


Organizational Performance in Electronic-Based Public Services at the Class II Baubau Harbor Master and Port Authority Office

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Article Info	ABSTRACT
Keywords: Performance, Organization, Public Services and Electronic Based	This study aims to describe organizational performance including Quality, Quantity, Timeliness, Effectiveness, Independence and Work Commitment and describe electronic-based public services including SPBE Objectives, Non-Corruption SPBE, SPBE Costs and Time, SPBE Scope, SPBE Mandatory and SPBE Principles. This study uses a qualitative descriptive design that collects data by means of observation, interviews with informants. The data is tabulated as needed and then the data is analyzed qualitatively descriptively including data reduction, data presentation and drawing conclusions so that it can produce an understanding and is proven by data analysis techniques and the validity of the data findings. The results of this study indicate that to see Organizational Performance at the Baubau Class II Harbormaster and Port Authority Office according to Robbins (2006) in Sebayang (2017) is formed from six Indicators, namely: a) Quality of work; b). Quantity of work; c). Timeliness; d). Effectiveness; f). Commitment. to maintain membership and electronic-based public services at the Baubau Class II Harbormaster and Port Authority Office according to Presidential Regulation (Perpres) Number 95 of 2018 including: a). SPBE objectives; b). Non-corruption of SPBE; c). SPBE costs and time; d). SPBE scope; e). SPBE mandatory; f). SPBE principles. Suggesting for further research to be improved by completing administrative documents and always conducting socialization and implementation of policies, and continuing to monitor and evaluate SPBE for service users.
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INTRODUCTION

Indonesia is an archipelagic country consisting of a group of islands, from Sabang to Merauke stretching and interconnected, the means of connecting between islands are such as air transportation, land transportation and also sea, of course this must be maximized especially sea transportation considering that most of Indonesia's territory is dominated by the sea, and waters are important and very strategic for international trade flows. Based on the policy of Law Number 17 of 2008 concerning Shipping, Shipping is a unified system consisting of transportation in waters, ports, safety and security, and protection of the maritime environment. In the past, many complaints were submitted by the public about the

poor service process provided, but along with advances in information technology, institutions or agencies have begun to overhaul the work system in order to improve the quality of service to the public by utilizing advances in information technology. This is expected to provide convenience in providing public services (Bambang Suprianto (2023:124)). The Indonesian government also supports the implementation of e-government by issuing a policy in the form of Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning SPBE. According to the Presidential Regulation, SPBE is implemented with the aim of creating clean, effective, transparent and accountable governance as well as quality and reliable public services (Febrian Arga Wahyudi, (2024:2)).

According to Presidential Regulation Number 95 of 2018 concerning the e-government system and the Minister of Transportation Regulation Number 34 of 2012 concerning the organization and work procedures of the main Harbor Master's office when associated with the development of Information and Communication Technology (ICT), especially the internet, which is rapidly changing the organizational paradigm, influencing, and even changing the business activities of an organization. Public Service is one of the main tasks of the government in providing services to the community, the provision of public services is an effort to fulfill the needs of service recipients, in implementing statutory provisions. Increasing efficient and effective public services will support the achievement of financing efficiency, meaning that when public services provided by service providers to the parties served run in accordance with the actual mechanisms and procedures and are not complicated, it will reduce the burden or costs for the service provider and also the service recipient. This information advancement is useful in improving performance and enabling various activities to be carried out quickly, precisely, and accurately, so that it can ultimately increase productivity (Fajar Romadhon (2022:21)).

Based on Government Regulation of the Republic of Indonesia Number 96 of 2012 concerning the implementation of Law Number 25 of 2009 concerning Public Services. According to the law and regulations, public services are activities or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. The completion of ship documents using an online system still has administrative errors that must be resolved, such as the Inaportnet system which still requires additional applications so that there needs to be a commitment between related agencies and shipping companies. Changes in document completion procedures using an online system that should not have face-to-face contact between service users and the licensing party actually have an impact on the slowness of the licensing granted (Saifudin, 2009). This can be seen, among other things, from complaints and grievances from the public and business actors, both through readers' letters and other complaint media, for example through social media, which are complained about regarding complicated service work procedures and mechanisms due to the absence of Standard Operating Procedures (SOP) for each type of public service, not yet transparent, not informative enough, not accommodating enough, and limited facilities, means, and infrastructure so as not to guarantee certainty of time and costs (Ni Putu Tirka Widanti (2022:73)).

