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Implementation of E-Sakip Towards Improving the Quality of Performance Accountability Evaluation Reports in the Ministry of Defense Through the ESR Application

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Abstract: E-Sakip is an electronic Government Agency Performance Accountability System (E-SAKIP) application that aims to facilitate the process of monitoring and controlling the performance of Work Units within Government Agencies in order to improve the accountability and performance of work units in particular and the performance of Agencies in general. This application is used by government agencies (central and regional) to plan, monitor, and report performance digitally. This study was conducted with the aim of determining the effect of the e-SAKIP application on the performance of Work Units within the Ministry of Defense. This study uses a quantitative method, namely research by obtaining data in the form of numbers or quantitative data that is quantified, through a data collection process using a questionnaire or a list of questions given to all selected respondents. The implementation of the E-SAKIP application is expected to be able to increase transparency, effectiveness of performance management, and support the creation of good governance. With this system, government agencies can make more appropriate decisions based on accurate and integrated performance data.

Keyword: E-Sakip, Performance Management, Ministry Of Defense.

INTRODUCTION

Developments in the information technology sector are encouraging government agencies to improve effectiveness, clarity, and accountability in managing organizational performance. One effort undertaken by the Indonesian government is the implementation of a digital-based administrative and performance reporting system. This system is known as E-SAKIP, which stands for the Electronic Government Agency Performance Accountability System.

The use of Information and Communication Technology (ICT) can be optimized in various areas of government operations. This is done as part of an effort to increase clarity and accountability across all government agencies. In this context, the implementation of digital-based public services, or e-Government, is an innovative and creative step to create public

services that can build public trust, which in turn increases public satisfaction with the government. There are four new elements in the use of digital-based information technology: Government to Citizen (G-to-C), Government to Business (G-to-B), Government to Employee (G-to-E), and Government to Government (G-to-G) (Kelibay et al., 2020).

A similar view was expressed by Indrajit (2015), who stated that the use of technology is expected to support funding for government initiatives and contribute to positive changes in the methods and processes of public policymaking. The elements of digital-based public services (e-Government) demonstrate a mutually supportive relationship, which can be utilized by each Regional Apparatus Organization (OPD) to improve direct interaction between the government, the public, and other stakeholders in the delivery of public services (Indrajit, 2016; Aprianty, 2016). In line with Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems, there are various innovative steps the government can take regarding electronic service systems. These steps are designed to support the emergence of clean, effective, transparent, and trustworthy governance, as well as to provide quality and more reliable public services.

E-SAKIP is a digital system implemented by the Indonesian government to manage and evaluate SAKIP (Government Agency Performance Accountability System). This system facilitates government agencies in planning, monitoring, and reporting their performance online. E-SAKIP (Electronic Government Agency Performance Accountability System) is used within government institutions to ensure that every program and budget delivers measurable results. This system is generally utilized by ministries, regional governments, cities, and regional apparatus organizations (OPD).

Performance evaluation serves as the foundation for performance management, which aims to improve public services and enhance accountability by determining desired outcomes and outputs to support organizational accountability (Fitriyah and Indrayono, 2019). The Presidential Regulation concerning the Accountability System requires government agencies to be accountable for their core duties, functions, and authorities as part of state governance (Akuntansi and Ratulangi, 2020).

METHOD

This research uses a qualitative method. The focus of the research is on the implementation of E-SAKIP in improving the performance of the State Civil Apparatus in work units at the Ministry of Defense. The researcher will use the concept of policy implementation according to George C. Edwards III (Dwiyanto, 2017:31) which is analyzed from four relevant aspects, namely: 1. Communication. Communication is very important and needs to be carried out effectively so that policy program implementers can open a space for discussion with target groups, thereby facilitating and smoothing the implementation of this system.

Research methods on E-SAKIP (Electronic Government Agency Performance Accountability System) generally aim to analyze the system's implementation, effectiveness, and impact on government agency performance accountability. The following are some general objectives of the E-SAKIP research methodology: 1. Assessing E-SAKIP Implementation Identifying how E-SAKIP is implemented in government agencies, including the electronic processes of planning, measurement, reporting, and performance evaluation. 2. Analyzing System Effectiveness

Assessing whether E-SAKIP implementation can improve efficiency, transparency, and accountability in government agency performance management. 3. Identifying Supporting and Inhibiting Factors Identifying elements that support or hinder E-SAKIP implementation, such as human resources, technological infrastructure, organizational policies, and leadership commitment. 4. Measuring Impact on Institutional Performance 5. Assessing the extent to which E-SAKIP contributes to improving the quality of performance and public services. 6.

