Optimizing the Implementation of an Electronic-Based Government System (SPBE) in Overseas Official Travel Permits in Higher Education

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Abstract

The research aims to determine the optimization of the implementation of an electronic-based government system (SPBE) in licensing overseas official travel for state civil servants in higher education. The research method used is descriptive qualitative. The normative legal approach is research that examines document studies using various secondary data. The research location is at one of the universities in the city of Solo. Data collection techniques are carried out using literature studies, observation, interviews, and documentation through field observations as research objects. Data analysis in this research uses qualitative analysis techniques. The research results show that optimizing the implementation of an electronic-based government system requires an appropriate policy framework, so that the SPBE vision can be achieved. SPBE is expected to be able to realize an integrated work process that is effective, efficient, and improves the quality of public services on overseas official trips at universities. The development of SPBE can increase ASN human resources in mastering information and communication technology both in quality and quantity so that overseas official travel services are optimal for state civil servants in higher education. The conclusion of this research is to maximize or minimize achieving a goal precisely, effectively, efficiently, and beneficially in implementing an Electronic-Based Government System (SPBE) during overseas official trips.

Keywords: optimization; administration; SPBE; PDLN

Abstrak

Tujuan penelitian ini adalah untuk mengetahui optimalisasi penyelenggaran sistem pemerintahan berbasis elektronik (SPBE) pada perijinan perjalanan dinas luar negeri bagi aparatur sipil negara di Perguruan Tinggi. Metode penelitian yang di gunakan adalah diskriptif kualitatif. Pendekatan hukum normatif yaitu penelitian yang mengkaji studi dokumen menggunakan berbagai data sekunder. Tempat penelitian yaitu di salah satu Perguruan Tinggi yang ada di kota Solo. Teknik Pengumpulan data dilakukan dengan studi literture, observasi, wawancara dan dokumentasi melalui suatu pengamatan dilapangan sebagai objek penelitian. Analisis data pada penelitian ini menggunakan teknik analisis bersifat kualitatif. Hasil penelitian menunjukan bahwa optimalisasi penyelegaraan sistem pemerintahan berbasis elektronik membutuhkan kerangka kebijakan yang

tepat, agar visi SPBE dapat tercapai. SPBE diharapkan dapat mewujudkan prorose kerja yang terintegrasi efektif, efisien dan meningkatkan kualitas pelayanan publik pada perjalanan dinas luar negeri di Perguruan Tinggi. Pengembangan SPBE dapat meningkatkan sumber daya manusia ASN dalam menguasai teknologi informasi dan komunikasi yang baik secara kualitas maupun kuantitas supaya optimal pelayanan perjalanan dinas luar negeri bagi aparatur sipil negara di Perguruan Tinggi. Kesimpulan dari penelitian ini adalah memaksimalkan atau meminimalisasi untuk mencapai suatu tujuan dengan tepat, efektif, efisien dan manfaat dalam penyelenggraan Sistem Pemerintahan Berbasis Elektronik (SPBE) pada perjalanan dinas luar negeri.

Kata Kunci: optimalisasi; penyelenggaraan; SPBE; PDLN.

Introduction

Today's world developments have moved so fast, that technology has brought the boundaries between information and human needs closer. Speed and accuracy are also needed in the process of interaction between the government and citizens, but unfortunately, the high mobility of citizens is not matched by the government's accuracy and speed in terms of services, especially services to the public (Rusdy & Flambonita, 2023). The government is a provider and provider of services to the public, therefore the government is required to be responsible for providing good, professional, and quality services (Dwi et al., 2023).

Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems states that to realize clean, effective, transparent, and accountable government governance as well as quality and trustworthy public services, an electronic-based government system is needed (Imania & Haryani, 2021). Increasing the integration and efficiency of electronic-based government systems requires governance and management of electronic-based government systems nationally (Wahyuli, 2021). SPBE also called *E-government* is a government administration that utilizes information and communication technology to provide services to users, which is implemented with the principles of effectiveness, integration, continuity, efficiency, accountability, interoperability, and security (Rahmawati & Aryansah, 2023). SPBE infrastructure is the devices and facilities used to support the implementation of a system, application, data communication, data processing and storage, integration/connection devices, and other electronic devices.

Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE) further strengthens the legal umbrella for the implementation of government governance that can optimize the use of information and communication technology (I Made Sukarsa et al., 2020). In the SPBE Presidential Regulation, it is explained, among other things, that the level of ICT adoption by the government is required to reach the level of integration from ministries to regional government institutions.

In the Presidential Regulation on SPBE, the Government and Universities are encouraged to implement general applications that are built once and can be replicated

across many government agencies. After that, business processes were integrated into one business process framework in one integrated system (Sa`di et al., 2023). The elements of SPBE as referred to in its implementation governance are SPBE Architecture, SPBE Plan Map, SPBE Plan and Budget, Business processes, Data and information, SPBE infrastructure, SPBE Applications, SPBE security and services (Prawira & Paraniti, 2023).

Optimizing the implementation of electronic-based government systems (SPBE) in higher education environments, especially during overseas official trips, requires appropriate policies. The problem is that universities do not yet have an SPBE implementation policy framework that integrates tasks and functions into electronic systems. Formulating a policy framework is very important so that SPBE's vision is achieved according to expectations. This policy framework is needed so that the design that has been prepared in the SPBE planning document can be sustainable, effective, efficient, and optimal in achieving goals (Setyabudi & Kurniawan, 2021).

Official travel is travel for the benefit of the company under orders from superiors who have the authority to order (Lesmana et al., 2018). An official trip is a trip undertaken by the head of an institution or company to carry out official duties (Rahmat Dharma Yoga, 2021). In general, official travel is travel undertaken by employees or staff of an institutional institution or company that is related to official work duties (Wulandari & Budayawan, 2021). Overseas official travel is travel both individually and collectively for official/state interests. Official trips are usually carried out for various purposes, including implementation and supervision of agencies or institutions, seminars, training, tenders, appointments, exploring cooperation, attending ceremonial events, social activities, etc (Qohary & Inarto, 2021).

Overseas Service Trips in Higher Education are divided into 2 types, namely 1) PDLN for the purpose of short visits including, among others: carrying out duties and functions attached to the position; taking part in internship activities abroad, carrying out *detachments*; take part in international conferences/ trials, seminars, workshops, comparative studies, or similar activities; participating in and/or carrying out exhibitions and promotions; or take part in training, education and training, short courses, research, student exchange, lecturer exchange, *staff* exchange *or* similar activities. 2) PDLN to studying abroad (Karsidi, 2018).

Based on data from overseas official travel from the Ministry of Education, Culture, Research and Technology for the period 2022 and 2023, it is presented in Figure 1 below.
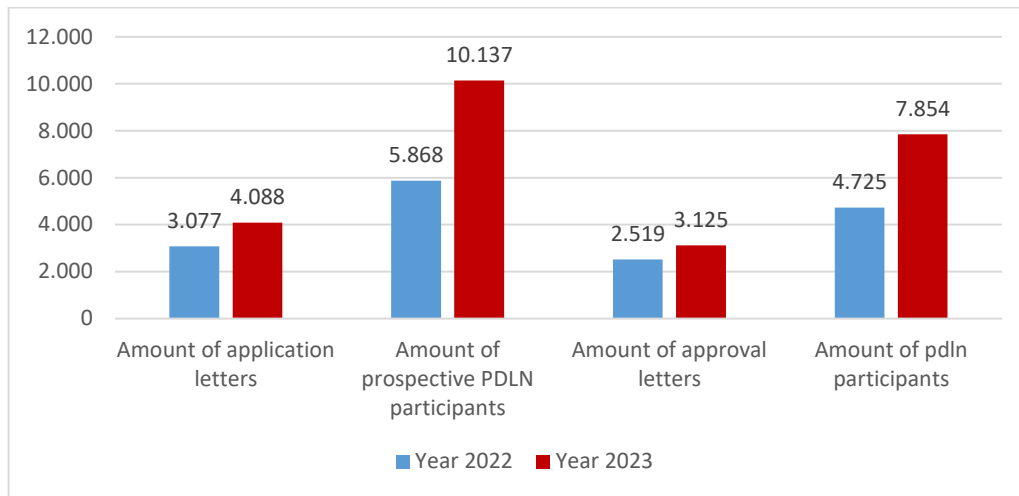
Figure 1.

