Implementation of the Personnel Management Information System (SIMPEG) Policy at the Medan City Personnel and Human Resources Development Agency

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Abstract

The aims of this study is to find out the managemet Information System (SIMPEG) Policy at the Medan City Personnel and Human Resources Development Agency. This study use qualitative research. The result of this study shows that 1. The implementation of the SIMPEG Policy in the Regional Personnel and Human Resources Development Agency in Medan City has generally been carried out well. However, it is necessary to develop the SIMPEG where it is hoped that the SIMPEG will be developed with android programming so that employees will get more service convenience. Barriers in the Personnel Management Information System (SIMPEG) at the Regional Personnel and Human Resources Development Agency of Medan City can be seen from 4 aspects, namely communication, resources, character of Implementor Institutions, and bureaucracy. The communication aspect shows that it has been carried out well as evidenced by the lack of even almost no miscommunication in the implementation of SIMPEG to employees at the Medan City BKDPSDM. The resource aspect shows that the facilities and infrastructure in BKDPSDM are quite complete, but there are shortcomings where employees often have to wait for the existing equipment to function optimally. Human resources also show that the human resources owned by the Medan City BKDSDM are also very supportive for SIMPEG to run. For the character aspect of the implementor, it seems that it is still not supportive for SIMPEG to run optimally. Both superiors and subordinates in BKDPSDM should have a good level of commitment, so that each individual can continue to do his or her job happily and without feeling pressured. The bureaucratic aspect shows that this aspect has also been carried out well and is the reason that SIMPEG is very good to be implemented.

I. Introduction

Regional autonomy provides very broad authority and opportunities for regions to carry out programs and activities in accordance with regional needs in order to realize community welfare. With the availability of various forms of information media, people now have more choices for the information they want to get. Advances in information technology seem to make everyone able to find out what they want to know immediately. Meanwhile, along with the pace of development, more and more public and private organizations are able to take advantage of new information technologies that can support their effectiveness, productivity and efficiency.

According to Komorotomo and Margono (2004: 1), in facing the growth and development of an organization that is already so complex, it is necessary to have a management information system capable of assisting the provision of data and information as material for determining development policies and strategies as well as for the availability of operational data and information. As a system within a government organization, the Personnel Management Information System (SIMPEG) will provide great benefits in efforts to regulate human resource management, improving the quality of human resources and personnel management. Based on Law no. 43 of 1999 concerning amendments to Law no. 8 of 1974 concerning the main points of employment, especially Article 34 (paragraph 2), namely it is necessary to organize and maintain an information system that is developed and operated through the Personnel Management Information System (SIMPEG) with the aim of having the ability to manage and provide various information about Civil Servants which includes planning, developing the quality of Civil Servant resources and personnel administration, monitoring and controlling, administering and maintaining personnel information, as well as supporting the formulation of Civil Servant welfare policies.

Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth. The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020)

The importance of information technology has been studied in various studies and the results have proven its ability to improve the performance of local government agencies in carrying out their duties. Research by Irawan & Waskito (2011: 60) shows that a computerized system is able to minimize the occurrence of errors such as many occur in manual systems. The implementation of the Personnel Management Information System is further regulated in the Decree of the Minister of Home Affairs No. 17 of 2000 concerning the Ministry of Home Affairs and Regional Government Personnel Management Information System article 3 (paragraph 3) that Regency/City SIMPEG is domiciled in a Regency/City, whose management is functionally carried out by the Regency/Municipal Personnel Section.

In general, the Personnel Management Information System can improve the quality of human resources by providing accurate and efficient information, so that decision making can be carried out objectively. Strategically, the application of the Personnel Management Information System is one system that is engaged in the field of personnel and is able to grow knowledge, maintain, enrich and provide knowledge in the field of personnel to those who need it as a basis for making accurate decisions at the right time.

The personnel management information system that is organized quickly, precisely and accurately is intended to support the management policies of Civil Servants, especially in supporting the policies of developing Civil Servants. The current condition of the Personnel Management Information System (SIMPEG) generally does not have an information system that is integrative, systematic, up to date, and easy and fast in obtaining employee data which is sometimes needed in coaching related to efforts to improve the quality of employees. According to Priyanto, SIMPEG (Employee Management Information System) is defined as an integrated information system, which includes employee data collection, data processing, procedures, work procedures, human resources and information technology to produce fast information,

SIMPEG as a personnel information provider application handles personnel data management which has many advantages, namely the fast processing of personnel information data with computerized data processing that can be done quickly, the information

processed is accurate due to various validations and controls. The information conveyed is more concise and can be searched quickly because it is stored in storage media that can be accessed at any time. Information is more secure with the existence of user validation and user level, so that only authorized users can use personnel information. Maintenance of personnel information is relatively easy and simple and can be used to measure employee performance in processing and carrying out staffing processes.

