

Evaluation of the Implementation of the Siasad Application in Supporting the Inventory of Regional Assets in Probolinggo City

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Abstract:

The management of Regional Government Assets (Barang Milik Daerah/BMD) is a crucial element in supporting the operational effectiveness of local governments. However, in practice, asset management frequently encounters various challenges, including ineffective reporting, poor inter-agency coordination, and limited information technology support. To address these issues, the Probolinggo City Government developed the Regional Asset Information System Application (SIASAD) to facilitate the asset inventory process. This study aims to evaluate the implementation of the SIASAD application and to identify the inhibiting factors in its application. The research employs a qualitative descriptive method with a case study approach. Data were collected through interviews, observations, and documentation involving SIASAD users across various Local Government Units (SKPD). The analysis refers to the DeLone and McLean information system success model, focusing on four key dimensions: system quality, information quality, user satisfaction, and net benefits. The results indicate that the implementation of SIASAD application is generally effective in terms of system quality, information quality, and net benefits, aligning with user needs. However, user satisfaction remains low due to limited features, unsystematic issue reporting, and the administrative burden experienced by both application developers and asset managers. The main inhibiting factors include a lack of commitment among regional agencies, inadequate technical regulations, limited human resource capacity, and insufficient technological infrastructure. This study recommends strengthening managerial support, developing practical technical guidelines, enhancing human resource competencies, and upgrading SIASAD into a fully integrated, web-based application.

Keywords: Evaluation, SIASAD, IAD, BMD

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Introduction

Regional Property Management (BMD) is one of the important components in supporting the effectiveness and operational efficiency of local governments. However, in practice, BMD management often encounters various obstacles that have an impact on administrative disorder, reporting delays, and inaccurate asset data. The Probolinggo City Government responded to these challenges by developing the Regional Asset Information System Application (SIASAD), which is designed to support the process of digitized, structured, and integrated regional asset inventory.

Regional Property Management (BMD) requires a clear legal basis and procedures so that administration can be carried out in an orderly and accountable manner. Permendagri No. 47 of 2021 provides technical guidance for Goods User Powers (KPB) and Goods Users (PB) in the implementation of bookkeeping, inventory, and BMD reporting. Along with that, advances in information technology since the mid-20th century have changed the way organizations, including government, work, thus driving the need for accurate, timely, and relevant information systems. According to Kurniawati (2022), this requires quality information technology services to support efficient and transparent asset management.

Asset management problems are not only caused by technical factors, but also managerial and policy factors. Based on the Inventory Results Report (LHI) semester II in 2024, it was found that some SKPDs still use manual methods or spreadsheets in asset recording, have not fully optimized SIASAD, and have not been consistent in following up on the results of asset audits. Apart from the element of disorder of goods administrators in conducting inventories, this will be a consideration for the need for an application system that can help regional asset inventory activities to be easier, more effective and more efficient because of the large realization of capital expenditure in Probolinggo City, which is IDR 112,290,783,286.00 or 85.54% of the composition of expenditure realization in 2023. This creates a gap between the potential of the system that has been prepared and the realization in the field.

Against this background, it is important to evaluate the implementation of SIASAD to find out the extent to which this application has met user needs and supports asset inventory optimally. This research was carried out to make a real contribution to strengthening regional asset governance through the implementation of a modern and accountable information system. In this study, the DeLone and McLean evaluation model was used, which assesses the success of information systems based on six main components: system quality, information quality, service quality, utilization rate, user satisfaction, and net benefits generated. This study also analyzes the inhibiting factors in the implementation of SIASAD from the perspective of public policy and information technology management.

Several previous studies have evaluated the application of information systems in the public sector using the DeLone and McLean models. Most of the results of their research found that information quality is the dominant factor that affects user satisfaction, but have not studied in depth the technical factors of the system and organizational support. The purpose of this research is to evaluate the application of the SIASAD Application in supporting the inventory of regional assets in Probolinggo City and also to identify factors that hinder the implementation of SIASAD within the Probolinggo City Government.

