

***THE EFFECT OF THE IMPLEMENTATION OF THE LOCAL GOVERNMENT
INFORMATION SYSTEM (SIPD) ON IMPROVING PERFORMANCE AGENCIES
AT THE REGIONAL SECRETARIAT PALEMBANG CITY***

**PENGARUH PENERAPAN SISTEM INFORMASI PEMERINTAH DAERAH
(SIPD) TERHADAP PENINGKATAN KINERJA INSTANSI PADA
SEKRETARIAT DAERAH KOTA PALEMBANG**

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ABSTRACT

This study aims to analyze the influence of the implementation of the Regional Government Information System (SIPD) on institutional performance improvement at the Regional Secretariat of Palembang City, focusing on three independent variables: perceived usefulness, perceived ease of use, and organizational commitment. The study employed a quantitative approach with an explanatory method. Data were collected through questionnaires distributed to 46 respondents from the planning and finance divisions of the Regional Secretariat of Palembang City. Data analysis was conducted using multiple linear regression with the aid of SPSS version 26. The results show that perceived ease of use and organizational commitment have a positive and significant effect on institutional performance improvement. However, perceived usefulness does not have a significant effect. Simultaneously, the three variables have a significant influence on institutional performance. These findings indicate that the success of SIPD implementation is more strongly driven by the ease of use and organizational commitment to supporting system usage, rather than perceived usefulness alone.

Keywords: SIPD, Perceived Usefulness, Perceived Ease of Use, Organizational Commitment, Institutional Performance

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh penerapan Sistem Informasi Pemerintah Daerah (SIPD) terhadap peningkatan kinerja instansi pada Sekretariat Daerah Kota Palembang, dengan fokus pada tiga variabel independen yaitu persepsi kemanfaatan, persepsi kemudahan, dan komitmen organisasi. Penelitian ini menggunakan pendekatan kuantitatif dengan metode eksplanatori. Data dikumpulkan melalui penyebaran kuesioner kepada 46 responden yang merupakan pegawai pada bagian perencanaan dan keuangan Sekretariat Daerah Kota Palembang. Teknik analisis data yang digunakan adalah regresi linier berganda dengan bantuan perangkat lunak SPSS versi 26. Hasil penelitian menunjukkan bahwa persepsi kemudahan dan komitmen organisasi berpengaruh positif dan signifikan terhadap peningkatan kinerja instansi. Namun, persepsi kemanfaatan tidak berpengaruh signifikan. Secara simultan, ketiga variabel tersebut secara bersama-sama berpengaruh signifikan terhadap peningkatan kinerja instansi. Temuan ini menunjukkan bahwa keberhasilan implementasi SIPD lebih banyak ditentukan oleh persepsi kemudahan penggunaan sistem serta tingkat komitmen organisasi dalam mendukung penggunaan sistem secara berkelanjutan, dibandingkan dengan persepsi atas manfaatnya semata.

Kata Kunci: SIPD, Persepsi Kemanfaatan, Persepsi Kemudahan, Komitmen Organisasi, Kinerja Instansi

INTRODUCTION

The changing landscape of government administration in the last decade shows that data and information management is the backbone of the performance of public organizations. The fast-flowing flow of information forces government agencies to adopt technology that is not only able to store and process data, but also integrate the

entire planning, budgeting, implementation, and reporting processes into one integrated system [1]. This wave of digitalization gave birth to the Regional Government Information System (SIPD), a strategic tool designed to strengthen the integration of regional governance. National regulations through the Regulation of the Minister of Home Affairs Number 70 of 2019 and

Permendagri Number 77 of 2020 outline the obligation to implement SIPD in all local governments, so that the direction of financial management and regional administration refers to uniform standards and is monitored centrally [2].

SIPD is present as an instrument that combines hardware, software, data, and operational procedures into a digital workflow that facilitates real-time information processing [3]. With the support of this system, regional development planning can be formulated in a more measurable manner, budget management is efficient, and performance reporting becomes transparent and accessible to various stakeholders. The latest data from the Directorate General of Fiscal Balance by mid-2025 notes that 517 out of 546 local governments have operated SIPDs. The migration from previous systems such as SIMDA, SIPKD, and various local applications marks a shift towards a more adaptive work pattern to integrated technology [4].

