

CHAPTER I

INTRODUCTION

A. Background

Based on the 1945 Constitution, the state is obligated to serve every citizen in order to meet the basic needs and rights through public service, public service encourages community to appreciate the performance of the government as well as provide better perception and build to the government. The government of Indonesia is trying to maximize the public service delivery by implementing Act No. 25 of 2009 which is all concept, principle and the ethics of service that must be obeyed by the Apparatus of the Civil State or civil apparatus (ASN) as public service providing. Civil apparatus has an important role because it is a main institution in the delivery of services to the public and deal directly with the people. Therefore Civil Apparatus is a necessary apparatus of the state that must be competent to do the duties and responsibilities that have been given to them. But in reality the culture of Indonesian apparatus can still considered low. This is funding apparent in the result of survey which was conducted among several scientific institutions cited in Jipolis, vol. II, no. 21 of 2007 in Subagyo (2009). Accordingly the state apparatus is focuses more on the material and power without showing maximum performance achievement.¹ This is similar to what was presented by Indonesian President, Mr. Joko Widodo in his speech when it became speaker in 43th Anniversary of KOPRI that held at Monas field on Monday December 1, 2016

“Tinggalkan mental priyai dan jadilah apararat yang melayani dan menjalankan tugas dengan sepenuh hati dengan tetap menjaga kode etik dari jabatan serta jadilah aparatur yang berintegritas dan dapat di banggakan kepada masyarakat”²

¹ Subagyo, A. 2009. *Reformasi Sistem Rekrutmen Pegawai Negeri Di Korea Selatan*. Jurnal Kebijakan dan Manajemen PNS

² <http://www.asncpns.com/2015/12/mengenal-merit-system-dalam-manajemen> viewed on monday, February 6, 2017. 12.37 pm.

In order to improve and maximize the performance and reform the bureaucracy, the Government issued Law No. 5 by 2014, articles about Civil State apparatus which is discuss about the Management of civil apparatus should be based in the meritocracy (merit system) in article 51 explained that the managed system based on merit held by ASN.³ Meritocracy is simply defined as the management of employees based on employee contributions, work achievement and influence directly on the rise or decline of the living and the position of the employee.⁴ Indirectly, the purpose of the merit system is to give motivation to employees to work more actively and active in order to pursue a reward which had been promised. Better performance is given better the rewards, but getting worse performance given increasingly small rewards for the employees. Because it has been know that employees become more passionate to work when their social needs as well as the expectations of employees are met, such as employment, compensation in accordance with the field will make employees work the more enterprising and able to finish his work well. Besides the application of the merit system also has reasons which reason is still the classical reason of ASN such as: 1) incompetent human resources 2) the mindset is still oriented on rule based, 3) lack harmonious work culture and 4) provide bad public services.⁵ But as good as any a system it is also important to look into other supporting factors that a can be developed in the the utilization of the available infrastructure of information technology to support the merit system process itself.

³ Undang-undang No 5 tahun 2014 tentang Aparatur Sipil Negara

⁴ Wungu, Jiwo. 2003. *Tingkatkan Kinerja Perusahaan Anda Dengan System Merit*. PT. RajaGrafindo, Persada. Jakarta

⁵ Prasojo, Imam 2014, *Reformasi SDM Aparatur Kunci Reformasi Birokrasi*. Universitas Widaya Dharama, Surabaya

Nowadays technology is very important, almost an entire element of society is already familiar with the use of Information and Communication Technology (ICT). Currently, Indonesia already has over 130,000 domain, this indicates that the majority of Indonesian society, especially in a big city like Yogyakarta is already quite active in using ICT. It also showed that most people are starting to leave the traditional public service which deals with direct or face to face interaction. Although it cannot be denied there are still communities who prefers the direct interaction. So technology is one of the Government's way to improve the quality of providing public services. One example of ICT is the electronic government (E-gov). Electronic Government (E-gov) easily can be defined as the process of using information technology by Governments to providing information and services and other matters related to the governance of the community. Besides the basic concepts of e-Government is actually how providing services through electronic (e-service), such as through the internet, mobile phone networks and computers, as well as multimedia. In 2008, the Law No. 11 of 2008 about the Information and Electronic Transactions (ITE) ensures that electronic transactions has had a clear legalization in the utilization of technology and electronic transactions carried out with the purpose to improving the effectiveness and efficiency of public services⁶.