PDLN Approval Data for the Ministry of Education, Culture, Research and Technology for the Period of 2022 and 2023.
Source: Data managed by the Ministry of Education, Culture, Research and Technology

The data table for overseas official travel for the Ministry of Education, Culture, Research and Technology for the period 2022 and 2023 is presented in table 1 below.

Table 1.

Data table for the Ministry of Education, Culture, Research and Technology for the period 2022 and 2023

Amount	Year 2022	Year 2023
Amount of application letters	3,077	4,088
Amount of prospective PDLN participants	5,865	10,137
Amount of approval letters	2,519	3,215
Amount of PDLN participants	4,725	7,854

Source: Data managed by the Ministry of Education, Culture, Research and Technology

Based on data, PDLN applications are late based on the provisions for submission 7 days before departure. In 2022: 1,377 (24.1%) and in 2023: 252 (8.8%).

Facts in the field show that the results of observations and interviews at one of the universities in Indonesia regarding the submission of PDLN data for users of the Electronic Based Government System for the last 5 years are presented in table 1 as follows.

Table 1.

PDLN data results at one of the Higher Education in Indonesia

No	Year	PDLN data
1	2019	1,700
2	2020	150
3	2021	120
4	2022	575
5	2023	465

Source: Data managed by one of the Higher Education

Problems with overseas official travel include 1) general problems, namely compliance with procedures, application deadlines, completeness of files, inaccuracy of K/Ls in filling in PDLN application data, misuse of SIMPEL accounts, cancellation of SP when canceling departure. 2) violations of bureaucratic ethics in PDLN administration, namely falsifying invitation letters, proposed activities not being carried out abroad, manipulating the filling out of the SIMPEL form. 3) PDLN urgency, namely the relevance of the activity, number and suitability of participants, credibility of foreign partners, 4) compliance with obligations, namely a maximum of two weeks after the activity, participants must have reported the results of the implementation of PDLN activities via the application.

Common errors in SMPLE application data include 1) incomplete documents such as invitations/KAK/confirmation from the Indonesian Embassy, activity schedules, and recommendations from the Ministry of Foreign Affairs if the destination country is a country that does not yet have diplomatic relations such as Taiwan and Israel. 2) late/meet PDLN submission, 3) error in selecting the name of the activity resulting in the wrong destination country, 4) error in selecting cost components, 5) error in filling in the assignment date (still including departure and return dates). This results in optimizing the implementation of electronic-based government systems (SPBE) to be less effective and efficient, both in terms of material and time, errors or loss of official travel data due to poor data storage processes and procedures as well as the time for making reports on overseas official trips. state for state civil servants in higher education.

To overcome this problem, it is necessary to build an electronic-based government system that is integrated into online official trips abroad for state civil servants in higher education so that work can run quickly and accurately. Optimizing the implementation of the SIMPEL V 2.0 online application system which is currently being implemented is a development of SIMPEL V 1.0. SIMPEL, which can be accessed at https://simpel.setneg.go.id, will be further developed into SIMPEL Next by utilizing *Artificial Intelligence (AI)* which will reduce the work of many verifiers so that it can speed up and simplify SIMPEL services. An Electronic-Based Government System also called e-government is a government administration, especially in higher education, that

utilizes information and communication technology to provide services to SPBE users, especially when applying for overseas official travel.

Several other research studies that have the same theme according to Khaidarmansyah & Ridwan Saifuddin, (2022) state that optimizing SPBE in developing silo applications by each government agency is expected to be more integrated and improve service quality. According to Rachmawati et al., (2018) stated that optimizing the development of the Official Travel Information System can make it easier to make official travel orders, expenses can be displayed in detail, making it easier to report official travel so it is hoped that it can increase the efficiency of company expenditure.

