

The Effectiveness of the e-SPM Application in Monitoring Regional Service Performance at the Directorate General of Regional Development, Ministry of Home Affairs

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Abstract. This study aims to analyze the effectiveness of the e-SPM application in monitoring the performance of regional services at the Directorate General of Regional Development, Ministry of Home Affairs. The e-SPM application was developed as a digital monitoring system to support the implementation of Minimum Service Standards (Standar Pelayanan Minimal/SPM) across regional governments in Indonesia. This study employs a descriptive research design with a qualitative approach to obtain an in-depth understanding of the application's performance, usability, and contribution to administrative effectiveness. Data were collected through interviews, observations, and document analysis involving administrators and members of the SPM team responsible for managing and monitoring regional service data. The results indicate that the e-SPM application is effective in supporting the monitoring of regional service performance at the provincial, district, and city levels. The application has significantly improved the work efficiency of the SPM team by simplifying data input, accelerating reporting processes, and enabling real-time monitoring of SPM achievement across regions in Indonesia. Furthermore, the system quality, information quality, and service quality of the e-SPM application have generally met user needs, particularly in terms of data accuracy, accessibility, and integration. Administrators perceive the application as helpful in decision-making and performance evaluation related to regional service delivery. However, despite its overall effectiveness, the study also identifies several areas that require continuous improvement, including system responsiveness, user interface optimization, and periodic feature updates to accommodate policy changes and increasing data complexity.

Keywords: Application Effectiveness; e-SPM; Minimum Service

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INTRODUCTION

Basic services for citizens are one of the fundamental things that the government must fulfill. In an effort to provide basic services to citizens, the government needs to create a structured flow for fulfilling basic services, so that basic services can be distributed and received well by citizens. Quality services are not only a public right, but also an indicator of the government's success as a leader (Amba et al., 2023)

In Indonesia, efforts to provide basic services for citizens are under the auspices of the Ministry of Home Affairs (Kemendagri), through the Directorate General of Regional Development (Dirjen Bina Bangda). The Directorate General of Regional Development is an implementing element of the Ministry of Home Affairs, one of whose main duties is to foster regional development throughout Indonesia, including the role of fostering and administering basic

services that the government is required to provide to citizens. This fostering can be done through the management and supervision of the achievement of minimum regional services, in order to improve services to the community and enhance regional development (Prasetyo et al., 2024).

In carrying out its duties to foster regional development through the provision of basic services, the Director General of Regional Development and Development implements the Minimum Service Standards (SPM) program policy. SPM itself can be understood as the provisions for the type and quality of minimum services to which all citizens are entitled (Rahmi & Supriati, 2023). The SPM program is also a program designed to guarantee the constitutional rights of the community to receive minimum services from the state (Tantowi, 2019). The implementation of Minimum Service Standards (SPM) is mandated by Law Number 32 of 2004 concerning Regional Government, and the SPM regulations are further explained through Government Regulation Number 65 of 2005 concerning Guidelines for the Preparation and Implementation of Minimum Service Standards. Referring to Law Number 23 of 2014, SPM refers to six basic service matters: education, health, public works and spatial planning, housing and residential areas, public order and public protection (Trantibumlinmas), and social services (Daud & Tjenreng, 2024).

Through these various basic services, SPM has become one of the national strategic programs to support regional development in Indonesia (Apriyanthi et al., 2024). Therefore, it is necessary to accelerate the achievement of SPM in the regions. The program to accelerate SPM achievement in the regions is implemented through four activities. The first activity is regulatory and institutional arrangements for SPM implementation; the second activity is capacity building for local government officials; the third activity is management and utilization of funding sources for SPM; and the final activity is monitoring and evaluation of SPM.

In the mainstreaming of MSS in the 2020-2024 National Medium-Term Development Plan (RPJMN), MSS was designated a national priority activity. Therefore, its implementation requires thorough preparation from the government to ensure service quality and meet standards (Indrawan, 2023). The central government needs to prepare human resources, funding sources, and a system that can accommodate the flow of reporting of regional minimum services, so that reporting of minimum services can run well and in accordance with established regulations. In terms of the system to accommodate the SPM reporting process, the Director General of Regional Development has prepared a web-based application called e-SPM, the e-SPM application is an application used to store and process minimum service report data that has

been inputted by the region, which will later be used to assess and monitor regional performance in fulfilling minimum services.