The Regional Secretariat of Palembang City places SIPD as a core platform in the implementation of policy coordination functions, administrative services, and management of financial and non-financial statements [5]. Recording activities, preparation of budget documents, monitoring program implementation, and evaluation of performance achievements are now taking place through an interconnected system. This integration opens up great opportunities for improving the quality of institutional services. However, the operationalization of SIPD in Palembang is not without challenges [6]. Spikes in access traffic during business hours trigger a slowdown in system response, even creating bottlenecks during data entry. The dependence on the management of central servers by the Ministry of Home Affairs causes the

national access burden to affect regional performance. This condition has implications for reporting delays and potential data mismatches between field realization and digital records [7].

Field experience in various regions shows that the successful adoption of government information systems does not depend solely on the technical capacity of the device or network infrastructure. User perception of the benefits of the system, confidence in its ease of operation, and level of institutional commitment to sustain its use play a major role in determining the sustainability of implementation. The Technology Acceptance Model theory introduced by Davis emphasizes that perceived usefulness and perceived ease of use form the main motivation in technology acceptance [8]. A SIPD that is able to show real benefits for work effectiveness will be more readily accepted by employees, while a user-friendly interface design and simple procedures will accelerate the process of internalizing technology into the work culture.

On the other hand, organizational commitment plays a central role in overseeing the sustainability of SIPD utilization. Institutions that prioritize strengthening human resource capacity, providing ongoing technical assistance, and instilling collective loyalty to digitalization goals will have a greater chance of reaping optimal results from this system [9]. Various studies on local government agencies show that without a solid institutional commitment, no matter how sophisticated technology will not be able to change work patterns in a sustainable manner.

Seeing these opportunities and challenges, this study directs attention to the relationship between the perception of usefulness, the perception of ease of use, and the organization's commitment

to institutional performance. The focus of the research is placed on the Regional Secretariat of Palembang City as one of the agencies that has fully adopted SIPD. The analysis was carried out both partially and combined to get a complete picture of the extent to which the three variables drive improvement in agency performance.

RESEARCH METHODS (METODE PENELITIAN)

This study uses a quantitative approach with an explanatory design, which focuses on testing the causal relationship between independent variables and bound variables through testing of pre-formulated hypotheses. This approach was chosen so that the interaction between the perception of usefulness, the perception of ease of use, and organizational commitment can be measured in a structured and statistically tested manner in relation to improving agency performance.

The implementation of the research will take place at the Palembang City Regional Secretariat, located on Jalan Merdeka Number 1, in February 2025. The location was chosen because it is a center for coordination of regional policies and administrations that have fully implemented the Regional Government Information System (SIPD), so that the entire digital-based planning, budgeting, reporting, and evaluation process can be observed directly.

All employees in the Planning and Finance Section were used as respondents, with a total of 46 people consisting of 1 Head of Section, 13 employees in the Planning Sub-Division, 12 employees in the Financial Reporting Sub-Division, and 21 employees in the Treasurer and Verification Sub-Division. The selection of all members of the population as respondents uses a

saturated sampling technique, which allows researchers to obtain a comprehensive picture without the risk of bias due to partial sample selection.

Data is obtained from two main sources, namely primary data collected directly from respondents, and secondary data obtained from official documents and organizational performance records. The research instrument is in the form of a structured questionnaire that contains statement items to measure four research variables, namely improving agency performance as a bound variable, as well as perception of usefulness, perception of ease of use, and organizational commitment as independent variables. Each statement item uses a five-point Likert scale, ranging from "Strongly Disagree" to "Strongly Agree", which allows for quantitative measurement of perceptions at consistent scoring intervals.

The operational definition for each variable is prepared based on theory and previous research results. The improvement of agency performance is measured through indicators of effectiveness, efficiency, process optimization, quality, and quantity of work results. Perception of usefulness refers to respondents' belief that the use of SIPD increases productivity and quality of work results. User-friendliness perception describes the user experience of the interface, navigation, and ease of operation of the system. Organizational commitment refers to active engagement, ongoing support, and institutional loyalty in ensuring the smooth implementation of SIPD.