According to Ramadhan, et al., (2022) stated that by designing a good online official travel application system, appropriate implementation, and appropriate testing, this website-based official travel application system is expected to have a positive impact on providing new innovations to Telkom Education Foundation. Meanwhile, according to Liu, et al., (2022) stated that the electronic application system for official travel permit management can help simplify the online process of collecting official travel data for employees at the PetroChina company. With the existence of an electronic application system for official travel licensing management, it can help to simplify the calculation of costs that will be incurred in licensing employee official travel at the PetroChina Company. Another difference between this research and this research is that this research focuses more deeply on optimizing the implementation of an electronic-based government system (SPBE) for overseas official travel permits. The novelty of this research is optimizing the implementation of an electronic-based government system (SPBE) for overseas official travel permits for state civil servants in higher education.

Minimizing data duplication because the data is stored in a database so that cost efficiency is achieved and makes it easier to plan overseas official trips. The difference between this research and other existing research is the optimization of the implementation, of service standards for electronic-based government systems (SPBE), in licensing foreign official travel for state civil servants in higher education. So that the novelty of the research will emerge. Based on the background above, the researcher studied conducting research with the title "Optimizing the Implementation of an Electronic-Based Government System (SPBE) on Overseas Official Travel Permits in Higher Education".

Method

This research was carried out at one of the colleges or universities in Central Java. The research method used is descriptive qualitative. Qualitative descriptive research, namely data collected mainly in the form of words, sentences or images that have more meaning than just frequency numbers (Sutopo, 2002). The normative juridical legal approach is library legal research carried out by examining library materials or mere secondary data. This research uses 2 types of data, namely primary data and secondary

data. Primary data was obtained directly from informants or respondents related to overseas official travel. Secondary data was obtained from documents and reports that were relevant to this research, namely library literature, books, articles and others. Research data collection techniques are literature studies, observations, interviews, and documentation carried out through field observations as research objects. The data obtained is then analyzed qualitatively using an interactive model and takes place continuously starting from data collection, data reduction, data presentation and conclusions (Sutopo, 2002).

Results and Discussion

Optimizing the implementation of the Electronic-Based Government System (SPBE) in overseas official travel permit applications in higher education is very necessary. The rapid development of information technology has had a major influence on the Electronic-Based Government System in Indonesia, including the need for overseas official travel permitting activities at the Ministry which were previously carried out less efficiently and precisely. Now, with the existence of an electronic-based application system for overseas official travel permits for state civil servants in higher education, it can be implemented more effectively, precisely, efficiently and in a controlled manner.

State Civil Service employees can increase their productivity at work because the time required for the process of completing overseas official travel permit documents is more efficient and efficient, and management and monitoring by the leadership and auditors is easier.

Principles of Overseas Service Travel

a) Selective, namely only for very high interests and priorities related to government administration
b) Budget availability and conformity with the performance achievements of State Ministries/Institutions
c) Efficiency and effectiveness in the use of state spending
d) Transparency and accountability in the implementation of official travel, especially in giving orders and charging official travel costs.

Requirements for Foreign Service Travel Permits for State Civil Apparatus.

a) Obtain a Letter of Approval (SP) from the Ministry of State Secretariat (Kemensetneg)
b) Obtain a Service Passport from the Ministry of Foreign Affairs
c) Obtain an Exit Permit from the Ministry of Foreign Affairs
d) If PDLN requires a Visa, apart from an Exit Permit, a Visa Recommendation from the Ministry of Foreign Affairs is required.

Several documents must be prepared for the Overseas Official Travel Permit

a) Letter of Proposal from the administrative focal point agency (containing tasks, urgency and follow-up)

b) Invitation letter (applicant's name) from the organizer/cooperation partner abroad/ Confirmation letter from the Representative of the Government of the Republic of Indonesia Abroad in the destination country.

c) Schedule and Agenda of Activities (Activity Date) Abroad

d) TOR/TOR Activities

e) Official documents regarding funding sources (including DIPA, letter from donor, contract/agreement/MoU, or statement of personal costs signed on a stamp)

f) Ministry of Foreign Affairs Clearance

g) LoA and Assignment Decree

h) Confirmation of Attendance from Representatives and Organizers

i) Urgency of Activities

j) Statement Letter

k) For Civil Servants, attach a letter of approval/letter of assignment from the official who is their superior.

Optimizing the implementation of the Electronic Based Government System (SPBE) in foreign official travel permit applications.

