

Analysis Of The Effectiveness Of Online-Based Personnel Administration Services In Company 3A Mobile Brigade Of The Lampung Regional Police

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Abstract

The 3A Mobile Brigade Corps of the Lampung Regional Police has begun adopting an online-based administrative service system. This system is expected to improve the effectiveness of personnel administration by providing easier access, accelerating process flow, and reducing the risk of errors in data processing. This research design uses a qualitative approach with a descriptive method. qualitative descriptive analysis. The research design aims to describe and qualitatively analyze the Effectiveness of Administrative Services On Line Based Personnel at Company 3a Mobile Brigade of Lampung Regional Police. The results of the study show that the effectiveness of personal administrative services online-based at Company 3A Mobile Brigade of Lampung Regional Police, has been implemented according to dimension (1) time unit, the online-based administration system has help speed up the administrative service process, (2) output units, Service online-based administration is able to produce more structured documents and organized (3) quality of work, Online-based systems provide potential improving work quality with easy data access and increased accuracy document . The inhibiting aspects are (1) Time units, network limitations internet, technical problems with the system, and lack of familiarity with personnel towards technology is still a major obstacle in achieving efficiency maximum time. (2) Result Unit, Errors were still found in data entry, lack of automatic validation, and formatting discrepancies documents that hinder the achievement of optimal administrative results. (3) Quality of Work, limited technical training, resistance to change, and inadequate technological infrastructure remains a major challenge in maintaining the quality of personnel work.

Keywords: Effectiveness, Service, Administration, Personnel



INTRODUCTION

Administrative services are one of the primary functions performed by both government and private institutions in providing services to the public. The effectiveness of administrative services is a key factor in determining the quality of interactions between service providers and recipients. In the context of government, effective administrative services not only reflect accountability and transparency but also serve as an indicator of the success of good governance. In practice, various problems often hamper the effectiveness of administrative services. Common obstacles include a lack of competent human resources, limited technological infrastructure, cumbersome bureaucratic processes, and a lack of public satisfaction with the quality of services provided. These problems not only undermine public trust in service delivery institutions but can also hinder economic growth and social development.

Along with technological advancements, many institutions have begun adopting digital-based systems to improve the effectiveness of administrative services. Programs such as e-government, management information systems, and online public service applications have been implemented in various regions as an effort to modernize bureaucracy. However, the implementation of these innovations has not been fully optimized, especially in areas with limited access to technology and resources. To evaluate and improve the quality of administrative services, an in-depth analysis of the effectiveness of the services provided is necessary. This study aims to assess the extent to which existing administrative services meet effectiveness standards, identify inhibiting factors, and provide recommendations for improvements to enhance public satisfaction as service recipients. Therefore, this research is expected to make a tangible contribution to supporting the achievement of high-quality, responsive, and community-oriented administrative services.

Current developments in information technology systems demonstrate a shift in response to the needs of various aspects of life, and are also leading to progress in personnel administration. In this digital era, implementing online systems is a strategic solution for increasing efficiency, transparency, and speed in managing personnel administration data. Online personnel administration services, such as employee information systems, electronic attendance, and career management applications, aim to simplify employee access and reduce often-complicated bureaucratic hurdles. However, although online-based systems have been implemented in various institutions, their effective implementation remains a challenge. Some frequently encountered issues include limited technological infrastructure, lack of employee understanding or skills in using online systems, and issues with data reliability and security. Furthermore, resistance to the



shift from conventional methods to technology-based systems is also a significant barrier in some organizations.

On the other hand, implementing online-based personnel administration services offers various potential benefits, such as time and cost savings, increased data accuracy, and easier monitoring and evaluation of employee performance. This aligns with efforts to modernize public administration that support the principles of good governance, particularly in achieving effective, efficient, and responsive services to employee needs.

