

## **THE IMPLEMENTATION OF PERSONNEL MANAGEMENT INFORMATION SYSTEM (SIMPEG) POLICY IN REGIONAL PERSONEL AND HUMAN RESOURCES DEVELOPMENT, MEDAN CITY, INDONESIA**

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**ABSTRACT:** *The Regional personnel and human resource development agency in Medan City is an agency that has the main task in carrying out regional government affairs in the preparation and implementation of regional policies on employment. This agency takes care of all data files of Civil Servants (PNS) ranging from employee personal data, employee history data, periodic salary increases, promotions, pensions, disciplinary penalties, and badges. The SIMPEG Policy implementation carried out at the Regional Personnel Agency and Human Resource Development in Medan City has generally been carried out quite well. But in the implementation of SIMPEG policies there are still some obstacles, one of which is regarding the proposed promotion of ASN / employees who seem to complicate the employees with too many stages, namely through OPD, BKD, then BKN. These stages should not need to be passed because only by utilizing the SIMPEG application all employee administrative data can be accessed in OPD, BKD and BKN without the need for the employee to take care of it to the location.*

**KEYWORDS:** Human Resource; Promotion; Civil Servant; Public Policy

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### **INTRODUCTION**

The Regional Personnel and Human Resources Development Agency of Medan City is one of the Regional Apparatus Organizations (OPD) as a governmental affairs support element within the scope of the State Civil Service (ASN) personnel management under and is responsible to the Mayor of Medan through the Regional Secretary of Medan City. In this regard, the Medan Regional Personnel and Human Resources Development Agency has the duty and obligation to assist the Mayor of Medan as an Acting Regional Civil Service Supervisor in carrying out the management of the Medan City Civil Servants. The Regional Personnel and Human Resource Development Agency of Medan City is an agency that has the main task in carrying out regional government affairs in the preparation and implementation of regional policies on employment. This agency takes care of all data files of Civil Servants (PNS) ranging from employee personal data, employee history data, periodic salary increases, promotions, pensions, disciplinary penalties, and badges. The Medan Regional Personnel and Human Resource Development Agency has four fields in charge of managing all employee data, namely the field of employee mutation and welfare, the field of procurement and personnel data, the field of career development, and the field of human resource development. In the Medan City Regional Personnel Board, it handles all personnel affairs by dividing the four fields. From the division per field in BKDPSDM Medan City, the total number of ASNs available will be divided into all fields and sub-fields of 82 ASN each.

**Table 1. Composition of ASN for the Regional Personnel Agency and Human Resources Development in Medan City According to Gender**

Gender	Number (Person)	Percentage (%)
Male	46	56,10
Female	36	43,90
Total	82	100,00

*Source: BKD and HR Development in Medan City, May 2017.*

The ratio of the number of civil servants of men and women at the Regional Employment Board and Human Resources Development Medan city have shown the numbers are fairly balanced. Furthermore, facilities and infrastructure are all things that are used, used and occupied to support staffing services as well as increasingly quality education and training organized by the Regional Civil Service and Human Resource Development Agency of Medan City. The facilities and infrastructure needed are in the form of office buildings, motorized vehicles, office equipment and equipment, communication networks, furniture and other supporting facilities that must be adequate and in accordance with standards.

One of the facilities used in BKDPSDM in Medan City is the use of SIMPEG application in supporting services in the form of personnel information data, with the increase in information produced, for that it is strongly influenced by the ability of the system in the input to be processed and achieve a quality output. One of the government agencies that have implemented SIMPEG is the Medan Regional Personnel and Human Resource Development Agency. In its implementation, the purpose of SIMPEG is to be able to support a rational Management System, realize complete staffing data, help smooth employment and other fields. But the SIMPEG application in government agencies, namely OPD cannot run in accordance with its objectives ideally because it requires a short time to adapt. As well as inputting personnel data directly into the Medan City Government Personnel Management Information System website, which consists of all employees in 57 OPDs in Medan City Government, so the data is integrated.