Overseas Official Travel Service Mechanism, namely

a) Echelon 1, 2, and Higher Education Leaders (Mendikbudristek)

b) Echelon 3, 4 and Non-Echelon Officials at the Ministry of Education and Culture (Secretary General of the Ministry of Education and Culture)

c) Educators, Education Personnel and Students (Dirjendiktiristek)

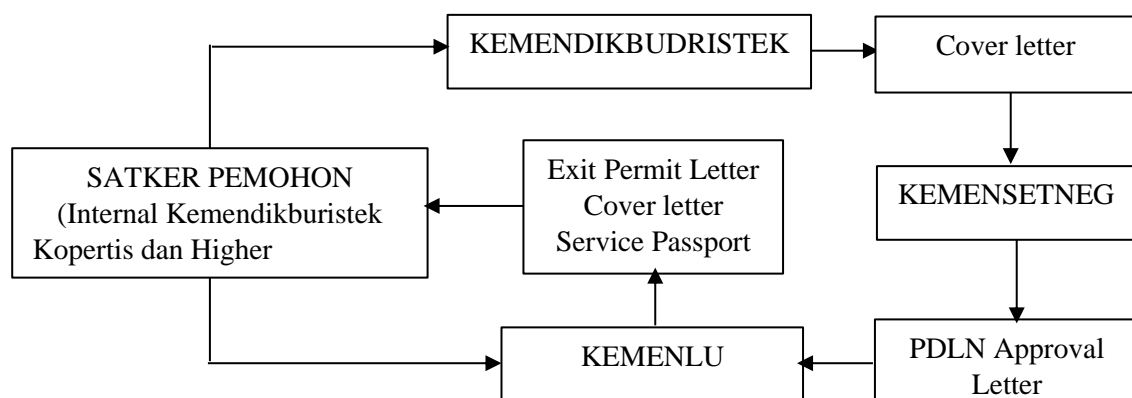General service standards for Foreign Official Travel Permit Applications are presented in Figure 2 below.

Figure 2.
General service standards Application for Foreign Official Travel permits
Source: Data managed by the Ministry of Education, Culture, Research and Technology

Service standards for PDLN Permit Applications for Echelon 1 and 2 Officials, heads of LLDIKTI and Higher Education Leaders are presented in figure 3 below.
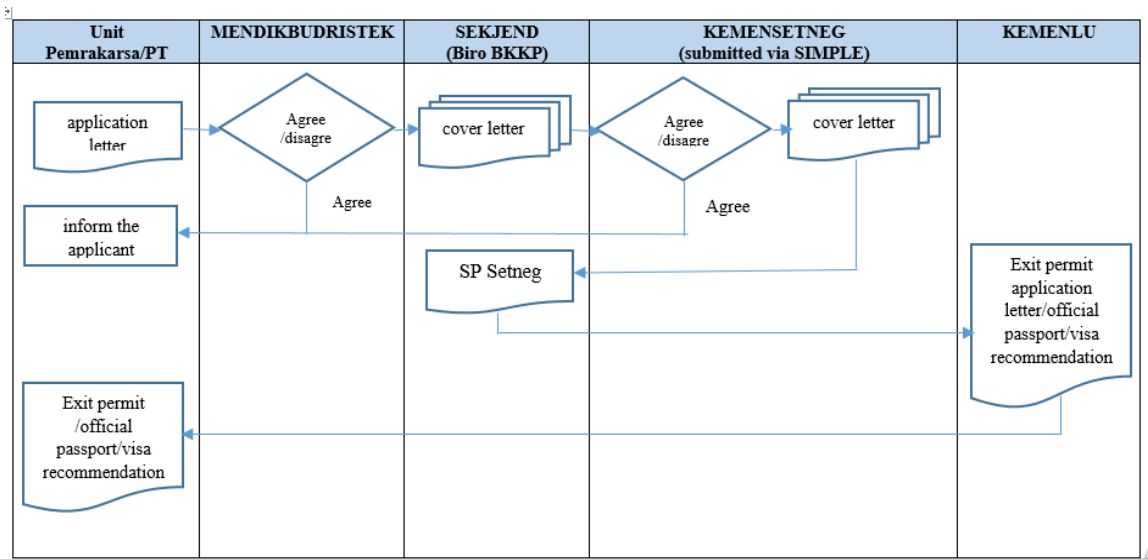

Figure 3.