In the province of Yogyakarta, the utilization of ICT is not new. The Provincial Government of Yogyakarta has been implement ICT in the Government process. It is evident in the rise of Yogyakarta in the ranking of Indonesian Province in the utilization of ICT released by KEMKOMINFO RI about the rank of E-government in Indonesia (PeGi) 2012-2015

⁶ Kencono, Dewi, Sekar. 2013 *Analisis Struktur Kelembagaan Penyelenggara E-Government Pada Pemerintah Kabupaten Sragen*. Universitas Diponegoro. Semarang

Table 1.1 About the ranking of the provinces with best practice of E-government implementation in Indonesia

Rank of Province	Years			
	2012	2013	2014	2015
1st	Jawa Barat	Jawa Barat	DKI Jakarta	DKI Jakarta
2nd	Jawa Timur	DKI Jakarta	Jawa Barat	Jawa Barat
3rd	DKI Jakarta	Jawa Timur	Jawa Timur	Jawa Timur
4th	Yogyakarta	Gorontalo	Yogyakarta	Gorontalo
5th	Aceh	Yogyakarta	Jawa Tengah	Bangka Belitung
6th	Bangka Belitung	Jawa Tengah	Gorontalo	Yogyakarta

Source : processed from Pegi.layanan.go.id

Based on that data showed that Yogyakarta is good enough in implementation E-government. Yogyakarta is always on the top 6 of ranking in around 4 years. It means that Yogyakarta is trying to be one of the province that has good implementation on ICT program. Moreover, Yogyakarta province is currently trying to embody the Jogja Cyber Province, namely a program oriented on service, information, and knowledge based on ICT. See the thing is of course inseparable from the role-the role of Government in the city and County support the utilization of IT in Yogyakarta Province especially in Yogyakarta city which is the capital of DIY. Basically every provincial capital inevitably more advanced compared to its surrounding city or district, who are also utilizing ICT. But as good as any system and program, challenges are inevitable for the public services provides. This is what makes the author interested in discussing the "IMPLEMENTATION OF ICT IN YOGYAKARTA MERITOCRACY SYSTEM"

B. Research Question

Based on the background of the problems that have been described above, the following research question are made:

1. How is the implementation of ICT on Yogyakarta meritocracy system?
2. How is the role of ICT to supporting Yogyakarta meritocracy System?

C. Research Objectives

1. To know the implementation of ICT on Yogyakarta Meritocracy System
2. To analyze how able to ICT support Yogyakarta Meritocracy System.

D. Research Benefits

1. Theoretical Benefit

The results of this research are expected to add insight and knowledge, especially to the student of government and politics. The author hopes that this paper can be reference to future studies on topics related to ICT implementation in the city.

2. Practical Benefit

The results of this research are expected to be suggestions and input as well as additional references to the Government of the city of Yogyakarta in government agencies throughout especially Yogyakarta. In addition the results of this research can expect benefit through this research and can help the Government realize a good system to support the best service to the community in the city of Yogyakarta.

E. Literature Review

Previous research has already been done by some authors, who deals with the topic of the problems on this thesis, therefore the author trying to find connections between this researches with some previous studies, such as:

Research conducted by Hendra (2016) mentioned that the role of IT which is in this research is the application of SIMPEG, which has a huge contribution in the implementation process of managed staffing in the Government of DIY, but of course there are factors that become a barrier to the success of the program implementation, including the software used is not yet fully integrated and the quantity of use of the application is not yet adequate.⁷

The next is research that conducted by Soraya (2010) explains that the use of information technology is especially beneficial to support the public service in the target to the responsibility of the Central Government, regional or local, and also the utilization of information technology is a positive and significant effect on the performance of individual employees of the KPP Pratama Tegal.⁸

Furthermore, the research of Dedi (2007) mentions that the ease of use of IT affect the perceived benefits, particularly in the City of Palembang, where the research was made. Although the use of many information technology provides huge convenience and benefits, but the acceptance of the technology is still limited. Basically the use of IT proved to give ease and help activities and perceived benefits especially in the public services.⁹

⁷ Hendra. 2016. *Aplikasi Simpeng dalam mendukung sistem merit kepegawaian di Provisis D.I.Y.* Universitas Muhammadiyah Yogyakarta, Yogyakarta.

⁸ Amalia, Soraya. 2010 *Persepsi pegawai pajak terhadap pemanfaatan teknologi informasi pada kinerja individual (studi kasus KPP Pratama Tegal)*. Universitas Diponegoro. Semarang

⁹ Dedi, Rianto, Rahadi.2007. *Peranan Teknologi Informasi dalam meningkatkan pelayanan di sektor publik*. Seminar Nasional Teknologi, Yogyakarta

Therefore, the difference this research with the previous researches is the study focuses on the extent of influence that is given by the IT system on Yogyakarta meritocracy system. The researcher also exerts to explain the benefits of using ICT.