Initially, SPM reporting by regions was still carried out conventionally, with regional leaders or representatives coming to the Directorate General of Regional Development Planning, bringing documents containing data on the achievement of minimum service fulfillment in hard file form, which contained achievements ranging from education, health, public works and spatial planning, housing and residential areas, public order and community protection (Trantibumlinmas), and social affairs. This method was considered very inefficient and required considerable costs for printing documents and transportation in submitting the documents. Then the development of minimum achievement reporting began to shift to using Google Drive storage, where regions could upload the results of minimum service fulfillment achievements through Google Drive storage, which had been provided by the Directorate General of Regional Development Planning.

Along with the development and advancement of technology in Indonesia, the reporting system using Google Drive was deemed inefficient because the data uploaded to Google Drive would accumulate over time, and the data could not be processed directly. Therefore, a better system was needed. A web-based application was created, which became the forerunner of the e-SPM application. Currently, it is used as an application that accommodates reporting on minimum service fulfillment, which is reported to the Ministry of Home Affairs on a quarterly basis. The legal basis governing the e-SPM application refers to Article 23 of Regulation of the Minister of Home Affairs No. 59 of 2021, which states that reports on the implementation of SPM are reported periodically to the Minister of Home Affairs through an application on a quarterly basis, the application in question is then called e-SPM. The presence of the e-SPM application also forms a form of e-government implementation, which aims to increase government accountability, bureaucratic efficiency, and also minimize administrative costs (Tasyah et al., 2021). After the presence of the e-SPM application, SPM reporting is carried out through inputting data on minimum service achievement by regions, both at the provincial and district/city levels. The reported achievement data will then be published by involving the SPM implementation team at the central level, the final results of the minimum service achievement data reported by regional governments at the provincial and district/city levels, will be the basis for the central government, namely the Ministry of Home Affairs through the Director General of Regional Development to assess and award SPM Awards to the best performing provinces, districts, and cities.

The process of assessing and monitoring minimum services is very important so that the central government can identify problems and obstacles experienced by the regions, and can

immediately take action to overcome these problems or obstacles (Lase & Lase, 2024). Monitoring the implementation of Minimum Service Standards (SPM) aims to determine the implementation of Minimum Service Standards (SPM) in the regions, as well as to determine and assess the performance of local governments in fulfilling basic services to the community. Therefore, the Director General of Regional Development Planning (Bina Bangda) strives to always monitor regional minimum service standards through the e-SPM application. With this monitoring, the Director General of Regional Development Planning (Bina Bangda) can conduct evaluations for improvements in the minimum service reporting period in the following quarter. The e-SPM application plays a significant role in assisting the central government in monitoring and assessing SPM achievements in a real-time and organized manner. Furthermore, the data in the e-SPM application can help the government formulate policies or make decisions that are useful for improving services to the community (Hidayati & Lazuardi, 2024). However, in its implementation, the use of the e-SPM application also faces several challenges that can hinder reporting of minimum services by regions.

The first challenge is the uneven and inadequate technological infrastructure, especially in the 3T (Underdeveloped, Frontier, and Outermost) areas in Indonesia. This can hinder reporting of minimum service achievements and hinder the overall use of the e-SPM application (Zubaedah & Putri, 2024). The second challenge is the lack of technical training in using the e-SPM application, which results in there still being technical errors in reporting minimal services via the e-SPM application (Manguntara et al., 2023). The third challenge is that there is still a lack of coordination and awareness among several regional governments regarding the importance of reporting minimum services, so that the data and information contained in the e-SPM application are not yet well integrated, which will also hamper the regional monitoring and evaluation process (Suci Ramadhani et al., 2023). These challenges arise in the implementation of SPM reporting through the e-SPM application, so that continuous improvements are needed so that the e-SPM application can be used and its benefits felt by all regions in Indonesia, and the process of fulfilling minimum services to citizens can run optimally.

Examining the effectiveness of the e-SPM application is crucial for three reasons. First, the e-SPM application plays a crucial role in improving the efficiency of minimum service reporting by regions. With the e-SPM application, the minimum service reporting process becomes more practical. Second, the e-SPM application can improve transparency and accountability of local governments. By having minimum service reporting on the e-SPM application accessible to the public, it indirectly demands that the government be transparent and carry out its responsibilities

in providing minimum services to the public as well as possible. Third, the e-SPM application helps the central government, especially the Ministry of Home Affairs through the Director General of Regional Development, to monitor and evaluate regions with low SPM achievements and also helps identify problems or obstacles. Data-based monitoring and evaluation in the e-SPM application is crucial because the assessment is objective and accurate.