Service standards for PDLN Permit Applications for Echelon 1 and 2 Officials, LLDIKTI heads and Higher Education Leaders

Source: Data managed by the Ministry of Education, Culture, Research and Technology

The service standards for student PDLN Permit Applications are presented in figure 4 below.
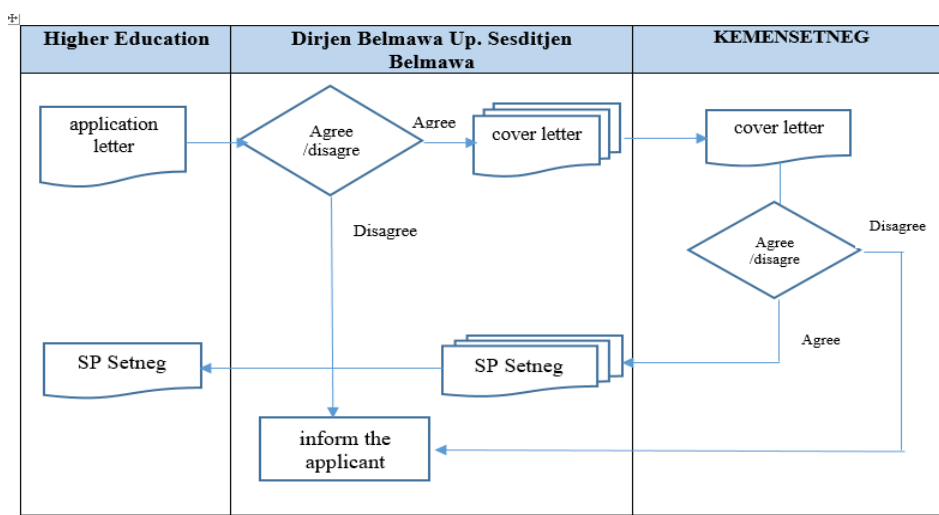

Figure 4.
Service standards for student PDLN permit applications
Source: Data managed by the Ministry of Education, Culture, Research and Technology

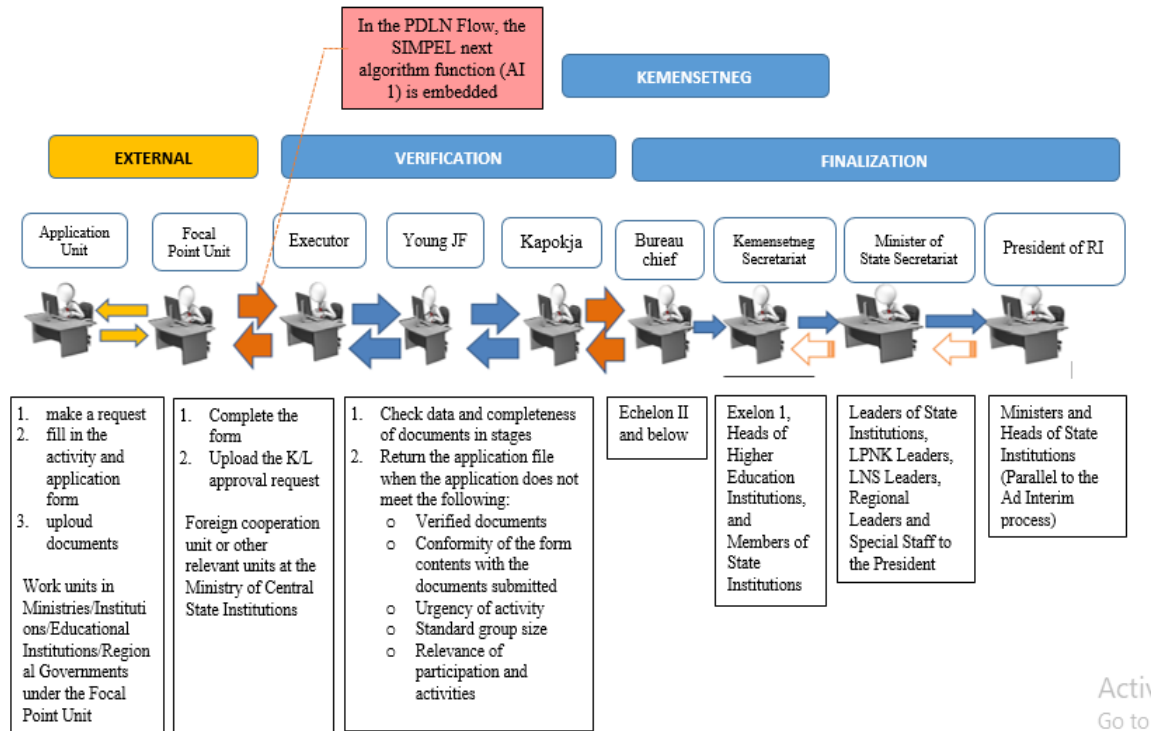The SOP for PDLN approval administration is presented in Figure 5 below.