For example, the implementation of the ship permit process can change depending on whether using an online system or an Inaportnet system, but the latter is still limited by a weak internet connection. The number of documents that must be adjusted in size, the certification process is still manual, frequent delays, and the long waiting time for cargo in the warehouse are factors that cause the clearance process at the Port.

Then it was explained by several previous researchers based on the results of research and analysis from Rizqi Aini Rakhman et al. In 2021, it can be concluded that the implementation of the Inaportnet ship berthing system is very helpful and plays an important role for users, especially PT. Global Logistic Agency in the process of serving ship berthing at the port, because it can save time, energy, demurrage, and is more efficient and in its implementation, the use of the Inaportnet system still found several obstacles including: the system is down/error, so the ship berthing service process is carried out manually or conventionally and in the research of Eka Prastyo M et al. In 2022, using the Van Horn Van Meter policy implementation model where there are six aspects that are interrelated and influence each other in the success of policy implementation.

Researchers refer to Presidential Regulation No. 95 of 2018 concerning SPBE. Where the Presidential Regulation emphasizes the principles of integrated, unified, comprehensive, and sustainable SPBE development. These principles are none other than the basis and main prerequisites in carrying out the transformation towards Digital Government in Indonesia (Ilham Hadi (2024:643)). The same is true in Baubau City and its surroundings in the management of electronic public services such as during the management of public services, for example, First in the management of Small e-Pas at the Baubau Class II Harbormaster and Port Authority Office which is the mandate of the president in the digitalization era to reach the lower classes, fishermen and sailors of ships of type GT.7 and below, the benefits of holding a small e-Pas CARD for ships (<GT.7) are: (1). is a ship document and ship owner data, like the BPKB on a motor vehicle; (2). As a requirement for sailors to obtain subsidized fuel; (3). Can be a Tap Cash (electronic CARD) in terms of payment of state revenues MPN for PNPB types at the Directorate General of Sea Transportation.; (4). Free and no fees charged.

However, in the process of electronic-based public service in the management of the Baubau Class II Harbor Master and Port Authority Office as a territorial area has the authority to develop and improve the organization, through the competence and experience of its human resources. Thus it is clear that there is a significant relationship between employee performance and the work performance demonstrated by the Human Resources of the Baubau Class II Harbor Master and Port Authority Office. Although the reality in the field shows that the performance of existing employees is not optimal. This condition is due to several reasons, including: (1) The role of the Head of the Baubau Class II Harbor Master and Port Authority Office which is not optimal so that it affects the optimization of employee performance where the number of employees is still very lacking both in terms of their inadequate education level, (2) Lack of good coordination internally (Coordination between sections) and externally (coordination with related agencies) so that it affects employee performance, (3) Lack of harmonization between employees in carrying out their

work, so that it affects employee performance, and (4) There are no awards and sanctions for employees who commit deviations in carrying out their duties, so that it affects performance. Based on the various problems above, the objectives of this study can be formulated as follows: Describing organizational performance including Quality, Quantity, Timeliness, Effectiveness, Independence and Work Commitment. Describing electronic-based public services including SPBE Objectives, SPBE Non-Corruption, SPBE Costs and Time, SPBE Scope, SPBE Mandatory and SPBE Principles.

METHOD

The design of this research is descriptive research by applying a qualitative approach used to obtain a systematic, factual, actual, and precise picture of Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office. According to Moleang (2014), this descriptive-analytical approach is a research conducted by collecting data and information in accordance with actual conditions and analyzed to obtain a picture and policy formulation regarding existing problems.

This study uses two data sources, namely as follows:

- a. Primary data is a data source that directly provides data to data collectors (Sugiyono: 2016: 225).
- b. Secondary data, Secondary data sources are used to support information obtained from primary data sources, namely from library materials, literature, previous research, books, activity reports and so on. (Sugiyono 2016)

Data Collection Techniques according to Sugiyono 2009 in (Mardawani 2020) that data collection can be obtained from the results of observations, interviews, documentation, and combinations or triangulation. Through this study, researchers use data collection techniques by means of observation, interviews, and documentation. The procedure for analyzing qualitative data, according to Miles and Huberman in Sugiyono, (2011:334) is as follows:

1. Data reduction means explaining, choosing the main things, focusing on the important things, looking for themes and patterns. Thus, the reduced data will provide a clearer picture.
2. Data presentation, namely after the data is reduced, the next step is to display the data. In qualitative research, data presentation can be done in the form of brief descriptions, charts, relationships between categories, flowcharts and the like using narrative text.
3. Drawing conclusions or verification, namely the initial conclusions put forward are still temporary, and will change if no strong supporting evidence is found at the next stage of data collection.

