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# ANALYSIS OF THE EFFECTIVENESS OF COMPANY LETTER REGISTRATION AND DATA COLLECTION IN THE OCCUPATIONAL HEALTH AND SAFETY SUPERVISION SECTOR OF THE MANPOWER AND TRANSMIGRATION SERVICE OF EAST JAVA PROVINCE

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## Abstract

This study aims to analyze the effectiveness of the implementation of registration and company document data collection in the Occupational Safety and Health (OSH) Supervision Division of the Manpower and Transmigration Office of East Java Province, considering that OSH administration plays a strategic role in supporting accurate risk assessment and supervisory decision-making. Using a qualitative approach with a descriptive case study design, this study reveals an operational tension between the need for efficiency and the demands of administrative accountability. The results show that the long-used manual procedures are considered faster and more practical because their workflow is simple and does not require many steps. However, these advantages are not comparable to the high potential for recording errors, irregularities in data formats, and the vulnerability of physical archives to damage, making the resulting data less reliable as a strong basis for long-term oversight. Meanwhile, the implementation of digital systems has been proven to improve data quality and consistency through the use of more uniform formats and multi-layer verification processes. Nevertheless, the effectiveness of digital systems is not yet optimal due to increased administrative steps, higher needs for hierarchical coordination, and the emergence of technical obstacles such as network disruptions and slow application responses, which actually extend service times. These findings affirm that the main issue in occupational health and safety (OHS) administrative reform is not merely the difference between manual and digital systems, but rather how to balance process speed with the reliability of the data produced. This study concludes that the effectiveness of services needs to be redefined as the ability of procedures to produce accurate, traceable information that supports strategic decision-making, rather than merely processing speed. Thus, the success of digital transformation in the field of occupational health and safety (OHS) supervision heavily depends on infrastructure readiness, human resource competence, and procedure design capable of integrating efficiency and accountability in a balanced manner.

**Keywords:** Company Registration, Data Collection, Digital Transformation, OHS Supervision, Service Effectiveness.

## A. INTRODUCTION

Occupational Safety and Health (OHS) is a crucial aspect in the implementation of sustainable industrial relations, particularly in sectors with a high risk of workplace accidents, such as construction, manufacturing, and industrial services (Raganingtyas et al., 2025). Within the national workforce, OHS plays a crucial role, ensuring that all work activities take

place in safe, healthy, and protected conditions in accordance with safety standards (Mubarak et al., 2025). This effort not only protects workers but also maintains stable company productivity and increases the effectiveness of government oversight. The legal basis for OHS implementation has long been regulated through Law Number 1 of 1970 concerning Occupational Safety, which was later strengthened by derivative regulations such as Minister of Manpower Regulation Number 33 of 2016 concerning Procedures for Labor Inspection. This regulation emphasizes that OHS implementation relies not only on field inspections but also on the quality of company administration and data collection as the basis for determining risks and prioritizing oversight. A crucial element in OHS supervision is the registration and recording of company documents, as these documents serve as administrative evidence that the company has met occupational safety requirements (Pane S, 2024). Furthermore, registration procedures also help the government monitor company compliance, ensure administrative legality, and support the occupational risk assessment process in the workplace (Pangestu et al., 2025). As the need for public services increases, several agencies have begun adjusting their administrative systems to make them more accountable and well-documented (Choirunnissa & Oktarina, 2025). These changes often include the addition of verification steps to improve data accuracy. Simplifying or improving administrative flows can accelerate the speed, transparency, and accuracy of public service processes (Ramadhani et al., 2024). However, increasingly detailed procedural changes also have the potential to increase the administrative burden on service users.

The differences between the previously simpler company letter registration process and the new, more lengthy system are important issues to examine, particularly in the context of public services in the employment sector (Sari A, 2024). The new system generally requires more documents and verification stages, creating challenges for both companies and administrative officers in ensuring completeness. Research by Akbar and Tjenreng (2025) shows that changes in administrative procedures can impact service efficiency, either speeding up or slowing down the process, depending on system readiness and the quality of its implementation. On the other hand, in line with government efforts to improve governance, digital transformation through the Electronic-Based Government System (SPBE) has begun to be implemented in various administrative services. This digitalization is expected to simplify bureaucracy, which has tended to be slow and inefficient. Research by Isma et al. (2025) shows that the implementation of electronic-based administration in local governments can improve efficiency, accessibility, and responsiveness to services. However, the study also emphasized that human resource capacity and infrastructure readiness are also determining factors for the success of electronic system implementation.