Several previous studies have been conducted on SPM, including those discussing e-SPM. First, a study examining factors influencing the quality of SPM reports found that human resource competency, information technology, and organizational commitment influence the quality of SPM reports (Zulhaninta & Ardhiariska, 2022). The two studies that examined the development of SPM in the public housing sector, the results of this study found that the guidelines provided by the Director General of Regional Development to support the implementation of SPM in the public housing sector focused on strengthening the capacity of local governments through regulation, facilitation, and supervision (Aziz et al., 2024). The three studies that examined the strategy for optimizing the achievement of SPM in the field of public works and spatial planning, the results of this study found that in optimizing the achievement of SPM there were several obstacles, and there were also improvement efforts, so that the optimization of the achievement of SPM in the field of public works and spatial planning could be implemented well (Kemal & Marlina, 2025).

From several studies, the research on the effectiveness of the E-SPM application in monitoring the performance of regional services at the Directorate General of Regional Development, Ministry of Home Affairs contains several novelties, namely: 1) Analysis of the effectiveness of the use of the e-SPM application from the perspective of the Director General of Regional Development, who is the administrator in the use of the e-SPM application; 2) There has never been a previous study that specifically examines the effectiveness of the E-SPM application in monitoring the performance of regional services. The novelties in this study can be useful for knowing about the effectiveness of the use of the e-SPM application, and can provide objective input as an evaluation for improving the e-SPM application in the future.

METHODS

This study uses a qualitative approach with a descriptive research type, which aims to describe and understand in depth how effective the e-SPM application is in monitoring the performance of regional services in the Directorate General of Regional Development of the Ministry of Home Affairs, based on the experiences and perceptions of its users. Descriptive qualitative research itself is a method that focuses on describing phenomena as they are, by exploring meaning from the perspective of the research subject. The data collection technique

used is in-depth interviews, conducted with informants who have direct involvement in the use of the e-SPM application. This study is based on the theory of information system success developed by DeLone and McLean (2003), which includes six main indicators, namely: system quality (including system reliability, ease of use, and response time); information quality (reviewed from the aspects of data accuracy, information relevance, completeness, and timeliness); service quality (reviewed from the context of responsiveness, and assurance); usage (reviewed from the level of application utilization in operational activities or known as access frequency, and duration of use); user satisfaction (user perception of the experience in using the application or system, and assessing the adequacy of the application); Net benefits (positive impacts of the application including time and cost efficiencies, and improved performance). The collected data will be analyzed teamwise to identify patterns, categories, and relationships between variables from the six indicators above. This analysis is conducted in accordance with the principles of a qualitative approach that emphasizes the interpretation of meaning based on the informant's perspective (Creswell & Cheryl N. Poth, 2018)..

RESULTS AND DISCUSSION

Based on the results of research that has been conducted with various data collection techniques, including direct observation of the use of the e-SPM application related to the research focus on the effectiveness of the E-SPM application in monitoring the performance of regional services at the Directorate General of Regional Development, Ministry of Home Affairs, interviews with e-SPM application administrators at the central level, as well as with literature studies of various documents and data originating from open sources, the following analysis was produced:

A. General Overview of the e-SPM Application

The e-SPM application is a web-based system developed by the Directorate General of Regional Development to facilitate quarterly reporting and monitoring of Minimum Service Standards (SPM) at the provincial and district/city levels throughout Indonesia. The application serves as an integrated national platform that enables regional governments to submit SPM achievement data, which are then validated and monitored by the central SPM team.

The e-SPM application also functions as a transparency tool, allowing public access to aggregated SPM achievement data by sector and region. Moreover, the application provides the central government with a reliable basis for evaluating regional performance and determining recipients of the annual SPM Awards. Through this system, monitoring and evaluation processes that were previously manual and fragmented have become more systematic and centralized.



Figure 1. Main dashboard display of the e-SPM application

Source: <https://spm.bangda.kemendagri.go.id/>

The figure 1 is a display of the main dashboard of the e-SPM application which can be accessed by the public via the web address <https://spm.bangda.kemendagri.go.id>. The dashboard display shows six main menus: home, news, legal basis, publications, login, and guidebook. Each menu on the main dashboard has its own function and use. The home menu, as seen in the image, contains information about the types of services in six areas of Minimum Service Standards (SPM), which include: education; health; public works; public housing; public order and public protection (Trantibumlinmas); and social services