SIASAD (Regional Asset Information System) is an application developed by the Probolinggo City Government to support the management of Regional Property (BMD) digitally, integrated, and online. This application is a modification of the SIM-BMD and is adjusted to the provisions of Permendagri Number 47 of 2021 and Government Accounting Standards. SIASAD is used by all SKPDs in the process of recording, grouping, and reporting assets to be more orderly and accountable. The app has main modules that include planning, procurement, administration, and reporting. Each module public services equipped with a clear workflow, ranging from data input such as a list of goods needs and SPK documents, verification and grouping processes, to outputs in the form of procurement reports, KIB, recaps of goods conditions, and asset balance reports. With this system, every stage of asset management is done automatically and documented, minimizing manual errors and improving operational efficiency.

SIASAD provides tangible benefits, including increasing transparency and accountability in asset management and accelerating administrative processes. In addition, this application strengthens the implementation of regional asset management policies that have been regulated in Permendagri No. 47 of 2021 and specifically regulated in Probolinggo City Mayor Regulation No. 94 of 2019 concerning Regional Asset Information Systems. With SIASAD, challenges in asset inventory can be overcome in a more systematic and modern manner. In the article Afnan (2018) it is stated that the DeLone & McLean Model Theory, which was introduced in 1992 and then revised in 2003 where the developers are William H. DeLone and Ephraim R. McLean which is a working system that is used to evaluate the success rate of information system implementation. The model presents six main dimensions:

1. System Quality: measures the extent to which the system is technically running well. The aspects assessed include system reliability, user-friendliness, speed of access, and flexibility in its use.
2. Information Quality: assesses the accuracy, timeliness, completeness, relevance, and clarity of the information generated by the system.
3. Service Quality: refers to the level of technical support provided to system users. This includes the speed of handling the constraints and the availability of assistance.
4. System Usage (Use): describes how often and to what extent the system is used by the user in daily activities.
5. User Satisfaction: reflects the user's subjective perception of the usability of the system and the convenience of its use.

Net Benefits: assessing the impact of the system on productivity, efficiency, accountability, and support for decision-making and organizational performance. This study adopts four main dimensions of the model, namely: system quality, information quality, user satisfaction, and net benefits. These four dimensions were chosen because they are most relevant to evaluate the implementation of the SIASAD application which focuses on administrative efficiency and accuracy of regional asset reporting through an approach to interconnected dimensions. Policy evaluation is a systematic process to assess the value, benefits, and impact of a policy or program implemented by a public authority. According to William N. Dunn (2018), policy evaluation is the process of

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producing information about the value and impact of policies that are being or have been implemented. Evaluation includes the assessment, scoring, and assessment of information related to the success of a policy. Evaluation includes not only quantitative measurements, but also qualitative descriptions that aim to provide a real picture of the effectiveness of the policy. Evaluation serves as a tool to diagnose problems, measure progress, provide feedback, motivate, ensure accountability, and as a basis for better decision-making in the future.

There are different types of policy evaluations developed by experts. Langbein divides it into two, namely outcome evaluation and process evaluation, while Anderson divides it into three: functional evaluation, performance evaluation, and systematic evaluation. Bingham and Felbinger added four types of evaluation, namely process evaluation, impact evaluation, policy evaluation, and meta-evaluation. In the context of research on the SIASAD application, process evaluation and systematic evaluation are considered the most relevant, because the focus of the evaluation is directed at the suitability of the implementation of the policy with the initial goal and the level of user satisfaction with the implementation of the application. In addition, policy evaluation is used to analyze whether the Probolinggo City Government's policies in implementing SIASAD have made a real contribution to improving the quality of asset inventory. Because this evaluation does not only focus on the final results (outcomes), but also on the application implementation process in various work units (SKPD).

Information systems are a collection of integrated components such as hardware, software, data, procedures, and humans that interact with each other to manage data into information that is useful for decision-making (O'Brien et al., 2019; Wahyudi & Ridho, 2020). According to Tukino (2020), information is data that has been processed so that it has value and function for users. Information systems not only support the operational activities of the organization, but also play a role in control, planning, and improving work efficiency. Thus, information systems are an important part of supporting data-based governance in the public sector, including in regional asset management.