However, in practice, information management does not always run smoothly because from the beginning the local government bureaucracy was still dissatisfied with efficiency and transparency, as stated by Purnomo (2007) that the application of information technology as part of the implementation of digital government (electronic government) is basically is a top-down policy, not a will from below, so that its implementation does not go well because employees in the bureaucracy do not want efficiency and transparency. So, with SIMPEG it is hoped that the administrative process of personnel management in the local government environment can be better and have an impact on employee productivity in achieving organizational goals.

One application of SIMPEG that occurs in the local government environment is the application of SIMPEG in employee data management at the Medan City Personnel and Human Resources Development Agency. The SIMPEG application at the Medan City Personnel and Human Resources Development Agency aims to improve the efficiency and effectiveness of the implementation of the activities in it, so that competent human resources are needed in their fields related to SIMPEG. In achieving the effectiveness of SIMPEG implementation within the Medan City Personnel and Human Resources Development Agency, it is necessary to be supported by employees who understand information technology, so that the qualifications of employees or human resources (HR) who handle SIMPEG must also meet the applicable terms and conditions in order to comply with the applicable regulations. his position.

There are several important benefits of SIMPEG in improving the efficiency of local government management, including making it easier to track employee data information and simplify planning for employee deployment according to their education and competence. In practice, the impact of implementing SIMPEG is felt very large in the implementation of administrative activities and planning of civil servants. Activities that require a lot of time and money can be handled with SIMPEG. Utilization of information technology within the Medan City Personnel and Human Resources Development Agency is expected to improve the efficiency of employee management, such as increasing the speed and timeliness of processing and the correctness of the employee information data produced.

This information system is expected to help SIMPEG operators to be more optimal in processing or managing employee data stored in the SIMPEG application database, Medan City Personnel and Human Resources Development Agency. However, in practice, the implementation of SIMPEG has not been able to increase the effectiveness of local government employee management. In general, the number of human resources or employees who directly handle SIMPEG affairs within the Medan City Personnel and Human Resources Development Agency is still not fulfilled. The development or improvement of the quality of employees, especially employees who hold SIMPEG operational functional positions, is also not optimal. On the other hand, adaptation to the development of information technology in the management of personnel administration based on electronic systems using SIMPEG is relatively low. The establishment of SIMPEG at the Agency for Personnel and Human Resources Development of Medan City is based on the rapid development of technology, especially information technology, as well as the demands for data and information needs for planning, development, control and obtaining the accuracy of employee data can be achieved.

The HR factor that has been identified as the dominant factor in improving organizational performance has raised the need for an information system to manage HR in order to create the ability to improve organizational performance through increasing its human resources.Based on this description, the identification of problems based on the results of interviews with researchers is as follows:

1. There are difficulties in managing data manually. In practice, technical problems often occur in the management and utilization of personnel information through SIMPEG at the Medan City Personnel and Human Resources Development Agency. The problem is the delay in updating the data because the data must be entered first by the Data and Archives Sub-Sector, so that information about employees is too late to be updated. This is supported by the results of an interview with one of the informants who are in the Data and Archives Sub-Sector of the Medan City Personnel and Human Resources Development Agency who said that the data needed by users is not up to date because management and updating is carried out only by the Data Sub-Sector. and Archives through physical files or softcopy sent by each unit. Meanwhile, sometimes each unit is slow in sending data, so the data is also slow to update. The delay in updating the data carried out makes the information received by users slow, resulting in the decision-making process being hampered.

2. In addition, other problems that often occur are problems with the computer unit, and the network itself. This is supported by the results of an interview with one of the informants who were in the Data Processing Agency of the Medan City Personnel and Human Resources Development Agency who said that the problem with using computers used by the Data and Archives Sub-Sector was frequent computer errors. This is because too much data is processed by the computer.