F. Theoretical Framework

1. Information and Communication Technologies (ICT)

Information technology can be understood as relating to the collection, storage, processing and dissemination of information, there are some definitions according to an experts for supporting this research.

According to Iskah, as quoted on Monika (2014) information technology is the result of human engineering deliverable information from the sender to the recipient so that the sending information will be faster, wider and longer its saved location.¹⁰

Based on Senn cited from Janner (2006), The term of ICT is referring to variety of item and has a function that is used in creating, storage and dissemination of information data. Senn said that ICT consist of 3 main components like computer, communication and skills.¹¹

According to the Information Technology Association of America (ITAA), as quoted by Sutarman (2009) Information Technology is a study, design, development, implementation, management or support computer based on information systems especially software applications, and computer hardware. ICT using the electronic and

¹⁰ Turnip, Monika. 2014. *Pengaruh Teknologi Informasi dan Kemampuan Pengguna Terhadap Kualitas Sistem Informasi Akuntansi (Studi Kasus Pada Kantor Pusat PT. Pos Indonesia Kota Bandung)*. Universitas Komputer, Bandung.

¹¹ Simarmata Janner. 2006. *Pengenalan Teknologi Komputer dan Informasi*. Cv. Andi Offset. Yogyakarta

computer software to review, change, keeps, protect, process, transmit, and obtain the information.¹²

According to Yan in Sutarman (2009) information technology (IT) as seen from the word constituting is technology and information. Information is data that is processed into a form that is more meaningful to the recipient and useful in decision-making, either now or for the future.¹³

Based on Sutarman (2009), the ICT consists of 5 component, namely:

a. Hardware

Hardware is the physical components used for the activity of the input, process, output and storage on a computer system. Input devices are keyboard, pointing device, scanner etc. Meanwhile tool process consists of a CPU, memory, whereas maint tool output is divided into 2 parts, i:e hard copy device which examples are printer and then soft copy device such as Visual Display and speaker Unit. Further examples of the storage media is the RAM, ROM, hard drive etc.

b. Software

Software is a computer program that contains a set of instructions that is made with a special language to give commands to the computer to perform the operation or data processing done by the user using the hardware. The software itself is divided into 5 types namely:

- 1) Operating system, can be defined as an intermediary between the user and hardware. Examples of the operating system are Windows, Ubuntu, Linux, and Apple's System.

¹² Sutarman, 2009, *Pengantar Teknologi Informasi*, Bumi Aksara, Yogyakarta

¹³ *Ibid.*

- 2) Programming language is software that is used to create a specific command.
Examples of programming languages among others are VB, Java, PHP, etc.
- 3) Application Program, is a program created to help the user in doing public works like word, notepad, winmap, and also software internet applications like Mozilla and Google chrome.
- 4) Utility is a piece of software that serves to support other software systems such as security protection, duplicate files, and repair damaged files. Examples of utility are PC Tools, anti-virus, partition magic, etc.

c. Database:

Database is a collection of files that are integrated and organized and serves to store the data.

d. Network:

The connected Systems that support the usage of shared resources among different computers

e. Brainware/users

Brainware is the personnel who are directly involved in the use of computer systems, analysts, Web Master, Web Designer, Animators, programmers, operators, Users and others. There are a variety of roles that can be performed in human parts of the computer system

2. Meritocracy

According to Law No. 5 Of the Civil State Apparatus system of Meritocracy should be the policy and management of the country's Civil Apparatus based on qualifications, competence, and performance as fair and reasonable with no biases according to political background, race, skin colour, religion, origin, gender, marital status, age, disability or condition.¹⁴

Furthermore according to Castilla and Bernard as quoted in UNDP (2015) said that in true meritocratic system everyone has an equal chance to advance and obtain reward based on their individual merit and effort, regardless of their gender, race, class and non-merit factors.¹⁵

According to Handoyo which cited in Jaluanto (2005) the word merit comes from the United Kingdom who have the sense of service, benefits and achievements or constitute also the things that ought to be rewarded. While the system can be analyzed as a combination of several factors that are related to each other, and if there are any factors that changed then it will affect the other factors. Therefore the merit system refers to a system of payment that associate rewards as employee achievements.¹⁶

