

The Utilization of SIKEP and Its Impact on Employee Performance in the Personnel Division of the Cirebon District Court Class IB

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ABSTRACT

The development of information technology in the public sector encourages government agencies to implement digital systems in the management of personnel administration, one of which is through the Personnel Information System (SIKEP). The use of SIKEP is expected to be able to increase the effectiveness and efficiency of employees' work in managing administrative data. This article aims to analyze the use of SIKEP in supporting the performance of employees in the personnel section at the Cirebon District Court Class IB and identify obstacles that occur in its use. The method used is qualitative descriptive through direct observation and communication with related parties. The results of the study show that employees have been able to use SIKEP well, but there are still obstacles in the form of system errors, access delays, and server interference when used simultaneously.

INTRODUCTION

The development of information technology in the public sector encourages government agencies to carry out digital transformation in various aspects of administration, including in personnel management. The personnel information system is an important instrument in increasing work effectiveness and efficiency, especially in data processing, information storage, and acceleration of administrative processes. The optimal use of information systems is able to improve organizational performance through the provision of accurate and timely information (Stuart et al., 2024)

A number of previous studies have shown that the implementation of personnel information systems makes a positive contribution to improving employee performance. Research by states that the use of information systems has a significant effect on the effectiveness of employee work, especially in increasing the speed and accuracy in completing administrative tasks. (Ichsan, 2020)

Other research shows that digital-based personnel information systems are able to improve data accuracy and minimize errors in administrative processing (Sari & Nugroho, 2021).

In the context of judicial institutions, the Supreme Court of the Republic of Indonesia has developed the Personnel Information System (SIKEP) as part of digital-based bureaucratic reform. Several studies related to SIKEP show that this system plays an important role in increasing transparency, accountability, and employee discipline through an electronic-based data presence and management system (Rahmadi et al., n.d.)

Research conducted by (Hidayat, Taufik et al., 2021) personnel information systems shows that the implementation of digital-based systems can help manage employee data more effectively, integrated, and simplify administrative processes in government organizations.

In its implementation, the personnel information system still faces various technical obstacles, such as system disruptions, server limitations, and access barriers when used simultaneously by many users, thus affecting the effectiveness of using the system. Okezone. (2021, September 19).

Technical obstacles in the information system can have an impact on decreasing the effectiveness of employees' work because the administrative process is hampered and the completion of work takes longer. (Nurmala Sahara, 2020)

The Supreme Court of the Republic of Indonesia has developed various information technology-based innovations as part of the implementation of e-government, one of which is through the Personnel Information System (SIKEP). This system is used to manage apparatus data in an integrated manner and support the improvement of discipline and employee performance. According to (Maria et al., n.d.), the implementation of e-Government makes it easy for the public to supervise the performance of public officials, so that the implementation of information systems in government institutions is considered to be able to increase transparency, accountability, and the effectiveness of public services.

The digitization of decisions at the Directorate of Decisions of the Supreme Court of the Republic of Indonesia is a tangible form of accountability of the judiciary to the public as well as a manifestation of public information disclosure, because the public can access judicial decisions widely and easily. (Dwi Rahayu, 2022)

The digitization of judicial administration through the use of information systems shows a shift from manual systems to a more integrated electronic-based system. The application of information technology in government agencies is considered an important step to improve the efficiency and transparency of services, as well as being able to minimize recording errors and speed up the administrative process. (Ramadan, 2025)

The implementation of information systems within the framework of e-Government not only requires the readiness of human resources, but also the readiness of adequate technological infrastructure. The lack of use of technological infrastructure as well as human resources and supporting resources causes difficulties in delivering information and public services to the community. In addition, the success of the implementation of e-Government is also determined by human management competencies as well as education and training in the field of information and communication technology. This condition shows that the imbalance between user ability and system capacity can hinder the optimization of information system utilization so that it affects the effectiveness of employee performance. (Rachmatullah & Purwani, 2022)

Based on the literature review, it can be seen that most of the previous research emphasized the benefits of information systems in improving organizational efficiency and performance. However, there is still limited research that specifically examines technical obstacles in the use of SIKEP and its impact on the performance of employees in the judicial environment. Thus, the novelty in this article lies in an analysis that not only assesses the benefits of the system, but also examines the technical obstacles that occur in its use as well as its implications for employee performance.