To ensure that online personnel administration services are truly effective, a comprehensive analysis of the system's implementation is required. Aspects to be examined include user satisfaction, service speed, system reliability, and its impact on organizational productivity. By conducting this analysis, the effectiveness of the online personnel administration service system can be determined, challenges identified, and recommendations for future system optimization can be provided. With this study, it is possible to provide input into the management of a personnel administration service system that is not only modern and technology-based, but also capable of meeting the expectations and needs of its users.

In the digital era, developments in information technology have shifted the understanding and management of organizational administration systems. The implementation of online-based technology is one way to improve efficiency, transparency, and accuracy in administrative services, particularly in the government and security sectors. One unit with a high demand for administrative efficiency is Company 3A of the Mobile Brigade (Brimob) within the Lampung Regional Police (Polda). As part of the police force, which plays a strategic role in maintaining public order and security, Brimob requires a fast, accurate, and responsive administrative system. Personnel administration services are a crucial aspect supporting daily operations, encompassing personnel data management, leave requests, attendance reports, and the processing of other official documents. Manual administrative management has often faced several challenges, such as processing delays, data errors, and lack of accessibility for personnel on duty in the field. To address these challenges, Company 3A Brimob, Lampung Regional Police, has begun adopting an online-based administrative service system. This system is expected to improve the effectiveness of personnel administration management by providing easier access, accelerating process flow, and reducing the risk of errors in data processing. However, the successful implementation of this system requires in-depth analysis to assess the extent to which the online-based system effectively supports the needs of the organization and personnel. Company 3A Brimob, Lampung Regional Police, has 58 personnel.



This study analyzes the effectiveness of online-based personnel administration services at Company 3A Mobile Brigade, Lampung Regional Police. The purpose of this study is to analyze various service system measures and their impact on satisfaction, as well as to provide recommendations for improvements to improve the performance of the administration system in the future. Empirically, the effectiveness of online-based personnel administration services at Company 3A Mobile Brigade, Lampung Regional Police, still experiences various obstacles, including: Limited User Understanding of the Online System, Not all personnel understand properly how to use the online-based administrative service system, resulting in errors in data input or delays in completing administration. Limited Technology Infrastructure. There are still limited internet network access in some Brimob personnel work locations, especially when serving in remote areas, which hinders smooth access to the online-based system. Lack of Training and Socialization, The training and socialization program for the online-based administrative service system has not been running optimally, so that not all personnel have sufficient understanding regarding the procedures and features of the system. Technical Constraints in the System, The online-based administrative service system sometimes experiences technical problems, such as server downtime, application bugs, or slow data processing, which disrupts the smoothness of services. Lack of System Monitoring and Evaluation. There is no mechanism for routine evaluation of the effectiveness of the online system, making it difficult to identify system weaknesses that affect personnel satisfaction and performance. Lack of Data Integration. The online-based administrative service system has not been fully integrated with other systems within the Lampung Regional Police, so manual processes are still required in several administrative stages. Resistance to Change. Some personnel are still comfortable with manual methods and are reluctant to adapt to the online-based system, which causes the slow implementation of the new system as a whole.

METHOD

This research design aims to describe and analyze in depth the effectiveness of online-based personnel administration services at Company 3a Mobile Brigade of the Lampung Regional Police. A qualitative approach was used to enable researchers to understand the processes, obstacles, and personnel perceptions related to the implementation of the online system. This research emphasizes data collection through observation, interviews, and documentation to obtain a comprehensive picture of the administration services. In addition, the analysis focuses on aspects of efficiency, speed, and user satisfaction. The results of the study are expected to



provide recommendations for improvements to enhance the quality of online administration services. Thus, this research is not only descriptive in nature, but also serves as a basis for evaluating and developing a more effective system .

DISCUSSION

Effectiveness of Online Personnel Administration Services in Company 3a Mobile Brigade of Lampung Regional Police.