The main components of the Personnel Management Information System include System Administration to maintain master data, for example work unit data, the second component is management reporting such as number of employees, education information, information on training and training that has been followed (structural / functional), the third component is data entry such as employee biodata, position, education and others, and the last component is output that produces outputs such as periodic salary increases, decrees and others. The desired condition of the implementation of the Personnel Management Information System (SIMPEG) is that all employee data becomes centralized, SIMPEG can function to improve performance and improve services to OPD and also realize the latest and integrated employee data.

## LITERATURE REVIEW

### Public Policy

According to Edwards III in Subarsono (2006: 90-92) there are four variables that influence the policy of communication, resources, disposition, and a bureaucratic structure. The four variables are related to one another. The implementator knows what must be done to achieve the success of policy implementation, then the policy objectives and targets must be transmitted to groups and targets, thereby reducing implementation distortions. If the goals and objectives of a policy are not clear or even not known at all by the target group, then there is a possibility of resistance from the target group. Policies that have been communicated clearly and consistently but the implementers lack the resources to implement it will not work effectively. Human resources are an important factor in carrying out the contents of the policy, without resources, the policy will only be documented. In a government organization there will be policies that will be implemented to run the government, policies become guidelines and basic plans in carrying out a job, then the definition of the policies of the experts will emphasize different meanings according to the views of experts with different backgrounds also in interpreting it. According to Kiwang, (2014: 31) that public policy is an implementation of regional autonomy policy has brought a new paradigm in the implementation of governance in the region as well as in the relations between the central and regional governments, then this policy will give broad authority to the regions to manage and regulate interests community in accordance with the prevailing laws and regulations.

Furthermore public policy according to Dye in Anshori (2012: 75), can be defined as everything the government does, why they do, and the results that make a life together appear different (*what government do, why they do it, and what difference it makes*). Meanwhile, according to Easton in Thoha (1993: 59-60), public policy is an authoritative allocation of funds for the whole community, but only the government can act authoritatively for the whole community, and all that is chosen by the government to do or not to do is the result from the allocation of these values.

### Information System

Technological advances greatly affect human behavior in activities, as well as the development of information technology used by an organization in achieving a goal. The Information System is one of the strategic assets in an organization in supporting from planning, operating to the evaluation stage.

With a data information system that is managed to be more systematic and directed also facilitate performance in achieving good results. In general the definition of Information Systems is a group of elements in an organization that integrate with each other using inputs, processes and outputs with the same purpose to achieve a objectives and can be used to help make the right decisions (Jeffrey L. Whitten, 2006 : 45).

Then according to Mulyanto, (2008: 28) defines information systems as a combination of work procedures, information, people and information technology organized to achieve goals in an organization. The opinion of the experts above about the understanding of information systems consists of human resources, supporting information technology and procedures is a work unit that will process information in achieving decisions and goals of an organization.

## **Management Information System**

The management function in running the information system is the main determinant of whether the information system functions to operate or not. Then the role of management is the key to achieving a goal. According to Sutanta (2003: 17) management can be interpreted as the process of utilizing various sources available to achieve a goal. Management can also be intended as a system of power in an organization so that people carry out work. Generally, the resources available in management include human, material, and capital. The concept of this management resource will increase as the discussion focuses on Management Information Systems. So it is necessary to have a good management information system not only to process data into information but also to channel information to reach the policy making process or decision of an organization.

According to Hartono (2013: 20) the management information system is a system, namely an organized series of parts / components that together function or move to produce information for use in company management. While according to Nugroho's opinion (2010: 16) Management Information Systems, abbreviated as SIM, is an information system that functions to manage information for organizational management. The role of information in this organization can be likened to blood in the human body. The concept of SIM actually has existed before the computer appears, namely where all kinds of information in the organization must be processed quickly, accurately and reliably. So it can be concluded that the management information system is an arrangement of components that are connected to work together which functions to manage information on the management of the organization.