3. In addition, SIMPEG in The Medan City Personnel and Human Resources Development Agency is also used to make it easier to access employee data needed in employee planning, employee placement, employee development, performance management, and employee welfare. But along the way, there are various problems ranging from data updating delays, system problems that often error, networks that are still often disconnected, the quantity of data management human resources is still lacking.

The SIMPEG application at the Medan City Personnel and Human Resources Development Agency is expected to meet the demands of accuracy and speed in managing personnel information. This is supported by the results of an interview with one of the informants who are in the Data and Archives Sub Division of the Medan City Personnel and Human Resources Development Agency who said that the background to the implementation of SIMPEG was due to the awareness of the importance of accurate and fast information about employees. In connection with the description above, the researcher is interested in analyzing the implementation of the Personnel Management Information System (Simpeg) at the Medan City Personnel and Human Resources Development Agency.

II. Review of Literature

2.1. Definition of Policy Implementation

Policy implementation is a very important stage in the overall policy structure. This stage determines whether the policies adopted by the government are truly applicable in the field and have succeeded in producing the outputs and outcomes as planned. More specifically, the definition of the implementation role according to Van Horn and Van Meter quoted by Purwanto and Sulistyastuti (2012: 21) who formulates implementation as actions taken either by individuals or officials or government or private groups who directed at achieving the goals outlined in the policy decisions. While the explanation of implementation.

2.3. Policy Implementation Process

In the implementation of the policy, of course, must pass certain processes so that the implementation of the policy can be successful. There are things that must be considered in the process of implementation, namely:

a. The Relationship between Variables In Implementation

The linkage of these variables aims to identify the factors that will affect the failure or success of the implementation. Experts usually distinguish between various variables in two large groups, namely the dependent variable to be explained, namely the performance of policy implementation with independent variables, namely various factors that affect the performance of the implementation.

b. Public Engagement

It should be understood that the implementation of a policy or program is not carried out in a vacuum. Implementation occurs in an area in which there are various factors such as geographical, social, economic and political conditions that have an important contribution to implementation activities. In the process of public implementation involving the public, there will be interaction between actors, both from government and non-government circles which gives rise to political dynamics that accompany the implementation process itself. Therefore, public policy will lead to government actions which are supported by two things, namely the resources owned by the government and the values to be achieved and the government's actions are not carried out in a vacuum.

2.4. Public Policy Implementation Indicators

Policy implementation indicators are defined as quantitative and/or qualitative measures that describe the level of achievement of a predetermined target or goal. Therefore, indicators of policy implementation must be something that will be measured and calculated and used as a basis for assessing and seeing the level of performance of a program run by the work unit. Thus, without indicators of policy implementation, it is difficult for us to assess the implementation (success or failure) of policies or programs. Furthermore, researchers set indicators of policy implementation according to Rondineli and Cheema (1983: 28) quoted from Purwanto and Sulistyastuti (2012: 90) identifying 4 factors that affect implementation performance, namely:

1. Environmental conditions. That is related to the geographical, social, economic conditions, where the implementation is carried out. Quality policies will not succeed when implemented in situations and environmental conditions that are not conducive to efforts to achieve goals.
2. Relationships between organizations. Namely support and good coordination that exists between one government organization and another, in an effort to implement implementation.

3. Resource. Namely the resources owned by the implementor in supporting the implementation of implementation in the field and within the organization itself.
4. The character of the implementing institution. That is the ability of the implementor to carry out the implementation given to him and in accordance with the duties and functions of the implementor institution itself.

2.5. Personnel Management Information System (SIMPEG)

Personnel Management Information System (SIMPEG) in its development comes from the concept of Management Information System (MIS). SIM itself was originally implemented in a business organization or company management that contained a series of organizational information systematically. This is in accordance with Hartono's opinion which states that MIS is an organized system or series of a number of parts or components that together have a function to move to produce information used in company management (Bambang, 2013). Meanwhile, Nugroho added that MIS is an information system that has the function of managing information for organizational management in general (Eko, 2010). Thus it can be understood that in an organization that is complex and has a variety of information, then we need an organized system with the support of technology and information to support the management process of an organization. One form of management information system is in the form of the Personnel Management Information System (SIMPEG). SIMPEG is often equated with a human resource information system which is defined as a systematic procedure for collecting, storing, and withdrawing and validating data required by an organization regarding human resources, personnel activities, and organizational characteristics (Veithzal , 2009).

