



## **INTEGRATED INFORMATION SYSTEM: KEY TO IMPROVING THE PERFORMANCE OF THE KPU SECRETARY IN THE DIGITAL ERA**

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### **Abstract**

This article discusses the important role of integrated information systems in improving the performance of the General Election Commission (KPU) secretary in the digital era. In the context of increasingly complex elections, the need for accurate and fast information is very important to support the decision-making process. Integrated information systems enable efficient data access, collaboration between departments, and better, data-based decision-making. Through the application of information technology, KPU secretaries can manage documents, schedules, and communications more effectively, thereby reducing the possibility of errors and increasing overall productivity. This system also supports transparency and accountability, which are basic principles in organizing democratic elections. However, this analysis also explores the challenges faced in implementing the system, including the need for human resource training and the development of adequate technological infrastructure. In addition, resistance to change from within the organization can be a significant obstacle. Thus, this article concludes that integrated information systems are not only a tool, but also a key to improving the performance and accountability of KPU secretaries in facing the challenges of elections in the digital era, as well as contributing to the creation of more transparent and reliable elections.

**Keywords:** *Integrated Information System, Performance of the KPU Secretary, Transparency and Accountability*

### **Abstrak**

Artikel ini membahas peran penting sistem informasi terintegrasi dalam meningkatkan kinerja sekretaris Komisi Pemilihan Umum (KPU) di era digital. Dalam konteks pemilu yang semakin kompleks, kebutuhan akan informasi yang akurat dan cepat menjadi sangat penting untuk mendukung proses pengambilan keputusan. Sistem informasi terintegrasi memungkinkan akses data yang efisien, kolaborasi antar bagian, serta pengambilan keputusan yang lebih baik dan berbasis data. Melalui penerapan teknologi informasi, sekretaris KPU dapat mengelola dokumen, jadwal, dan komunikasi dengan lebih efektif, sehingga mengurangi kemungkinan kesalahan dan meningkatkan produktivitas secara keseluruhan. Sistem ini juga mendukung transparansi dan akuntabilitas, yang merupakan prinsip dasar dalam penyelenggaraan pemilu yang demokratis. Namun, analisis ini juga mengeksplorasi tantangan yang dihadapi dalam implementasi sistem, termasuk kebutuhan pelatihan sumber daya manusia dan pengembangan infrastruktur teknologi yang memadai. Selain itu, resistensi terhadap perubahan dari dalam organisasi dapat menjadi hambatan yang signifikan. Dengan demikian, artikel ini menyimpulkan bahwa sistem informasi terintegrasi bukan hanya sebuah alat, tetapi juga merupakan kunci untuk meningkatkan kinerja dan akuntabilitas sekretaris KPU dalam menghadapi tantangan pemilu di era digital, serta berkontribusi pada terciptanya pemilu yang lebih transparan dan terpercaya.

**Kata Kunci:** Sistem Informasi Terintegrasi, Kinerja Sekretaris KPU, Transparansi dan Akuntabilitas

## **A. INTRODUCTION**

Election technology is a necessity in the digital era. The various conveniences offered by technology have encouraged many countries to utilize technology to help election organizers implement electoral democracy. Indonesia is one of the countries that uses technology in elections. However, in its implementation, election technology does not necessarily produce efficiency and effectiveness. According to *(Mahpudin, 2019)*.

In the fast and precise digital era, election organizing institutions, such as the General Election Commission (KPU), are faced with increasing challenges in managing information and election processes. One solution that can be implemented to overcome this challenge is the implementation of an integrated information system. This system not only offers easy data access, but also strengthens collaboration between sections, improves information accuracy, and supports better decision-making.

The role of the KPU secretary is very important in ensuring the smooth running of the election process, from document management to communication with various parties. In this context, an integrated information system is a very important tool to improve the performance of the KPU secretary, enabling them to work more efficiently and productively. By utilizing information technology, the KPU secretary can manage schedules, documents, and communication flows more effectively, which in turn can reduce the possibility of errors and increase accountability.

However, the implementation of an integrated information system is not without

challenges. The need for human resource training and the development of adequate technological infrastructure are important factors for the success of this system. In addition, resistance to change from within the organization can also be a significant obstacle. Therefore, this article will discuss the important role of an integrated information system in improving the performance of the KPU secretary, as well as the challenges faced in its implementation, to create a more transparent and reliable election.

## **B. IMPLEMENTATION AND METHODS**

Leadership is an attitude and behavior that aims to influence subordinates to work together harmoniously, with a focus on efficiency and effectiveness to achieve the expected productivity. Leadership theory explains how leader behavior can influence the motivation and work performance of subordinates in various work situations. According to *(Abijaya, Wildanu, & Jamaludin, 2021)*. In this context, the Secretary of the General Election Commission (KPU) of Purbalingga Regency has a strategic role in increasing the productivity of the KPU Secretariat's performance, which is responsible for ensuring the implementation of good and transparent elections. Effective leadership is essential to achieving this goal.

The KPU Secretary is faced with various challenges, including in the management of Human Resources (HR), such as ineffective communication and unclear tasks. In this situation, the right approach to each individual is crucial to creating a supportive and family-like work environment. By understanding HR conditions, the

secretary can increase team motivation and engagement, which leads to increased productivity and relationships between colleagues. This study aims to identify the leadership strategies implemented by the KPU Secretary in an effort to improve the performance of the KPU Secretariat of Purbalingga Regency.