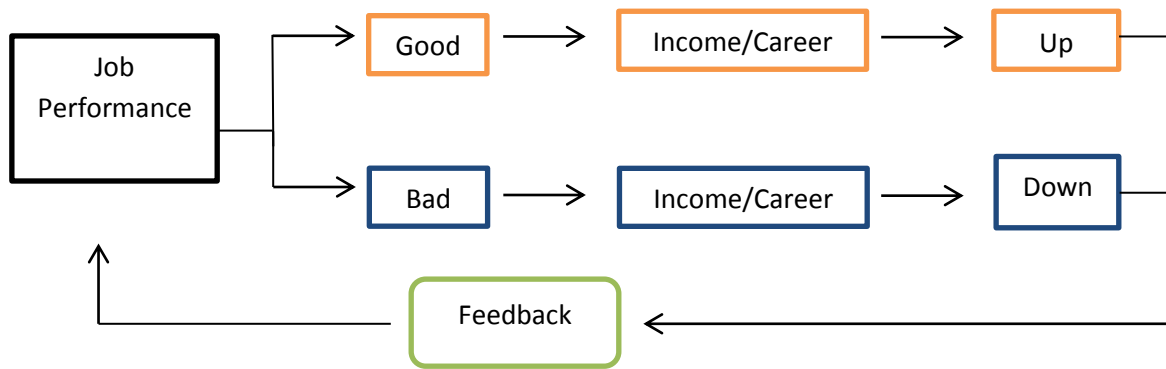
Then according to Jiwo Wungu (2003), the merit system is the management of human resources based on achievements of employees where both good and bad performance is influenced directly by the rise or decline in earnings as well as the rank of the officer. Jiwo Wungu also contended that the merit system have a concept.

Picture 1.1 about meritocracy

¹⁴ Undang-undang No 5 tahun 2014 tentang Aparatur Sipil Negara

¹⁵ UNDP Global Center for Public Services. 2015. *Meritocracy for Public Service Excellence*. Italy

¹⁶ Jaluanto. 2015. *Pemanfaatan Sistem Merit dalam Pengembangan Sistem Informasi Akutansi Penggajian (Studi kasus pada PTT Murba Jaya Abadi Semarang)*



Source : Processed from Jiwo Wungu (2003)

G. Conceptual Definitions

1. ICT : Equipments that can help humans do every day work related to the process of collection, storage, processing and dissemination of information.
2. Meritocracy System : It is a concept from the Government which set about payroll system based on results and heavy workload. The better the performance indicated the better rewarded in the form of r salary or rank increase. The same also applies if the performance is less good or bad can be said then the employees will get punishment.

H. Operational Definitions

1. Implementation of ICT in Yogyakarta Meritocracy System

A. Information and Communication Technologies (ICT)

- a. Hardware
- b. Software
- c. Database

d. Network

e. Brainware

B. Meritocracy

a. Qualification

b. Skill

c. Competence

2. The role of ICT to supporting Yogyakarta Meritocracy System

A. Making job easier

B. Increasing productivity

I. Research Method

The research method is a way to perform or execute the research conducted periodically for the sake of getting accurate results so as to solve the problems in thorough.

1. Type Of Research

This research used qualitative method to collect the data and information. The qualitative research approach can directly go to the object that will be examined in order to get a clear answer. Qualitative research used qualitative research methods that can be used to examine the conditions of natural objects, in which the researcher is a key instrument. Techniques for the data collection were a combination between inductive in nature, the data analysis, and the results of the qualitative research that emphasized to the significance of generalization.

2. Research Location

The location of this research will be held in Yogyakarta City, especially in the Badan Kepegawaian Daerah Kota Yogyakarta and Dinas Komunikasi Informatika dan Persandian Kota Yogyakarta .

3. Types of Data

There are 2 types of data that consist in this research :

a. Primary data

Primary data is the data that gathered an interview process directly to the corresponding to the topic in order to get the correct and clear data. The interview process was conducted in Badan Kepegawaian of Kota Yogyakarta and Dinas Komunikasi, Informatika dan Persandian Kota Yogyakarta .

b. Secondary data

Secondary data is data that is retrieved via the data not directly useful support and quoted from research such as documents, files, and other materials related to the topic in a thorough

4. Technique Data Collection

a. In-depth Interview

The interview is the process of collecting data by asking the key informant some questions directly related to the topic. With the interview should be able to get data that's completely accurate regarding the Implementation of ICT in Yogyakarta Merit System. According to Sugiyono, in-depth interview is an assembly of two or more people to sharing something that is issues or ideas that show the fact. So the interview is the processes of collecting data in a way ask some questions directly related to the

topic to the speaker, with the interview should be able to get data that's completely accurate regarding the Implementation of ICT on Yogyakarta Merit System.

b. Documentation

The documentation is the technique of obtaining data through books, archives, journals, and other supporting data. In a simple engineering is the process of getting the data through a library of materials related to the topic of the Implementation of ICT on Yogyakarta Merit System.

c. Observation

Observation is an activity object that will be watched carefully by the way down directly.

5. Technique Data Analysis

Data analysis technique used is the descriptive analysis techniques. The data obtained from the in depth interview, is then processed so as to find answers to problems in accurately.