Personnel administration services in the military and police environment play a vital role in maintaining smooth operations and increasing the efficiency of internal tasks. In Company 3A of the Mobile Brigade of the Lampung Regional Police, efficient and transparent personnel administration services are essential to support optimal personnel performance. In today's digital era, the implementation of information technology-based systems, particularly online-based administration services, has a significant impact on accelerating administrative processes, managing personnel data, and increasing information accuracy. This research refers to the dimensions of (1) Time Unit, (2) Result Unit, (3) Work Quality. These are described as follows:

The effectiveness of personnel administration services is one of the important elements in supporting the operations of the police organization, especially in Company 3A Mobile Brigade (Brimob) Lampung Regional Police. Changes in the era driven by the development of information technology provide opportunities for improving administrative services that are faster, more accurate, and efficient. The implementation of an online-based administrative service system is one of the strategic steps to meet personnel administration needs in a timely manner. According to the results of an interview with the Head of Company 3A, Mobile Brigade Lampung Regional Police stated: The use of administrative services with an online system is very helpful in accelerating administrative processing, especially services for matters such as leave requests or submission of official documents. Because by using the online administrative system service, members can send letters through the system, and on the same day can see the reply, whether the letters are complete for further processing, if incomplete on the same day can be completed. (Interview Results January 2025).

Online-based administrative services are designed to address administrative challenges, such as slow document submission processes, data errors, and limited access to information. By utilizing an online-based system, personnel are expected to more easily access personal data, career-related documents, and other operational information without being hampered by physical or geographical constraints. However, the implementation of the online system in



Company 3A still requires evaluation, particularly regarding its effectiveness in terms of time. Can this system truly accelerate administrative services compared to the previous manual system? To answer this question, interviews were conducted with three members of Company 3A to obtain their perspectives on the experiences, benefits, and challenges of using the online-based administrative services system. According to the results of interviews with members of Company 3A, the Mobile Brigade of the Lampung Regional Police, stated: Yes, in general it is faster. Data processing that previously had to be done manually is now automated. For example, for promotion documents, I only need to upload the documents through the system, and the data is immediately processed. A process that usually took a week can now be completed in 3-4 days. (Interview Results January 2025).

Administrative services are a crucial function in supporting the smooth operation of organizations, including institutions like the Mobile Brigade. As a unit responsible for strategic tasks in maintaining security and order, the Mobile Brigade requires a fast, accurate, and efficient administrative service system. The effectiveness of administrative services significantly impacts the quality of unit performance, particularly in aspects of decision-making, human resource management, and the implementation of operational tasks. However, there are indications that constraints in the time unit dimension still frequently occur in Company 3A of the Mobile Brigade. Administrative processes that take longer than the established standard can hinder the smooth operation of unit tasks. This can be caused by various factors, such as the lack of use of information technology, excessively lengthy procedures, or a mismatch between workflows and operational needs. According to an interview with the Head of the service division at Company 3A, Mobile Brigade of the Lampung Regional Police, he stated: The difference is very noticeable. For example, for monthly personnel reports, now members simply fill out a form in the system and it can be submitted immediately. Previously, members had to print documents and send them physically, which took much longer (Interview results January 2025).

Company 3A Mobile Brigade, as part of a unit with high responsibility, faces challenges in managing administrative services. One important dimension that influences the effectiveness of these services is the time unit. The speed of completion of various administrative processes, such as document management, permit processing, and information distribution, is a key benchmark in ensuring that administrative services run according to dynamic operational needs. Therefore, this study aims to evaluate the effectiveness of administrative services in Company 3A Mobile Brigade through the time unit dimension. This evaluation is expected to provide an overview of the extent to which administrative processes support the smooth running of unit tasks and



provide recommendations for improving the efficiency of administrative services.

