ABSTRACT

PAPERLESS SERVICE REGIONAL OFFICE IV PERSONNEL AGENCY COUNTRY MAKASSAR

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The development and application of information technology plays a major role in changing the mindset and work patterns of government agencies. Government agencies that were originally synonymous with complicated, slow, and convoluted bureaucracies slowly turned into simple and online bureaucracies, which had a positive impact on the acceleration of public services and on the employees themselves. However, the fact is that the Regional Office IV of the Makassar State Personnel Agency in providing services to the State Civil Apparatus has not been maximized, where there are still frequent delays in the process of promotion and retirement of Civil Servants. The purpose and benefits of this research are to find out Paperless Services for personnel services and can provide an understanding of the Paperless Service Process in order to make it easier for employees to propose promotions and retirements at Regional Office IV of the Makassar State Personnel Agency.

The method used in this research is descriptive quantitative. Sampling collection technique by involving employees who work in the office as many as seventy-nine people and three of the correspondents represent the opinions of all respondents as key informants of the research results. The data collection techniques were carried out in four ways through questionnaires, interviews, observation and document review. Data analysis techniques using tabulations to see the frequency and percentage of respondents' responses and then draw conclusions on the highest correspondent as a reference for research materials. Furthermore, the results of the Paperless service research on promotion and retirement services, show that by using the Ewako Application, the determination of promotion and approval of pension notes can be determined according to a predetermined time, this is due to the ease of the file proposal process until the implementation process.

Keywords: Information Systems, Software, Personnel Applications