



Electronic Government *Application Analysis* Through the Regional Archives Information System (SIKD) Application

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Abstract.

Background. The Cirebon Regency Government applies the concept in the innovation of Digital Archive Management, known as SIKD (Regional Archives Information System). This innovation is one of the government's methods for managing archives using technology (e-government).

Aims. The purpose of this study is to evaluate the implementation of SIKD, analyze how employees at the Regional Secretariat of Cirebon Regency apply this SIKD, identify the obstacles and challenges in implementing the SIKD application, and assess the impact of the SIKD application on administrative efficiency.

Methods. The research method employed is qualitative descriptive, utilizing data collection methods that include interviews and documentation.

Conclusion. In this study, the researcher applied Everett M. Rogers' Innovation Diffusion Theory by analyzing four main elements: innovation, communication channels, time, and social system.

Implementation. Although the positive impact of SIKD is very real, several aspects need to be considered to ensure an optimal and sustainable implementation.

Keywords : Innovation; Archive management; e-government; implementation; Administrative Efficiency



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INTRODUCTION

Referring to the use of information and communication technology (ICT) to improve efficiency, transparency, accountability, and public services by the government, *electronic government (e-government)* must be implemented to facilitate interaction

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between the government, the public, the private sector, and other parties. Electronic government (*e-government*) refers to the use of information and communication technology by the government to provide information and services to the public, businesses, and to facilitate cooperation between government agencies. The application of *e-government* is divided into several categories, including: *Government to Citizen* (G2C), *Government to Business* (G2B), *Government to Government* (G2G), and *Citizen to Government* (C2G).

This research limits the context of *G2G e-government*. The Government-to-Government (G2G) model focuses on interaction between government agencies, both at the same and different levels (central, regional). In this study, the context of G2G is through the implementation of SIKD (Regional Archives Information System) at the Regional Secretariat of Cirebon Regency. In this application, archive search, archive management is carried out faster and more efficiently, so that this is in line with what was revealed (Junaidi, 2005) that the benefits and objectives of *e-government* include: 1) increasing government efficiency, 2) providing various services to the community better, 3) providing access to information to the public at large, 4) making government governance more responsible and transparent to the public.

The purpose of conducting this study is to analyze the implementation of electronic government through the SIKD application at the Cirebon Regency Regional Secretariat by researching more about the implementation of the SIKD application by employees within the Cirebon Regency Regional Secretariat based on *diffusion theory of innovation* Everett M. Rodgers with the elements of this theory namely innovation, time, communication channels and social systems. , and also researched the obstacles in the implementation of this SIKD application.

METHODS

In this study, the method used is qualitative descriptive, a research approach that involves explaining and analyzing situations in depth through interviews and documentation. The location of this research is at the Cirebon Regency Regional Secretariat Office. This study uses elements of the diffusion theory of innovation by Everett M. Rogers: 1) Innovation. Ideas, practices, or objects that are considered new by the adoptive individual or social group; 2) Communication channels. The way information about

innovations is disseminated can be through mass media, interpersonal communication, or 3) Time. The length of the diffusion process from the first innovation to its adoption; 4) Social System. The group of people involved in the diffusion process can be a community, an organization, or the wider community. The primary focus of the study design is to understand how these elements influence the decision to adopt technology by the State Civil Apparatus (Tuner, 2007).

LITERATURE REVIEW

In general, innovation is the process of introducing something new or different from what already exists, be it in the form of an idea, product, service, or process, with the aim of creating added value and providing better benefits. The theory of diffusion of innovation, popularized by Everett M. Rogers, explains that diffusion is a process in which an innovation is communicated through various channels over a specific period in a social system. Popularized, innovation diffusion is the process by which an innovation is communicated to a social system in the form of new ideas, practices, or objects, thereby defining it as a process that conveys information.

The Regional Archives Information System (SIKD), according to Putri & Saputra (2022), revealed that SIKD is a digital solution that aims to improve the efficiency and effectiveness of archive management which was previously manual and time-consuming can be done automatically and faster, SIKD plays an important role in realizing good governance by increasing accountability, transparency, and speed of service, SIKD is designed to ensure that archives digital has validity, is not easy to change, and is always available whenever needed by the authorities, managing digital archives through an organization's SIKD can reduce paper use, save physical storage space, and minimize the risk of damage or loss of archives due to disasters. Discussion

Implementation of the SIKD Application at the Regional Secretariat of Cirebon

Regency

Based on the results of both structured and unstructured interviews conducted, the diffusion of innovation in the SIKD application can be described through the elements of the Diffusion of Innovation (Rogers) theory, namely innovation, time, communication channels, and social influence (Ananda, 2011).

Innovation

An idea, practice or object that is considered new by the individual or organization that adopted it. This SIKD application is a digital application innovation in terms of searching and managing archives carried out by the Cirebon Regency Government, especially in this case the Archives and Library Service which aims to increase efficiency and effectiveness which was previously manual and time-consuming can be done automatically and faster, and also with this SIKD application innovation can reduce the use of paper, save physical storage space, and minimize the risk of damage or loss of archives due to disasters. The Regional Secretariat of Cirebon Regency has implemented the SIKD application for archival search and archive management, including the recording of incoming letters, monthly reports, and both monthly and yearly reports.