RESEARCH RESULTS AND DISCUSSION

Organizational Performance in Electronic-Based Public Services at the Class II Baubau Harbor Master and Port Authority Office

a. Organizational Performance

Organizational Performance according to Robbins (2006) in Sebayang (2017) is formed from six indicators, namely:

1) Quality

Quality is the level/degree of good or bad/degree of something. Quality is stated as a measure that can be matched with numbers. Work quality is one of the elements evaluated in assessing employee performance, behavior such as dedication, loyalty, leadership, honesty, cooperation, loyalty and employee participation.

From the results of the researcher's observations, it can be concluded that the Quality of Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbor Master and Port Authority Office is that our Section staff have good integrity and responsibility and work and are responsible according to the time specified and for employees on the SHSK staff according to their educational classification and expertise such as me in the field of Shipworthiness according to my field of education.

2) Quantity

Quantity is any form of unit of measurement related to the amount of work results and is expressed in numerical measurements or can be matched with numbers. This can be seen from the results of employee work in the use of certain time and speed in completing tasks and responsibilities.

From the results of the researcher's observations, it can be concluded that the Quantity in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbor Master and Port Authority Office is the Number of Works assigned to the person concerned in addition to Harbor Master Administration, Supervision of State Ship Patrols in accordance with TUPOKSI (main tasks and functions) is to assist the activities of the Finance/Treasurer section, and of course the hope is very good and on time and completed according to target and on time.

3) Punctuality

Timeliness is whether or not it is in accordance with the planned time. The level of an activity that is completed at the desired initial time, seen from the perspective of coordination with output results and maximizing the time available for other activities. From the results of the researcher's observations, it can be concluded that Punctuality in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbor Master and Port Authority Office is Communication between Staff and direct superiors in working and paying attention to the regulatory basis in completing tasks and work and Communication and Synchronization between Work convenience, workload, by paying attention to the applicable regulatory basis for completing tasks and work.

4) Effectiveness

Effectiveness is the extent to which a program's efforts as a system with certain resources and means are used to meet its goals and objectives without forgetting the means and resources and without putting unreasonable pressure on its implementation.

From the results of the researcher's observations, it can be concluded that the Effectiveness of Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbor Master and Port Authority Office is that if the Manpower in our section is sufficient, while if the money in us is no longer Gratuities, then Technology, automatically (the era is digital and modern). If our raw materials are not in the work of Producers who produce from raw materials to finished materials, we are in the Sea Transportation Services sector, namely the realm of Public Services and must be in accordance with the provisions and based on the abilities of each employee in terms of budget, we do not charge a fee, aka free.

5) Independence

Independence is an attitude that allows a person to act freely, do something on their own initiative and for their own needs without help from others, or think and act originally/creatively, full of initiative, able to influence the environment, have self-confidence and obtain satisfaction from their efforts.

From the results of the researcher's observations, it can be concluded that Independence in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbor Master and Port Authority Office is by paying attention to the basic Regulations/regulations of the Minister of Transportation Decree/Minister of Transportation Regulation. which are in accordance with the relevant TUPOKSI so that the completion of work can be carried out on time and Adjusted according to working hours and if there are service users/third parties who need it outside working hours, we will still serve wholeheartedly and on time.

6) Work Commitment

Work commitment is the ability of an employee or member of an organization to maintain a value in an effort to achieve the organization's goals in general. From the results of the researcher's observations, it can be concluded that Work Commitment in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbor Master and Port Authority Office is that for our staff, every job carried out is always based on applicable regulations as the basis for completing the work and is also accompanied by instructions and directions from superiors/leaders and works in accordance with the provisions of instructions and directions from leaders and always participates directly in checking in the field together.

b. Electronic Based Public Services

Electronic-based public services according to Presidential Regulation (Perpres) Number 95 of 2018 include:

1) Purpose of SPBE

SPBE aims to improve the efficiency, effectiveness, transparency and accountability of work processes. From the results of the researcher's observations, it was concluded that the purpose of SPBE in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office is to provide transparent services, namely all applications through the e-certification application or starting from the beginning of the application to completion and payment of PNBPN through the application to create efficient, effective and accountable public services and to provide transparent and technology-based services.