## **Personnel Management Information System**

The Personnel Management Information System (SIMPEG) is a system developed by the government, to support a rational civil servant management system and the development of human resources in the government apparatus, realizing the latest and integrated staffing data, providing accurate civil servant information for the purposes planning, developing, welfare and controlling employees especially in making reports. According to Simamora (2004: 90), SIMPEG is a systematic procedure for collecting, storing, maintaining, attracting and validating data needed by an organization about human resources, personnel activities, characteristics of organizational units. Based on the Domestic Decision Number 17 of 2000 concerning the Personnel Management Information System the Ministry of Home Affairs and the Regional Government stated that: The Personnel Management Information System is an integrated totality consisting of processing equipment including collection, procedures, processing personnel and software, storage devices including data centers and data banks and communication devices that are interrelated, dependent and mutually decisive in the context of providing information in the field of employment.

According to the Head of BKN SIMPEG is an integrated information system, which includes employee data collection, data processing, procedures, work procedures, human resources and information technology to produce information that is fast, complete and accurate in order to support personnel administration. According to the Ministry of Health's Personnel Bureau, the Personnel Management Information System (SIMPEG) has an application menu that contains about: The employee data facility is the main facility of the SIMPEG application. To access this facility, it can be done by selecting the Employee Data menu. The employee report is a menu for viewing several reports related to employee data Salary, the menu contains payroll and salary recap.

## RESEARCH METHODOLOGY

The study was conducted at the Regional Personnel Agency and Human Resource Development (BKDPSPDM) Medan City. BKDPSPDM Medan City is on Jl. Captain Maulana Lubis No. 2, Kota Medan, North Sumatra. The choice of the location of this research is because the Regional Personnel and Resource Development Agency (BKDPSPDM) of Medan City has implemented the Personnel Management Information System (SIMPEG) but there are still some obstacles in its implementation. Therefore, the researcher chose the location to examine how the Implementation of Personnel Management Information System Policy (SIMPEG).

Data for a study can be collected from various sources. Data sources are divided into primary data sources and secondary data sources. Primary data is data obtained and collected by researchers directly from data sources. Techniques used by researchers to collect data include observation, interviews and discussions and questionnaires. In this study, primary data was obtained by conducting observations and direct interviews with informants/ research informants to obtain accurate information which would later be discussed and analyzed in the next section of the chapter. While secondary data is data collected from second hand or from other sources that have been available before the research is conducted. Secondary sources in this study can be obtained from research journals, books, scientific articles, reports and so on. Secondary data in this study are used as supporting data, such as data on the theories used, previous research data and so on. Resource persons are key informants or people who have the potential to provide the necessary information. This informant must have a lot of experience about research, and can provide his insights from the values, attitudes, processes and cultures that are the background of local research. Informants are people who are in the research environment. The selected informants are:

1. Head / Secretary of Medan City BKDPSPDM (Key Informant)
2. Head of Division / Subdivision
3. Employees as SIMPEG policy users / users

## RESULTS AND DISCUSSION

Personnel Management Information System is useful for processing personnel data, namely as an integrated information system which includes employee data collection, data processing, procedures, work procedures, human resources and information technology to produce information that is fast, complete and accurate in order to support personnel administration.

In general, the purpose of SIMPEG in the Government environment according to Bramantya (2010) is:

1. personnel management information system that is reliable and nationally integrated answering any information about civil servants (Civil Servants) needed by policy makers for planning, development and welfare of civil servants.
2. The personnel management information system can guarantee the implementation of policies in the field of personnel management both organizationally, regionally and nationally and in turn become the nation's glue in the Republic of Indonesia.

3. Realizing accurate civil servant data in every central and regional agency that is nationally integrated and for materials in the preparation of competency standards and job classifications.
4. Improve services in the field of staffing in a transparent and objective manner so that each civil servant can easily obtain information about staffing.

The Personnel Management Information System (SIMPEG) applied in BKDPSDM Medan City aims to provide the best service to every employee who deals with all matters concerning staffing, one of which is about the issue of rank proposals. With SIMPEG beneficiaries, it is expected that service to all employees will be better.