In the public service sector in the employment sector, particularly in OHS supervision, similar challenges also arise. Increasing verification stages, adding supporting documents, and adapting to more detailed administrative systems are issues frequently encountered when new systems are implemented. While increasingly complex registration procedures offer greater data accuracy, they also potentially increase the burden on companies and the administrative staff involved. Mismatches between the system and the readiness of human resources and infrastructure can impact service effectiveness, either speeding up or slowing down the process depending on field conditions.

In fact, the company registration process with the OHS Supervision Division still faces several challenges. These include files submitted by companies that do not meet criteria, slow document delivery, and limited staff. This issue has also been identified in other research highlighting common obstacles in local government administrative services, such as a lack of information systems and high workloads (Kadri F, 2025). During an internship in the OHS

Supervision Division, the author also observed changes in the registration process from the previous system to the new one. The new system has a longer process and requires more complete documentation than the old one. This makes the process feel longer and requires adjustments from both employees and the company. Comparing the two systems is important to examine to determine their impact on the smooth running of registration and data collection services. Furthermore, registration and data collection activities are directly related to government regulations, such as Minister of Manpower Regulation Number 33 of 2016 concerning procedures for labor inspection. This regulation explains how the reporting, inspection, and management of inspection data must be carried out. Therefore, the company document registration process is part of an effort to ensure the proper implementation of government policies. Based on this, this study aims to examine the effectiveness of company letter registration and data collection in the Occupational Health and Safety Supervision Sector. The results of this study are expected to provide useful input for improving the quality of OHS services and supervision in the regions, particularly in East Java Province.

## **B. LITERATURE REVIEW**

### **Theory of Public Service Effectiveness**

Public service effectiveness essentially refers to the ability of a public sector organization to realize established service objectives through the appropriate and proportional use of resources (Dwiyanto, 2018). However, effectiveness cannot be reduced solely to the speed of service delivery. In contemporary public administration practice, effectiveness demands attention to the quality of service output, accuracy of targeting, and the extent to which these service outcomes provide tangible benefits, both for users and the implementing organization. Interestingly, the dimension of effectiveness is also increasingly linked to aspects of data accuracy, procedural reliability, and the ability of the service system to support strategic decision-making. Therefore, services that are fast but produce invalid or difficult-to-track data cannot be substantively categorized as effective. Therefore, public service effectiveness needs to be understood as an effort to balance process efficiency with the quality of service outcomes produced sustainably (Dwiyanto, 2018). Public Service Effectiveness Indicators:

- Speed of service processes
- Accuracy and precision of service outcomes
- Alignment of procedures with service objectives
- Consistency of administrative outputs
- Service support for decision-making

### **Digital Transformation Theory in Public Administration**

Digital transformation in public administration is understood as a systemic process of change in governance through the use of digital technology to improve service quality, transparency, and accountability in public organizations (Mergel et al., 2019). It is noteworthy that digital transformation does not stop at the mere procurement or use of new technology, but also encompasses fundamental changes to work processes, organizational structures, and interaction patterns between actors within the bureaucracy. In its implementation, digital systems often result in additional verification stages and increased reliance on technological infrastructure. If human resources and support systems are inadequate, digital transformation has the potential to extend service times rather than increase efficiency. Therefore, the success of digital transformation is largely determined by the level of alignment between the technology used, the design of administrative procedures, and the organization's capacity to manage these changes (Mergel et al., 2019). Digital Transformation Indicators:

- Digitization of administrative processes

- Standardization of data formats and systems
- System-based workflow integration
- Technological stability and reliability
- Human resource readiness

### **Administrative Accountability Theory**

Administrative accountability refers to the obligation of public organizations to ensure that every administrative process and decision is legally, procedurally, and ethically accountable to stakeholders (Bovens, 2007). Within this framework, accountability requires accurate documentation, traceable data, and consistent internal oversight mechanisms. In the context of public services, the quality of accountability depends heavily on the administrative data recording and management systems used. Interestingly, simple and fast manual systems often harbor fundamental weaknesses due to their inability to guarantee long-term data traceability and consistency. Therefore, digital systems are often positioned as a strategic instrument for strengthening administrative accountability, as they enable transparency, clear audit trails, and more reliable records management (Bovens, 2007). Administrative Accountability Indicators:

- Data and document traceability
- Clarity of administrative flow and responsibilities
- Consistency of recording and archiving
- Compliance with regulations
- Data support for oversight functions

## **C. RESEARCH METHODOLOGY**

### **Research Approach and Type**

This research uses a qualitative approach with a descriptive case study. This qualitative approach was chosen because this research aims to understand and describe in depth the effectiveness and challenges faced in the registration and data collection process for company documents in the Occupational Health and Safety Supervision Division of the East Java Provincial Manpower and Transmigration Office. Descriptive case studies allow researchers to explore specific phenomena regarding changes in OHS administrative procedures in a real-world and complex context.

### **Research Location and Object**

The research location is specifically within the OHS Supervision Division of the East Java Provincial Manpower and Transmigration Office. Data collection is planned to take place over a specific period, in accordance with the field permit, over a period of four months. This includes observation of registration activities, interviews, and the collection of supporting documents.

### **Data Collection Techniques**

Data collection in this study was conducted using three main qualitative techniques: observation, semi-structured interviews, and document analysis. Non-participatory observation was conducted to directly observe the registration process in practice, from receiving documents, checking completeness, recording, and uploading data to the digital system. Interviews were conducted with labor inspectors, particularly those in the administration department, using flexible question guides to explore in-depth the barriers and real differences between the old and new procedures. Document analysis was conducted to examine registration SOPs, archival files, and digital service documentation.

### **Data Analysis Techniques**

The research data was processed using thematic analysis, an approach that systematically facilitates researchers in discovering, organizing, and interpreting meaningful patterns or themes within qualitative data. This analysis was divided into three main steps: data reduction, data presentation, and conclusion drawing (Oktaviani & Febrianti, 2022). Each piece of data from observations, interviews, and documents was described using thematic categories, then comparative findings were compiled to identify patterns, gaps, and the impact of procedural changes on service speed, data accuracy, and employee workload.

#### **D. RESULT AND DISCUSSION**

Empirical research on the workflow in the Occupational Safety and Health (K3) Supervision Division of the East Java Provincial Manpower and Transmigration Office shows that the change in company letter registration procedures from the old method to a digital system has had a significant impact on the organization's work methods, both in terms of operations and the quality of the resulting data. Field findings indicate that the old procedure has advantages, particularly in terms of speed and flexibility in the service process. Under the old mechanism, officers simply received physical documents, checked the completeness of the files, then registered them in Excel, and finally recorded them in an archive book without additional steps. This simple flow made the service process relatively fast and responsive, even when the volume of requests increased. Officers were not limited by dependence on devices or networks, so in certain situations, services could be completed relatively quickly. However, the speed offered by the old system was overshadowed by fundamental weaknesses consistently identified in interviews: low data accuracy and a high risk of human error. Recording errors, format inconsistencies, and the risk of loss or damage to physical files meant that the resulting data was less able to accommodate the needs of K3 supervision, which demands long-term accountability and traceability. Furthermore, the use of outdated archives in government agencies often creates difficulties in document tracking and increases the likelihood of administrative errors, especially as the number of documents increases year after year.

Based on these weaknesses, the government implemented a new digital-based procedure that introduced a hierarchical process and stricter verification mechanisms. This new procedure allows each document to be stored in a uniform format, re-verified by supervisors/verifiers, and entered into a digital database, facilitating data retrieval whenever needed, even though the old numbering on the register paper remains. Officials acknowledged that the new system significantly improved data quality by rejecting files with inconsistent formats and ensuring data consistency between applications. Furthermore, the presence of digital archives minimizes the risk of document loss and makes monitoring planning more focused. However, this study also found that the increased hierarchy and number of steps in the digital procedure created significant operational conflicts. The process of uploading documents, system validation, repeated checks, and waiting for approval from specific officials lengthened application processing times. Technical issues such as unstable networks, slow applications, or the need to re-upload files often added additional administrative work not previously present under the old system. In some cases, workloads even increase because officers have to enter data twice or correct time-consuming formatting. This situation demonstrates the contradiction in the digitalization process: technology, which should improve accountability, can actually slow down services when the infrastructure is not fully ready, thus increasing the administrative burden.