According to an interview with a member of Company 3A, the Mobile Brigade of the Lampung Regional Police, he stated: "In my opinion, using an online administrative service system is quite helpful in speeding up administrative processing, especially for things like leave requests or submitting official documents. Previously, the manual process took several days because I had to go back and forth to the office. With the online system, I can submit a request directly through the application, and usually a response is given within 1-2 days." (Interview Results, January 2025)

From interviews with the four informants at Company 3A Mobile Brigade, it can be concluded that online-based administrative services have a positive impact on time-based effectiveness. This system speeds up administrative submission and processing compared to manual methods. However, this effectiveness is still affected by technical constraints, data completeness, and personnel's ability to use the system. This indicates the need for additional support, such as training and infrastructure improvements, to ensure optimal online-based services.

Administrative services are a crucial element in supporting the smooth operational tasks of an organization, including the Mobile Brigade. In the context of administrative services, effectiveness is determined not only by the speed of process completion, but also by the quality and quantity of results achieved. The unit of output dimension is the primary benchmark for assessing the extent to which administrative services positively impact the organization's needs, both in terms of data accuracy, adherence to procedures, and the relevance of the resulting documents. According to interviews with **The Commander of Company 3A of the Mobile Brigade of the Lampung Regional Police stated that:** " *Online administrative services are very helpful in accelerating the process of managing personnel data. However, we still face several obstacles, such as inconsistencies in data input by personnel and a lack of training related to system usage. In terms of results, the quality of administrative documents has improved, but there are still shortcomings in terms of accuracy, especially in personnel data, which often requires revision.*" (interview, January 2025)

Company 3A Mobile Brigade plays a strategic role in supporting the Mobile Brigade's core tasks, including the implementation of administrative tasks that are an integral part of operational activities. However, challenges in ensuring optimal administrative service outcomes still frequently occur. Examples include substandard administrative documents, errors in personnel data processing, and inaccurate administrative results that impact decision-making. Various factors can influence the effectiveness of administrative services in the unit output dimension,



such as the level of human resource competency, the availability of supporting technology, and the clarity of work procedures. If the unit output dimension is not managed properly, this can potentially hinder the smooth running of unit tasks and reduce personnel trust in the existing administrative system. Therefore, this study aims to evaluate the effectiveness of administrative services in Company 3A Mobile Brigade through the unit output dimension. This study is expected to provide an overview of the quality of results achieved by administrative services, as well as provide strategic recommendations to improve the quality of administrative results in accordance with the unit's operational needs.

According to the results of the interview with **The Head of Service for Company 3A of the Mobile Brigade of the Lampung Regional Police** stated that: " *This online-based system makes it easy to store and access personnel data, but there are still technical obstacles such as network disruptions that hamper the process. The quality of administrative results is quite good because it is neater and well-documented, but there is still a need for improvement in ensuring all data is accurate and in accordance with SOPs.*" (interview results, January 2025).

The rapid development of information technology has encouraged various institutions, including the Indonesian National Police, to adopt online-based systems to improve the effectiveness of administrative services. Online-based personnel administration services aim to simplify data management, accelerate administrative processes, and improve the accuracy and quality of the resulting documents. This system is highly relevant for implementation at Company 3A of the Mobile Brigade of the Lampung Regional Police, given the high demand for fast, accurate, and accessible administrative services. According to interviews with **member Company 3A of the Lampung Regional Police Mobile Brigade** stated, " *We have benefited from online services, particularly in terms of speeding up the processing of permit applications and other documents. However, system errors often occur, delaying the process. Administrative results, such as assignment letters and monthly reports, are now clearer and more systematic than before.*" (Interview January 2025).

The unit output dimension is a key indicator in assessing the effectiveness of online-based administrative services. This includes the quality of the administrative documents produced, the accuracy of personnel data, compliance with standard operating procedures (SOPs), and the relevance of administrative results to operational needs. Optimal administrative output quality will support the smooth operation of unit operations and increase personnel satisfaction with the service system. According to interviews with **member Company 3A of the Mobile Brigade of the Lampung Regional Police** stated that: " *This online-based system is quite good in terms of*



features, but infrastructure improvements, such as network speed and server capacity, are needed to prevent disruptions. In terms of results, this system is able to provide documents that are more organized and easily accessible to various stakeholders." (Interview January 2025).

