



Management of the Receipt Issuance Menu in the Indonesian Auction Application for Public Services at the State Wealth and Auction Service Office (KPKNL) of the DJKN Suluttenggomalu Region

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ABSTRACT

This study aims to, (1) test the effect of issuing auction repayment receipts on the Indonesian auction application on public services, (2) test the effectiveness of using the menu receipt of auction settlement in the Indonesian auction application at Kantor Pelayanan Kekayaan Negara dan Lelang (KPKNL) in the area of the Direktorat Jenderal Kekayaan Negara (DJKN) of North Sulawesi, and (3) test the ease of use of the menu for issuing auction repayment receipts on the Indonesian auction application on the speed and accuracy of public services. The data collection technique used in this study is a qualitative descriptive method with interview techniques to respondents who are directly responsible for using the receipt issuance menu feature in the Indonesian auction application. Respondents who were interviewed were from 3 (Three) KPKNL in the DJKN region of North Sulawesi, namely (1) KPKNL Gorontalo, (2) KPKNL Palu, and (3) KPKNL Ternate. The results of this study indicate that the use of the auction repayment receipt menu in the Indonesian auction application has been effectively used since the Regulation of the Direktur Jenderal Kekayaan Negara (DJKN) Number 02/KN/2022 concerning Auction Administration Guidelines at the KPKNL. Other results from this study indicate that the menu for issuing auction repayment receipts in the Indonesian auction application is able to provide services to the community, especially related to auction repayment receipts, more quickly and precisely. However, from the results of these achievements there are still deficiencies that need to be refined to the contents of the menu features of the research object

INTRODUCTION

Nowadays, people tend to use technology to support their every need and activity, such as obtaining information, communicating and interacting, and even transacting via the internet. The peak of technology use became even more massive with the Covid-19 pandemic outbreak that attacked all citizens in the world. The implementation of Restrictions on Community Activities (PPKM) is a mandatory policy of the world government, especially the World Health Organization (WHO) organization to maintain and protect its people from the covid outbreak. The implementation of the PPKM policy has resulted in all levels of society using technology as an intermediary in activities and activities to meet their needs and interests.

The impact of the pandemic and technological advances is a certainty and has changed people's lifestyles and activities, hence the term New Normal. Apart from having an impact on society, the government system in terms of servants has also changed. Public service strategies are forced to quickly adapt to technology and are accompanied by an increase in the quality of public services to minimize the gap between service levels and the expectations and desires of the community as service users. Thus, organizational management must be able to apply management techniques oriented to the needs of service users with a service information approach (citizen's charter). In relation to employee performance, every company definitely needs good governance. Good corporate governance Good corporate governance is a form of success in carrying out tasks to build the company in accordance with the planned goals. company in accordance with the goals that have been planned. (Mardiana.2023)

The implementation of the principles of good governance on the quality of public services has a positive influence on the image of the organization. This then gave rise to the service menu for issuing auction settlement receipts in the Indonesian auction application. The addition of the menu is a form of service commitment that can be used by each of DJKN's vertical offices, namely KPKNL throughout Indonesia. Based on the background above, the problem formulations in this study are: 1. Has the auction settlement receipt issuance menu in the Indonesian Auction application been simultaneously used by the State Wealth and Auction Service Office (KPKNL) in the DJKN Suluttenggomalut Region? 2. How effective and efficient is the menu for issuing auction settlement receipts able to support the speed and accuracy of auction settlement receipt services to the public?

LITERATURE REVIEW

Based on the formulation of the problem above, the objectives of this study are to 1) Test the effect of issuing auction repayment receipts on the Indonesian auction application on community service, (2) Test the effectiveness of using the auction repayment receipt menu in the Indonesian auction application at the State Wealth and Auction Service Office (KPKNL) in the Directorate General of State Wealth (DJKN) Suluttenggomalut area, and (3) Test the ease of use of the auction repayment receipt issuance menu in the Indonesian auction application on the speed and accuracy of community service.

1. Ease of Use

According to Putro and Haryanto (2015), convenience is the level of consumer confidence when using a certain system that will be free from efforts such as time and energy. Meanwhile, Venkatesh and Davis (2016) divide the indicators of perceived ease of use into:

1. Easy to use (Easiness)
Ease of use of the website for each individual to run within the scope of community services.
2. Clear and understandable (Clear and understandable)
Refers to the clarity of the website that is easily understood by each individual within the scope of community services.
3. Easy to learn
Refers to the extent to which the website can be studied as an everyday medium in public service.
4. Overall easiness
Refers to the overall ease felt in using the website..

From the understanding and perceptions related to ease of use above, it can be concluded that basically a system that is formed has the aim of providing convenience in terms of time and energy and increasing service users' trust in a system. A system that is formed has criteria that are easy to use, have clear and understandable characteristics of the purpose of using the system, are easy to learn by anyone, and provide convenience in all aspects of implementing the system.