This activity was carried out at the Cirebon Class IB District Court which is located in the Cirebon City area, West Java Province. Physically, Cirebon City is an urban area with a fairly high level of government and public service activities. In terms of socio-economy, Cirebon City has a role as a center of trade and services in the Ciayumajakuning area, so that administrative mobility and public service needs, including personnel services, are quite high. This condition requires an effective and efficient administrative system to support the performance of government apparatus.

In the institutional aspect, the personnel section at the Cirebon Class IB District Court has a strategic role in human resource management, including employee data processing, attendance management, and the preparation of personnel reports. The potential lies in the use of the personnel information system (SIKEP) as the main means in digital data management. This system is an important potential in supporting the increase in work effectiveness if it can be used optimally.

Various efforts have been made by the government in increasing the use of information systems and the implementation of e-Government. This can be seen from the need to improve the quality of e-Government and equitable distribution of digitalization development. In addition, human resource capacity building is also carried out through education and training in the field of information and communication technology, and supported by technology facilities and infrastructure development strategies in collaboration with information and communication technology providers (Rachmatullah & Purwani, 2022)

This article is the result of service which is a downstream of research studies related to the use of information systems in public organizations. Therefore, this article not only examines the empirical conditions, but also provides recommendations that can be applied in improving the utilization of personnel information systems.

Based on conditions in the field, various obstacles are still found in the use of the system, especially related to technical aspects such as system disruptions, access delays, and limited use in certain conditions. This problem has an impact on the lack of optimal use of the system in supporting employee performance.

Based on this description, the purpose of writing this article is to examine the use of the Personnel Information System (SIKEP) in supporting the performance of employees in the personnel section at the Cirebon Class IB District Court, as well as identify obstacles that occur in its use as a basis for providing recommendations for improvement.

THEORETICAL REVIEW

E-Government and Digitalization of Public Administration

E-government is the use of information and communication technology in the administration of government to support administrative processes, information management, services, and relationships between the government and stakeholders. In its development, government digitalization is not enough to be understood as moving manual processes to applications, but as a change in the way organizations manage information and carry out work. In human resource management, digitalization is realized through the personnel information system or HRIS which allows employee data to be managed in a more structured and integrated manner. Satispi et al. (2023) emphasized that the use of HRIS in the Indonesian public sector needs to be seen from the suitability of technology, organizational resources, and human factors.

In the context of this research, e-government is a macro context that explains why SIKEP is needed in personnel administration. SIKEP is part of the digitalization of the government's internal administration, while its effectiveness is determined by the extent to which the technology can be used to support the work of employees. Thus, the success of digitalization is not only measured by the availability of applications, but by the tangible benefits generated in the work process.

Personnel Information System

Personnel information systems are systems used to collect, store, process, update, and provide information related to human resources in an organization. In practice, the system can support the management of employee data, attendance, administration, documents, and the provision of information needed by the organization. Pamungkas et al. (2024) show that personnel information systems can help make data processing more efficient and reduce the risk of errors that arise in manual processes. Rahmadi et al. (2023) also showed that web-based personnel information systems are used to support the digital management of personnel data.

For public organizations, the personnel information system has an administrative function as well as a management support function. Integrally available data can help employees complete work faster and make it easier for organizations to get the information they need. However, those benefits depend on the quality and stability of the system. If the system experiences errors, is slow to access, or is unable to serve users at the same time, then administrative functions that should be accelerated can actually experience delays.

The Concept of Information System Utilization According to Jogiyanto

Jogiyanto (2005) explained information systems as part of support for organizational activities through information management. In this study, this perspective is used to see the utilization of the system based on the system's ability to support work activities effectively and efficiently. Utilization is not understood only as the action of employees opening or using applications, but as a conformity between the system's function and the needs of the job.

Based on this concept, this study operationalizes the perspective of the use of information systems into four analysis focuses that are relevant to field conditions, namely: (1) system support for administrative activities, (2) ease and smooth access to information, (3) effectiveness and efficiency of work processes, and (4) system reliability in operational conditions. The four focuses are an analytical elaboration of the research, not a claim that Jogiyanto explicitly sets the four indicators. This affirmation is important so that the use of theory remains in accordance with the source and does not exaggerate the concepts presented.