Based on these theories, information systems can be understood as an integrated relationship between users and computer components, both software and hardware, as well as data sources that support organizations in the process of decision-making, control, distribution, and delivery of information. Meanwhile, the management of Regional Property (BMD) is a series of strategic activities that include planning, procurement, utilization, use, maintenance, and disposal of assets. The entire process runs based on the principles of functionality, efficiency, accountability, and legal certainty as stipulated in Permendagri No. 19 of 2016 and emphasized through Government Regulation No. 28 of 2020.

In practice, various challenges are still faced by local governments, such as the lack of optimal inventory processes, limited operational technical guidelines, and the lack of optimal use of information technology in asset management (Brilliant et al., 2017; Alinda & Agustina, 2020; Errin & Tri, 2022). Therefore, the development and implementation of asset information systems such as SIASAD is a strategic effort to improve efficiency, data accuracy, and transparency in the management of BMD Permendagri Number 47 of 2021 which functions as a technical guideline in the management of Regional Property (BMD), including bookkeeping, inventory, and reporting. This regulation is a refinement of Government Regulation Number 27 of 2014 which has been updated with Government Regulation Number 28 of 2020.

The main substance emphasizes the classification of asset bookkeeping activities, such as acquisition, utilization, depreciation, and deletion and recording in the Goods Inventory Card (KIB). This Permendagri is here to respond to dynamics and challenges in the field, in order to realize a more orderly, efficient, and accountable management of regional assets. The implementation of information technology policies in the public sector, such as the implementation of SIASAD in the Probolinggo City Government, often faces various challenges stemming from internal and external factors. One of the main obstacles is the low commitment of the regional apparatus, which is shown through the lack of policy support, budget, coordination between units, and a lack of ownership of the system. This weak commitment can lead to suboptimal system utilization and difficulties in maintaining the continuity of application operations.

In addition, regulatory factors also become an obstacle, especially if there is no strong legal basis, there is an overlap between central and regional policies, or the absence of clear standard operating procedures (SOPs). Other challenges come from the aspect of human resources (HR), such as the lack of skilled technical personnel, low digital literacy of civil servants, and high employee turnover which hinders the adaptation process. In terms of infrastructure, limited internet devices and networks, as well as the lack of supporting facilities, are technical obstacles that slow down the implementation of the system. The implementation of information technology policies in the public sector, such as the implementation of SIASAD in the Probolinggo City Government, often faces various challenges stemming from internal and external factors. One of the main obstacles is the low commitment of the regional apparatus, which is shown through the lack of policy support, budget, coordination between units, and a lack of ownership of the system. This weak commitment can lead to suboptimal system utilization and difficulties in maintaining the continuity of application operations.

Methodology

Types and Approaches to Research

This study uses a descriptive qualitative approach with a case study method. This approach was chosen to gain a deep understanding of the contextual implementation of the SIASAD application within the Probolinggo City Government. The case study allows researchers to intensively explore how information systems are used and how users respond to the system, including the obstacles and challenges faced during implementation.

Research Focus and Dimension

NO	FOCUS	DIMENSIONS
1.	Evaluation of the Application of the Regional Asset Information System (Siasad) in Regional Asset Inventory activities in Probolinggo City Government	1. System Quality 2. Quality of Information 3. User Satisfaction 4. Net Benefits

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2.	Factors Hindering the Application of the Regional Asset Information System (Siasad) in the inventory process in Probolinggo City	1. Regional Apparatus Commitment 2. Regulation Determination 3. Human Resources Improvement 4. Facilities and Infrastructure Support
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Research Location

The research location is focused on the Probolinggo City Regional Financial and Asset Management Revenue Agency (BPPKAD) as the agency responsible for the management of SIASAD, as well as on a number of Regional Apparatus Work Units (SKPD) that act as active users of the application.