The data collection process was carried out through four techniques, namely direct observation of the use of SIPD in the work environment, in-depth interviews to explore the experiences and views of respondents, review of official documents such as performance

reports and budget documents, and distribution of questionnaires to all employees who became respondents. This strategy ensures that the data collected is comprehensive, encompassing both individual perceptions and empirical facts recorded in official documents.

Data analysis uses multiple linear regression with the help of SPSS software. The validity test is performed to ensure that each question item is able to measure the construct in question, while the reliability test uses Cronbach's Alpha to assess the consistency of the respondent's answers. Before hypothesis testing, the model was analyzed through classical assumption tests which included normality tests, multicollinearity tests, and heteroscedasticity tests. Descriptive statistics are used to describe the characteristics of the data, while hypothesis testing is carried out simultaneously with the F test and partially with the t-test. The values of the determination coefficient (R^2) and

Adjusted R^2 were used to assess the model's ability to explain variations in bound variables.

Through this approach, the results of the research are expected to be able to provide a clear and measurable understanding of the extent to which the perception of usefulness, the perception of ease of use, and organizational commitment affect the improvement of agency performance in the Palembang City Regional Secretariat.

This section contains a complete and detailed description of the steps undertaken in conducting of research. In addition, the research step also needs to be shown in the form of flowchart of research or framework step in complete and detailed including reflected algorithm, rule, modeling, design and others related to system design aspect.

RESULTS AND DISCUSSIONS (HASIL DAN PEMBAHASAN)

Results

Table 1. Validity Test Results

No.	Variable	Question Item	r count	r Table	Decision
1	Perception of Usefulness (X1)	1	0,733	0,288	Valid
		2	0,791	0,288	Valid
		3	0,611	0,288	Valid
2	Perception of Ease (X2)	1	0,881	0,288	Valid
		2	0,827	0,288	Valid
		3	0,596	0,288	Valid
3	Organizational Commitment (X3)	1	0,829	0,288	Valid
		2	0,535	0,288	Valid
		3	0,721	0,288	Valid
		4	0,661	0,288	Valid
		5	0,309	0,288	Valid
		6	0,774	0,288	Valid
4	Improving Agency Performance (Y)	1	0,542	0,288	Valid
		2	0,838	0,288	Valid
		3	0,767	0,288	Valid
		4	0,838	0,288	Valid
		5	0,767	0,288	Valid

The results of the validity test showed that all statement items in the variables Perception of Usefulness (X1), Perception of Ease (X2), Organizational

Commitment (X3), and Improvement of Agency Performance (Y) had a *calculated r* value greater than *the r of the table* (0.288). In the X1 variable, the

calculated *r*-value ranges from 0.611 to 0.791; the X2 variable between 0.596 to 0.881; the X3 variable between 0.309 and 0.829; and the Y variable between

0.542 to 0.838. All of these values are above the threshold, so that the instrument is declared valid and suitable for use in the collection of research data.

Table 2. Reliability Test Results

No.	Variable	Cronbach Alpha	Limits of Reliability	Information
1	Perception of Usefulness (X1)	0,782	0,60	Reliable
2	Perception of Ease (X2)	0,814	0,60	Reliable
3	Organizational Commitment (X3)	0,758	0,60	Reliable
4	Improving Agency Performance (Y)	0,795	0,60	Reliable

Reliability testing with Cronbach's Alpha method showed that all variables had an alpha value above 0.60, which indicates that the internal consistency of the instrument was well maintained. Cronbach's Alpha value for Perceived Usefulness (X1) is 0.782,

Perception of Convenience (X2) is 0.814, Organizational Commitment (X3) is 0.758, and Agency Performance Improvement (Y) is 0.795. These results confirm that the instruments used have an adequate level of reliability to support the data analysis process.