Despite the implementation of an online-based system, various obstacles remain that impact the effectiveness of the output unit. Common issues include data input errors, limited user understanding of technology, and technical system disruptions. These conditions can lead to administrative results that do not meet expectations and hinder the unit's tasks. Therefore, a comprehensive evaluation is needed to measure the effectiveness of online-based administrative services at Company 3A, the Mobile Brigade, Lampung Regional Police, through the output unit dimension, to ensure that the system is able to optimally meet the organization's needs.

Effective administrative services are a crucial element in supporting the smooth operation of organizations, including police institutions like the Mobile Brigade. With the development of information technology, online-based administrative services have been implemented as an effort to increase efficiency and effectiveness in personnel data management. Online systems enable faster, more transparent, and more organized administrative processes, while simultaneously improving work quality, both in terms of document accuracy, data reliability, and user satisfaction. According to interviews with **Commander Company 3A of the Mobile Brigade of the Lampung Regional Police stated that:** " *Online-based administrative services have increased our work efficiency, especially in terms of data access and document management. However, I see that the quality of work still needs to be improved, particularly in terms of the accuracy of the data input. Administrative documents are now more organized, but we still encounter some errors caused by the lack of technology training for personnel.*" (Interview, January 2025). The **work quality** dimension is one of the main indicators in assessing the effectiveness of online-based administrative services. Work quality encompasses the accuracy and thoroughness of administrative data, consistency in document management, and the relevance of administrative results to operational needs. Quality administrative services will ensure that every document produced not only meets standard operating procedures (SOPs) but can also be used effectively to support unit operational tasks.

However, at Company 3A of the Mobile Brigade of the Lampung Regional Police, several challenges remain in ensuring the quality of online administrative services. Data input errors, technical system disruptions, and personnel's lack of understanding of technology usage often impact the quality of administrative output. Therefore, it is important to evaluate the effectiveness of online administrative services through the work quality dimension to identify



strengths, weaknesses, and necessary corrective measures to support optimal unit performance. According to interviews with **Head of service division Company 3A of the Mobile Brigade of the Lampung Regional Police** stated that: *" This system helps produce more structured documents, but the quality of the work is often affected by technical factors, such as system errors or network disruptions. In terms of quality, there has been improvement, but stricter oversight is still needed to ensure the documents produced comply with SOPs."* (interview, January 2025).

In the increasingly advanced digital era, information technology has become a key pillar in improving the efficiency and effectiveness of administrative services in various sectors, including the police. Online-based personnel administration services are presented as an innovative solution to overcome various challenges in personnel data management, such as processing delays, document inaccuracies, and data input errors. The online-based system is designed to provide faster, more transparent, and more integrated services, while also facilitating data access anytime and anywhere. According to the results of an interview with **member Company 3A of the Mobile Brigade of the Lampung Regional Police** stated that: *" The online system makes it easier to submit documents, but we still find it difficult to ensure the data entered is completely accurate due to the lack of training on how to use the system. The quality of the resulting documents is neater than before, but we often experience problems when the system is inaccessible due to technical problems."* (interview, January 2025).

The effectiveness of administrative services is not only seen from the speed of the process, but also from the system's ability to produce accurate, relevant documents that meet the organization's needs. The implementation of an online-based system at Company 3A of the Mobile Brigade of the Lampung Regional Police is a strategic step to support operational tasks that require reliable administrative support. Effective administrative services are crucial to ensure the smooth implementation of operational tasks, increase personnel productivity, and maintain the accuracy of personnel data as a basis for decision-making. According to the results of interviews with **member Company 3A of the Mobile Brigade of the Lampung Regional Police** stated that: *" From a technical perspective, this online system is quite good, but the quality of work is often affected by a lack of user understanding of the available features. We recommend increasing training for personnel so they can maximize the system's features and improve the quality of the documents produced."* (Interview, January 2025)

