of the correspondence application information system (SIAP GAKKUM). The quality of work also determines the skills, abilities, and qualifications of employees in working and their conformity with the quality standards set by the relevant agencies. From the results of research conducted at the GAKKUM LHK center in the Sulawesi region, the quality of work can be determined by the

effectiveness and efficiency of the process results that have been carried out. Indeed, the quality of work has a significant influence on the results of the process carried out.

Work Quantity

The quantity of work is measured by the number of work units produced and the number of activity cycles carried out by employees, allowing employee performance to be evaluated using these metrics (units/cycles). The quantity of work also affects the results or quality of work done by employees in the use of the SIAP GAKKUM application.

Based on interviews with several information providers, it can be concluded that the quantity of work on employee performance in the use of the correspondence application information system (SIAP GAKKUM) has reached the goals set by the office, where every result completed from the process aligns with the office's objectives. From the results of observations at the Sulawesi Regional GAKKUM Center, it was found that the quantity of work on employee performance in using the mail application information system (SIAP GAKKUM) has reached the targets set by the relevant agencies.

The quantity of work is one of the key indicators of employee performance that needs to be given attention. According to Maaruf Mahdy (2022), the quantity of work is a measure of the number of work units and the number of activity cycles carried out by employees so that employee performance can be measured through the number (unit/cycle). According to Lase (2021), the quantity of work refers to the number of production activities that are produced or completed, which can be evaluated based on responsibility, precision, and honesty.

From the definition above, it can be concluded that the quantity of work is also one of the aspects that affect employee performance in using the correspondence application information system (SIAP GAKKUM). The amount of work is also measured by achieving a target in units of time, such as daily, weekly, or monthly targets. From the results of research conducted at the GAKKUM LHK center in the Sulawesi region, the quantity of work is determined by achieving the targets set by related agencies for employees in the use of the GAKKUM mail application information system (SIAP GAKKUM). The quantity of work is also the most frequently used measure of employee performance because it is easiest to measure in numerical units.

Timeliness

Punctuality refers to the situation where employees can complete the process results using the appropriate correspondence application information system (SIAP GAKKUM) within the specified time. Punctuality is also an important factor that determines the success of employees in using the mail application information system (SIAP GAKKUM). Based on interviews with several information providers, it can be concluded that punctuality is one of the key factors supporting employee performance in using the mail application information system (SIAP GAKKUM), as timely work completion enables the achievement of goals more easily. The faster an employee completes their work, the better the results they achieve. Based on the results of the observations made, it is evident that the timeliness of employee performance in using the mail application information system (SIAP GAKKUM) has been very satisfactory to date, enabling the relevant agencies to achieve their set targets or objectives within the specified timeframe.

Punctuality can be one of the factors that support employee performance in using the appropriate correspondence application information system (SIAP GAKKUM), as achieving the set goals on time will yield easier results. According to Erlianti (2019), the level of activities carried out at the beginning of the specified time is viewed from the perspective of coordinating results and utilizing the available time for other activities. Additionally, punctuality refers to whether the completion time of the work aligns with the expected time

target (Nurdin, 2019; Susanto & Anggraini, 2019). Every work is tried to be completed according to the plan so as not to affect other works (Erlianti, 2019).

From the definition above, it can be concluded that timeliness significantly affects the results or outputs, particularly when utilizing the correspondence application information system (SIAP GAKKUM) to achieve goals effectively and efficiently. Punctuality is most often emphasized in agencies that handle work with very strict deadlines or those that cannot be compromised. Based on the results of research conducted at the GAKKUM LHK Sulawesi Regional Center, the timeliness of employee performance in using the mail application information system (SIAP GAKKUM) is very good, but it must be maintained and continued to progress, or even improved, to achieve maximum results. Punctuality also demonstrates the candidate's effectiveness in working, as the less time they must spend on tasks, the more efficient the work process will be.

Cost Effectiveness

Cost effectiveness refers to the total cost incurred for the use of the correspondence application information system (SIAP GAKKUM); in this case, there is no cost because the relevant agency has provided facilities for employees. The budget set by the agency can also be used for other purposes if there are no costs associated with the use of the correspondence application information system (SIAP GAKKUM).

Based on interviews with several information providers, it can be concluded that the cost-effectiveness of using the correspondence application information system (SIAP GAKKUM) falls within the efficient category, as it incurs no additional costs. The GAKKUM Center also provides facilities for employees, including computers, printers, and other equipment, to reduce costs compared to the predetermined budget set by the relevant agencies. From the results of observations at the Sulawesi Regional GAKKUM Center, it was found that the cost-effectiveness of using the mail application information system (SIAP GAKKUM) is efficient, as no costs are incurred during the process of using the SIAP GAKKUM application. After all, the relevant agencies have provided various facilities for all employees.

Cost-effectiveness is a crucial consideration in employee performance, as it impacts the process of achieving the goals set by the agency (Rifai, 2021). Cost-effectiveness is the level of use of an organization's resources (manpower, money, technology, and raw materials), which is maximized to increase the results of resource utilization of each unit (Botutihe, 2017; Risnawan, 2017).