The first focus is to see if SIKEP helps with work that is indeed a need for the staffing department. The second focus is on whether information can be accessed when needed. The third focus is on whether the system speeds up and simplifies the completion of work compared to manual processes. The fourth focus looks at system stability, including when there are many users or when there are certain conditions that affect access. This framework is in accordance with the empirical problems found in the use of SIKEP in the Cirebon Class IB District Court.

Employee Performance in the Context of Information System Utilization

Employee performance in this study is understood as the ability of employees to complete work according to organizational tasks and needs. The use of information systems has the potential to support performance because the system can reduce manual work, speed up data processing, facilitate information

search, and help maintain administrative accuracy. Sunarya and Gaol (2021) found that personnel information systems contribute to employee performance, especially through the centralization of data and documents as well as ease of access.

The relationship between information systems and performance is not automatic. Satispi et al. (2023) show that the implementation of HRIS in public organizations still faces problems when the readiness of technology, organizations, and people is not balanced. Widyadomono et al. (2025) also emphasized the importance of the quality of human resources, technical capabilities, management support, and training in supporting the performance of information systems in government agencies. Therefore, employee performance in this study is seen as a result that is influenced by the system's ability to truly support the work process.

METHODOLOGY

This service activity was carried out in the personnel section at the Cirebon Class IB District Court located in Cirebon City. The selection of the location is based on problems in the use of the Personnel Information System (SIKEP) which has not been running optimally in supporting employee performance, especially in the technical aspects of the system.

The target audience in this activity is employees in the personnel section who directly use the SIKEP application in carrying out administrative tasks. This target was chosen because it is directly related to the problem being studied, namely the use of information systems in supporting personnel administration work.

The method used in this activity is a qualitative descriptive method with a direct observation approach to the work process and analysis of the use of the information system used. This method aims to obtain an in-depth overview of the actual conditions of using SIKEP and the obstacles that occur in practice. In addition, this activity is also supported by direct communication with related parties in the personnel department to obtain more specific information about the problems faced.

In the process of solving problems, an analytical approach based on the theory of information system utilization proposed by Jogiyo Hartono is used, which emphasizes that information systems must be able to support organizational activities effectively and efficiently. The analysis is carried out by comparing the ideal conditions for system utilization with the actual conditions in the field, so that gaps can be identified and appropriate solutions can be formulated.

The material for this service activity is focused on the use of the SIKEP application in supporting personnel administration, including the use of systems in employee data management, data input, and access to personnel information. In addition, the material also includes the identification of technical obstacles that occur, such as system disruptions, access delays, and limitations in the use of the system under certain conditions.

The implementation of the activity is carried out through several stages, namely the problem identification stage, the condition analysis stage, and the solution formulation stage. At the identification stage, observations were made on the process of using SIKEP and the obstacles that occurred. Furthermore, at the analysis stage, the information obtained is processed to find out the cause of the problem. The last stage is the formulation of solutions that are adapted to the theory and conditions in the field.

The evaluation of the activity was carried out by looking at the suitability between the problems found and the solutions offered, as well as the potential effectiveness of the solution in increasing the use of information systems. The evaluation also considers the sustainability aspect, namely the extent to which the solutions provided can be applied sustainably in supporting employee performance.

With this method of implementation, it is hoped that this service activity can provide a comprehensive overview of the use of SIKEP and produce recommendations that can be applied in improving the effectiveness of the personnel information system in the agency environment.

RESULTS AND DISCUSSION

The use of the Personnel Information System (SIKEP) in the personnel section at the Cirebon Class IB District Court shows that the information system has become an important part in supporting personnel administration activities. The use of SIKEP helps employees in the process of managing employee data, inputting administrative data, and storing personnel information digitally. Through this system, administrative processes that were previously carried out manually become more integrated and accessible.

Based on the results of the service activities carried out, it is known that employees in the personnel department in general have understood the use of the SIKEP application well. The ability of users to operate the system is not a major obstacle in the implementation of administrative work. This shows that human resources in the personnel department have been able to adjust to the application of information systems in the work environment.

In its implementation, various technical obstacles are still found that affect the effectiveness of the use of the system. The most common problems are system glitches (*errors*), access delays, and system instability when used simultaneously by multiple users. In addition, the process of uploading data into the system sometimes experiences obstacles that cause administrative work to be delayed. This condition shows that the system's performance has not been fully able to accommodate the work needs of employees optimally.

