



## EVALUATION OF THE PREPARATION OF REGIONAL GOVERNMENT ADMINISTRATION REPORTS THROUGH THE SILPPD APPLICATION AT THE GOVERNANCE SECTION OF THE REGIONAL SECRETARIAT OF BENGKULU UTARA REGENCY

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## INTRODUCTION

The Regional Government Administration Reporting Information System (SILPPD) is an electronic application designed to streamline the preparation, submission, and evaluation of Regional Government Administration Reports (LPPD). This system was introduced to address inefficiencies in traditional reporting methods, which relied

### ABSTRACT

*This study evaluates the implementation of the SILPPD (Sistem Informasi Laporan Penyelenggaraan Pemerintahan Daerah) application in the preparation of local government administration reports (LPPD) at the Governance Section of the Regional Secretariat of Bengkulu Utara Regency. Using the CIPP evaluation model (Context, Input, Process, Product), a qualitative descriptive method was applied with data collected through interviews, observations, and documentation. The findings reveal that while the SILPPD application significantly improves efficiency and transparency, several challenges remain, including insufficient human resource capacity, limited technical guidance, and infrastructure constraints. The study recommends improving training, system integration, and support mechanisms to enhance SILPPD effectiveness.*

heavily on physical documentation and manual processes. The SILPPD supports the principles of effectiveness, transparency, accountability, and clean as mandated by Presidential Regulation No. 95 of 2018 on Electronic-Based Government Systems. In Bengkulu Utara Regency, the Governance Division of the Regional Secretariat serves as the coordinator for the implementation of SILPPD. Despite its potential benefits, the system faces challenges



such as insufficient technical training, limited human resource capacity, and inadequate socialization efforts.

The purpose of this study is to evaluate the implementation of SILPPD in Bengkulu Utara Regency using the Context, Input, Process, and Product (CIPP) evaluation model. The analysis aims to identify factors influencing the system's performance and provide recommendations to optimize its use for improving governance and administrative reporting.

## MATERIALS AND METHODS

This study employs a qualitative descriptive approach to assess the implementation of SILPPD in Bengkulu Utara Regency. The CIPP evaluation model, developed by Stufflebeam, is used to structure the analysis. This model comprises four components:

1. Context: Evaluation of the relevance and alignment of SILPPD policies with the needs of the local government in achieving transparency and accountability.
2. Input: Analysis of the resources allocated for SILPPD, including funding, technology, infrastructure, and human resources.
3. Process: Assessment of the implementation process, including adherence to procedures, coordination among stakeholders, and challenges encountered.
4. Product: Examination of the outcomes and impacts of SILPPD on reporting quality, administrative efficiency, and public service delivery.

The study adopts the Miles and Huberman model, which involves data reduction, data display, and conclusion drawing. Triangulation of sources is employed to ensure data validity and reliability. Findings

from interviews are cross-checked with observations and document reviews to provide a comprehensive understanding of SILPPD implementation.

This methodological approach enables an in-depth analysis of the system's strengths, weaknesses, and areas for improvement, thereby contributing to evidence-based recommendations for enhancing SILPPD's effectiveness in Bengkulu Utara Regency.

## RESULTS AND DISCUSSION

### 1. Context Evaluation

The implementation of SILPPD in Bengkulu Utara Regency demonstrates alignment with national e-Government initiatives as mandated in Presidential Regulation No. 95/2018 concerning the Electronic-Based Government System (SPBE) and Permendagri No. 18/2020. The application reflects a clear policy direction to digitize public administration and ensure better accountability and transparency in local governance. Respondents from the Governance Section highlighted that the system helps streamline reporting and minimizes administrative burdens.

However, there is still a gap between the regulatory objectives and field realities. Many staff members, especially those newly assigned to reporting roles, are not fully familiar with SILPPD's functions due to lack of training and lack of socialization. Furthermore, the dynamic nature of government policies and the frequent updates to performance indicators create confusion during data entry. Thus, although SILPPD is contextually relevant, its full potential has yet to be realized at the local level.



