

The Development of Serang District Government Business Process Mapping

John Chaidir
Haerofiatna Haerofiatna
Universitas Primagraha

doi: <https://doi.org/10.37745/ijbsber.2013/vol11n21219>

Published June 12, 2023

Citation: John Chaidir and Haerofiatna Haerofiatna (2023) The Development of Serang District Government Business Process Mapping, *International Journal of Small Business and Entrepreneurship Research*, Vol.11, No.2, pp.,12-19

ABSTRACT: *This research examines the development of electronic-based business maps in Serang Regency by examining empirically the design of the infrastructure development. The data collection technique used is Library Research on secondary data. Literature study was conducted to obtain secondary data in examining in depth the object of study. Data analysis was carried out using the content analysis approach. The results of the study show that the preparation of business process maps is part of the management arrangement intended to increase the efficiency and effectiveness of clear, effective, efficient and measurable work systems, processes and procedures in each Regional Apparatus. The preparation of business process maps is one of the factors in the successful implementation of bureaucratic reform in regional apparatuses. Based on the research results, it can be concluded that the preparation of this map is a reference for regional apparatus to carry out the preparation of business process maps within their respective agencies. Reforms aimed at carrying out systematic and planned changes towards a better government administration order and making the State Civil Apparatus more professional, effective, efficient and accountable in the framework of realizing good governance. Planned and systematic bureaucratic reform to change the structure, system and values in government for the better through the effectiveness and efficiency of the bureaucracy is very dependent on the business processes used by the bureaucracy in producing outputs and outcomes.*

KEYWORDS: business mapping, e government, effective, efficiency

INTRODUCTION

The progress of an area is strongly influenced by development planning. One of the main keys in this development is the ability of the region to improve public services. Good public services in an area will be able to facilitate stakeholders in managing and improving the welfare of their people. Therefore, local governments must be able to take policy steps in order to ensure sustainable development in the regions through the use of Information and Communication

Technology. The use of Information and Communication Technology in government administration will realize e-government towards good government.

The use of Information and Communication Technology in the administration of government in the long term will bring fundamental changes in the cultural structure of the region, namely from being left behind by technology, which focuses on Information and Communication Technology to change to a modern society based on technology.

Electronic-Based Government System, abbreviated as SPBE, is a government administration that utilizes information and communication technology to provide services to SPBE users in an integrated manner. SPBE aims to realize clean, effective, transparent and accountable governance as well as quality and reliable public services. Governance and management of electronic-based government systems are also needed to improve the integration and efficiency of electronic-based government systems.

Business process maps are the most important organizational assets that collect all information into a unified document or organizational database. Thus, it becomes a necessity to involve all elements of the organization in the preparation of business process maps to ensure the accuracy and completeness of the business processes described in accordance with the organization's strategic plan. This business process map was created by utilizing Information and Communication Technology, (Shahbyihah, 2021).

Utilization of Information and Communication Technology within the local government environment is a must. This is stated in Presidential Decree No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government, that the use of Information and Communication Technology in government processes will increase efficiency, effectiveness, transparency and accountability of governance. E-Government is an effort to develop electronic-based governance. An arrangement of management systems and work processes within the government by optimizing the utilization of Information and Communication Technology. One of the evaluations of the implementation of e-Government in local government is that an integrated system has not been realized (Siaahan, 2018).

The issuance of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems is a transformation from the e-Government era to i-Government (integrated Government). Electronic-Based Government System, abbreviated as SPBE, is administration of government that utilizes Information and Communication Technology to provide services to SPBE users in an integrated manner. SPBE aims to realize clean, effective, transparent and accountable governance as well as quality and reliable public services. Governance and management of the Electronic-Based Government System are also needed to accelerate national development.

Bureaucratic reform is a top priority for the implementation of national development which aims to make systematic and planned changes towards a better government administration order. Bureaucratic reform aims to make the state civil apparatus more professional, effective,

efficient and accountable in order to realize good governance. Bureaucratic reform is a planned and systematic effort to change the structure, system and values in government to be better than before. The effectiveness and efficiency of the bureaucracy are closely related to the business processes used by the bureaucracy in producing outputs and outcomes, (Ratnawati, 2022).

Presidential Regulation (Perpres) Number 95 concerning Electronic-Based Government Systems (SPBE) is a strong legal umbrella regarding the existence of electronic-based governance. The essence of this Presidential Decree is the maturity of the use of Information and Communication Technology in government up to the level of integration. Where integration starts from between Regional Apparatus Organizations (OPD) to between regional governments and to the central government. The role of information technology is currently included as a driving force in the regional development process, so that Information and Communication Technology Development Planning is needed in harmony with Development Planning, so that the role of Information and Communication Technology will be very optimal in participating in carrying out regional development rates.