Other findings show that in certain conditions, such as during the central government's inspection, access to the use of the system becomes more limited. This causes employees to have to wait until the inspection process is complete before they can return to using the system normally. As a result, the administrative process becomes less efficient because some work experiences delays in completion.

The findings are in line with research that states that the use of information systems in public organizations still faces various technical obstacles, such as server limitations, system disruptions, and access barriers that affect the effectiveness of employees' work. These technical obstacles can cause the administrative process to be hampered and reduce the work productivity of system users.

Based on the results of observations during the activity, it can be understood that the main problem in the use of SIKEP does not lie in the ability of employees to use the system, but in the limitations of the system in supporting operational needs optimally. This condition shows a discrepancy between the expected system function and the actual conditions in the field.

In the perspective of the theory of information system utilization put forward by Jogiyanto Hartono, information systems are said to be effective if they are able to support organizational activities and provide benefits for users in carrying out work efficiently. Based on this concept, the conditions for the use of SIKEP in the personnel section at the Cirebon Class IB District Court can be said to be not optimal, because there are still obstacles that hinder the effectiveness of the use of the system in supporting administrative work.

These problems show that the increase in the use of information systems does not only depend on the ability of users, but is also influenced by the readiness of technological infrastructure and good system management. Therefore, improvement efforts are needed that not only focus on technical aspects, but also on managing the use of systems to be more adaptive to operational needs.

Efforts that can be made include increasing server capacity and regular system maintenance to reduce system disruptions and improve user access stability. In addition, it is necessary to regulate the use of the system under certain conditions so that there is no accumulation of access that causes a decrease in system performance. Periodic system evaluation is also important to adjust user needs to the development of the information system used.

With these efforts, the use of SIKEP is expected to run more optimally in supporting personnel administration and increasing the effectiveness of employee performance. In addition, system improvements are also expected to be able to support the creation of more efficient, integrated, and in accordance with the demands of digitalization in public organizations.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the service activities that have been carried out in the personnel section at the Cirebon Class IB District Court, it can be seen that the use of the Personnel Information System (SIKEP) has contributed to supporting the implementation of personnel administration, especially in the management of employee data and digital information storage. The use of this information system helps the administrative process to be more integrated compared to manual systems.

The results of the activity show that employees in the personnel department in general have been able to use the SIKEP application well, so that the main

obstacle in the use of the system does not come from the aspect of human resources. The problems found to be more dominant come from the technical aspects of the system, such as interference (*error*), access delay, system instability when used simultaneously, and limited access under certain conditions. These obstacles have an impact on the lack of optimal use of the system in supporting the effectiveness of employee work.

The advantage of implementing SIKEP is that it can help the personnel administration process become faster, integrated, and easier to manage employee data digitally. However, this system still has shortcomings, especially in terms of performance and system stability which is not yet fully able to support operational needs optimally.

Based on these results, further development can be carried out through system capacity building, periodic *maintenance*, and continuous system evaluation so that the use of SIKEP can run more effectively in supporting employee performance. In addition, it is necessary to manage the use of systems that are more adaptive to operational conditions so that technical obstacles can be minimized.

Suggestions

1. It is necessary to increase server capacity and system stability so that SIKEP access can run more smoothly and be able to be used optimally by many users at the same time.
2. Regular system *maintenance* is needed to minimize system disruptions and access delays that can hinder administrative work.
3. Agencies need to evaluate the sustainable use of SIKEP to adjust user needs to the development of the information system used.
4. It is necessary to regulate the use of the system under certain conditions, such as during inspections from the central government, so that employee administrative activities can continue to run effectively.
5. The next research or service activities are expected to examine the use of the personnel information system more broadly, not only from the technical aspect of the system, but also from the aspect of service quality and organizational effectiveness.

FURTHER STUDY

Further research is recommended to examine the utilization of SIKEP in other divisions and government institutions to determine whether its impact on employee performance remains consistent across different organizational settings. Future studies may also consider a larger sample size and broader research locations to produce more comprehensive and generalizable findings.

Future researchers are also encouraged to incorporate other relevant variables, such as digital literacy, organizational culture, user satisfaction, technological readiness, and leadership support. Qualitative or mixed-method approaches may further provide deeper insights into employees' experiences, challenges, and adaptation in utilizing SIKEP.

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