2.6. Purpose of Implementing Personnel Management Information System

In general, the application of SIMPEG in an organization, including a government organization, seeks to realize personnel management in order to improve employee performance in the administration of government in general. The purpose of implementing SIMPEG itself in general can include several aspects, namely as follows:
a. Has a clear purpose, namely providing information that supports the operational performance of the organization.
b. Realizing cost efficiency, because it is done through the use of technology and information.
c. Have accurate information and accurate system operation.
d. Provide appropriate services.
e. Facilitate procedures in organizational processes.
f. Accommodate changes in the organization due to its flexible nature. (Dhani Mirza, 2011)

2.7. Management Information Systems in Public Organizations

Management information system is one of the important concepts in Public Administration. Public organizations as a focus in State Administration always link all resources in achieving their goals. One of the most important resources is information. Even according to Murdic this information is analogous to the blood in the organization. This statement means that if blood flow is blocked, the organization will fall into an unhealthy position (Kumorotomo, 2004: 83). With the development of information technology and the demands of an increasingly complex society, public organizations must be able to further improve services to the community.

2.8. Computer Based Management Information System

At first in the concept of traditional information systems, humans are the main component in processing data into information. Human capacity to receive input and produce output is limited. The world provides more input than a human processing system can handle. Humans reduce this input to an amount that can be overcome through a process of screening or selection. The use of computers in an information system covers human shortcomings in managing data into information. The computer comes from the Latin computare which means to count. Due to the wide field of computer science, experts and researchers differ slightly in defining computer terminology.

III. Research Method

This type of research is a qualitative research that uses descriptive qualitative research methods. According to Nawawi (2005: 63), descriptive method by describing or describing the state of the object of research at the present time based on the facts that appear or as they are. Therefore, the emphasis on the structure and individual background as a whole and descriptively describes the state of the subject and object of research based on the existing facts. There are several strategies in qualitative research. According to Sukmadinata (2011: 61-66) strategies in qualitative research are interactive and non-interactive.

IV. Result and Discussion

4.1. Analysis of SIMPEG Implementation at BKDPSM Medan City

The Personnel Management Information System is useful for processing personnel data, namely as an integrated information system that includes employee data collection, data processing, procedures, work procedures, human resources and information technology to produce fast, complete and accurate information in order to support personnel administration.

Bramantya (2010) states that SIMPEG's goals in general in the government environment are as a reliable and integrated personnel management information system for the planning, development and welfare of civil servants, guaranteeing the implementation of policies, realizing accurate civil servant data in every agency both at the central and regional levels that are integrated in an integrated manner. national and for materials in preparing competency standards and job classifications as well as improving services in the field of personnel in a transparent and objective manner with the aim that every civil servant can easily obtain information about staffing.

The purpose of the SIMPEG policy in the city of Medan is to provide the best service to every employee who deals with all matters regarding employment. With the use of SIMPEG, it is hoped that all employees will get good service to support the high performance of these employees. To be able to achieve this goal, it is necessary to design an appropriate strategy. The strategies made by the Medan City BKDPSDM include designing the Medan City BKDPSDM SIMPEG which has the following sub-functions:

1. Transfer and Employee Welfare Includes:
a. Suggestions for periodic salary increases
b. Proposal to move assignments outside the area
c. Proposal for entrusting personnel out of the area
d. Satya badge proposal
e. Suggestion for leave
f. Promotion proposal

2. HR Development Includes:
a. Suggestions for improving education
b. Study permit proposal
c. Study assignment proposal
d. Suggestions for training participants

3. Career Development Includes:
a. Proposal to move certain functional positions
b. Proposal to move general functional positions
c. Proposal for the appointment of the implementation of the task
d. Proposal for the appointment of certain functional positions
e. Proposal for divorce
f. Disciplinary penalty report
g. Proposed moderate and severe disciplinary punishment

4. Procurement and Employee Data Includes:
a. Procurement and employee data
b. Pension proposal
c. Replacement of SK CPNS and PNS
d. Repair of SK CPNS and PNS

5. Managing Staffing Data Includes:
a. Employee data
b. Family data
c. CPNS appointment data
d. PNS appointment data
e. educational background
f. Periodic salary history
g. Rank history
h. Job history
i. Past adjustment history
j. Training history
k. Award history
l. Diploma adjustment history
m. Print employee bio

The five sub-functions are functions that are most often needed by every employee at the Medan City BKDPSDM. This is expected to be able to provide solutions to employee services in order to improve employee performance. However, there are still drawbacks to this system where SIMPEG does not support it for use on Android. In fact, if SIMPEG is designed to be able to be used by employees via Android, it will improve the quality of service received by employees.