## 2. Input Evaluation

The success of digital transformation through SILPPD is highly dependent on the availability and quality of inputs such as infrastructure, human resources, and financial support. In Bengkulu Utara Regency, several issues were noted:

1. **Technological Infrastructure.** Although the SILPPD system can be accessed online, the availability of supporting devices such as scanners and updated computers remains limited. Not all departments have sufficient tools to digitize and upload performance data, which hinders the smooth operation of the system.
2. **Human Resources.** There is a shortage of skilled personnel capable of operating the SILPPD application effectively. Moreover, the frequent mutation of staff in local government units disrupts continuity. Many new staff members require time to understand the application and the performance indicators it uses, which negatively affects the quality of the data entered.
3. **Training and Capacity Building.** Interviews revealed that technical training is rarely provided. Most learning is conducted independently by staff. There is also no standard competency certification for SILPPD operators, leading to inconsistent data entry quality and varied interpretations of performance indicators.
4. **Budget Allocation.** Budget constraints were also mentioned, with limited funds allocated specifically for the implementation and support of SILPPD

activities, including maintenance, training, and internet connectivity.

## 3. Process Evaluation

The process of preparing LPPD through SILPPD has evolved from manual reporting to a more structured digital system. This shift has helped reduce paper usage and made data consolidation more manageable. The application allows real-time updates, document uploads, and inter-agency verification.

Despite these advantages, the implementation process still faces several operational challenges:

1. **Interpretation of Indicators:** Many regional work units (SKPD) struggle to understand the performance indicators (IKK) due to the lack of detailed guidance from the central government. As a result, data entry often lacks uniformity, and errors frequently occur.
2. **Coordination and Communication:** There is insufficient coordination between the Governance Section and data providers from each OPD (Organisasi Perangkat Daerah). This often causes delays and inconsistencies in data submission. Communication breakdowns during data consolidation further hinder the process.
3. **Verification and Quality Control:** Verification of submitted data is time-consuming and sometimes conducted after the deadline. There is no automated alert system within SILPPD to notify users of incomplete or incorrect data entries.
4. **Workload and Time Constraints:** Staff responsible for SILPPD often handle multiple tasks, resulting in divided attention and rushed data entry during



tight submission windows. This pressure increases the risk of inaccuracy and incomplete reports.

#### 4. Product Evaluation

In terms of output, the SILPPD application has brought significant benefits. LPPD reports are now more organized, accessible, and timely compared to the manual method. The digital format also allows easier monitoring by evaluators at the provincial and national levels. Respondents noted that the system facilitates standardized reporting, which is a step forward in national data governance.

However, challenges remain in the quality and completeness of the reports:

1. **Data Accuracy:** In several cases, inaccuracies in performance indicator data resulted in negative evaluations from higher authorities. Some departments were unclear on the required supporting documents, which led to incomplete submissions.
2. **User Satisfaction:** While most operators acknowledge the benefits of SILPPD, they also express frustration over its complexity and lack of user support. Suggestions for improvement include a more intuitive interface, clearer indicator descriptions, and an integrated helpdesk.
3. **Impact on Governance:** SILPPD's long-term success lies in its ability to inform decision-making and public accountability. Although the system has laid the groundwork for transparent reporting, its impact is reduced when data is incomplete or submitted merely for compliance rather than performance improvement.

In conclusion, the SILPPD application has introduced a structured and modern approach to local government reporting. Yet, its effectiveness depends on ongoing improvements in human resources, infrastructure, regulatory support, and commitment from all stakeholders to treat LPPD not just as an administrative obligation but as a tool for governance enhancement.

#### CONCLUSION

The use of SILPPD in Bengkulu Utara has provided tangible benefits in digital governance, especially in improving report timeliness and transparency. However, implementation challenges persist, primarily due to limited training, infrastructure, and regulatory clarity. To enhance SILPPD effectiveness, it is recommended that:

1. Regular technical training be conducted for operators.
2. Central government provide clearer performance guidelines.
3. Local leadership ensures consistent resource allocation and policy continuity

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