Providing Improvement Suggestions Preparing suggestions to improve the quality of E-SAKIP implementation to optimize the performance accountability system in government institutions.

RESULTS AND DISCUSSION

This section contains data (in brief form), data analysis, and interpretation of the results.

What is the E-SAKIP Application?

E-SAKIP is a digital application used by government agencies to automatically manage the Government Agency Performance Accountability System. This application supports the government in the comprehensive planning, measurement, reporting, and assessment of organizational performance. E-SAKIP stands for Electronic Government Agency Performance Accountability System. E-SAKIP functions as a digital tool that allows the government to plan work programs, measure performance, evaluate work results, and report achievements in a transparent manner. Therefore, not only must tasks be carried out, but results must also be proven.



Source: Esr-MenpanRB Website

Figure 1. Initial Display of the E-Sakip Application

What is the purpose of the E-SAKIP application?

The purpose of E-SAKIP (Electronic Government Agency Performance Accountability System) is essentially to improve government performance to make it more measurable, transparent, and accountable. Furthermore, E-SAKIP aims to improve the performance accountability of government agencies, where agencies not only implement programs but are also required to account for their results clearly and measurably. E-SAKIP promotes effectiveness and efficiency; planned programs must be on target, budget-efficient, and deliver tangible results, ensuring a link between planning and results. All activities must be connected: planning → implementation → results → evaluation. This ensures that no program is simply executed without clear direction. Increase transparency to the public.

The public can understand what the government is doing and how effective these programs are in supporting good governance. E-SAKIP supports the realization of a government that: 1. Transparent 2. Accountable 3. Professional

Based on the aforementioned definition, the e-SAKIP application is a digital program aimed at facilitating the implementation of the Government Agency Performance Accountability System (SAKIP). Thus, this program is expected to increase effectiveness and efficiency in development planning, budget management, bureaucratic simplification, and innovation in public services, upholding integrity, as well as human resource management and institutional strengthening within the Ministry of Defense.

Functions and Benefits of the E-SAKIP Application

The E-SAKIP application is an electronic system used by government agencies in Indonesia to organize and assess performance accountability in a structured manner.

Functions of E-SAKIP

Essentially, E-SAKIP has several functions, including: 1. Performance planning. Assist agencies in developing strategic plans, performance indicators, and setting clear targets. 2. Performance measurement. Assess the achievements of programs or activities based on established indicators. 3. Performance Reporting. Accelerates the preparation of reports such as LAKIP (Government Agency Performance Accountability Report). 4. Performance Evaluation. Used by the government, particularly the Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB), to analyze the effectiveness and efficiency of agency performance. 5. Performance Data Integration. Combines various data from the planning stage to reporting in one integrated system.

Benefits of E-SAKIP

Implementing E-SAKIP offers several significant advantages: 1. Increased transparency. Agency performance will be easier to monitor and more accountable. 2. Encourage efficient budget use. Budgets are focused on results achieved, not just activities. 3. Simplifies the monitoring and evaluation process. Leaders can directly view performance progress. 4. Reduces the use of manual administration. The reporting process is faster and error-free. 5. Improves the quality of bureaucracy. Helps create a more professional and results-focused government.

E-SAKIP is more than just a reporting tool; It functions as a performance management system that helps the government ensure that each program delivers tangible results and benefits the public.

E-SAKIP Application Module

The E-SAKIP (Electronic Government Agency Performance Accountability System) application module is typically designed to support the planning, measurement, reporting, and evaluation of government agency performance in accordance with the principles established by the Ministry of Administrative and Bureaucratic Reform (PANRB). The following is the structure of the main modules typically found in the E-SAKIP application:

Performance Planning Module. Used to prepare strategic planning documents: a. Strategic Plan (Renstra), b. Annual Work Plan (Renja), c. Performance Agreement (PK), d. Performance Cascading (decomposing objectives into work units)

Performance Measurement Module.