Time

Time is one of the crucial elements in the process of diffusion of innovation, measuring the range from introduction to the decision to accept or reject it. The dimension of time through two main factors: 1) the decision-making process on innovation, how quickly individual employees or organizations decide to adopt or reject innovation. Even through several meetings, Coordination, Implementation of E Government in terms of Archive Management in the Environment, the Regional Secretariat of Cirebon Regency can be implemented; 2) individual innovation, the relative speed of individual employees in accepting innovation because it is supported by Archivists who are active in providing direction, mentoring, and socialization.

Communication Channels

Communication channels are tools and methods used to convey a message to others. In the theory of innovation diffusion, there are two primary communication channels: interpersonal (or personal) channels, which are carried out face-to-face, and mass media channels. The personal channel, which is carried out within the Cirebon Regency Regional Secretariat, involves direct delivery in the form of personal assistance to employees involved in this SIKD application, specifically, archive managers in each section. The dissemination of this information is carried out by gathering archive managers

who have been selected by archivists to be introduced first to the SIKD application, then given instructions and briefings on how to operate it. The mass media channel used to introduce the SIKD application was a social media platform, utilizing PowerPoint presentations and modules.

Social Systems

In the theory of diffusion of innovation by Rogers, the social system is one of the key elements in the process of diffusion of innovation. A social system is a collection of units that collaborate to solve problems and achieve a common goal. These units can take the form of individuals, informal groups, organizations, or sub-organizations/sections/divisions. These units observe and try to understand how the SIKD application within the Regional Secretariat can be implemented. However, the research results show that many individual employees within the Regional Secretariat are not technologically literate, feeling that it is difficult to keep up with new technological innovations, which makes it challenging to implement them quickly. At the same time, this application must be used as one of the efforts to implement e-government within the Regional Secretariat, aiming to increase efficiency, provide services quickly, and make governance more responsible and transparent to the Public. In addition to individual employees, the existing internet network is still weak, so that applications often experience disruptions, and also the lack of support for hardware infrastructure facilities such as computers and laptops in the implementation of this SIKD application.

Obstacles in the Implementation of the SIKD Application

The process of implementing the SIKD application within the Cirebon Regency Regional Secretariat continues to encounter obstacles and challenges. The obstacles that are still faced include: 1) Limited technological infrastructure. Some work units reported unsupported hardware and unstable internet connections. This will reduce work efficiency and can reduce the level of employee trust in the system; 2) Resistance or rejection of innovations. Some employees showed a reluctance to switch from a manual system to a digital system due to a lack of technological literacy. Some employees still feel comfortable with the old work method, specifically the manual system. The results reveal that this resistance is often caused by a lack of understanding of the application's benefits and a fear of technological complexity. An ongoing education, training, mentoring

approach is needed to overcome these barriers; 3) archive managers who often use the SIKD application are still few and most of them are non-ASN employees so they do not have qualified competency certificates, so it is very necessary to hold continuous training, continuous assistance so that the current archive managers within the Cirebon Regency Regional Secretariat can have the opportunity to get certificates that can support their performance as archive managers; 4) Lack of firm instructions from the leadership, as a result of which employees will enforce this SIKD application as an ordinary application that is only held for e-government requirements so that employees do not adopt the application seriously. Firm instructions from leadership will enable employees to change their perspectives on the SIKD application, encouraging them to use it automatically to support faster and more efficient search and archive management.

If these obstacles can be overcome, then the implementation of the SIKD application within the Cirebon Regency Regional Secretariat has a significant impact on administrative efficiency, because this application is a digital solution that aims to improve the efficiency and effectiveness of archive management which was previously manual and time-consuming can be done automatically and faster, playing an important role in realizing good governance. Not only does the application enhance accountability, transparency, and service speed, but it is also used to ensure that digital archives are valid, immutable, and always accessible at any time.

Some positive impacts in the implementation of the SIKD application: 1) Increased Efficiency of Archive Management, simplification of processes; this application helps simplify the administrative process, especially in the management of incoming letters; 2). Reduction of Administrative Time, by switching from manual to digital processes, this application reduces the time wasted on various administrative tasks, such as searching physical archives, recording, recaps, and also monthly or annual reports; 3). Reduced Paper Usage, with electronic archive management, this application reduces reliance on physical documents and paper usage; 4). This SIKD application provides easy and fast access to management and archive search anytime and anywhere. This is critical to supporting fast and informed decision-making 5. The implementation of this application supports e-government within the Cirebon Regency Regional Secretariat. This represents a significant step forward in achieving a more modern, transparent, and responsive government through the effective use of technology.

CONCLUSIONS

The implementation of the SIKD application at the Cirebon Regency Regional Secretariat can be implemented properly if all obstacles can be overcome, good communication in the form of personal assistance, socialization, supporting infrastructure, motivating employees in technology literacy, management and leadership support providing clear and firm directions is a strategic step to ensure that the SIKD application can function optimally, because this SIKD application makes a positive contribution to efficiency archive management and archive search, the successful implementation of the SIKD application at the Cirebon Regency Regional Secretariat.

Although the positive impact of SIKD is very real, several aspects need to be considered to ensure an optimal and sustainable implementation. Suggestions that can be conveyed include: 1). the need for mentoring and continuous training so that it is hoped that archive managers can get qualified certificates to become professional archive managers; 2) the leadership coordinates with the Communication and Information Office so that the internet network can be improved so that the implementation of the SIKD application runs smoothly; 3) leaders must be able to receive complaints from employees about obstacles experienced in the implementation of the SIKD application; 4). Conduct evaluation, periodic monitoring of archive management reports, and also periodic evaluation of infrastructure facilities that support the implementation of this SIKD application.

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