It is hoped that the preparation of the Integrated Business Process Map for the Serang Regency Government will provide an overview and direction for the Serang Regency Government in developing an Electronic Based Government System (SPBE). The SPBE Integrated Business Process Map document is expected to reduce the risk of project failure due to lack of target achievement, provide SPBE development control so that unsynergic partial solutions can be avoided, provide solutions in system integration so that work duplication, data duplication, and data inaccuracies can be avoided. Q

The nation's level of competitiveness at the regional and global levels encourages efforts to transform technology, improve the quality of human resources, strengthen information systems, modernize government management, as well as institutional reform, deregulation and de-bureaucratization, utilization and development of Electronic-Based Government Systems, and so on. As a whole refers to improving the efficiency and quality of public services supported by professional abilities and skills in various interactions. Article 5 Law Number 30 of 2014 concerning Government Administration (Government Administration Law).

Reforms aimed at carrying out systematic and planned changes towards a better government administration order and making the State Civil Apparatus more professional, effective, efficient and accountable in the framework of realizing good governance. Planned and systematic bureaucratic reform to change the structure, system and values in government for the better through the effectiveness and efficiency of the bureaucracy is very dependent on the business processes used by the bureaucracy in producing outputs and outcomes.

Business processes that are not results oriented and are not measurable between one organizational unit and another organizational unit will make the organization carry out programs and activities that are not optimal. Therefore, each organizational unit requires a business process map that is able to describe the business processes carried out by the organization in achieving the vision, mission and goals of the organization. Business process

maps are the most important organizational assets that collect all information into a unified document or organizational database. Thus, it becomes a necessity to involve all elements of the organization in the preparation of business process maps to ensure the accuracy and completeness of the business processes described in accordance with the organization's strategic plan.

The preparation of this Integrated Business Process Map is intended as a reference for each government agency to compile a business process map within the Serang Regency government agencies in order to carry out the vision, mission, goals and strategies of the Serang Regency government, while in detail the objectives of the Integrated Process Business Map Compilation so that each Regional Apparatus Organizations within the Serang Regency government, (Nisa, 2022).

The preparation of the Business Process Map is a reference for government agencies to describe effective and efficient working relationships between organizational units to produce performance in accordance with the objectives of the establishment of the organization in order to produce value-added output for stakeholders. The preparation of this Integrated Business Process Map is intended as a reference for each Regional Apparatus Organization within the Serang Regency government. The scope of preparing this business process map includes all activities within the Serang Regency government in accordance with the strategic plan document and organizational work plan, (Safrawali, 2022).

METHOD

This integrated business process research uses two different approaches in comprehensively examining aspects of regulatory legitimacy, namely normative legal research and empirical research. Normative legal research is mainly used to examine aspects of philosophical and juridical legitimacy through two stages. First, carry out an inventory of various laws and regulations that have relevance to regional regulations regarding peace and public order, (Manan, 2019). Second, the statutory regulations that have been inventoried will then be analyzed by relying on two aspects, namely the philosophical aspect and the juridical aspect. An analysis of the philosophical aspects is carried out on the content of laws and regulations, (Supranto, 2018). The study of the juridical aspect is carried out on the norms of laws and regulations that provide the basis for regional authority as well as those that determine the regulatory substance that must be accommodated in the preparation of a Regional Regulation on the Implementation of an Electronic-Based Government System. While empirical studies are used to describe aspects of sociological legitimacy. The empirical studies are carried out through team studies and Focus Group Discussions on studies related to the vision and mission; the goals and objectives of the business map are integrated in the implementation of government in Serang Regency.

The data collection technique used is Library Research on secondary data. A literature study was conducted to obtain secondary legal material by conducting a review of books related to the object of preparation (Narbuko et. al., 2017). Primary data was obtained through field

studies (field research), namely by conducting interviews and Focus Group Discussions (FGD). An interview is a conversation with a specific purpose carried out by two parties, namely the interviewer (interviewer) who asks questions and the interviewee (interviewee) who provides answers to the questions. while FGDs are also commonly referred to as qualitative data collection methods and techniques by conducting group interviews, (Maleong, 2017). FGD can be defined as a method and technique in collecting qualitative data in which a group of people discuss a focus on a particular problem or topic guided by a facilitator or moderator.

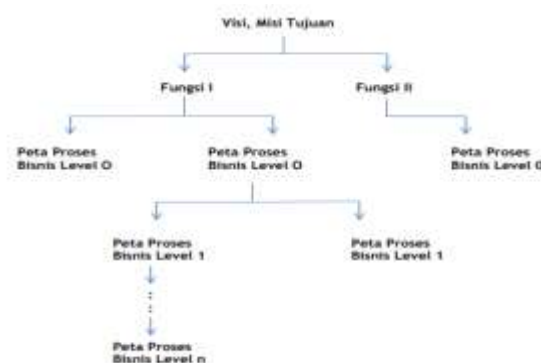
Data analysis used is qualitative analysis. Qualitative analysis is a way of analyzing data sourced from law based on concepts, theories, laws and regulations, doctrines, legal principles, expert opinions or the views of the researchers themselves. Data sources in integrated business process research in the implementation of government in Serang Regency, contain primary materials, secondary legal materials, and tertiary legal materials, (Soekamto, 2018).