The author carried out an internship at the General Election Commission (KPU) with an internship period from August 12 to December 13, 2024. The author's activities during the internship included (1) manual data input related to the socialization of the 2024 Pilkada (2) rechecking the DPS list and burning Pilkada DPS data regarding the conformity of names and TPS (3) inputting data on PPK and PPS performance reports per sub-district and sub-district/village (4) attending a series of opening events and the registration process for prospective pairs of regent and deputy regent candidates on August 27, 2024 to December 13, 2024. August 29, 2024 (5) attending a series of events for taking the oath/promise and inauguration of the replacement of the sub-district election committee and the voting committee for the election of the governor and deputy governor of Central Java, the regent and deputy regent of Purbalingga in 2024 (6) summarizing social media posts on Instagram on the SIPARMAS website (7) attending a series of events for the Coordination Meeting for Preparation of the Opening of Registration for KPPS Members for the 2024 Pilkada (8) attending a series of events for the Open Plenary Meeting for the Drawing of Candidate Numbers for the Regent and Deputy Regent of Purbalingga in 2024 (9) attending the Peaceful Pilkada Declaration event (10) summarizing the Bakohumas report which is a recap of each post on the KPU Purbalingga Facebook social media (11) VO for the introduction of

Purbalingga regent and deputy regent candidates at the opening of the public debate (12) summarizing data on KPPS member candidates and creating KPPS accounts on the SIAKBA website (13) assisting with logistics work on the 2024 Pilkada (14) calculating the number of TPS to find out the number KPPS required on election day (15) checking NIK for voter transfer letters (16) Recapitulation of DPTb and number of TPS per village and sub-district for the election of the regent and deputy regent of Purbalingga in 2024 (17) attending the Voter Transfer Coordination Meeting D-7 (18) Grouping of C3 forms for technical trials for PPK and PPS before election day (19) creation of data for order officers for the 2024 election (20) Attending a series of Open Plenary Meeting events for the Recapitulation of Vote Counting Results for the Election of the Governor and Deputy Governor of Central Java, Regent and Deputy Regent of Purbalingga in 2024.

### **C. RESULTS AND DISCUSSION**

Improved Work Efficiency Integrated information systems enable faster data processing. With this system, the KPU secretary can access voter information, election schedules, and important documents more easily. Reducing the time to search for and process data contributes to increased work efficiency.

Reducing Manual Errors with automation in data processing, this system reduces the risk of errors that often occur due to manual data input. This increases the accuracy of information conveyed to the public and stakeholders.

Increased Transparency and Accountability, integrated information systems support transparency in election data management. With better access to information, the public can more easily

monitor the election process, which in turn increases the accountability of the KPU.

Increased Analytical Capabilities, integrated data allows the KPU secretary to conduct deeper analysis for planning and decision making. For example, voter trend analysis can help in designing more effective socialization strategies.

Integrated information systems are a very relevant solution in today's digital era. In the context of the KPU, this system not only digitizes existing processes, but also overhauls traditional ways of working to be more modern and efficient. In an era that is fast and connected, the need for accurate and timely information is becoming increasingly important. This system addresses these challenges by providing a platform that allows for efficient processing and distribution of information. With the advancement of technology, the KPU must adapt to remain relevant and able to meet the demands of the times. Despite the many benefits offered, the implementation of an integrated information system also faces several challenges. First, training is needed for KPU employees to be able to use this new system effectively. Second, infrastructure issues, especially in remote areas, can be an obstacle. Finally, the need to maintain data security so that it does not fall into the wrong hands.

## **D. CLOSING**

### **Conclusion**

The integrated information system has proven to be a very important tool in improving the performance of the KPU secretary in the digital era. With its ability to accelerate data processing, provide real-time information access, and reduce manual errors, this system not only improves work efficiency but also strengthens transparency and accountability in election management.

In a broader context, the implementation of this system reflects the KPU's adaptation to the needs of the times, which increasingly prioritize technology and accurate information.

### **Suggestion**

#### **1. Continuous Training**

The KPU needs to provide continuous training programs for all employees to ensure they can effectively utilize the integrated information system. This training should include the use of new technologies, as well as an understanding of data security.

#### **2. Infrastructure Development**

To support the implementation of this system, the development of technological infrastructure, especially in remote areas, must be a priority. The KPU must work with local governments and other stakeholders to ensure equitable access.

#### **3. Data Security**

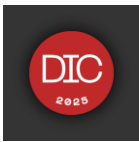
The KPU must invest resources in a strong security system to protect voter data and election information. The use of encryption technology and strict security policies are essential to maintaining public trust.

#### **4. Evaluation and Adaptation**

The KPU needs to conduct regular evaluations of the information system used. Feedback from employees and other system users must be accommodated to continuously improve the performance and effectiveness of the system.

#### **5. Collaboration with Stakeholders**

Building good collaboration with various stakeholders, including the community, academics, and information technology, can optimize the development and implementation of the integrated information system. This will also help in creating new innovations that are in accordance with the needs of dynamic elections.



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