2) Non Corruption SPBE

SPBE can minimize the possibility of corrupt practices in government services. From the results of the researcher's observations, it can be concluded that SPBE's Non-Corruption in Organizational Performance in Electronic-Based Public Services at the Class II Baubau Harbor Master and Port Authority Office is to prepare a Banner accompanied by a Complaint Telephone Number and Service Information and to provide an appeal to employees not to continue to provide Gratuities to Service Users.

3) SPBE Costs and Time

SPBE can cut costs and time. For that, more details will be explained through the results of the informant interviews below. From the results of the researcher's observations, it can be concluded that the Cost and Time of SPBE in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office, namely the Implementation of an Electronic Service System at the Baubau Class II Harbormaster and Port Authority Office, has been and has long been done through the e-INAPORTNET and e-Pass Kecil digital applications so that Distance and Time access have been reduced and Service Users can provide data and enter Company/Agency Information without limits, distance and time and for Costs in accordance with the applicable regulations of PNBPN Tariffs set by the Minister of Transportation.

4) Scope of SPBE

The scope of SPBE services includes services to government agencies, state civil apparatus, business actors, the community, and other parties. From the results of the researcher's observations, it can be concluded that the Scope of SPBE in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office is Coordinating and Synergizing based on existing Norms and Regulations. For example, in the NATARU Sea Transportation Post, we must Collaborate, Coordinate, and Synergize in terms of Supervision, Embarkation and Disembarkation Services.

5) Mandatory SPBE

Every government agency is required to use SPBE in every activity related to the implementation of government. From the results of the researcher's observations, it can be concluded that the SPBE Mandatory in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office is the Digitalization of Small Pass Services for Fishing Vessels GT.7

and below and other required certificates and the Digitalization of e-INAPORTNET Services makes it easier for Service Users in terms of Ship Activity Services.

6) SPBE Principles

The principles of SPBE are integration, continuity, interoperability, and security. From the results of the researcher's observations, it can be concluded that the SPBE Principle in Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office is Coordinating and Synergizing between Government Agencies and Improving Regulations in this case the Directorate General of Sea Transportation, Ministry of Transportation is not arbitrary in issuing the documents in question if the service user does not fulfill the requirements according to the applicable provisions and Regulations.

Research Discussion

Organizational Performance

To see the organizational performance at the Class II Baubau Harbor Master and Port Authority Office according to Robbins (2006) in Sebayang (2017) it is formed from six indicators, namely:

a. Quality

The quality of work at the Baubau Class II Harbor Master and Port Authority Office is measured from the Employee's perception of the quality of work produced and the perfection of the task towards the Employee's skills and abilities. Based on the results of the researcher's observations in the field, it was found that the Person concerned (Staff) has good integrity and responsibility, so that the assigned workload can be completed according to the specified time. The work at the KSOP Office is in accordance with the basic work and after participating in Ship Measurement Education and Training that is in accordance with the basic and qualifications needed. In accordance with the research of the researcher, in line with the research conducted by Musdalifah Haz et al. (2020) entitled Employee Performance at the Office of the Harbor Master and Class II Port Authority of Biak, it explains that the quality of existing employees is not good enough, because the service process carried out to those in need does not match the expected results in this case the specified time. The explanation above, it can be concluded that the things that need to be considered in determining performance indicators, namely specific and clear; measurable objectively both qualitatively and quantitatively; can show the achievement of output results, benefits, and impacts; must be flexible enough and sensitive to change; effective, namely data can be collected, processed and analyzed efficiently and effectively.

b. Quantity

The quantity of work at the Class II Baubau Harbor Master and Port Authority Office is measured by the amount produced, expressed in terms such as the number of units, the number of activity cycles completed. Based on the results of the researcher's observations in the field, it was found that the amount of work assigned was in accordance with the TUSI (duties and functions) and the amount of work was in

accordance with the targets set in the SKP for each employee according to the expected targets.