4.2. Analysis of the Barriers to Implementation of SIMPEG at the Medan City BKDPSDM
Based on a review of SIMPEG at the Medan City BKDPSDM which was basically built to provide services to make it easier for employees to be served, there are shortcomings faced by employees in using SIMPEG, namely SIMPEG can only be accessed via computer devices. If SIMPEG has been redesigned and developed with an Android-based Web concept, it will provide an even better level of service to employees because it makes it easier for

employees to carry out their needs. By building SIMPEG based on the Android programming approach, the services that will be received by employees will be better. Where through the Smartphone owned by each employee, the employee can already enjoy the facilities of the five sub-functions only from the Smartphone.

4.3. Factors Affecting the Implementation of SIMPEG Policy at BKDPSDM Medan City

There are several factors that influence the implementation of the SIMPEG policy at the Medan City BKDPSDM. These factors include communication, resources, character of the Implementor Institution, and bureaucracy.

a. Communication

Communication is an activity to convey information to the communicant. Where communication is very influential on the success of achieving the goals of implementing a public policy that is communicated appropriately, accurately and consistently. If conveying the goals and objectives of a policy is not clear so that it does not provide understanding or the goals and objectives of the policy and will not be known at all by the target group. As a result, the policy was rejected by the target group concerned.

The distribution of good communication certainly results in a good implementation as well. Often miscommunication problems occur due to the many levels of bureaucracy that must be passed in the communication process and cause the information to be communicated incompletely. To be able to optimally distribute information related to SIMPEG at the Medan City BKDPSDM, 3 things are needed including the distribution of information, consistency and clarity of the SIMPEG objectives so that employees at the Medan City BKDPSDM can use the SIMPEG as expected.

Based on interviews conducted with Mr. His Majesty as the secretary of the BKDPSDM, it was found that the three indicators that influence the communication factor in implementing the SIMPEG policy at the Medan City BKDPSDM have been going well. This is evidenced by the lack of even almost no miscommunication in the implementation of SIMPEG to employees at the Medan City BKDPSDM.

b. Resource

In implementing the SIMPEG policy at the Medan City BKDPSDM, resource development is expected to be able to form a more efficient and effective personnel management system. This is because the resources in the policy are a very decisive need in every organization through synergistic, systematic and planned manifestations and interactions. These resources include human resources, capital and infrastructure.

Based on interviews with Mr. Majesty and Mr. Adrian as the head of HR development regarding the composition of ASN at the Medan City BKDPSDM, it is known that the Regional Personnel and Human Resources Development Agency of Medan City has quite ideal human resources. Because all civil servants have a minimum high school diploma or equivalent. The majority of civil servants have a bachelor's degree (S-1) as much as 61%. In addition, it is also possible for existing employees to apply for a study permit which can improve employee abilities. This potential is sufficient capital for the development of civil servants' competencies to contribute to the implementation of SIMPEG policies.

To examine the factors of infrastructure resources, an interview was conducted with Mr. Hendra Ridho as the head of procurement and personnel data. Based on the interview, it is known that BKDPSDM owns 82 computers, 30 laptops, and 5 notebooks. In addition, the Medan City BKDPSDM also has 25 printers and scanners. BKDPSDM also provides a Local Area Network (LAN) internet network of 200 units with 5 servers and 4 routers. In addition,

there are other facilities and infrastructure that cannot be mentioned one by one. Mr. Hendra Ridho emphasized that with the facilities and infrastructure owned, of course it was able to meet the needs of the BKDPSDM to perform well if examined from these factors. These facilities and infrastructure are also able to support employees to use SIMPEG facilities more.

Based on the interviews conducted with Mr. Sultan, Mr. Hendra and Mr. Ardian, it can be concluded that the indicators of human resources and infrastructure at the Medan City BKDPSDM have been fulfilled properly. This can be proven by referring to employee data and infrastructure data owned by the Medan City BKDPSDM.