The conflict between speed and accuracy then becomes the core of the dispute over the effectiveness of the current registration procedure. The old system excelled in speed but lacked in data quality, while the digital system offered high accuracy but sacrificed time

efficiency. This is clearly evident in empirical findings: processes that could previously be completed in minutes now take longer due to multiple verification stages. However, the data generated by the digital system has proven to be more organized, complete, and easily traceable. This situation emphasizes that the effectiveness of public services cannot be measured solely on one aspect. While speed is crucial to ensure responsive services, accuracy is the foundation for OHS (Health and Safety) oversight, which requires valid data to formulate policies, assess company risks, and determine inspection priorities. Therefore, service effectiveness must be redefined beyond the ability to resolve requests quickly, but also to the extent to which procedures can produce data that can truly support strategic decision-making. This view also shows that digitalization can only run well if the system used is easy to understand, stable, and supported by the technical skills of its employees.

The implications of these findings are both theoretical and practical. Theoretically, the results of this study reinforce the view in public administration that innovation, including digitalization, will only be successful if there is alignment between procedures, technological capabilities, and human resource readiness. Lengthy procedures without the support of a stable system not only reduce service efficiency but also have the potential to create internal dissatisfaction among implementers. Practically, the results of this study emphasize the need for a reevaluation of the current digital system. Simplifying verification stages, improving application stability, and providing adequate technical training for employees are essential steps to ensure digital procedures achieve their primary goal of producing accurate data without hindering service efficiency. Furthermore, improvements to the digital system are urgent because OHS supervision increasingly requires precise data as a basis for coaching, preventing workplace accidents, and strengthening company compliance. Thus, the results of this study confirm that the success of administrative reform in the context of OHS supervision depends not only on technological developments but also on the agency's ability to balance the need for efficiency with the need for data accountability.

## **E. CONCLUSION**

Based on the results of a study comparing the registration and data collection procedures for company documents in the Occupational Safety and Health (K3) Supervision Division of the East Java Provincial Manpower and Transmigration Office, it can be concluded that the transition from the old system to a digital one has profound implications for service effectiveness, both in terms of operational aspects and data quality. The findings indicate that the old procedure still has significant advantages in terms of service speed due to its simple flow, network independence, and the ability of officers to respond to requests more flexibly. However, this practicality is overshadowed by fundamental weaknesses such as a high risk of human error, inconsistent data formats, and the vulnerability of physical archives to damage or loss. These conditions make the resulting data less able to support the needs of K3 supervision, which demands long-term traceability and accountability. Meanwhile, the implementation of the digital system has significantly improved data quality through a uniform format, multi-layered verification processes, and more secure and easily traceable storage. The data generated by the digital system has proven to be more organized and can serve as a stronger basis for inspection planning and company risk analysis. However, this study also shows that the adopted digital system has not yet fully delivered the expected effectiveness due to increased administrative steps and reliance on unstable technological infrastructure. Longer service times due to verification steps, document uploads, and network disruptions pose significant obstacles. This presents a paradox: while digital systems can improve data quality, they actually reduce operational efficiency if not supported by adequate

technological readiness and employee competency. Thus, this study confirms that the conflict between speed and accuracy is a central issue in determining the effectiveness of registration procedures. Speed can no longer be the sole indicator of effectiveness, as data quality is the foundation for the success of OHS supervision and occupational safety more broadly. Service effectiveness must be understood as the ability to produce accurate, easily traceable data that supports strategic decision-making without sacrificing service responsiveness.

Overall, this study concludes that digital transformation in the OHS Supervision Sector is an appropriate step and relevant to the needs of modern governance. However, its implementation must be tailored to the technical capacity and readiness of the organization. System improvements, strengthening digital infrastructure, simplifying verification steps, and improving employee competency are urgently needed for the digital system to achieve its primary objectives. Administrative reform cannot succeed if it focuses solely on technology adoption without considering field conditions and operational dynamics. Balancing time efficiency and data accuracy must be the primary focus for company registration and letter data collection services to be truly effective in supporting more proactive, accountable, and responsive K3 oversight to the needs of worker safety protection at the provincial level. Therefore, this study confirms that the success of digitalization is determined not only by the sophistication of the system, but also by the agency's ability to comprehensively reorganize work processes to align with the goal of quality and sustainable public services.

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