In accordance with the research of the researcher, in line with the research conducted by Musdalifah Haz, et al. (2020) with the title Employee Performance at the Harbor Master's Office and Class II Biak Port Authority, it explains that the quantity of employee performance at the Harbor Master's office is not optimal, this can be seen from the results of employee performance that does not match the number of existing employees, in addition, the quantity of human resources is inadequate so that the service process that will be carried out is not clearly visible. If we re-analyze that the quantity of work means that employees must try their best to achieve work results that are in accordance with the target. This means that employees must always prepare a strong and healthy body condition; a feeling and emotional condition that is full of enthusiasm; a clear, calm and creative state of mind.

b) Punctuality

The punctuality of work at the Baubau Class II Harbor Master and Port Authority Office is measured from the level of activity completed at the beginning of the stated time, seen from the perspective of coordination with output results and maximizing the time available for other activities. Based on the results of observations by researchers in the field, it was found that first of all, prepare the materials (files/documents) prepared to carry out the ship inspection in accordance with applicable regulations and systems. After that, it is adjusted to the request of the service user, then we process it until it is completed on time and the expected target. Then the work is carried out directly when the task and work are given on time.

In accordance with the research of the researcher, in line with the research conducted by Musdalifah Haz, et al. (2020) with the title Employee Performance at the Harbor Master's Office and Class II Biak Port Authority, it explains that the working hours determined by the Harbor Master's Office are in accordance with the existing law, but the facts in the field found that employee discipline in carrying out their duties on time did not occur, so that the service process carried out did not occur or was even delayed because the existing employees were not on time. Therefore, the working hours that have been determined with employee discipline have not been seen significantly so that the service is not optimal.

c) Effectiveness

The effectiveness of work at the Class II Baubau Harbor Master and Port Authority Office is measured by the level of use of organizational resources (manpower, money, technology, raw materials) which are maximized with the aim of increasing the results of each unit in the use of resources. Based on the results of the researcher's observations in the field, it was found that it was adjusted to the duties and functions of each employee and was based on the budget capabilities that had been set, such as:

- 1) If it's manpower, it's clear that we definitely need each other (extra manpower) because we are more in the field;

- 2) If Money is only the cost for transportation (from the service user) and equipment at the time of ship measurement. the rest is free;
- 3) If our technology uses data processing tools that have been determined by the office (BMN) in Printing Ship Certificates and Documents (e-Small Pass);
- 4) If our Raw Materials have been provided and the need for Blank Forms has been met (used Offline).

In accordance with the researcher's research, in line with the research conducted by Musdalifah Haz, et al. (2020) with the title Employee Performance at the Office of the Harbor Master and Class II Biak Port Authority, it explains that the effectiveness established between employees and service recipients is not optimal, because the form of effectiveness carried out does not experience changes in the office, so that the form of effectiveness that is established between the fields in each office is not established properly because the existing leadership does not provide regular communication and supervision to subordinates in improving the performance of existing employees through cooperation.

d) Independence

Work independence at the Baubau Class II Harbor Master and Port Authority Office is measured by the level of an employee who will later be able to carry out his work function. Work commitment. It is a level where the employee has a work commitment with the agency and employee responsibility towards the office. Based on the results of the researcher's observations in the field, it was found that by paying attention to the basis of the Regulations in accordance with the TUSI of the relevant Employee, the completion of the work can be carried out on time. The work given is in accordance with my DUTIES and FUNCTIONS, namely doing work based on the Application.

In accordance with the research of the researcher, in line with the research conducted by Musdalifah Haz, et al. (2020) with the title Employee Performance at the Office of the Harbor Master and Class II Port Authority of Biak, it explains that one of the principles in management and organization is independence. Independence can be implemented well if there is dialogic communication between managers and subordinates and between all workers who carry out organizational activities with the presence of responses, assumptions or feedback given by the communicant, meaning that the message sent has arrived so that there is more massive and sustainable two-way communication.

e) Work Commitment

Work Commitment at the Class II Baubau Harbor Master and Port Authority Office is measured as a condition where an individual sides with the organization and its goals and desires to maintain membership. Based on the results of the researcher's observations in the field, it was found that for staff, every job carried out is always based on regulations that are the basis for completing the work and are also accompanied by instructions and directions from the leadership because we have targets in each section and our hope is that they can be achieved (e-performance

report) every month and get rewards in the form of performance allowances and work in accordance with TUPOKSI and instructions or directions from the leadership.