Figure 5.
PDLN approval administrative SOP
Source: Data managed by the Ministry of Education, Culture, Research and Technology

The previous SIMPEL application was *Non-Artificial Intelligence,* applications could be submitted even if it was too late, and the system did not require reporting. Meanwhile, the SIMPEL application now uses application of *Artificial Intelligence*, applications can be submitted with a limitation of 7 days before the activity date, you must submit a report after returning home for the *un-blocking system process*. The Ministry's *review and scoring*, and the State Secretariat Approval Letter will be issued within 24 hours for applications that are complete and appropriate. The simple application has reached the stage of integrated collaboration, where each Ministry/Institution can apply for permits online including data verification. A simple application is able to cut bureaucracy in licensing services for official travel abroad.

Enforcement of discipline in the administration of overseas official travel in an electronic-based government system, namely the implementation of *Artificial Intelligence*, *rapport and report*, hearings and confirmation of the implementation of activities, enforcement of restrictions on the number of groups for efficiency and

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effectiveness of implementation and overseas official travel. Enforcement of discipline in the administration of overseas official travel for civil servants is an effort to maintain the professionalism and integrity of government employees in carrying out their duties and responsibilities. Discipline is an important factor in ensuring the effective and efficient implementation of government duties.

Optimization is an effort to maximize or minimize to achieve a goal precisely and effectively in implementing an Electronic-Based Government System (SPBE). Optimizing the implementation of SPBE on official trips abroad previously did not have good integration, whereas now an integrated system has been realized (Hidayah & Almadani, 2022). SPBE's goal is clean, effective, transparent, and accountable government governance, as well as quality and trustworthy public services. Governance and management of electronic-based government systems are also needed to improve the integration and efficiency of electronic-based government systems (Setyabudi & Kurniawan, 2021).

ICT Electronic-Based Government System, namely the information system in the electronic-based government system for overseas official travel permits that has been built, can be fully integrated. SPBE Governance is a framework that ensures the implementation of regulations, direction and control in implementing SPBE in an integrated manner. SPBE governance arrangements aim to increase efficiency, effectiveness and accountability in government administration, making it easier for the public to obtain public services; and realizing legal order and certainty in the implementation of SPBE in the tertiary institution environmen.

The SPBE service for overseas official travel was built through the development of the SPBE service using the SIMPLE application oriented towards SPBE users and opening up space for community participation so that it can serve users well, as well as to involve the community in formulating public policies that will provide the greatest benefit to the community (Putra &Wahyu, 2022).

Service innovation in the implementation of SPBE in overseas official travel permits for state civil servants is very important in responding to public demands in providing ease of administrative services while maintaining the quality of public services themselves. SPBE service innovation is an obligation for the government to address the public's growing needs, so the government must make various efforts to be able to innovate, especially regarding the provision of optimal services to the public so that it can make things easier, especially in the process of accessing overseas official travel licensing services provided by the government to the public. as well as being a form of state responsibility to society.