Research Informant

This study uses primary and secondary data with **purposive sampling techniques**, This technique allows researchers to obtain accurate data from parties directly involved in the implementation of the SIASAD application in Probolinggo City. The primary data sources (research informants) consist of:

1. Head of BMD (1 person)
2. Head of BMD Administration Subbid (1 person)
3. SIASAD Application Admin (1 person)
4. SKPD Goods Manager (17 people)

Secondary Data includes policy documents, namely:

This data comes from official documents and relevant literature, such as Permendagri Number 47 of 2021, LKPD 2023, Inventory Results Report (LHI) Year 2024, research journals, reference books, and other regulations related to the management and inventory of Regional Property (BMD).

Data Collection Techniques

Data collection techniques include:

1. Interviews: semi-structured with key informants who have direct involvement in asset management and application use, such as officials in the field of Regional Property, SIASAD admins, and goods managers in each SKPD.
2. Observation: directly in the process of asset inventory and implementation of the SIASAD application within the Probolinggo City Government, in order to

obtain factual data on the conditions of implementation in the field.

3. Documentation: by examining various official documents such as the Regulation of the Minister of Home Affairs Number 47 of 2021, the Regulation of the Mayor of Probolinggo, inventory activity reports, and SIASAD operational manuals.

Data Analysis Techniques

The data analysis technique in this study uses a descriptive qualitative approach that refers to the interactive analysis model of Miles and Huberman (in Sugiyono, 2017). Namely:

1. Reduction. This process is carried out from the beginning of data collection to the writing stage, with the aim of focusing on important information that supports the analysis.

The presentation of data is carried out in the form of a systematic narrative description, which aims to describe the phenomenon of implementing the SIASAD application as a whole and make it easier for researchers to identify the relationship between data.

2. Conclusions are drawn inducively by interpreting the meaning of the data that has been reduced and presented, to find patterns related to the effectiveness of the implementation of the SIASAD application.

Data Validity Techniques

The validity of the data was tested through triangulation of sources and techniques, namely comparing the results of interviews with observations and documentation. Validation is also carried out by reconfirming to informants (member checks) to ensure the accuracy of data interpretation by researchers.

Result and discussion

Evaluation of the Application of the Regional Asset Information System (Siasad)

Evaluation is a crucial part of the overall policy process, because it is through evaluation that it can be known to what extent a policy is successful or not. In addition, the evaluation also makes it possible to see whether the impact or outcome produced is in accordance with the expected objectives. The assessment of the implementation of the Regional Asset Information System Application (SIASAD) in the Probolinggo City

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Government was carried out to measure the effectiveness of the application in supporting the inventory of Regional Property (BMD) activities. This evaluation refers to the DeLone and McLean (2003) model, which includes four main dimensions: system quality, information quality, user satisfaction, and net benefits. Findings on the ground show that SIASAD has generally gone well, although there are still a number of challenges in the implementation process.

System Quality

System quality is the main foundation in determining the success of an information system. Based on the results of interviews with informants from BPPKAD, application admins, and users in SKPD, it is known that the SIASAD interface is relatively simple and easy to use, which is in accordance with *the user-friendly* characteristics as affirmed in the DeLone and McLean models. Compact navigation makes it easy for users to understand the app's workflow despite the lack of training. The accessibility of the system was also appreciated because it was able to support comprehensive inventory activities. The menus and sub-menus have been well categorized, ranging from planning, procurement, administration, to reporting. This shows that the system has been designed according to the specific needs of the user. However, the limitations of desktop-based systems are a major obstacle. The data synchronization process does not take place automatically, and the application update must be done manually. This is contrary to the principle of flexibility of modern information systems that demand interoperability and ease of access from multiple locations. However, the quick response of the technical team when a disruption occurs is an added value in maintaining operational reliability.