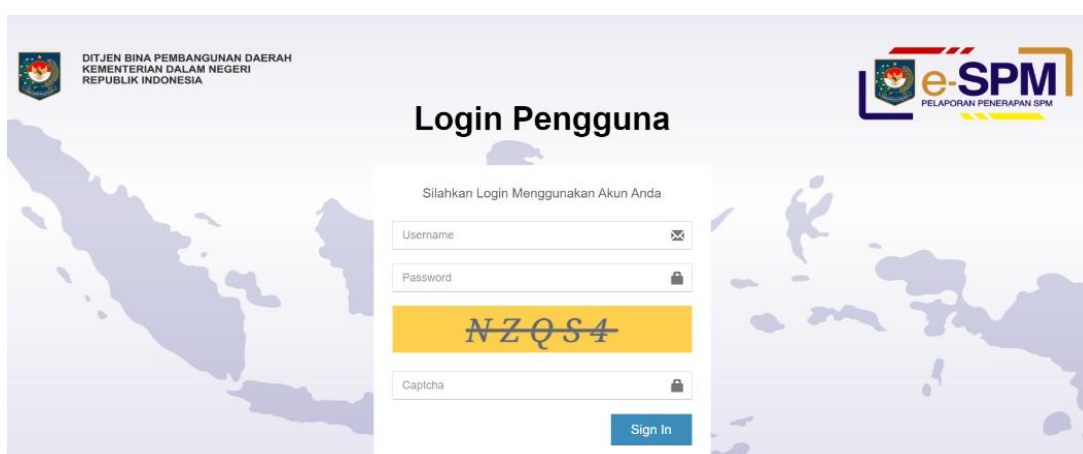


Figure 2 Login display on the e-SPM application

Source : <https://spm.bangda.kemendagri.go.id/>

Figure 2 shows the login screen for the e-SPM application. Regions can log in using a username ID in the form of a region code and a password that has been shared by the central SPM team with their respective regional government administration bureaus/sections (tapem pemda). After logging in, the regions can use the following menus: discussion forum; SPM implementation input; SPM implementation team decree; SPM implementation stage input format; and SPM implementation action plan. The central SPM implementation team can log in as an administrator. The guidebook menu contains a guidebook for reporting via e-SPM and guidelines for assistance and supervision of SPM implementation in the Public Works sector.

B. Analysis of the effectiveness of the e-SPM application

The analysis of the effectiveness of the e-SPM application focuses on observing the internal users of the e-SPM application, namely the response from the central SPM team who are the administrators of the e-SPM application, in using the e-SPM application to monitor the performance of regional services, based on the theory of information system effectiveness developed by DeLone and McLean (2003), which assesses the effectiveness of the application with six main indicators, namely which includes six main indicators, namely: system quality (including system reliability, ease of use, and response time); information quality (reviewed from the aspects of data accuracy, information relevance, completeness, and timeliness); service quality (reviewed from the context of responsiveness, and assurance); usage (reviewed from the level of application utilization in operational activities or known as access frequency, and duration of use); user satisfaction (user perception of the experience in using the application or system, and assessing the adequacy of the application); net benefits (positive impacts of the application including time and cost efficiency, and increased performance).

1. System Quality

System quality refers to the technical performance of the e-SPM application, which influences users' perceptions and the success of system implementation. This indicator evaluates system reliability, ease of use, and response time.

a) System reliability

Based on interview results, the e-SPM application demonstrates good reliability and system stability. It is able to consistently support SPM reporting from 547 regions across Indonesia. System disruptions are minimal and generally caused by external factors such as network issues or power outages. Internal system problems are monitored and resolved by the SPM secretariat team within 1–2 days. Ongoing system development and the integration of user feedback indicate continuous improvement in system reliability.

b) Ease of use

The e-SPM application is considered user-friendly, supported by a clear interface, structured menus, and appropriate color composition. Although data entry requires technical understanding, this does not pose a significant barrier for administrators with relevant experience. Several improvements are suggested, including enhancing server–database connectivity and simplifying indicator descriptions to improve usability.

c) Response time

The response time of the e-SPM application is generally fast and operates effectively under normal conditions. System delays occasionally occur during maintenance periods or peak reporting times due to high access traffic and network instability. However, overall system performance remains stable, indicating adequate server capacity and optimized system design.

