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## Management Information System in the Organizational Section of the Regional Secretariat of Malang City

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**Abstract:** Based on the mandate of Law Number 25 of 2009 concerning Public Services, the government is required to improve the quality and guarantee of the implementation of public services in accordance with the general principles of government and provide protection for every citizen from abuse of authority in the provision of public services related to the basic needs of the community. In providing its services, the government is obliged to provide excellent service to the community, so as to achieve the desired goals. The problem that became the main focus in this research was regarding tools in formulating policies as is a function of the Organizational Section of the Regional Secretariat of Malang City. One of these tools is data which is then managed into a Management Information System. Based on this, the main discussion that will be raised in this study is about what are the factors in formulating policies and how the information needed by the Organizational Section of the Malang City Regional Secretariat as an assistant to carry out other functions.

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## INTRODUCTION

An organization is founded because it has goals to be achieved, it is expected that the maximum power is to achieve the goals of the organization. The most important origin of the resource comes from the organization means the resources of the people. To achieve its goals, each organization is influenced by the behavior and attitudes of people in the organization (Hasibuan, 2014). The success of achieving goals depends on the reliability and ability of employees to run the organizational work unit. Because employees are determinants of the success of an organization (Lipursari, 2013). The performance of government organizations is a result of work requirements that must be met by employees (Hayati, 2004). Organizations are required to be able to produce good performance individually as well as in groups.

Dwiyanto (2005) stated that performance appraisal is an effort to improve performance that can be done in a directed and systematic manner. Even with the information of performance discourse, benchmarking can be done simply and encourage to improve performance. The quality of public services is a primary indicator in good government administration, from the central government to local government (Ibn, 2000). one attempt to improve the quality of public services, as mandated by Law No. 25 of 2009 on Public Service Discourse Article 38 paragraph 1 where the organizer is obliged to evaluate the performance of public service delivery periodically, it is necessary to compile a Citizen Satisfaction Survey (SKM) as a benchmark for assessing the level of service quality.

## METHOD

The data collection techniques used in this study are: Interviews, Interviews are direct conversations with the intention of strengthening secondary data used in the study. In this case the author conducts an interview openly. Mangkunegara (2013) mentions that "an interview often called an interview or oral questionnaire is a dialogue conducted by the interviewer to obtain information from the interviewee."

Documentation. According to Arikunto (2006) "Documentation is a method implemented by researchers to examine objects carried out by researchers to examine written objects" Document Documentation varies in form, from simple written to more complete, and can even be other objects. In this study, in collecting data, namely by looking back at literature or documents and photos of documentation that are relevant to the theme raised in this study

## FINDINGS AND DISCUSSION

### Findings

#### *a. Community Satisfaction Survey (SKM) in Malang City*

Community Satisfaction Survey (SKM) in Malang City Community Satisfaction Survey uses an application to conduct a survey of community satisfaction in management.

Through the Community Satisfaction Survey (SKM), it can answer the need for continuous improvement in the quality of public service institutions. This indicator (benchmark) of public service implementation in carrying out the Community Satisfaction Survey (SKM) consists of 9 (nine) elements, namely:

1.Requirements are requirements that must be met when managing a service, including technical requirements and administrative requirements.

2.Procedure is a standard service procedure for service providers and recipients, including complaints.

3.Time is the period of time required to provide the entire service process of each service.

4.Fee/Tariff is a fee charged to the recipient of the service for the management of data and/or the acquisition of services from the operator whose amount is determined based on an agreement between the community organizers.

5.Service products are the result of providing and receiving services according to predetermined conditions. This service offering is the result of each specification as well.

6.Implementing competence refers to the ability required to carry out the handling and follow-up of complaints.

7.The behavior of the executor is the attitude of the cadre in providing services.

8.Handling, complaints, suggestions and inputs are procedures for handling complaints and follow-up.

9.Facilities and infrastructure are everything that serves as a tool to enable the implementation of services.

### **Implementation of Data Collection**

a. Data Collection To obtain accurate and objective data, the public needs to be asked about the 9 (nine) elements of service that have been identified based on field information. The data collected for this campaign is raw data, which is data obtained directly from respondents using structured general news. Field data collection is carried out by surveying customers with the number of respondents as many as 150 (one hundred and fifty) respondents.

b. Filling out the Questionnaire The investigation activities are carried out by the public service unit. The questionnaire is filled out by the recipients themselves, and the results are collected in the premises provided by the officer conducting the personal interview.

