

Research Article

The Role of the SIMPD (Official Travel Management Information System) Application in Facilitating Monitoring of Official Travel within the Secretariat of the East Java Provincial DPRD

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Abstract: The Official Travel Management Information System (SIMPDP) is a digital-based application developed to support the management and monitoring of official travel activities within the Secretariat of the Regional People's Representative Council (DPRD) of East Java Province. This study aims to analyze the role of the SIMPD application in facilitating ease of monitoring official travel within the Secretariat of the DPRD of East Java Province. The research employs a qualitative descriptive approach with data collection conducted through observation, interviews, literature study, and documentation. The conceptual framework used in this study is the policy implementation theory proposed by Edwards III, which reviews four key aspects: communication, resources, disposition, and bureaucratic structure. The findings indicate that the implementation of SIMPD has generally contributed positively to the management and monitoring of official travel, improving transparency, efficiency, and accountability. However, several challenges remain, including inconsistent socialization, limited human resource capacity, and the need for stronger inter-agency coordination. This study recommends strengthening digital governance infrastructure, increasing the number of trained operators, and enhancing coordination between relevant agencies to optimize SIMPD implementation.

Keywords: DPRD Secretariat; E-Government; Official Travel Monitoring; Policy Implementation; SIMPD.

1. Introduction

The rapid advancement of information and communication technology has fundamentally transformed the landscape of public administration and governance. Governments worldwide, including Indonesia, have increasingly adopted digital solutions to enhance operational efficiency, transparency, and accountability in public service delivery (Twizeyimana & Andersson, 2019). In the context of Indonesian regional governance, the digitalization of bureaucratic processes has become a strategic priority embedded in the national e-government agenda, as reflected in Presidential Regulation No. 95 of 2018 on Electronic-Based Government Systems (SPBE).

At the regional level, one of the critical administrative processes requiring systematic digital management is official travel (perjalanan dinas). Official travel represents a significant component of regional government expenditure and involves complex administrative procedures, including planning, authorization, reporting, and financial accountability. The absence of an integrated digital system often results in inefficiencies such as delayed reporting, data inaccuracies, and limited real-time monitoring by supervisory authorities (Dwivedi et al., 2021).

The Secretariat of the Regional People's Representative Council (DPRD) of East Java Province is one of the regional government institutions that has implemented the Official Travel Management Information System (SIMPDP) as part of its digital governance transformation. SIMPD is specifically designed to facilitate the planning, authorization, monitoring, and reporting of official travel activities in an integrated and transparent manner.

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The system is expected to simplify administrative workflows, reduce manual documentation, and improve the supervisory capacity of management.

Previous studies have demonstrated the importance of well-designed information systems in improving the effectiveness and efficiency of government operations. Alrawabdeh (2014) found that e-government systems significantly enhance service delivery by reducing administrative bottlenecks. Similarly, Shareef et al. (2011) highlighted that digital government platforms can foster greater citizen trust and improve organizational accountability. In the Indonesian context, Layne and Lee (2001) suggested that the integration of digital systems within government institutions marks a critical evolutionary step toward fully functional e-government. However, the success of such systems is heavily dependent on proper implementation strategies and supportive institutional environments (Gil-Garcia & Pardo, 2005).

Despite the growing body of literature on e-government implementation, studies specifically addressing the role of digital applications in managing and monitoring official travel within legislative secretariats remain limited, particularly in the Indonesian regional government context. This study seeks to fill this gap by analyzing the role of SIMPD in facilitating the ease of official travel monitoring within the Secretariat of the DPRD of East Java Province, using the policy implementation framework proposed by Edwards III (1980) as the analytical lens.

2. Literature Review

E-Government and Digital Transformation in Public Administration

E-government refers to the use of information and communication technologies by government institutions to improve the delivery of public services, enhance information sharing, and streamline internal administrative processes (Ndou, 2004). The transformation from manual to digital governance has been identified as a critical enabler of public sector modernization, transparency, and accountability (Twizeyimana & Andersson, 2019). According to Bannister and Connolly (2012), digital government platforms not only improve operational efficiency but also contribute to greater public trust and democratic accountability.

Several theoretical models have been developed to explain the adoption and implementation of e-government systems. The Technology Acceptance Model (TAM) proposed by Davis (1989) suggests that the perceived usefulness and ease of use are primary determinants of technology adoption. Moon (2002) further argued that the stage of e-government development significantly influences the nature of citizen-government interactions. In developing countries like Indonesia, e-government implementation faces unique challenges related to digital infrastructure, institutional capacity, and regulatory frameworks (Wirtz et al., 2016).