2. Good Governance

Basically, the government is obliged to provide administrative services to the community as stipulated in Law Number 25 of 2009 concerning Public Services. Administrative services can be provided systematically by compiling public service standards to achieve good governance. So that with the current technological developments, government governance has begun to move towards technology-based administrative governance (e-governance). Through e-governance, bureaucracy and government services that previously seemed rigid began to be eliminated to become more flexible and service-oriented. E-

governance services can be accessed anywhere and anytime for 24 hours and the possibility of non-face-to-face public services thus increasing service efficiency.

3. Legality of Using Receipts

According to the Big Indonesian Dictionary (KBBI), receipts are proof of receipt of money. Meanwhile, in the economic dictionary, a receipt is a document that has a function as evidence of a payment transaction or receipt of a sum of money. In the Minister of Finance Regulation Number: 213/PMK.06/2020 concerning Guidelines for the Implementation of Auctions, it is stated that every payment of auction payment obligations by the buyer must be made a receipt or proof of payment by the KPKNL Revenue Treasurer or the Leader of the Auction Center or Class II Auction Officer. Furthermore, the buyer will be given an excerpt of the minutes of the auction for the purpose of transferring the name after showing the receipt of payment of the auction.

METHODOLOGY

In this study, researchers used descriptive qualitative methods through interview techniques, namely one of the research methods carried out by providing a description of the current situation through interviews which were then processed into descriptive narratives. Hadari (1993), descriptive method is defined as a problem-solving procedure investigated by describing/painting the current state of the subject/object of research based on the facts that appear or as they are. Meanwhile, Poerwandari (1998) said that qualitative research is research that produces and processes data that is descriptive in nature..

The approach used by researchers is interview transcription, where researchers conduct direct interviews with the person in charge of the auction settlement receipt issuance service (Revenue treasurer) at the State Wealth and Auction Service Office (KPKNL) in the DJKN Suluttenggomalut Region. According to Bungin (2011) interviews are the process of obtaining information for research purposes through direct question and answer between the interviewer and the informant. Furthermore, researchers conducted interviews using semi-structured interview guidelines so that broader information could be obtained with questions that were not limited but focused on the problem being studied. Semi-structured interviews according to Smith (2013), researchers design a series of questions that are used as a guide when conducting interviews.

RESULTS AND DISCUSSION

Based on the results of interviews with sources as a source of data information in answering research problems, it is explained that the auction settlement receipt menu in the Indonesian auction application is able to produce faster receipts. The following is an overview of the research correspondents in the interview:

Table 1. List of Interviewees of the Revenue Treasurer/Interview Correspondent

Correspondent	Gender	Position	Length of Service	Office Work
RY	Female	Revenue Treasurer	8 Months	KPKNL Palu
FR	Male	Revenue Treasurer	3 Years	KPKNL Gorontalo
FA	Male	Revenue Treasurer	5 Months	KPKNL Ternate

Source: Data Processed in May 2023

The correspondents above are employees who are responsible for the use of the auction settlement receipt menu in each service office under the Regional Office of DJKN Suluttenggomalut

RESULT

Implementation of Auction Repayment Receipt Menu

Researchers asked questions related to the implementation of issuing receipts using the auction settlement receipt menu on the Indonesian auction application, correspondent RY gave the following answer:

"... until now, I have not implemented the issuance of auction receipts using the receipt menu on the Indonesian auction portal. This is because there are still auctioneers who have not updated the data for the auction minutes number, making it difficult for the treasurer to print receipts through the Indonesian auction portal".

In contrast to the answer of correspondent FR, *"... in the issuance of auction receipts, I have implemented it, but indeed the menu is still not perfect, such as the auction minutes number is not automatically inputted, the information on the item details is incomplete, sometimes the address of the auction winner is different from the address on the KTP, and there is still an email address used as a residential address".*

Then, the FR correspondent's answer was reinforced by the FA correspondent who said, *"... I have implemented it by issuing receipts from the auction repayment receipt menu in the treasurer role in the Indonesian auction application".*

The researcher argues that in theory and purpose, the developer of the Indonesian auction application at the Directorate General of State Assets (DJKN) developed/added the auction settlement receipt menu to the treasurer's role to support the speed and accuracy of the receiving treasurer in providing receipt services to service users. In today's digital era, digitizing services is a necessity for transparency, speed, and improving the quality of public services, and DJKN continues to make improvements to provide the best service to service users. This is reinforced by the stipulation of the Director General of State Assets Regulation Number 02/KN/2022 concerning Guidelines for Auction Administration at the State Assets and Auction Service Office (KPKNL), *"in the case of auctions through the auction application, buyers can obtain receipts as referred to in letter c by printing independently from the auction application as long as the feature is available"*. (Article 39:1)

Effectiveness and Efficiency

With the addition of the receipt issuance feature on the auction repayment receipt menu in the Indonesian auction application for the treasurer's role, correspondents feel the benefits, namely when serving the issuance of auction repayment receipts to be more effective and efficient.