### ***b. Performance Measurement with E-Performance***

Every month the employees of the Regional Secretariat of Malang City from the leadership to the implementation of the highest to the lowest level have a record, after the use of the application (documenting or recording) is immediately assessed with the leadership. From the leadership, the value obtained will be seen so that it can be found out from one month whether the employee is diligent or not. And immediately visible because it has spoken numbers or score values obtained.

The e-performance application can find out how long / day absent employees are absent until they are discovered so that it is not arbitrary for the city to be monitored and have entered the BKD. The Malang City Government (pemkot) immediately implemented an electronic performance application (e-performance) to improve the quality of work and improve services to the community. In preparation for the implementation of e-performance, technical guidance (bimtek) was recently held for the use of the software for the general and staffing of each regional device organization (OPD) so that later there would be no difficulties in its application.

E-performance is software that can streamline and increase the performance of the ASN so that the quality of its work is truly controlled and of high quality. With the use of e-performance, it will be able to place the right position for ASNs according to their potential and competencies. As a result, e-performance is very helpful for employees to complete work efficiently and effectively.

The implementation of e-performance can monitor employees so that it will create productivity in carrying out their duties. In addition, e-performance has an impact on the greater community, because using the basis of the evaluation results of this e-performance can put "the right person in the right place". If the person placed has been perfect, then the services provided to the community will also be better.

## **Discussion**

### ***a. Community Satisfaction Survey (SKM) in Malang City***

Community Satisfaction Survey using the application in the management. With the Community Satisfaction Survey (SKM), it can answer the demands for continuous improvement of the quality of public services in these public service agencies. Indicators / benchmarks in the implementation of the Community Satisfaction Survey (SKM) for this public service delivery unit are 9 (nine) elements, namely:

1. **Requirements**, are conditions that must be met in the management of a type of service, both technical and administrative requirements.
2. **Procedure**, is a standardized service procedure for the giver and recipient of the service, including complaints.

3. **Time**, is the period of time required to provide the entire service process of each type of service.
4. **Fees / tariffs**, are costs charged to service recipients in managing data / or obtaining services from the organizer whose amount is determined based on an agreement between the organizers of the community.
5. **Service Products**, are the results of services provided and received in accordance with the provisions that have been determined. This service product is the result of each specification of the type of service.
6. **Competence of the Implementer**, is the ability that must be possessed by the implementation of complaint handling and follow-up.
7. **The behavior of the Executor**, is the attitude of the officer in providing the service.
8. **Handling, Complaints, Suggestions and Input**, are procedures for implementing complaint handling and follow-up.
9. **Facilities and Infrastructure**, are everything that is used as a tool in achieving the implementation of services.

***b. Performance Measurement with E-Performance***

The performance of the organization with organizational achievements, organizational achievements are tracked monthly and so on. Individually, employees usually have an e-performance application so that every month they document or record whether an employee participates in meetings and does his job well.

The use of the application will be initiated directly by the leadership in a direct manner every month. Every employee of the Regional Secretariat of Malang City will have a clear and transparent record regarding their performance. With the e-performance application, every day that is carried out by employees will be recorded automatically about what activities the employee is doing (Lasmaya, 2016).

With this note, it will help assess performance and provide data on what should be improved from employees. Thus, the use of e-performance applications helps to collect data about employees in superiors.

## CONCLUSION

Through the Community Satisfaction Survey (SKM), it can answer the need for continuous improvement in the quality of public service institutions. Data Collection To obtain accurate and objective data, the public needs to be asked about the 9 (nine) elements of services that have been identified based on field information. The data

collected for this campaign is raw data, which is data obtained directly from respondents using structured general news.

Data Processing Method Data Processing Method Value in the process of data the value of the Community Satisfaction Survey (SKM) is calculated using the "weighted average" of each element of service. Human Resources in the Organizational Section can be said to be quite good in terms of education level but nevertheless operational capabilities will be permanently developed through formal and non-formal education channels in order to further improve the resource capabilities of government apparatus, especially in the Organizational Section. Although the echelonization of the Organizational Section seems simple, it basically has a very broad function and is very closely related to using the application of work procedures and optimizing the performance of all regional device organizations within the Malang Regency Government.

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