BKDPSDM Medan City has determined a number of strategies to achieve the objectives of SIMPEG. Among other things with:

1. Implementing staffing services at BKDPSDM Medan City by using the SIMPEG application online.
2. Each form of staffing services by ASN Medan City Government using the SIMPEG application.
3. The SIMPEG application policy is carried out based on the Medan Mayor's Decree
4. The duties in each field are divided based on the respective subfields implemented by the implementer / staff in the field.

The application of SIMPEG with computerization greatly facilitates employees in storing and rediscovering employee data as needed. If you previously had to search in the filing cabinet when you needed the data, now you just need to type what is needed on the computer, and all required personnel information will be available. This greatly facilitates employees in storing and managing databases. In this SIMPEG application, there is a menu that can make it easier for employees to find data in data entry and data / information management. Personnel data can be found according to need and immediately it can be printed as report material.

According to Edward communication regarding how the policy is communicated to the organization and / or the public and the attitudes and responses of the parties involved. While the notion of communication itself is the process of delivering information from communication to communicants. Communication greatly determines the success of achieving the objectives of the implementation of public policy. In addition, the policy communicated must be precise, accurate and consistent. Communication is one of the important elements that influence the implementation of public policy. The success of a policy can be seen from the existing communication. The policy must be submitted to the parties concerned, so that the information submitted must be accurate. If the delivery of goals and objectives of a policy is unclear, does not provide understanding or even the goals and objectives of the policy are not known at all by the target group, then there is likely to be a rejection or resistance from the target group in question.

SIMPEG policy implementation can run effectively if the communication process carried out by BKDPSDM Medan City in carrying out its duties is carried out with full responsibility in accordance with the existing vision and mission. Communication in the implementation of SIMPEG policies can be carried out by communicating or delivering clarity of information and

the consistency of good information delivery. A good communication process will encourage the apparatus to be able to further improve its services. Good communication can result in a good implementation. Problems often occur in the distribution of communication, namely the misunderstanding (miscommunication) caused by the many bureaucratic levels that must be passed in the communication process, so that what is expected is stopped halfway.

Resources in policy are absolute needs that must be implemented in each organization through the realization and synergistic, systematic and planned interaction on the basis of partnership. The development of resources in the implementation of SIMPEG policy in BKDPSPDM Medan is directed to the establishment of a more effective staffing management system. Resources are an important factor in the implementation of public policy. Resources include human resources, budget resources, and facilities resources. Human resources relate to the ability of implementing public policies to implement policies effectively. Resources are said to be good in terms of human resources, budget and facilities. Human resources in an organization are important. The availability of qualified staff is very much needed, or in this research are staff who have competence in SIMPEG to be able to carry out their duties well to achieve agency goals. In the SIMPEG policy in BKDPSPDM Medan City, there are sources that can determine the success of the implementation of the policy in creating work efficiency. These sources are between human resources and facilities (facilities and infrastructure).

Human resources are the potential contained in human beings to realize their role as social beings who are able to manage themselves and all the potential contained therein towards the attainment of welfare of life. Qualified and professional human resources are the main keys in achieving the objectives and running a policy implementation. Human resources are an important element in a data processing process. The role of human resources in an organization is crucial for the realization of organizational goals.

Disposition is a character or characteristic possessed by the implementor. Disposition will determine the success of a policy implementation. If the implementor has a good disposition, he will be able to carry out the policy well as desired by policy makers. Disposition holds an important role in the success of a policy implementation. This is because in carrying out their duties, one must understand and have a good view of the policy.

Disposition in this study focused on commitment. Commitment is proven by looking at the reasons for the implementor to be able to carry out the implementation, the objectives / changes to be achieved, and the changes that have been achieved by the implementers for SIMPEG policy implementation. This SIMPEG policy has the aim of being able to create effective staffing management. If the implementation wants to be done effectively, then the implementers not only have to know what will be done but must also have the ability to implement it.