FINDINGS AND DISCUSSION

The scope of the preparation of this business process map is carried out by all regional apparatuses. The scope of the preparation of this business process map covers all agency activities within the Serang Regency Government in accordance with the strategic plan documents and organizational work plans.

Each identified business process map is then further elaborated into the next level business process map which is a series of activities that are logical in one business process. The number of business process map levels depends on the complexity of each business process.

Figure 1. The Step of Business Process



Other Processes. Other processes are processes that are not directly related to the core process but generate value for external stakeholders. Other processes have criteria that allow activities in the process to run more optimally.

Figure 2. The Optimal of Business Process



To identify the process map, brainstorming can be done with the leadership. The first process that must be identified is the core process that is directly related to the organization's efforts in fulfilling customer requests or directly related to the main tasks and functions of the organization; after the identification of the next core process is the identification of supporting processes consisting of main supporters that directly support the core processes and general supporters that support all processes within the organization; the next stage is the identification of processes related to the requirements of the adopted standard; and the last stage is to include processes related to corporate strategy that will trigger all organizational operations in carrying out its mission and vision.

Figure 3. The Map of Business Process



The business process map document is a dynamic business process map that needs to be evaluated and monitored for its relevance and effectiveness. Monitoring and evaluation of business process maps is carried out by organizational units that have duties and functions in the field of management at least once a year. Evaluation of the business process map that has been implemented forms the basis for repairing and enhancing the business process map of the

Regional Apparatuses and is carried out to ensure the implementation of business processes is capable of triggering the expected performance. The results of the evaluation of business process maps within their respective agencies must be reported to the Ministry of Administrative Reform.

CONCLUSION

The preparation of a business process map is part of the management arrangement intended to increase the efficiency and effectiveness of clear, effective, efficient and measurable work systems, processes and procedures in each Regional Apparatus. The preparation of business process maps is one of the factors in the successful implementation of bureaucratic reform in regional apparatuses. Therefore, the preparation of this map is a reference for Regional Apparatuses to carry out the preparation of business process maps within their respective agencies. Reforms aimed at carrying out systematic and planned changes towards a better government administration order and making the State Civil Apparatus more professional, effective, efficient and accountable in the framework of realizing good governance. Planned and systematic bureaucratic reform to change the structure, system and values in government for the better through the effectiveness and efficiency of the bureaucracy is very dependent on the business processes used by the bureaucracy in producing outputs and outcomes.

REFERENCES

- Bagir Manan, 2019, *Pertumbuhan dan Perkembangan Konstitusi Suatu Negara*, Mandar Maju, Bandung.
- Choloid Narbuko dan Abu Achmadi, 20017, *Metodologi Penelitian*, Bumi Aksara, Jakarta.
- J. Supranto, 2018, *Metode Penelitian Hukum dan Statistik*, Rineka Cipta, Jakarta.
- Lexy Maleong, 2017, *Metodologi Penelitian Kualitatif*, Remaja Rosdakarya Offset, Bandung.
- Mochtar Kusumaatmadja, 2018, *Hukum, Masyarakat dan Pembinaan Hukum Nasional*, Binacipta, Bandung.
- Ni'matul Huda, 2017, *Negara Hukum, Demokrasi & Judicial Review*, UII Press, Yogyakarta.
- Nisa, Latifa & Setyati, Sri & Maliani, & Siska, Dewi & Fitriyanti, Siska. (2022). Analisis Pelaksanaan Kebijakan Penyederhanaan Birokrasi Di Lingkup Pemerintah Provinsi Kalimantan Selatan. *Jurnal Kebijakan Pembangunan*. 17. 167-184. 10.47441/jkp.v17i2.284.
- Ratnawati, Susi. (2022). Pengembangan Model dan Strategi Reformasi Birokrasi Yang Berorientasi Pada Pelayanan Publik Untuk Mewujudkan Good Governance di Daerah. *Governance, JKMP (Governance, Jurnal Kebijakan & Manajemen Publik)*. 2. 11-19. 10.38156/gjkmp.v2i1.32.
- Rojidi Ranggawijaya, 2018, *Pengantar Ilmu Perundang-undangan Indonesia*, Mandar Maju, Bandung.
- Ronny Hanitijo Soemitro, 2020, *Metodologi Penelitian Hukum dan Jurimetri*, Ghalia Indonesia, Jakarta.
- Shabiyhah, Khansa & Syaodih, Ernady. (2021). Kajian Penyusunan Peta Proses Bisnis pada Pembangunan Desa di Kabupaten Subang. *Jurnal Riset Perencanaan Wilayah dan Kota*. 1. 130-137. 10.29313/jrpwk.v1i2.383.

Siahaan, Fanny. (2018). KARAKTERISTIK - KARAKTERISTIK SMART CITY YANG TERINTEGRASI DAN PENERAPANNYA DI JAKARTA. 4. 487-501.

Soerjono Soekanto, 2018, Pengertian Penelitian Hukum, Universitas Indonesia, Jakarta.