
EFFECT OF IMPLEMENTATION OF MANAGEMENT INFORMATION SYSTEM ON THE COMMUNITY OF PUTAT LOR VILLAGE, GONDANGLEGI, MALANG REGENCY

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Abstract: *The rapid advancement of technology has encouraged the implementation of digital systems within government institutions to create more effective, transparent, and efficient governance. One of the innovations supporting this goal is the development of website-based information systems, which serve as a step toward realizing good governance. However, observations indicate that many village governments in Indonesia still rely on traditional administrative methods, making adaptation to the current digital era challenging. This study employs literature research from various journals related to web-based information systems and aims to examine the impact and effectiveness of web-based public services in Putat Lor Village, Gondanglegi District, Malang Regency. The Putat Lor Village Government has developed a web-based public service system as an innovation initiated by the Population and Civil Registration Service to improve administrative performance and service delivery. The*

system simplifies community data management, allowing residents to access services without visiting the village office, thus saving time and effort. Despite these advantages, public understanding of this innovation remains limited, highlighting the need for further socialization and education efforts by the local government to ensure optimal utilization of the technology.

INTRODUCTION

Public service is one of the most important parts in a country, efforts to provide quality public services carried out by the organizers are the center of attention by all groups and also all world organizations, both private and public. The aspect of employee performance is one of the factors that can affect the realization of a public service, one of which is the Department of Population and Civil Registration of Malang Regency, the implementation of public service practices in the population sector is the performance of the service.

The existence of increasingly rapid technological developments is one of the demands of the government to make adjustments quickly and accurately, one of which is in the field of administrative services. E-Government is a technology-based administrative service resulting from the development of existing public services in Malang City to provide services for the community. In addition, the development of technology-based administrative services can support the development of the smart city of Malang. The development of technology that is getting better day by day is also utilized by government agencies, the use carried out by the government is as a form of information to help carry out tasks, so that with the use of this technology, agency tasks can run effectively and efficiently.

The establishment of a digital-based public service program in the Putat Lor village of Malang Regency is based on the Malang Regent's regulation Number 23 of 2020. In line with this regulation, Malang City is one of the cities that continues to make efforts to improve the field of citizen administration services optimally. Optimization of the city of Malang can be seen with the development of public services.

Community service orientation is one form of its performance, therefore its main functions and duties are very heavy and have a large number of officers. In line with this, the existence of supporting factors is one of the efforts to improve the performance of Malang Regency, so that its performance becomes better and in accordance with the expectations of the people of Malang Regency.

The innovation program developed by Putat Lor Village, Malang Regency, makes it easier for the public to access information related to public administration matters. This web-based public service innovation is a form of innovation from the Department of Population and Civil Registration which aims to serve the digital-based community so that the administrative implementation runs practically and efficiently.

This web-based public service is a population administration service through a filling form found on the web where residents only need to send the required administrative documents submitted to the available web. The administrative file sent is a form, photo or scan, then the applicant gets a collection number, then the file that has been submitted is sent to the Putat Lor Village office and when the file has been completed, the applicant only needs to take the residence document to the Putat Lor Village Office.

The development of public services in the field of administration is very helpful for the community, this is because in managing data, the community no longer needs to come to village actors, moreover, the busyness of different communities becomes a separate difficulty for residents, besides that the development of this technology is also more efficient. . However, sometimes people are still clueless so that the Malang city government needs to conduct socialization related to the development, so that people can also understand the innovations that have been carried out.

METHOD

This study employed two types of research, namely literature research and field research. Literature research involved reviewing various relevant reading sources to serve as references in supporting the writing process. Field research, on the other hand, was conducted through direct observation and interviews with village officials and local residents to explore the implementation of web-based digital services in Putat Lor Village, Gondanglegi District, Malang Regency. Data were collected through several techniques, including observation, interviews, and documentation. Observation was carried out to obtain important information by directly observing how web-based digital services are provided to the community. Interviews were conducted with village officials and residents to obtain accurate and in-depth information related to the research focus. Meanwhile, documentation involved collecting and analyzing existing reports and documents to gain a deeper understanding of the impact of implementing web-based digital services in Putat Lor Village.

FINDINGS AND DISCUSSION

Findings

Based on the research that has been done, the data findings were obtained by interviewing Mr. Nur Ali Wafa as the village operator in Putat Lor Village. Here are some of the questions we have asked:

1. Currently, the public services provided by the government are still considered less than optimal by the community, what should the government do to continue to improve the quality of service?
2. How is the implementation of the application of the website to the community?

3. Is the public service in Putat Lor village already website-based in its service? And what are some examples of these services?
4. In public services, how long does it take for data processing to take the longest and most in completion?
5. Are website-based services effective for the community?
6. How do people access this website?
7. What are the obstacles faced by the community in this website-based public service?
8. What is the cause of the unresponsive Public Service so that it is considered very bad for the community?

Administratively, Putat Lor is a village in the Gondanglegi District, Malang Regency, East Java Province. Geographically, this village is a lowland area whose land consists of dry fields and rice fields with moderate productivity.

Table 1 . Population Population of Putat Lor Village, Kecamatan Gondanglegi, Malang Regency, East Java Province.