From the definition above, it can be concluded that cost-effectiveness benefits employees if they can maximize the use of the mail application information system (SIAP GAKKUM) within the budget set by the agency. Cost-effectiveness is also used to reduce material losses in the use of the correspondence application information system (SIAP GAKKUM). From the results of research conducted at the GAKKUM LHK Sulawesi Regional Center, the cost-effectiveness of the use of the letter application information system (SIAP GAKKUM) does not require costs because the agency has provided facilities for all employees so that the use of the letter application information system (SIAP GAKKUM) can run well and smoothly.

Need for Supervision

The need for supervision is a situation where direct supervision by the supervisor is very important and affects the performance of employees in using the correspondence application information system (SIAP GAKKUM), as the supervisor provides motivation and clearer direction. The role of leaders or superiors in controlling the use of the correspondence application information system (SIAP GAKKUM) can also minimize human errors, which are suspected to be an inhibiting factor in the use of the SIAP GAKKUM application.

Based on interviews with several information providers, it can be concluded that supervision is necessary; in this case, superiors can direct and motivate their employees to improve their performance. Superiors also have a significant influence in providing direction to their employees to maximize the results of the goals they aim to achieve. Based on the results of observations, it is known that the need for supervision of employee performance in the use of the appropriate correspondence application information system (SIAP GAKKUM) by superiors is quite effective if superiors or leaders of related agencies always provide instructions and motivation to employees during the morning apple which is carried out every day at the relevant agency and when the employee is in his room.

The need for employee performance supervision in the use of the correspondence application information system (SIAP GAKKUM) is crucial because, with effective supervision from a superior, the results achieved can also be achieved properly. The need for supervision refers to the level at which an employee can perform a job function without the assistance of supervision or supervisory intervention, thereby preventing losses in achieving results (Erlianti, 2019; Hayat, 2017; Mustanir, 2022).

From the definition above, it can be concluded that the need for supervision arises when an employee can carry out the results of using the correspondence application information system (SIAP GAKKUM) without the help of supervision from superiors. However, every activity involving the correspondence application information system (SIAP GAKKUM) requires supervision to ensure it does not deviate from the predetermined guidelines. From the results of research conducted at the GAKKUM LHK Sulawesi Regional Center, the need for supervision is evident, as superiors often encourage and guide employees to utilize the SIAP GAKKUM application, enabling them to achieve their goals and maximize the results obtained. With regular supervision from superiors, all work done by employees will bring good results.

Self-Abilities

Self-ability is the capacity of an employee to effectively utilize the correspondence application information system (SIAP GAKKUM) according to their potential. Self-awareness can also be understood as a skill possessed by employees and can be developed with the help of the environment or through self-help, so that employee performance can later maximize the process of using the mail application information system (SIAP GAKKUM).

Based on interviews with several information providers, it can be concluded that self-ability is the potential possessed by an employee that affects the results of the process of using the correspondence application information system (SIAP GAKKUM), which every employee must be able to understand the process of using the mail application information system (SIAP GAKKUM) to be able to achieve the results obtained according to the goals that the relevant agencies have determined. From the results of observations at the Sulawesi Regional GAKKUM Center, it was obtained that the self-ability possessed by employees towards the use of the mail application information system (SIAP GAKKUM) can be said to be quite good, but there are still many things that they must improve, especially in the process of using the SIAP GAKKUM application to achieve the desired goals so that they can be achieved optimally.

Self-awareness is included in one of the factors that also determine employee performance in using the correspondence application information system (SIAP GAKKUM), because an employee must be able to understand how the application is used to achieve the results set by the relevant agency. According to Rachman, self-ability is an individual's capacity to perform various functions in a job, and each ability of an individual essentially comprises two factors: intellectual ability and physical capacity (Aris et al., 2021; Fakih & Lawati, 2019; Saputro, 2023).

From the definition above, it can be concluded that self-ability can be interpreted as the talent or ability possessed by an employee in utilizing the mail application information system (SIAP GAKKUM). Self-awareness also greatly affects the results or outputs of using the correspondence application information system (SIAP GAKKUM) to achieve the goals set by the relevant agencies. From the results of research conducted at the GAKKUM LHK Sulawesi Regional Center, it can be said that employee self-ability has not been maximized in the use of the letter application information system (SIAP GAKKUM) because there are still some employees who do not fully understand the content of the letter application information system (SIAP GAKKUM) so that they need regular seminars and training so that the desired goals can be achieved optimally.

CONCLUSION

Based on the formulation of the problem, the results of research and discussion on the performance of employees in the use of the mail application information system (SIAP GAKKUM) at the Sulawesi Regional Environment and Forestry GAKKUM Center, it was concluded that the performance of employees in the use of the mail application information system (SIAP GAKKUM) was quite good but there was still room for improvement. There are several areas that need improvement, both in terms of employee capacity and the application itself. Employee performance in the use of the mail application information system (SIAP GAKKUM) is carried out by the standards of the relevant agencies, but there are still several factors that hinder the performance of employees in the effective use of the mail application information system (SIAP GAKKUM). This is also a point that needs to be considered by superiors or heads of offices in related offices.

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