Information Systems in Regional Government

Regional governments in Indonesia have increasingly adopted various information systems to improve administrative efficiency. Among the most prominent systems is the Regional Government Information System (SIPD), established under Permendagri No. 70 of 2019, which integrates regional planning, budgeting, and financial management (Laoli et al., 2022). These systems are designed to harmonize the flow of regional planning documents and improve inter-governmental coordination.

The implementation of government information systems is often analyzed through policy implementation frameworks. Edwards III (1980) proposed a comprehensive model that identifies four critical factors affecting policy implementation: communication, resources, disposition, and bureaucratic structure. This framework has been widely applied in studying the implementation of public administration reforms, including digital governance initiatives (Alfani & Nasution, 2022).

Official Travel Management and Digital Monitoring

Official travel management constitutes a significant administrative function in government institutions. The process encompasses planning, approval, execution, and post-travel reporting, all of which require meticulous documentation and financial accountability. Traditionally, these processes have been conducted manually, resulting in inefficiencies and increased vulnerability to administrative irregularities (Savitri & Amaliah, 2017).

The digitalization of official travel management through specialized information systems offers substantial benefits, including real-time monitoring, automated reporting, and

improved financial control. Heeks (2006) argued that information systems in the public sector can significantly reduce administrative costs and improve service delivery when properly implemented. Gil-Garcia and Pardo (2005) further emphasized that the success of government information systems depends not only on technical factors but also on organizational and institutional variables.

3. Materials and Method

This study employed a qualitative descriptive research approach to examine the role of the SIMPD application in facilitating official travel monitoring at the Secretariat of the DPRD of East Java Province. Qualitative research is characterized by an ontological perspective rooted in the construction of field realities and an epistemological foundation built on values and value considerations (Guba & Lincoln, 1994). This approach was selected because it allows for an in-depth exploration of the phenomenon as it occurs within its natural context.

Data collection was conducted through four primary methods: (1) structured and semi-structured interviews with key informants including SIMPD operators, administrative staff, and supervisory personnel at the DPRD Secretariat of East Java Province; (2) direct observation of the SIMPD application usage during official travel monitoring processes; (3) document analysis, including official travel reports, internal regulations, and SIMPD operational guidelines; and (4) literature study of relevant academic sources and regulatory documents.

The data analysis technique applied in this study follows the concept proposed by Usman and Akbar, wherein qualitative data analysis is understood as a continuous and interactive process conducted at every stage of the research until the data reaches saturation (Rizqi et al., 2023). The analytical framework used is the policy implementation model of Edwards III, which reviews four critical dimensions: communication, resources, disposition, and bureaucratic structure. Data validity was ensured through triangulation of sources and methods.

4. Results and Discussion

The results of this research are presented based on the four dimensions of the Edwards III policy implementation framework as applied to the role of SIMPD in facilitating official travel monitoring at the Secretariat of the DPRD of East Java Province.

Communication

Communication constitutes one of the most fundamental factors in determining the success of policy implementation. According to Edwards III (1980), effective communication requires the clear and consistent transmission of information from policymakers to implementing agencies. In the context of SIMPD at the Secretariat of the DPRD of East Java Province, the communication process is primarily facilitated through socialization activities organized by the Regional Financial Management Agency (BPKAD) and technical guidance provided by the system development team.

Observations revealed that the socialization of SIMPD has been conducted through both offline meetings and online platforms, including Zoom-based training sessions. This multi-channel communication approach has been effective in reaching a broad range of implementing personnel. However, the consistency of socialization activities has been identified as a significant weakness. The socialization has not been conducted in a systematic, phased manner, resulting in knowledge gaps among implementing staff. As Heeks (2006) noted, the effectiveness of government information systems is heavily dependent on the quality and regularity of user training and communication.

Furthermore, when technical problems arise during the use of SIMPD, implementing staff are often required to independently seek solutions, as there is no structured help-desk mechanism or regular technical support from the system administrators. This finding aligns with the observations of Gil-Garcia and Pardo (2005), who identified the absence of adequate technical support as a major barrier to effective information system implementation in government institutions.

Resources

Resources represent the second critical dimension in Edwards III's implementation framework. Van Meter and Van Horn (in Situmorang, 2016) emphasize that successful policy implementation requires both adequate human resources and sufficient non-human resources

to support operational activities. In the case of SIMPD implementation at the DPRD Secretariat of East Java Province, the availability of physical and technological resources has been assessed as adequate.

The Secretariat has been equipped with essential technological infrastructure, including desktop computers, networked printers, and stable internet connectivity, all of which are necessary for the efficient operation of SIMPD. These resources have been procured using regional budget allocations, reflecting institutional commitment to digital governance transformation. This is consistent with the findings of Wirtz et al. (2016), who identified the availability of technological infrastructure as a critical enabler of e-government implementation.

