

ABSTRAK

IMPLEMENTASI INOVASI PELAYANAN PUBLIK MELALUI SISTEM ADMINISTRASI PELAYANAN KEPEGAWAIAN TERPADU (SAPKT) E-PENSIUN PADA BADAN KEPEGAWAIAN DAERAH PROVINSI LAMPUNG

Oleh

MIRANDA TOBING

Penelitian ini bertujuan menganalisis implementasi inovasi pelayanan publik melalui Sistem Administrasi Pelayanan Kepegawaian Terpadu (SAPKT) E-Pensiun pada Badan Kepegawaian Daerah (BKD) Provinsi Lampung. SAPKT E-Pensiun merupakan bentuk transformasi digital dalam layanan administrasi kepegawaian, khususnya pengurusan pensiun Pegawai Negeri Sipil (PNS) yang sebelumnya dilakukan manual. Kehadiran sistem ini diharapkan mempercepat layanan, meningkatkan akurasi, serta memberi kemudahan bagi pengguna. Namun, implementasi SAPKT E-Pensiun masih menghadapi kendala, terutama perbaikan dokumen salah unggah yang harus dilakukan manual sehingga memperpanjang proses. Penelitian ini menggunakan metode kualitatif deskriptif dengan teknik wawancara, dokumentasi, dan observasi. Analisis dilakukan menggunakan kriteria sukses implementasi inovasi menurut Real dan Poole (2005), meliputi aspek penggunaan, kinerja, sikap dan keyakinan pengguna, integrasi organisasi ke dalam organisasi, serta efektivitas upaya implementasi. Hasil penelitian menunjukkan SAPKT E-Pensiun telah digunakan oleh seluruh Organisasi Perangkat Daerah (OPD) serta SMA/SMK Negeri di Provinsi Lampung. Inovasi ini memberi manfaat melalui fitur unggah dokumen, pelacakan layanan, bahkan terhubung dengan sistem lain di BKD yaitu SIMPEDU, meskipun belum optimal. Masih ditemui beberapa hambatan, seperti keterbatasan kompetensi operator, gangguan server, serta minimnya anggaran pelatihan dan pengembangan sistem. Secara keseluruhan, implementasi SAPKT E-Pensiun membawa perubahan positif, namun peningkatan kualitas SDM, dukungan anggaran, dan infrastruktur tetap dibutuhkan agar keberlanjutan inovasi terjamin.

Kata Kunci: Inovasi Pelayanan Publik, SAPKT E-Pensiun, Administrasi Pensiun, E-Government, BKD Provinsi Lampung.

ABSTRACT

IMPLEMENTATION OF PUBLIC SERVICE INNOVATION THROUGH THE INTEGRATED PERSONNEL SERVICE ADMINISTRATION SYSTEM (SAPKT) E-PENSION AT THE REGIONAL CIVIL SERVICE AGENCY OF LAMPUNG PROVINCE

BY

MIRANDA TOBING

This study aims to analyze the implementation of public service innovation through the Integrated Personnel Service Administration System (SAPKT) E-Pension at the Regional Civil Service Agency (BKD) of Lampung Province. SAPKT E-Pension represents a form of digital transformation in personnel administration services, particularly in managing civil servant (PNS) pensions, which were previously handled manually. The system is expected to accelerate services, improve accuracy, and provide greater convenience for users. However, its implementation still faces challenges, especially in correcting misuploaded documents, which must still be done manually, thereby prolonging the process. This study employs a descriptive qualitative method with data collected through interviews, documentation, and observation. The analysis applies the success criteria of innovation implementation proposed by Real and Poole (2005), covering aspects of use, performance, user attitudes and beliefs, organizational integration, and the effectiveness of implementation efforts. The findings reveal that SAPKT E-Pension has been adopted by all Regional Government Organizations (OPD) as well as public senior high and vocational schools (SMA/SMK) in Lampung Province. This innovation provides benefits through features such as document uploads, service tracking, and online integration, and is already connected to another BKD system, SIMPEDU, although not yet fully optimized. Several obstacles remain, including limited operator competence, server disruptions, and insufficient budget allocation for training and system development. Overall, the implementation of SAPKT E-Pension has brought positive changes, but improvements in human resource capacity, budgetary support, and infrastructure are still necessary to ensure the sustainability of the innovation.

Keywords: *Public Service Innovation, SAPKT E-Pension, Pension Administration, E-Government, BKD Lampung Province.*