In accordance with the research of the researcher, in line with the research conducted by Musdalifah Haz, et al. (2020) with the title Employee Performance at the Office of the Harbor Master and Class II Port Authority of Biak, it explains that the work commitment carried out by each employee in developing the organization has not been maximized where the quality of employee performance is not visible because there is no coordination and communication built by employees both from each existing field and from the leadership. Organizations that succeed in achieving their goals and are able to fulfill their social responsibilities will depend heavily on their leaders. If the leadership is able to carry it out well, it is very likely that the organization will achieve its goals. An organization needs an effective leader who has the ability to influence the behavior of its members. So, a leader or head of an organization will be recognized as a leader if he can influence and direct his subordinates towards achieving organizational goals.

Electronic Based Public Services

Electronic-based public services at the Class II Baubau Harbor Master and Port Authority Office according to Presidential Regulation (Perpres) Number 95 of 2018 include:

a. Purpose of SPBE

SPBE at the Class II Baubau Harbor Master and Port Authority Office aims to improve the efficiency, effectiveness, transparency and accountability of work processes. Based on the results of observations by researchers in the field, it was found that for Public Services, Efficiency has been carried out, namely by utilizing Applications for Services. After that, Effectiveness is by improving HR capabilities, Transparency is by using Social Media to share Information and Accountability is by implementing periodic evaluations and audits. For Public Services, an Integrity Service Survey (SPI), Complaint Telephone Line, Direct Interviews and Questionnaires have been carried out with Service Users or Passengers/Prospective Passengers such as:

- 1) Efficient :In the service we received, the employee immediately processed the files (in accordance with the established regulations) so that they could be implemented as soon as possible.
- 2) Effective :In our services, we use more systems/digitalization so that the delivery of data/processes (companies or individuals requesting) can be accessed and easily searched.
- 3) Transparency: In terms of service, for example, if the inspection is free of charge and pressure, then each person in the public service is safe and under control in public service.
- 4) Accountability: In terms of serving service users, the work assigned to me can be accounted for and the service users get satisfaction.

In accordance with the researcher's research, it is in line with the research conducted by Muhammad Fadillah (2022) entitled Effectiveness of Presidential Regulation Number 95

of 2018 concerning Electronic-Based Government Systems in Pekanbaru City, explaining that SPBE must be implemented with the following objectives:

- 1) Effectiveness is the optimization of the use of resources that support SPBE which is effective according to needs.
- 2) Integration is the integration of resources that support SPBE.
- 3) Continuity is the continuation of SPBE in a planned, gradual and continuous manner in accordance with its development.
- 4) Efficiency is the optimization of the use of resources that support appropriate SPBE.
- 5) Accountability is the clarity of the function and responsibility of SPBE.
- 6) Interoperability is the coordination and collaboration between Business Processes and between electronic systems, in order to exchange data, information, or SPBE Services.
- 7) Security is the confidentiality, integrity, availability, authenticity, and nonrepudiation of the resources that support it.

b. Non Corruption SPBE

SPBE at the Class II Baubau Harbor Master and Port Authority Office can minimize the possibility of corrupt practices in government services. Based on the results of observations by researchers in the field, it was found that Conducting Public Services through applications means that we no longer deal with service users directly, as well as payments also through applications and in accordance with Standard Operating Procedures and conducting Services in accordance with Standard Operating Procedures and existing regulations. Such as:

- 1) There needs to be complete transparency of service information regarding procedures, costs and service times;
- 2) There is supervision through an online system that directly monitors the completion time of services and billing/payment of the PNBP Online system;
- 3) There needs to be awards/rewards for employees with integrity and sanctions/punishment for those who behave corruptly.

In accordance with the researcher's research, it is in line with the research conducted by Muhammad Fadillah (2022) entitled Effectiveness of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems in Pekanbaru City, explaining that what must be done to reduce the occurrence of corruption is to strengthen the management capacity and coordination system for the implementation of SPBE to build an integrated SPBE within and between Central Agencies and Regional Governments.

- 1) To realize an integrated SPBE, Central Agencies and Regional Governments need to make fundamental and sustainable transformation efforts in the management and coordination system of SPBE implementation. The integration of SPBE is aimed at utilizing SPBE resources optimally and preventing duplication of initiatives and budgets in the implementation of SPBE.
- 2) The strategy to achieve strengthening of management capacity and implementation coordination system to build an integrated SPBE within and between Fusat Agencies and Regional Governments is:

- a) Establishing and strengthening SPBE coordination teams in Central Agencies and Regional Governments;
- b) Building the National SPBE Architecture and the Central Agency SPBE Architecture and the Regional Government SPBE Architecture; and
- c) Simplifying integrated business processes within and between Central Agencies and Regional Governments.