4.4. Implementor Institution Character

Disposition is also one of the factors that determine the success of SIMPEG implementation at the Medan City BKDPSDM. Disposition is a character or characteristic possessed by someone who implements the policy. Disposition plays an important role in the success of a policy implementation. This is because in carrying out their duties, one must understand and have a good view of the policy.

In this research, disposition is focused on commitment, where commitment is related to the seriousness of implementation, the goals/changes to be achieved, and the changes that have been achieved by the implementers for the implementation of SIMPEG policies to the challenges of change. In the implementation of SIMPEG, employee commitment must be adjusted to the vision and mission of the Medan City BKDPSDM.

It can be seen that the commitment attitude of BKDPPSDM employees seems to be less supportive. Both superiors and subordinates in BKDPSDM should have a good level of commitment, so that each individual can continue to do his or her job happily and without feeling pressured. Based on interviews conducted with an implementing employee, it was felt that there was still pressure on the use of SIMPEG. Employees who feel pressured will find it difficult to work optimally, so it is hoped that all parties at BKDPSDM have a good disposition (attitude) towards the work done to improve the implementation of SIMPEG policies at BKDPSDM Medan City.

4.5. Bureaucracy

This bureaucratic structure explains how the positions, duties, and functions of a system are allocated to each section contained in the Medan City BKDPSDM. This has an impact on the way each section carries out its duties in implementing this SIMPEG policy. When the direction and strategy within the bureaucracy as a whole are determined and the bureaucratic structure has been formed, the thing that needs to be considered is how employees carry out activities or carry out their duties and functions.

There are two main factors contained in the bureaucracy according to Edward, namely fragmentation and standard operating procedures (SOP). In the context of implementing SIMPEG at the Medan City BKDPSDM, the fragmentation or distribution of responsibilities, the bureaucratic structure is the division of tasks and responsibilities to each part of the relevant agencies. Bureaucratic structure is one of the factors that influence policy implementation. The bureaucratic structure explains how positions, tasks, and functions are allocated within the organization. This has a significant impact on the way each division carries out its duties in implementing the SIMPEG policy.

Based on an interview with your Majesty regarding the bureaucracy in SIMPEG, SIMPEG is able to shorten the bureaucracy and make it effective. For example, an employee will immediately process a request or complaint and even a performance report by the superior who handles the section because there is already a data management system in the SIMPEG and it can be concluded that this bureaucratic factor is considered to be running well.

To examine more deeply regarding shortening the bureaucracy, interviews were conducted simultaneously with Mr. Indra (head of mutation and employee welfare) and Mr. Muhammad Hafiz (head of career development), it was emphasized that with this simpeg, it is easier to process employee wishes and more efficient. easy to disseminate information and data about personnel.

Based on the results of the researchers' observations, in implementing the SIMPEG policy at the BKDPSDM Medan, the factors that can encourage the successful implementation of the SIMPEG policy at the BKDPSDM are communication factors, resources including infrastructure and human resources, and bureaucracy.

V. Conclusion

Based on the results of observations and discussions of researchers, it can be drawn some conclusions in this study, namely as follows:

1. The implementation of the SIMPEG Policy in the Regional Personnel and Human Resources Development Agency in Medan City has generally been carried out well. However, it is necessary to develop the SIMPEG where it is hoped that the SIMPEG will be developed with android programming so that employees will get more service convenience.

2. Barriers in the Personnel Management Information System (SIMPEG) at the Regional Personnel and Human Resources Development Agency of Medan City can be seen from 4 aspects, namely communication, resources, character of Implementor Institutions, and bureaucracy. The communication aspect shows that it has been carried out well as evidenced by the lack of even almost no miscommunication in the implementation of SIMPEG to employees at the Medan City BKDPSDM. The resource aspect shows that the facilities and infrastructure in BKDPSDM are quite complete, but there are shortcomings where employees often have to wait for the existing equipment to function optimally. Human resources also show that the human resources owned by the Medan City BKDSDM are also very supportive for SIMPEG to run. For the character aspect of the implementor, it seems that it is still not supportive for SIMPEG to run optimally. Both superiors and subordinates in BKDPSDM should have a good level of commitment, so that each individual can continue to do his or her job happily and without feeling pressured. The bureaucratic aspect shows that this aspect has also been carried out well and is the reason that SIMPEG is very good to be implemented.

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