Functionally used to record performance realization: a. Input of performance indicator achievements (IKU/IKK), b. Target vs. realization, c. Periodic monitoring (monthly/quarterly)

OPD	1	Renstra	IKU	Renja/RKT	PK	Rencana Aksi	Laporan Kinerja	DPA	Pohon Kinerja	LHE AKIP Int.	TL LHE AKIP	Lap Monev	Lainnya
Badklat		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Bansrahah		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Balibang		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bansrahah		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BIRO HUKUM SETEN		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BIRO KEPERAWAAN SETEN		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BIRO ORTALA SETEN					✓		✓					✓	
BIRO PERENCANAAN SETEN		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓

Source: E-SAKIP Website, Ministry of Administrative and Bureaucratic Reform
Figure 2. E-SAKIP Application Tools

The implementation of the e-SAKIP system at the Ministry of Defense is undoubtedly influenced by various supporting and inhibiting factors, as follows:

Supporting Factors The success of e-SAKIP implementation at the Ministry of Defense is undoubtedly supported by many elements. Several factors support this policy, including: a. Strong commitment from leadership across all work units to the implementation of e-SAKIP at the Ministry of Defense. b. Availability of sufficient manpower or personnel within the Ministry of Defense to implement e-SAKIP across all work units. c. Adequate information technology infrastructure on the e-SAKIP platform significantly contributes to the implementation of SAKIP at the Ministry of Defense. d. Support from stakeholders related to the implementation of e-SAKIP across all work units within the Ministry of Defense, one of which is the Ministry of Defense's BIK Intelhan.

Inhibiting Factors Inhibiting factors in policy implementation can not only hinder the success of the policy itself but can also disrupt the productivity of government institutions and public services to the community. The implementation of e-SAKIP at the Ministry of Defense faces challenges due to limited staff or personnel. These limitations in the implementation of government affairs can impact the effectiveness and efficiency of government agencies. This can also affect the results of performance evaluations and SAKIP. It is crucial to consider the number of staff or personnel available in government agencies to optimize government performance and benefit the public.

Technological Infrastructure and Network Availability: Supporting facilities can determine the successful implementation of employee duties and responsibilities. Technological infrastructure and network availability are crucial factors in the successful implementation of e-SAKIP. This system relies on digital technology to compile reports and monitor performance, so the quality of the internet connection and the devices used significantly impact its operation. In daily practice, having a stable network and adequate computer hardware is essential for smooth data input, processing, and analysis.

However, in reality, numerous challenges remain, particularly related to frequent network disruptions. These disruptions can significantly impact the smooth use of e-SAKIP. When the network is unstable or problematic, the report upload process can be hampered, and in some situations, access to the system can become impossible. This makes it difficult for employees to complete their work on time, which can reduce work efficiency and disrupt the performance evaluation process through the system. In some situations, these issues even cause delays in the delivery of performance reports, ultimately affecting the effectiveness of decision-making in relevant agencies. To address this issue, strategic steps are needed to improve the quality of the technology infrastructure. The government must ensure that the internet network used is sufficiently strong and stable in all work units using E-SAKIP. Furthermore, providing computer devices that meet the system specifications is also crucial so that users can access and use E-SAKIP without technical issues. Routine network maintenance, server upgrades, and having a technical team ready to assist in the event of disruptions are also solutions that can be taken to ensure the system runs smoothly.

CONCLUSION

The e-SAKIP, an electronic-based means of improving civil servant performance at the Ministry of Defense by 2026, has had a positive impact on the implementation of public services and is also capable of changing individuals' perceptions of their use. This aligns with previous studies indicating that online digital services have a significant and beneficial effect on the use of Information and Communication Technology (ICT). To improve public performance and services, innovations in service delivery are needed. Therefore, a more comprehensive development of the e-SAKIP implementation is necessary, especially for policymakers.

The implementation of e-SAKIP is one of the bureaucratic reform efforts to increase the accountability of government institutions. Government accountability plays a crucial role in

achieving good governance in the Indonesian government. The assessment of the Ministry of Defense's performance accountability in 2026 showed very satisfactory results. The Ministry of Defense's success in implementing e-SAKIP is supported by various factors such as communication, resources, attitudes, and organizational structure.

Budgeting should be provided to improve the infrastructure of a stable internet network to prevent frequent disruptions when inputting performance scores through the e-Sakip program. Commitment to conducting evaluations and inputting data on schedule, well in advance of deadlines, should be strengthened.

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