However, a significant resource-related challenge has been identified in the human resource dimension. The number of trained SIMPD operators at the DPRD Secretariat is limited, resulting in workload concentration and reduced operational efficiency, particularly during peak periods of official travel activity. This constraint is further compounded by the complexity of official travel monitoring processes, which involve multiple stages of documentation and approval. As Twizeyimana and Andersson (2019) observed, the success of digital government platforms depends fundamentally on the availability of competent and adequately trained human resources.

Disposition

Disposition, as defined by Edwards III, refers to the attitudes, commitment, and behavioral characteristics of implementing personnel. A strong and positive disposition among implementers is essential for ensuring that policy objectives are effectively translated into operational practices. In the context of SIMPD implementation, the attitude of implementing personnel at the Secretariat of the DPRD of East Java Province has been identified as generally positive.

Implementing staff demonstrated a high level of commitment to the use of SIMPD for managing official travel documentation and monitoring processes. This commitment was evidenced by the consistent use of the system for recording official travel plans, generating travel orders, and preparing post-travel reports. The positive disposition of implementing personnel is a critical success factor, as it facilitates the voluntary adoption of digital tools and reduces resistance to organizational change (Bannister & Connolly, 2012).

The regional government of East Java Province, through the Governor's Official Order, has provided strong institutional support for the use of SIMPD, which has reinforced the positive disposition of implementing personnel. This institutional endorsement has played a significant role in ensuring compliance with SIMPD usage protocols and promoting a culture of digital accountability within the organization.

Bureaucratic Structure

Bureaucratic structure, as conceptualized by Edwards III, encompasses the organizational arrangements, standard operating procedures (SOPs), and hierarchical relationships that govern policy implementation. In the case of SIMPD, the standard operating procedures are derived from the regulatory framework established by the Ministry of Home Affairs, with technical operational guidelines provided at the provincial level.

The bureaucratic structure of the Secretariat of the DPRD of East Java Province in relation to SIMPD implementation is characterized by a relatively flat organizational hierarchy, which facilitates efficient communication and decision-making. The hierarchical implementation chain flows from the Governor's directives to the DPRD Secretariat, ensuring institutional alignment with provincial digital governance objectives.

However, challenges related to procedural timing and inter-agency coordination have been identified as barriers to effective SIMPD implementation. When errors occur during data input, the correction process requires formal documentation (Bukti Memorial) submitted to higher authorities, a process that can be time-consuming and administratively burdensome. This finding corroborates the observations of Alrawabdeh (2014), who noted that rigid bureaucratic procedures can impede the operational efficiency of e-government systems.

Facilitating and Inhibiting Factors

Based on the findings of this study, several factors have been identified as either facilitating or inhibiting the effective implementation of SIMPD for official travel monitoring at the Secretariat of the DPRD of East Java Province.

The key facilitating factors include: (1) adequate technological infrastructure, comprising computers, printers, and internet connectivity, which provides the necessary foundation for SIMPD operations; (2) strong institutional commitment from the provincial government, as evidenced by the issuance of official directives mandating SIMPD usage; and (3) a generally positive disposition among implementing personnel, which promotes voluntary adoption and consistent use of the system.

Conversely, the primary inhibiting factors are: (1) insufficient socialization and technical training, which limits staff proficiency and confidence in using SIMPD; (2) limited human resource capacity, with too few trained operators to handle the volume of official travel documentation; and (3) inadequate inter-agency coordination, particularly between the DPRD Secretariat and BPKAD, which affects the quality and timeliness of technical support.

5. Conclusion

This study has analyzed the role of the SIMPD application in facilitating the ease of official travel monitoring at the Secretariat of the DPRD of East Java Province, using the Edwards III policy implementation framework. The findings indicate that SIMPD has generally contributed positively to the management and monitoring of official travel activities, enhancing transparency, accountability, and administrative efficiency. The implementation of SIMPD aligns with the regional government's digital governance objectives and the national e-government agenda.

However, several challenges have been identified that limit the optimal functioning of SIMPD. These include inconsistencies in socialization activities, limited human resource capacity, and the need for stronger inter-agency coordination. To address these challenges, this study recommends: (1) the establishment of a systematic and phased socialization program for SIMPD users; (2) an increase in the number of trained SIMPD operators to alleviate workload concentration; and (3) the strengthening of coordination mechanisms between the DPRD Secretariat, BPKAD, and other relevant agencies to improve technical support and system governance.

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