Quality of Information

The dimension of information quality includes aspects of accuracy, completeness, relevance, and timeliness. The findings show that SIASAD has produced accurate and accountable information, as evidenced by the receipt of report data from this system by supervisory institutions such as the BPK and the Inspectorate. In addition, input validation features and automatic formulas in the application help maintain the consistency and completeness of asset data. The information generated is also assessed on time to support the internal and external reporting process. The relevance of the data provided to decision-making needs is recognized as high, especially in budget planning and the preparation of Regional Government Financial Statements (LKPD). This shows

that the quality of information in SIASAD has met the standards of effective information systems. In addition, SIASAD is also designed with an automatic validation feature for data input. This feature includes verification of the suitability of the item code, date of acquisition, capitalization value, and asset account classification. The existence of an automatic formula embedded in the system also encourages the creation of consistency between data and minimizes human error. The completeness of information is increasingly maintained because the system requires the filling in of all elements of asset data before it can proceed to the reporting or reconciliation stage.

User Satisfaction

User satisfaction is an important indicator in assessing the success of information system implementation. Most users state that SIASAD provides real benefits in their work, particularly in the efficiency of the asset reporting process and ease of access to information. However, there is a gap between user expectations and implementation realities, especially regarding the limitations of desktop systems that require manual updates. This can certainly reduce the flexibility of using the system, especially in work units that have technical limitations or do not have a companion IT team. This results in delays in accessing the latest features or system improvements. Some users also stated that technical problems and limited digital literacy are obstacles in the maximum use of the application. Informants from sub-districts and technical service units said that the use of the application still depends on one or two people who understand the system, so that when there is employee rotation or leave, asset management is hampered. The lack of continuous technical training and assistance is the main cause of low user adaptation to the system. But in general, the satisfaction level can be categorized quite well, although improvements are needed in terms of technology and training support.

Net Benefits

The net benefits of implementing SIASAD are reflected in improved work efficiency, transparency of asset management, and reporting accountability. The use of SIASAD can help speed up the inventory process, reduce administrative burden, and minimize the risk of recording errors. This system also contributes to increasing trust in asset data, both internally and externally. Most of the informants also stated that with SIASAD, the inventory process became more structured and systematic. Previously, logging was done manually or using spreadsheet applications that were not integrated, making it vulnerable to data duplication, file loss, and input errors. With SIASAD, the process has shifted to standardized, with the validation of the reporting system and format that has been adjusted to the provisions of Permendagri No. 47 of 2021. The implementation of SIASAD has supported the data-driven decision-making process, in accordance with the concept of *data-driven governance*. With the ability to present real-

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time data, the system strengthens transparent and efficient regional asset management practices. This is in line with DeLone and McLean's theory that net benefits that net benefits must reflect improved individual and organizational performance.

Factors Inhibiting the Implementation of SIASAD

Despite showing positive performance, the implementation of SIASAD still faces various implementation challenges. Based on field analysis, there are four main factors that are obstacles, namely the commitment of regional apparatus, regulations and policies, human resources (HR), and supporting facilities and infrastructure. These four factors reflect that the success of information systems depends not only on technological sophistication, but also on the readiness of the organization and its implementation environment. Regional Apparatus Commitment.

The low level of commitment from some SKPDs, especially in the education and health sectors, is a significant obstacle. Some regional apparatuses do not actively update asset data due to a lack of awareness of the importance of digitizing assets. This is due to the low awareness of the importance of asset digitization, as well as the assumption that asset management is a purely administrative responsibility that does not have a direct impact on the performance of their public services. This condition shows that the application of information systems is not only a technological issue, but is also closely related to work culture and organizational leadership. Low commitment also has an impact on the absence of internal oversight and weak enforcement of responsibility for negligence in data input.

Regulations and Policies

Although juridically SIASAD has been supported by formal regulations such as the Mayor Regulation and Permendagri No. 47 of 2021, in practice these regulations have not been accompanied by technical instructions or detailed operational SOPs. As a result, there are varying interpretations between regional devices in running the system, which leads to inconsistencies in the format of input, reporting, and handling of asset data. In addition, many users complain about the complexity of reporting formats that are too numerous and poorly integrated, thus adding to the administrative burden without clarifying the added value of the information generated. The absence of explicit technical rules also leads to confusion in adapting the system to regional needs, as well as a slow response to dynamics in the field. Regulations that are too general cause the

implementation of the system to be ineffective, because there is no binding and operational normative foundation in carrying out each stage of the asset digitization process.