Number of Boys	Number of Women	Total population
3.412	4.112	7.524

The village which has an area of 443 hectares has a strong historical background, based on village folklore and information from the surviving village Pinisepuh. Putat Village was originally an untouched forest consisting of putat trees, teak and others. A husband and wife came to perform pedestal surgery or tripe pedestal so that land was created to build housing for the local community and the creation of Putat Lor Village.

Abundant natural resources come from the agricultural sector such as sugarcane, rice and some secondary crops, as well as the still strong cultural arts in this village such as Pencak Silat, Jaranan and so on are potential villages that need to be developed so that they become data of special attraction for people outside the village.

Putat Lor Village also has a village office as a service center in the village, as well as being central to all activities in the village, be it in the fields of government, empowerment, development or coaching, all centered in the village office. The Putat Lor Village Office offers a variety of services, including registration of National Identity Cards, Family Cards, Birth and Death Certificates, and so on.

The innovation program developed by Putat Lor Village, Malang Regency, makes it easier for the public to access information related to public administration matters. This web-based public service innovation is a form of innovation from the Department of Population and Civil Registration which aims to serve the digital-based community so that the administrative implementation runs practically and efficiently.

The development of public services in the field of administration is very helpful for

the community, this is because in managing data, the community no longer needs to come to village actors, moreover, the busyness of different communities becomes a separate difficulty for residents, besides that the development of this technology is also more efficient.

Discussion

This section discusses the findings or research results comprehensively. The discussion must be strengthened with references so that it can be accepted scientifically. The discussion can be divided into several sub-chapters so that they are neatly arranged and easy to understand.

Implementation of a Website-based Management Information System in Putat Lor Village

All activities to fulfill the rights of citizens are called public services. Public services are one of the most important parts in a country, efforts to provide quality public services carried out by the organizers are the center of attention by all groups and also all world organizations, both private and public. Aspects of employee performance is one of the factors that can affect the realization of a public service. The implementation of public services certainly cannot be separated from the existence of a good management information system, a management information system is very important for every agency to improve government services in providing information to the public efficiently.

An example of a management information system is the improvement of web-based digital services, this digital service makes it easier for the public to process administrative data and complaints to the government, so that people do not make complaints manually. Based on this, the existence of this web-based digital service received a fairly good response, this is because the service has become more efficient. In addition, the data input process is also quite accurate when compared to the manual method. One of the agencies that have used this digital-based service is the Department of Population and Civil Registration of Malang Regency. The community service orientation at this institution is a form of performance of the SKPD of the Malang Regency Population and Civil Registration Service, therefore the main functions and tasks are very heavy and have a large number of officers. In line with this, the existence of supporting factors is one of the efforts to improve the performance of Malang Regency, so that its performance becomes better and in line with expectations.

The establishment of a digital-based public service program in Putat Lor Village, Malang Regency, is based on Malang Regent Regulation Number 23 of 2020. The innovation program developed by Putat Lor Village, Malang Regency in making it easier for the public to access information related to public administration matters, is web-based administrative services. This web-based public service innovation is an innovation from

the Department of Population and Civil Registration which was developed with the aim of serving the digital-based community so that the administrative implementation runs practically and efficiently. This program certainly gets good support for modern society. This public service aims to make data management carried out easily. This service is relatively easy to understand and carry out by the local community, this web-based public service is a population administration service through a filling form found on the web where residents only need to send the required administrative documents submitted to the available web. The administrative file sent is a form, photo or scan, then the applicant gets a collection number, then the file that has been submitted is sent to the Putat Lor Village office and when the file has been completed, the applicant only needs to take the residence document to the Putat Lor Village Office.

The Impact of the Implementation of a Website-Based Management Information System on the Community of Putat Lor Village

Apart from the advantages of web-based public services in Putat Lor Village, the development of this service still needs improvement so that the effectiveness and innovation of digital-based service programs for the community in Putat Lor Village can be used properly for the local community. The general public knowledge of this development is one of the challenges for the agency, for the local community there is still a need for understanding and regular monitoring of the use of this technology so that web-based public service programs can be implemented optimally.

The development of public services in the field of administration is very helpful for the community, this is because in managing data, people no longer need to come to the village office, moreover, the busyness of different people becomes a difficulty for residents, besides that the development of this technology is also more efficient. . However, sometimes people are still ignorant (failed in science and technology) so that the Malang city government needs to hold socialization related to the development, so that people can also understand the innovations that have been made.

CONCLUSION

Based on the results and discussion above, the following conclusions can be drawn.

1. The service quality of the Putat Lor Village Government, Gondanglegi District, Malang Regency which is full of simplicity, clarity and certainty by prioritizing the suitability of work policies, work suitability and workability of equipment, is provided through safe and open services. You can achieve high quality service.
2. The obstacle faced by the local community in carrying out services in Putat Lor Village is that most people do not really know about the existence of information sources on the internet and applications” On the other hand, people prefer the manual service system because some local people are not familiar with the website or the internet.

However, the Putat Lor Village Office remains committed to providing quality professional services to the community.

Efforts to maintain or improve service quality in Putat Lor Village will be overcome with excellent manual services because the community prefers to come directly to the village office. This includes introducing and giving directions that there is an effective way, namely through the website without coming directly to the village office.

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