2. Information Quality

Information quality refers to the ability of the e-SPM application to produce accurate, relevant, complete, and timely information to support user activities and decision-making.

a) Data accuracy

The e-SPM application is supported by an adequate data validation system through the attachment of supporting documents submitted by regions, ensuring data accuracy and accountability. Although minor issues such as calculation errors, typographical mistakes, and missing links were identified, these were promptly addressed by the SPM secretariat team. This indicates that the system has a reliable validation mechanism, although routine checks remain necessary.

b) Relevance of information

Information generated by the e-SPM application is considered highly relevant to the needs of the central SPM team, particularly for national SPM recapitulation and monitoring. The data produced are also utilized by various ministries, institutions, and NGOs as supporting information for policy formulation, monitoring, evaluation, and decision-making, including the determination of recipients of the SPM Awards since 2023.

c) Completeness

The menus, data, and information available in the e-SPM application are sufficiently complete to meet national and regional SPM data requirements. This completeness supports comprehensive understanding of SPM implementation across regions, although continuous development is still needed to accommodate more detailed technical analysis.

d) Punctuality

The e-SPM application provides real-time data updates, where reported data are immediately recorded with timestamps. This ensures that the information presented is current and up to date.

3. Quality of Service

Service quality reflects the responsiveness of the system provider and IT support team in assisting users and resolving technical issues in the e-SPM application.

a) Responsiveness

The IT team responsible for the e-SPM application demonstrates a high level of responsiveness in handling connectivity issues, access problems, and technical inquiries. Reported issues are promptly addressed through multiple communication channels, including direct contact with the central SPM team, national WhatsApp groups, and the in-application chat feature. This indicates effective and efficient technical support.

b) Guarantee

Data security in the e-SPM application is considered reliable, supported by firewall protection and a security system managed by the Directorate General of Regional Development, ensuring the safety and integrity of stored data.

4. Usage

The usage indicator assesses the intensity of user interaction with the e-SPM application, reflecting the extent to which the system is utilized in daily work activities.

a) Access frequency

The e-SPM application is accessed frequently by administrators, the central SPM secretariat, and regional governments as part of routine monitoring, assistance, and reporting activities. On average, regional users access the application approximately fifty times per month, with significantly higher access during quarterly reporting periods.

b) Duration of use

The duration of e-SPM application use is considered efficient, as the central SPM team requires approximately five to nine days each quarter to complete national data recapitulation and analysis, despite the large scale of data involved.

5. User Satisfaction

The user satisfaction indicator reflects users' overall evaluation of their experience in using the e-SPM application and the extent to which the system meets their needs and expectations. Based on the findings, the e-SPM application has adequately met the expectations of the central SPM team as administrators. The application supports more effective and efficient work

processes, particularly in the recapitulation of national SPM data, by providing measurable and well-structured regional performance information. As a result, users expressed general satisfaction with the available features, menus, and ease of use of the e-SPM application.

6. Net Benefits

The net benefits indicator measures the perceived advantages and added value gained by users after utilizing the information system, as well as its contribution to organizational performance.

a) Time and cost efficiency

The e-SPM application improves efficiency in both time and operational costs by automating data processing and eliminating manual data recapitulation. It also reduces expenses related to printing and document delivery, as regional SPM reports are submitted digitally.

b) Performance improvement

The e-SPM application contributes positively to the performance of the central SPM team by enabling faster, more systematic, and accurate processing of regional SPM achievement data. This supports higher productivity and more effective monitoring of SPM implementation at the national level.

CONCLUSION

Based on the description above, it can be concluded that the e-SPM application has been effective in monitoring the performance of regional services in the Directorate General of Regional Development, Ministry of Home Affairs. The e-SPM application has been proven to be effective in increasing the work efficiency of the central SPM team, which also acts as an administrator, to monitor regions throughout Indonesia, both at the provincial, district, and city levels, in reporting the achievements of their respective regional SPM. Through the e-SPM application, report data from the regions can be more easily summarized and processed, to then be useful as a database and become a consideration in decision-making by Ministries or institutions related to the SPM field. Data in the e-SPM application is also used to determine the regions with the best performance, and become regions that are entitled to receive awards at the prestigious SPM Awards event. The quality of the system, information quality, and service quality in the e-SPM application have been quite successful in meeting the needs of administrators in processing data and monitoring the implementation of SPM throughout Indonesia. The use of the e-SPM application shows a fairly high frequency of access, which can be an indication that this application is useful for its users, the e-SPM application provides real benefits ranging from work time efficiency to operational cost efficiency, thus the e-SPM application is considered quite

satisfying for users starting from the menu, data, and information presented. However, the e-SPM application still requires periodic development so that it can adapt to the needs of the organization and help the central SPM team improve monitoring across the regions, ensuring the implementation of SPM in the regions is carried out optimally.

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