c. SPBE costs and times

SPBE at the Class II Baubau Harbor Master and Port Authority Office can cut costs and time. Based on the results of observations by researchers in the field, it was found that the Implementation of the Electronic Service System at the Office of the Harbor Master and Port Authority Class II Baubau has been and has long been done through the e-INAPORTNET digital application, so that access to Distance and Time has been reduced and Service Users can provide data and enter Information (Sea Vessels/Arrivals/Cargo) without limits, distance and time. Implementation of Employees according to their HR by placing an Electronic Service System at the Office of the Harbor Master and Port Authority Class II Baubau so that service users can carry out work without distance and time and can run effectively and efficiently and now it is the Online era so we work electronically so that it reduces the time and cost of issuing Ship documents.

In accordance with the researcher's research, it is in line with the research conducted by Muhammad Fadillah (2022) entitled Effectiveness of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems in Pekanbaru City, explaining that the Costs and Time of Continuous SPBE consist of:

- 1) Improving the quality of SPBE Costs and Time is carried out systematically and continuously to increase the efficiency of SPBE service management and provide satisfaction to SPBE users.
- 2) The strategy to achieve continuous improvement in SPBE Cost and Time quality is:
 - a) Carrying out service integration within and between Central Agencies and Regional Governments; and
 - b) Implementing appropriate and targeted SPBE service management and technology

d. Scope of SPBE

The scope of SPBE services at the Class II Baubau Harbor Master and Port Authority Office includes services to government agencies, state civil servants, business actors, the community, and other parties. Based on the results of observations by researchers in the field, it was found that Collaboration, Coordination, and Synergy are based on existing Norms and Regulations. If there is an incoming request regarding measurement or small e-pas, we collectively coordinate with the Regional Government Transportation Service regarding the inspection of small e-pas where the position of fishing vessels and fishing vessels is > GT7 and below so that coordination with Cross-sectoral can run smoothly.

In accordance with the researcher's research, it is in line with the research conducted by Muhammad Fadillah (2022) entitled Effectiveness of Presidential Regulation Number 95

of 2018 concerning the Electronic-Based Government System in Pekanbaru City, explaining that the Scope of the Electronic-Based Government System (SPBE) consists of:

- 1) The scope of SPBE which is oriented towards SPBE users and opens up space for community participation is carried out to encourage the government to be present in serving the community including remote, outermost, and special needs communities, as well as to involve the community in the preparation of public policies that will provide the greatest possible benefits to the community.
- 2) The strategy to achieve the development of the SPBE Scope that is oriented towards SPBE Users and opens up space for community participation is:
 - a) Ensuring that SPBE users' needs for the SPBE Scope are met; and
 - b) Building a public service and government administration portal.

e. Mandatory SPBE

At the Class II Baubau Harbor Master and Port Authority Office, it is mandatory to use SPBE in all activities related to the implementation of government. Based on the results of the researcher's observations in the field, it was found that Every service provided by the service user is already electronic and digital. For example, archiving Ship Activity Certification and also making requests for ship certificate extensions/ship measurements and others. Services at the Baubau Class II KSOP Office are all electronic. For example, in my current job in terms of calculating Ship Documents through applications and Printing Ship Documents using Electronic Cards or Small e-Pass Cards. So it can be said that the Services at the Baubau Class II KSOP Office are all electronic.

In accordance with the researcher's research, it is in line with the research conducted by Muhammad Fadillah (2022) with the title Effectiveness of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems in Pekanbaru City, which explains that SPBE consists of:

- 1) Government to Citizen (G2C) is a type of government-to-community relationship. This relationship aims to improve the interaction between the government and the community and to make it easier for the community to find various information about the government.
- 2) Government to Business (G2B) is a type of government relationship with business. Because it is very much needed a very good relationship, between the government and the business community and the goal is for the sake of ease of doing business for the community from the business community.
- 3) Government to Government (G2G) is a type of government relationship with other governments. This relationship aims to be able to fulfill various kinds of information needed between one government and another, and to facilitate and also facilitate cooperation between the governments concerned.
- 4) Government to Employees (G2E) is a type of relationship between the government and its employees. This relationship aims for government employees or civil servants to improve the performance and welfare of employees who work in one of the government institutions.