The policy for improving overseas official travel services is the SETJEN account 1 SIMPEL SETNEG *focal point* (ASN within the Ministry of Education and Buriste and Technology and Leadership at PTN). DIKTRISTEK's *Focal Points* are Account 2 SIMPEL SETNEG (Lecturers at Universities/Institutions), Account 3 SIMPEL SETNEG

(Students at Universities/Institutions). DIKSI's *Focal Point* SIMPEL SETNEG account is (Lecturers and Students at Polytechnics and Academies). The policy to improve overseas official travel services is the issuance of Circular Letter of the Secretary General of the Ministry of Education and Culture No. 19 of 2022 concerning Applications for Foreign Service Travel Permits within the Ministry of Education and Culture. Building an information system for Overseas Official Travel. Establish Standard Operating Procedures regarding the administration of overseas official travel.

The policy direction in the aspect of information and communication technology (ICT) is to organize SPBE infrastructure independently, integrated, standardized, and reaching higher education institutions and the Central Government. Optimizing the use of the SPBE application in the form of SIMPEL on official trips abroad at tertiary institutions which are integrated and shared, so that the efficiency of ICT spending, especially in developing SPBE applications, increases, while also facilitating the integration of government business processes (Arief, & Yunus Abbas, 2021). Also providing integrated and quality data and information. The human resources aspect of SPBE, is directed at developing SPBE leadership in each higher education institution. Strong, collaborative and innovative leadership really determines the success of SPBE through commitment, example, and direction from its leaders (La Adu et al., 2022). SPBE's leadership is also expected to be able to encourage the creation of a work environment and work culture that can support SPBE's progress. Increasing SPBE's human resource capacity is a priority (Warman et al., 2022).

SPBE's evaluation and assessment of information and communication technology in overseas official travel permits includes three main elements, namely carrying out government administration which is an element of bureaucratic governance, reliability of information and communication technology as an enabler in its implementation, and ease of government services provided to users, in accordance with their respective duties and functions. This SPBE evaluation is a process of assessing the implementation of SPBE in government agencies in producing an SPBE Index value which describes the maturity level of SPBE implementation in the relevant higher education agency.

Optimizing the implementation of SPBE best practices, including through dissemination, discussions, training, and comparative studies. Strengthening the integration function and building synergies is very important. ASN human resources are skilled and capable in building information systems based on the latest technology. Development of professional ASN human resources in mastering the field of Information Technology and communication both in quality and quantity so that overseas service travel services are optimal for state civil servants in higher education (Talent et al., 2023).

Optimizing the implementation of an electronic-based government system (SPBE) during overseas official trips, several universities in Indonesia have implemented the SPBE Policy. Service innovation in the implementation of SPBE is very important in responding to community demands in providing ease of administrative services while

maintaining the quality of public services themselves (Permana et al., 2022). Public service is an obligation for the government to address public needs which continue to grow so the government must make various efforts to be able to innovate, especially regarding the provision of optimal services to the public so that it can make things easier, especially in the process of accessing services provided by the government to the public, as well as being a form of state responsibility for the community (Rohmat & Elisanti, 2021).

Optimizing the implementation of an electronic-based government system (SPBE) for state civil servants on official trips abroad is aimed at optimally improving the quality of public services, personnel administration services, as well as increasing the effectiveness of planning and management of higher education and government finances. Implementation of SPBE will also increase and expand public participation in government processes, increase government accountability, and in turn increase government capacity and governance in carrying out its duties and functions as well as overcoming various problems and providing solutions for overseas official travel permits.

Conclusion

Based on the results of this research, it can be concluded that optimizing the implementation of an Electronic-Based Government System in the form of *the SIMPEL Application* on official trips abroad for state civil servants in higher education creates an integrated, effective, efficient, transparent, and accountable work process, as well as improving quality public services and optimally reliable. The principle of maximizing or minimizing to achieve a goal precisely, effectively, efficiently and beneficially. The development of SPBE can increase ASN human resources in mastering information and communication technology both in quality and quantity so that overseas official travel services are optimal for state civil servants in higher education. It is necessary to maintain applications that have been created or developed so that the applications are maintained properly. Suggestions for further research require the development of an Electronic Based Government System (SPBE) with different applications other than *the SIMPEL Application* such as *Unified Modeling Language (UML), Waterfall* and so on. Future researchers can develop the implementation of an Electronic-Based Government System (SPBE) not only in therapeutic universities but also in other provinces.

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