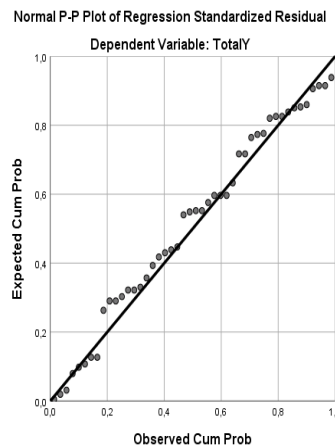


Figure 1. Normality Test Results on Histogram

Based on the image above in Figure 1, it can be seen that the residual points are close to the diagonal line and spread consistently along the line. This pattern indicates that the distribution of residual values follows the normal

distribution, because in the Normal P-P Plot test, the closer the points are to the diagonal line, the more likely it is that the residual comes from a normally distributed population.

Table 3 Multicollinearity Test Results

No.	Variable	Tolerance	VIVID	Conclusion
1	Perception of Usefulness (X1)	0,620	1,612	Not happening
2	Perception of Ease (X2)	0,527	1,899	Not happening

3	Organizational Commitment (X3)	0,487	2,053	Not happening
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Based on the data processing results presented in Table 3, it is known that all independent variables have a Tolerance value of > 0.10 and $VIF < 10$, which means that there is no multicollinearity problem. The Perception of Usefulness variable (X1) has a Tolerance value of 0.620 and VIF of 1.612, Perception of Ease (X2) has a value of Tolerance of 0.527 and VIF of 1.899, while Organizational Commitment (X3) has a value of Tolerance of 0.487 and VIF of 2.053. All of these values are within normal limits.

Table 4. Coefficient of Determination

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.911 ^a	.830	.818	1,461

a. Predictors: (Constant), TotalX3, TotalX1, TotalX2

b. Dependent Variable: TotalY

Based on Table 4. above, an R value of 0.911 is obtained. This shows that there is a very strong relationship (91.1%) between independent variables, namely the perception of usefulness, the perception of convenience, and the organization's commitment to the dependent variable, namely the improvement of the performance of the Palembang City SETDA agency.

Table 5. Statistical Test Results F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	437,071	3	145,690	68,257	.000 ^b
	Residual	89,646	42	2,134		
	Total	526,717	45			

a. Dependent Variable: TotalY

b. Predictors: (Constant), TotalX3, TotalX1, TotalX2

Based on Table 5 above, the Fcal value was obtained as 68.257 and the significance value was 0.000. When compared to the value of Ftable (e.g. on $df_1 = 3$ and $df_2 = 42$ with $\alpha = 0.05$), then the value of Fcal is much greater than that of Ftable. Since the value of $F_{cal} > F_{table}$ and the significance value ($0.000 < 0.05$), it can be concluded that H4 is accepted.

Table 6. Results of the t test

Variable	T Count	T table	Sig	Decision
X1	-0,569	2,015368	0,572	No significant effect
X2	6,448	2,015368	0,000	Positive and significant effect
X3	5,067	2,015368	0,000	Positive and significant effect

Partial test analysis revealed that the perception of usefulness was not proven to affect the improvement of agency performance. This is reflected in the value of *t calculated* -0.569 which is lower than *the t of table* 1.664, accompanied by a significance value of 0.572 which exceeds the limit of $\alpha = 0.05$. In contrast, the perception of ease showed a strong and positive relationship with the improvement of agency performance, with a *calculated t* value of 6.448 which exceeded *the t table* of 1.664 and a significance value of 0.000 which was well below $\alpha = 0.05$. Meanwhile, organizational commitment was also proven to have a positive effect on performance improvement, as shown by a *calculated t* value of 5.067 which is greater than *the t table* of 1.664 and a significance value of 0.000 which is below $\alpha = 0.05$. These findings show that the aspect of ease of use of the system and organizational commitment play an important role in driving performance effectiveness, while the perception of usefulness has not been a determining factor in improving agency performance.