- 5) Government to Non-Profit (G2N) is a type of relationship between the government and Non-Profit Institutions, such as NGOs, Political Parties, and others. This relationship aims to ensure that non-profit institutions can be managed well, so that the goals of these institutions can be realized in accordance with their respective functions and authorities.

f. SPBE Principles

The principles of SPBE at the Class II Baubau Harbor Master and Port Authority Office are integration, continuity, interoperability, and security. Based on the results of observations by researchers in the field, it was found that coordination and synergy between Government Agencies where the role of KSOP Class II Baubau as PORT AUTHORITY coordinates service activities including, Immigration Office (KemenkumHAM), Quarantine (KemenKes; KemenKelautan; and KemenAtan), Customs (Kemenkeu) and Security (TNI and Polri). In terms of Public services, we are based on the basic values of ASN, namely berAkhlak which is an acronym and is oriented towards Accountable, Competent, Harmonious, Loyal, Adaptive and Collaborative Services so as to Improve services based on Electronics.

In accordance with the researcher's research, it is in line with the research conducted by Muhammad Fadillah (2022) entitled Effectiveness of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems in Pekanbaru City, explaining that the principles of comprehensive and integrated SPBE Strengthening consist of:

- 1) Comprehensive SPBE is directed to involve all stakeholders in the formulation and implementation of SPBE which includes macro, meso, and micro SPBE. Central Agencies and Regional Governments in formulating and implementing SPBE policies should coordinate with the National SPBE Coordination Team to create an integrated SPBE.
- 2) The strategies to achieve comprehensive and integrated SPBE strengthening are:
 - a) Improve coordination between Central Agencies, Regional Governments, and the community in the formulation and implementation of SPBE;
 - b) Carrying out harmonization between the National SPBE Coordination Team, leaders of Central Agencies, and regional heads; and
 - c) Conducting a national evaluation of SPBE implementation.

CONCLUSION

To See Organizational Performance at the Baubau Class II Harbormaster and Port Authority Office according to Robbins (2006) in Sebayang (2017) is formed from six Indicators, namely: The quality of work at the Baubau Class II Harbormaster and Port Authority Office is measured from the Employee's perception of the quality of work produced and the perfection of tasks against the Employee's skills and abilities. The quantity of work at the Baubau Class II Harbormaster and Port Authority Office is measured from the amount produced expressed in terms such as the number of units, the number of activity cycles completed. The timeliness of work at the Baubau Class II Harbormaster and Port Authority Office is measured from the level of activity completed at the beginning of the stated time,

seen from the perspective of coordination with output results and maximizing the time available for other activities. The effectiveness of work at the Baubau Class II Harbormaster and Port Authority Office is measured from the level of use of organizational resources (labor, money, technology, raw materials) maximized with the intention of increasing the results of each unit in the use of resources. Work independence at the Baubau Class II Harbormaster and Port Authority Office is measured from the level of an Employee who will later be able to carry out their work functions Work commitment. It is a level where employees have a work commitment with the agency and employee responsibility towards the office. Work Commitment at the Class II Baubau Harbormaster and Port Authority Office is measured as a condition where an individual sides with the organization and its goals and desires to maintain membership. Electronic-based public services at the Class II Baubau Harbormaster and Port Authority Office according to Presidential Regulation (Perpres) Number 95 of 2018 include: SPBE at the Class II Baubau Harbormaster and Port Authority Office aims to improve efficiency, effectiveness, transparency, and accountability of the work process. SPBE at the Class II Baubau Harbormaster and Port Authority Office can minimize the possibility of corrupt practices in government services. SPBE at the Class II Baubau Harbormaster and Port Authority Office can cut costs and time. The scope of SPBE services at the Class II Baubau Harbormaster and Port Authority Office includes services to government agencies, state civil servants, business actors, the community, and other parties. The Class II Baubau Harbormaster and Port Authority Office is required to use SPBE in every activity related to the implementation of government. The SPBE principles at the Baubau Class II Harbor Master and Port Authority Office are integration, continuity, interoperability, and security. Based on the conclusions that have been outlined previously, then the author provides suggestions that may be useful to maximize Organizational Performance in Electronic-Based Public Services at the Baubau Class II Harbormaster and Port Authority Office in the future, namely as follows. Further researchers should pay attention to the Innovation Policy in the implementation of the Electronic-Based Government System (SPBE) in the community at the Baubau Class II Harbormaster and Port Authority Office which has been running quite well, so that it can be improved by completing more administrative documents and always conducting socialization and implementation of policies, and continuing to monitor and evaluate SPBE for service users.

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