"... the menu for issuing auction repayment receipts in the Indonesian auction application is good in terms of the format used being neater, more detailed repayment confirmation (System confirmation and manual confirmation of the treasurer), and more flexible auction identification (can be from lot, winner name, etc.)". (FA)

"... the addition of this receipt menu feature makes the service of issuing auction settlement receipts faster". (FR)

Constraints Faced by Correspondents

As a new feature in the Indonesian auction application, the menu for issuing auction repayment receipts still has some shortcomings that have caused mixed responses from correspondents as users of the menu. The responses are contained in the answers of each correspondent below:

"... until now I have not used this feature and still use the manual input process using Microsoft Excel and mail merge because the auctioneer has not updated the auction portal which causes me difficulty in issuing receipts on the receipt menu in Indonesian auction." (RY)

"... the auction minutes number is not automatically inputted, the item details are incomplete, sometimes the winner's address is different from the KTP and also some accounts still use email addresses for residential addresses." (FR)

"... there is no change to the name of the daily executive (Plh) direct supervisor of the treasurer of revenue if the person concerned requires not being in the office/WFH/duty/sick and others." (FA)

Correspondent's Suggested Improvements

On the sidelines of the interview, the correspondents also provided corrective input to the application developer to make necessary improvements related to the auction settlement receipt menu feature in the treasurer's role. The correspondents' suggestions are as follows:

"... to implement online stamp duty and certified electronic signature (TTE) features in receipts, and can be sent directly through the Indonesian auction portal to the auction winner's account. This will facilitate service users and treasurers when conditions require officers to be out of the office/WFH/duty/sick and others." (RY)

"... so that all features can run automatically without having to do the editing process again carried out by the receiving treasurer to support the efficiency of the receiving treasurer's performance and speed of service." (FR)

"... to add an option menu for daily executor (Plh) and fill in the name of the official who fills in at the time of issuance of the auction repayment receipt." (FA)

DISCUSSION

Based on the results of the interviews above, it can be concluded that with the auction settlement receipt menu in the Indonesian auction application, the effectiveness and efficiency and accuracy of the revenue treasurer in providing services to the public have increased to be faster and more accurate. However, the use of the auction settlement receipt menu in the Indonesian auction application has not been simultaneously implemented in the KPKNL unit of the Regional Office of DJKN Suluttenggomalut. This is because improvements are still needed to make it easier for the revenue treasurer to use the auction settlement receipt menu. The management of the receipt issuance menu in the Indonesian auction application is still not perfect in the implementation and facilities provided to users, namely the revenue treasurer and for output recipients, namely the community as service users. So, there is still a need for continuous improvement and improvement as well as comprehensive socialization so that these imperfections can be covered with the uniformity of services provided by each unit to the community as service users.

CONCLUSION AND RECOMMENDATION

From the analysis of interview data to correspondents of the Revenue Treasurer at 3 (Three) KPKNL units under the Regional Office of DJKN Suluttenggomalut, it can be concluded as follows:

1. The issuance of auction settlement receipts that have been carried out manually by the treasurer of revenue using the method of each unit with the existence of the menu has the aim that the use and output produced can be simultaneously used;
2. With the auction repayment receipt menu in the Indonesian auction application, the effectiveness and efficiency as well as the accuracy of the revenue treasurer in providing services to the community has increased to be faster;
3. The implementation of the use of the auction settlement receipt menu in the Indonesian auction application has not been simultaneously used by all KPKNL units in the DJKN Suluttenggomalut region; Inadequate facilities on the auction settlement receipt menu in the Indonesian auction application cause different perceptions related to the speed and accuracy of issuing auction receipts by the revenue treasurer of each KPKNL unit;
4. There is still a need for improvements to the auction repayment receipt menu in the Indonesian auction application in order to facilitate the revenue treasurer in providing services to the community as service users.

SUGGESTION

From the results of the study, the researcher provides the following suggestions:

1. Thorough socialization related to the use of the auction settlement receipt menu in the Indonesian auction application to related parties such as application developers, revenue treasurers, auctioneers, and the public;
2. The development team conducts research and or opens an information and communication forum as a place to accommodate aspirations in the context of developing a better auction settlement receipt menu;
3. The uniformity of the implementation of the auction repayment receipt service menu to service users should be carried out to provide the best service to the community;
4. The management of the auction settlement receipt menu in the Indonesian auction application needs to be improved so that the effectiveness and efficiency as well as the speed and accuracy of the revenue treasurer in providing services to the community as service users can be fulfilled as well as possible.

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