Human Resources

The human resource aspect is a significant challenge in the implementation of SIASAD. In many regional apparatus, the position of goods manager is filled by non-technical functional employees such as teachers, health workers, and general administration staff, who do not have adequate background or training in asset management and information technology. As a result, the operation of the application does not run optimally and often causes input errors, reporting delays, or even full dependence on one staff member who is considered to be "mastering" the system. Although the training has been conducted by BPPKAD, it is still found that there is a lack of dedication and deep understanding from users of the system. The high turnover of employees also has a negative impact on the continuity of SIASAD management because technical knowledge has not had time to be transferred thoroughly to successors. In addition, many managers of goods approaching retirement have difficulty adapting to digital systems, and end up carrying out tasks manually or minimally.

Facilities and Infrastructure

Limited facilities and infrastructure are also quite serious technical obstacles in the implementation of SIASAD. There are still many regional devices that use low-spec laptops, as well as unstable internet networks, especially in schools and first-level health care facilities. This barrier causes disruption in the process of data input, updates, and synchronization, and often forces users to delay using the application. In addition, the lack of a special workspace for goods administrators and limited physical storage space for assets also interfere with the inventory and labeling process of regional property. Assets that are not inventory coded or placed in unrepresentative locations complicate the physical verification process and can lower the level of accuracy of the data in the system. The lack of physical infrastructure support reflects that the digitalization of asset management cannot run optimally if it is not accompanied by the readiness of basic facilities.

Conclusion

The results of this study show that the implementation of the Regional Asset Information System Application (SIASAD) in supporting asset inventory activities in the Probolinggo City Government in general has made a positive contribution, especially in terms of system quality, information quality, and net benefits. The system is considered to be able to provide accurate and relevant information, as well as provide administrative efficiency in the process of managing regionally owned assets. However, in the dimension of user satisfaction, there are still several obstacles and have not been fully met. Users complained about the limitations of the help feature, the absence of a systematic problem reporting mechanism, and the need to manually update data which adds to the workload. These findings confirm that optimizing the implementation of SIASAD needs to be accompanied by increasing technical support, strengthening the training system, and developing features that are more responsive to user needs.

In addition to the technical aspects of the application, this study also found that there are four main factors that hinder the optimization of the implementation of SIASAD, namely:

1. Lack of commitment from regional apparatus, both in the form of coordination between SKPDs and support for asset digitalization, especially in the school environment
2. Weaknesses in the regulatory aspect, where existing regulations tend to be administrative and normative without being accompanied by applicable technical instructions.
3. The limited quality and focus of human resources (HR), especially because many goods managers have other main tasks and do not have a technical background, and some are nearing retirement age,
4. Limited supporting facilities and infrastructure, such as low-specification hardware, unstable internet connections, and inadequate workspaces and warehouses. This problem causes significant variations in the implementation of SIASAD between SKPDs, especially in the school environment.

By considering the four inhibiting factors above, it can be concluded that the implementation of SIASAD in the Probolinggo City Government still faces many challenges. The success of information systems does not only depend on the ability and reliability of a technology, but also depends on the readiness of the organization, the

availability of clear technical policies, the quality and quantity of human resources, and the adequacy of supporting infrastructure. Therefore, it is necessary to formulate an integrated strategy that includes technical, managerial, and policy approaches to strengthen the digitalization ecosystem assets as a whole.

In addition, the findings imply the need to strengthen managerial and technical aspects. The development of SIASAD to a web-based platform will improve the accessibility and efficiency of real-time data updates. Periodic training for users is also needed, as well as the integration of SIASAD with the regional financial system to improve the consistency of asset management. The commitment of regional leaders is very crucial, including in the preparation of simple but applicable operational guidelines. On the other hand, there is a need for the allocation of competent special human resources in the field of asset management as well as upgrading information technology infrastructure and physical storage space for assets. The implementation of these strategies is expected to strengthen the role of SIASAD in creating more accountable, efficient, and integrated regional asset governance.

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Disclosure statement

Statements about the existence or absence of a conflict of interest that may affect the objectivity of the research (in example: no conflict).

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