Discussion

Based on the results of regression analysis, the three independent variables in this study showed different contributions to improving the performance of agencies in the

Palembang City Regional Secretariat. The utility perception variable obtains value t_{count} -0.569 which is lower than t_{table} 1.664, with a significance value of 0.572 that exceeds the α limit = 0.05. This condition indicates that employees' confidence in the direct benefits of using the Regional Government Information System (SIPD) is not strong enough to provide a real impetus to improve institutional performance. In line with the update of the Technology Acceptance Model (TAM) theory by Davis & Granić [10], the perception of usefulness is not only determined by the sophistication of technology, but also by the integration of the system into the work process and the cultural support of the organization. Some of the factors that can affect the low perception of benefits include limited training provided, not optimal adjustment of system features to cross-field technical needs, and low level of confidence in the accuracy of the data produced. These findings echo the research of Rizal & Amrie [11] which shows that the positive influence of the perception of usefulness will only appear if the use of the system is carried out optimally, supported by comprehensive training, and there is collaboration between parts of the organization. Astuti & Ariyani Research [12] in the Regional Government of Brebes Regency also found that the perception of usefulness had no effect on the performance of employees using SIPD, with the results of statistical tests showing the value of t_{count} 0.487 < t_{table} 2.042 and significance 0.631 > 0.05. Similar results were reported by Sari & Lestari, (2022) which examines the adoption of public sector information systems, where in the early stages of implementation, the perception of benefits is often low because users are still in the process of adaptation and have not yet felt concrete benefits.

In contrast, the perception of convenience shows a strong positive influence, with a value of t_{count} 6,448 beyond t_{table} 1.664 and a significance value of 0.000 which is below α = 0.05. The SIPD at the Palembang City Regional Secretariat is designed with a simple interface, clear menu navigation, and feature integration that simplifies the integrated financial reporting and planning process. This convenience facilitates employees in data input, budget validation, and the preparation of accountability documents, which ultimately reduces administrative errors and speeds up job completion. These results are in line with the findings of Handayani & Putra [14] which reported that the perception of ease contributed 28.7% to the improvement of the work efficiency of public agencies. Research by Ramadhan et al. (2024) also confirms that the ease of the system is a key factor in the adoption of technology in organizations. The findings of Astuti & Ariyani (2022) show a significant positive effect of the perception of convenience on the performance of SIPD user employees in the Brebes Regency Regional Government, with a value of t_{count} 2,812 > t_{table} 2.042 and significance 0.010 < 0.05. Nugroho & Zulaikha Research [15] The regional financial information system reinforces this argument by stating that the convenience of the system is the foundation of user acceptance, builds loyalty, and encourages sustainable use.

Organizational commitment has also been proven to have a significant positive effect, with the value of t_{count} 5,067 who exceeded t_{table} 1.664 and a significance value of 0.000. This commitment includes the active participation of all units in the use of SIPD, involvement in training, and cross-disciplinary coordination in data management. According to Yuliana et al.

[16], high organizational commitment can contribute up to 35.7% of agency performance improvements because it strengthens collaboration and knowledge transfer. Wulandari & Hidayat [17] It was also found that organizations with supportive work communities were able to adapt faster to the implementation of information systems and showed better reporting performance and budget accountability. Astuti & Ariyani's Findings [12] added that the successful implementation of SIPD is highly dependent on the active involvement of all parts of the organization from the planning stage to the evaluation. At the Palembang City Regional Secretariat, this commitment is reflected in coordination between employees, clear division of roles, and willingness to support the sustainable use of SIPD. This synergy not only strengthens technology adaptation, but also ensures that information systems truly provide added value for the achievement of institutional performance targets.

CONCLUSION AND SUGGESTION

This study concludes that the implementation of the Regional Government Information System (SIPD) in the Regional Secretariat of Palembang City shows a different influence of each variable, where the perception of usefulness has not been able to encourage the improvement of institutional performance because employees' confidence in the direct benefits of the system is still low, while the perception of convenience has proven to be the dominant factor that facilitates the adoption of technology through a simple interface design. Clear navigation, effective workflow integration, and organizational commitment play an important role in maintaining the sustainability of system use through active cross-unit

engagement, solid coordination, and consistent managerial support, so that successful improvement of agency performance requires synergy between optimizing system features, increasing human resource capacity, and strengthening a collaborative work culture.

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