Employees' commitment in implementing this SIMPEG policy is in accordance with BKDPSPDM's vision and mission in providing effective and efficient services. The realization of SIMPEG in accordance with the development of technology so that the formation of data communication networks starting from the Regency / City, Province and Ministry of Home Affairs, as well as the availability of fast, precise and accurate personnel information to support decision making for leaders. The following is a description of the employee's commitment to SIMPEG policy implementation based on interviews conducted by researchers to one of the staff named Mr. Chairulsyah: "That commitment is from each individual, if I am myself, I like this job, so I can do all my work well, but if I am asked about the commitment of employees

in BKDPSPDM in general, I don't know, just ask the leader , maybe they know...” (Sumber : Wawancara, 21 Juni 2018).

Bureaucracy structure is one of the important factors in the implementation of SIMPEG policy in BKDPSPDM Medan City. There are two main characteristics of the bureaucracy according to Edward, namely work procedures or often referred to as Standard Operating Procedures (SOP) and fragmentation. A good SOP is one that includes a clear, systematic, non-convoluted framework that is easy to understand by anyone because it will be a reference in implementor work. With the SOP, the policy supporting resources are able to carry out their duties in accordance with the standards set in the SOP so that it can lead to effectiveness and efficiency of performance, while the implementing organizational structure as far as possible avoids things that are complicated, long and complex.

The bureaucratic structure explains how the position, duties, and functions are allocated to each part of the Medan City BKDPSPDM. This will certainly have an impact on the way each section carries out its duties in the implementation of this SIMPEG policy. When the direction and strategy as a whole are established and the bureaucratic structure has been formed, then the thing that needs to be considered is how the employees carry out activities or carry out their duties and functions. Regarding the allocation of tasks and functions given in the implementation of SIMPEG policy in BKDPSPDM Medan City, the Secretary of BKDPSPDM said: “For each field and section here, we submit the planning of the formulation of policies in each field itself, we release them to regulate the formulation of their policies, only after that the approval of the formulation remains based on the coordination of the Secretary...” (Sumber : Wawancara, 19 Juni 2018).

Theoretically, the Personnel Management Information System (SIMPEG) can improve the quality of human resources by providing accurate and efficient information, so that decision making can be objectively carried out. Strategically the SIMPEG application is one of the systems that is engaged in staffing and is able to grow knowledge, maintain, enrich and provide knowledge in the field of staffing to those in need as a basis for accurate decision making at the right time.

SIMPEG which is held quickly, precisely and accurately is intended to support the management policy of the Civil Servants, especially in supporting the policy of fostering Civil Servants. The current condition of the Personnel Management Information System (SIMPEG) in Indonesia generally has led to an integrated, systematic, up to date and easy and fast information system in obtaining employee data that is needed at any time in coaching related to efforts to improve the quality of employees. As the results of the research in the previous section have been explained about the factors that can influence the success of SIMPEG policy implementation in BKDPSPDM Medan City. These factors include communication, resources, disposition and bureaucratic structure.

## CONCLUSION

Based on the observations of the researchers and the discussion in the previous chapter, some conclusions can be drawn in this study as follows : Communication on the implementation of SIMPEG policy in BKDPSPDM based on the delivery of information, clarity of purpose and consistency have been implemented well, this is what then encourages the creation of good policies on government agencies. As for resources, there are still a number of problems

contained in it such as the lack of employees who have the rank of Trustees and Regulators, as well as the efficient management of employees' physical archive storage facilities so that many files are piled up on employee desks. For the disposition factor, the feeling of depressed employees sometimes tends to be owned by employees in carrying out their duties because the assignment of tasks must be done correctly. And the last is based on the bureaucratic structure factor, the bureaucracy structure in BKDPSDM Medan City can be said to be quite good, but it has not been effective. So that this can cause problems such as those raised by the researcher that is about proposing promotions. Based on the observations of the researchers, in the implementation of SIMPEG policy in BKDPSDM Medan City, the factors that can drive the successful implementation of SIMPEG policies in BKDPSDM are communication factors. While the factors that can hinder the success of SIMPEG policy implementation are resource factors, disposition and bureaucratic structure because these factors cannot be optimized properly.

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