The implementation of online-based administrative services is not without its challenges, such as limited technological infrastructure, minimal training for personnel, and technical constraints that hinder system optimization. Furthermore, human factors, such as user



understanding and skills, also play a crucial role in determining the success of this system. Therefore, an evaluation of the effectiveness of online-based administrative services is necessary to identify the extent to which this system has met expectations, particularly in improving the quality, efficiency, and satisfaction of personnel with administrative services. According to the results of interviews with **member Company 3A of the Mobile Brigade of the Lampung Regional Police stated:** *" I feel that administrative services are now faster, but we hope that document quality remains a priority, because even small errors in administrative data can have a significant impact on our work. Improved training and regular evaluation are essential to maintain the quality of administrative output produced by this online-based system." (Interview 2025)*

Overall, online-based administrative services at Company 3A Mobile Brigade have shown significant progress, but their effectiveness is not yet optimal due to various technical, human resource, and infrastructure constraints. This study is expected to provide a comprehensive overview of the effectiveness of online-based personnel administration services at Company 3A Mobile Brigade of the Lampung Regional Police, as well as provide recommendations for improving the quality of administrative services in the future.

Inhibiting Aspects

The aspects that hinder the effectiveness of online-based personnel administration services at Company 3a of the Mobile Brigade of the Lampung Regional Police, according to the following dimensions:

1. **Time units** , limited internet networks, technical problems with the system, and lack of personnel familiarity with technology are still the main obstacles in achieving maximum time efficiency, and personnel tasked with inputting data sometimes experience delays due to high workloads or lack of coordination between fields.
2. **Result Unit**, Errors in data input, lack of automatic validation, and document format inconsistencies are still found which hinder the achievement of optimal administrative results, and the absence of an effective monitoring mechanism in the process of creating online-based administrative documents results in suboptimal output.
3. **Work quality** , limited technical training, resistance to change, and inadequate technological infrastructure remain major challenges in maintaining the quality of personnel work. Lack of recognition for personnel who perform well in utilizing online systems can reduce morale and productivity.



CONCLUSION

1. The effectiveness of online-based personnel administration services in Company 3A Mobile Brigade of the Lampung Regional Police, has been implemented according to the dimensions (1) time units, the online-based administration system has helped speed up the administrative service process, but in this case work facilities are still needed to support the system, (2) result units, online-based administration services are able to produce more structured and organized documents, but in this case there is still a need for improvements in the online administration service system, (3) work quality, the online-based system provides the potential for improving work quality with easy data access and increased document accuracy, here it requires operators with a minimum education of Strata 1 in informatics.
2. Inhibiting aspects are (1) **Time Units** , limited internet network, technical problems in the system, and lack of personnel familiarity with technology are still the main obstacles in achieving maximum time efficiency. (2) **Result Units**, errors are still found in data input, lack of automatic validation, and document format inconsistencies that hinder the achievement of optimal administrative results. (3) **Work Quality** , limited technical training, resistance to change, and inadequate technological infrastructure are still the main challenges in maintaining the quality of personnel work.

FUTURE DIRECTIONS

To increase the effectiveness of online-based administrative services, several suggestions that can be implemented are as follows:

1. Improving the quality of the internet network, both by providing more stable internet access and increasing bandwidth to support smooth operations, and providing intensive training to personnel on the use of online-based systems to increase speed and efficiency in administrative processes.
2. Develop automated validation features within the system to ensure data accuracy and completeness before administrative documents are generated, and establish a dedicated team or person in charge to regularly monitor and evaluate the quality of administrative documents.
3. Striving to update technological infrastructure, such as computers and software, to support work productivity and efficiency, and providing incentives or awards to personnel who successfully demonstrate the best performance in using online systems, so as to increase work motivation.



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