ABSTRACT

EVALUATION OF MANUAL SUBMISSION SERVICES FOR THE ACADEMIC TITLE REGISTRATION OF CIVIL SERVANTS AT THE CIVIL SERVICE AND HUMAN RESOURCE DEVELOPMENT AGENCY OF SOUTH SORONG REGENCY

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The academic title registration for civil servants at the Civil Service and Human Resource Development Agency (BKPSDM) of South Sorong Regency is still under manual submission services. remains in practice. This approach results in slow, inefficient services and poses challenges for employees, particularly those stationed in remote areas. Employees are required to visit the office in person to submit physical documents and often need to return if their paperwork is incomplete. The absence of written Standard Operating Procedures (SOPs), queuing systems, and digital information platforms leads to a lack of transparency and certainty in service delivery. These issues underscore the urgent need for an evaluation and digital transformation of the service system to enhance effectiveness, efficiency, and accessibility.

This study addresses the effectiveness of the manual academic title inclusion service for civil servants at the BKPSDM*, the various challenges encountered during its implementation, and the necessary improvement efforts. The aim is to evaluate the quality of the service, identify the obstacles faced, and provide recommendations for enhancement. The research employs a descriptive qualitative approach with data collection techniques including interviews, observations, and documentation. Data analysis is conducted using the evaluation model of CIPP (Context, Input, Process, Product) to obtain a comprehensive overview of the existing service quality.*

The research findings indicate that the manual academic title inclusion service for civil servants at the BKPSDM *is not yet effective. The service process remains manual, lacking digital support systems, written SOPs, and clear service workflows. Many submitted documents are deemed incomplete due to errors or missing information, requiring applicants to repeatedly visit the office. The absence of transparency, limited information access, and the time and cost burdens pose significant challenges, especially for civil servants in remote areas. The study recommends the digital transformation of services, the development of SOPs, and the enhancement of human resource capacity to achieve efficient, accountable, and responsive service delivery.*

Keywords: Service Evaluation, CIPP, Civil Servants, Digitization, BKPSDM.

Translated by:



The AgencyES
Language Institute
File No.: 588-S2-225023