
Implementation of Information System in the Local Government of Asrikaton Village, Malang Regency

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Abstract: Public service is an activity in order to meet the needs of services in accordance with laws and regulations to the community in a state area, services for goods, services, and/or administrative services provided by public service providers, for example, state organizing institutions, independent institutions, corporations formed under the law for public service activities and other legal entities formed solely for public service activities. As explained earlier, in carrying out public services, it must be in accordance with the laws and regulations on public services, for example in RI Law No. 25 of 2009 which is a law that regulates the principles of good government in achieving the effectiveness of government functions itself and in RI Law No. 14 of 2008 in this law discusses public information disclosure or openness of state administration to the public in order to can access information effectively, efficiently, responsively, transparently and accountably. Therefore, there is a need for a development in the field of Information Technology (IT) in the form of a Site or Website in an agency or for example at the Asrikaton village office in Malang regency. The research method used in the creation of this journal uses descriptive research methods and field study methods by conducting

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a survey directly to the location of the Asikaton village office to obtain information about the management information system related to public services in the village office. In conducting this research, we found several problems in the management information system, especially in public services, namely the lack of optimal services in the field of Information Technology (IT) at the Asrikaton village office. So we conclude that in order for transparency, effectiveness and accountability that can facilitate and provide satisfaction to the community in the Asrikaton village office, there needs to be employees or village officials who are good at Information Technology (IT) which can later maximize technology-based public services and can realize the bureaucratic principle of good governance.

INTRODUCTION

Information systems refer to organized activities involving people who use digital technology to perform and support their work. An information system can also be viewed as an integrated network of people, processes, and technologies within an organization that exchange and share information using software, hardware, communication networks, and data resources.

In the context of government, public services today are inseparable from information systems. Almost all aspects of personal and population data management have shifted to digital platforms, as the use of digital technology enables information processing to be more effective and efficient. Information systems supported by information technology (IT) play a crucial role in improving public services—such as facilitating the delivery of citizens' aspirations regarding service satisfaction, serving as a strategic medium for providing information to the public, and presenting accurate data for policy formulation. Moreover, digital-based services make it easier for people to access services without having to visit government offices directly, but rather through online websites or applications.

The importance of digital public services became even more evident during the Covid-19 pandemic. In-person interactions had to be minimized to prevent the spread of the virus, while at the same time, citizens continued to have the right to access public services. As stated by the Secretary General of the Ministry of Law and Human Rights, Andap Budhi Revianto (July 14, 2021), "We are faced with pandemic conditions. We face the challenge of shifting bureaucratic services from manual and traditional to automated and digital. Our bureaucratic services must be digital." This statement reinforces the government's commitment to transforming public services through digitalization in line with the concept of e-government, which aims to embody the principles of good governance—namely effectiveness, efficiency, responsiveness, transparency, and

accountability.

However, in practice, not all regions have been able to implement digital-based services optimally. Based on a direct interview with the Head of Asrikaton Village, it was found that the village information system still has several shortcomings. For example, there is no official website or online platform that provides comprehensive information about the village, making public services less effective and efficient. Although a banner containing information about the village's financial use for road and infrastructure development is displayed in front of the village office, such a method is still considered insufficient to meet the standards of responsiveness, transparency, and accountability expected in modern digital governance.

METHOD

This study employed a two-stage research method. The first stage involved a field study, which was conducted through a direct survey at the Asrikaton Village Office to obtain information regarding the management information system related to public services. During this stage, interviews were carried out with the Head of Asrikaton Village using several key questions. The questions were designed to explore (1) the condition of public services in Asrikaton Village and the challenges faced during the Covid-19 pandemic, based on Law of the Republic of Indonesia No. 25 of 2009 concerning Public Services; (2) the performance of village government employees in providing community satisfaction as a measure of public service quality; (3) the existence of an accessible website or online platform that allows the community to obtain information and provide feedback, as mandated by Law No. 14 of 2008 concerning Public Information Disclosure; and (4) the conformity of the current service system with the village head's administration as well as the differences between the current and previous public service systems.

Through this field study, comprehensive data were collected to better understand how the management information system operates in supporting public services at the village level. In addition to the empirical data collection, a preliminary theoretical study was also conducted to review relevant literature and empirical findings. This step aimed to extract supporting information and identify variables necessary to focus the research problem. After developing a conceptual model, validation was performed by the Head of Asrikaton Village or an appointed expert through expert judgment to ensure that the model aligned with the theoretical framework and accurately reflected the issues observed in the field.

The second stage employed a descriptive research method. At this stage, data and information obtained from the previous field study were analyzed descriptively to identify key problems in the implementation of public service management at the Asrikaton Village Office. Based on these findings, recommendations and alternative solutions were formulated with the expectation that the identified problems could be addressed effectively by the village officials, particularly by the Head of Asrikaton Village.

FINDINGS AND DISCUSSION

1. Overview of Management Information Systems in Asrikaton Village

Management Information Systems (MIS) serve as a critical component of organizational operations by integrating people, documents, technologies, and processes to address managerial and administrative needs. Within the context of public administration, MIS facilitates effective decision-making, supports strategic planning, and enhances the delivery of public services. The Asrikaton Village Office, as a governmental institution responsible for managing population data—such as birth records, death reports, and citizen identity card issuance—relies on information systems to ensure efficient and accurate service delivery. However, the findings reveal that despite the awareness of MIS importance, its practical application in Asrikaton Village remains limited due to the absence of a comprehensive digital platform.

2. Service Conditions During the Covid-19 Pandemic

During the Covid-19 pandemic, Asrikaton Village continued to provide essential public services despite the implementation of health restrictions. Services were adjusted to comply with health protocols such as wearing masks, maintaining physical distance, and providing handwashing facilities and sanitizers. Although there were no significant disruptions in administrative operations, the number of visitors to the office was limited to prevent virus transmission.

The pandemic presented a challenge for maintaining service quality under the constraints of Large-Scale Social Restrictions (PSBB). In response, the Asrikaton Village Office adopted an employee shift system—dividing staff into morning and afternoon shifts—to reduce crowding and minimize health risks. Additionally, the village government utilized digital communication media, particularly WhatsApp, to facilitate communication between residents and village officials. However, despite the availability of online channels, many residents still preferred in-person interactions, indicating the need for greater public education on the use of digital services.

3. Implementation of Health Protocols

The Asrikaton Village Office implemented strict health measures to ensure public safety during service delivery. Facilities such as handwashing stations, soap, tissues, and hand sanitizers were provided. Seating arrangements were modified to maintain safe distances, and staff were instructed to educate the public on health protocols. These efforts were intended to prevent the formation of new Covid-19 clusters while maintaining community trust in government services.

4. Administrator and Employee Performance

The study found that administrators and employees at the Asrikaton Village Office demonstrated strong commitment to serving the community, even beyond regular working hours. For instance, the Village Head, Mr. Supaadi, was reported to assist residents outside office hours, such as providing document signatures late at night or meeting citizens in person to expedite administrative needs.

This level of dedication reflects an emphasis on responsiveness and accountability, aligning with the principles of good governance. However, despite the high level of commitment, some residents still expressed dissatisfaction with service speed and accessibility, suggesting that further systematization through digital service integration could enhance overall service performance.

5. Information Delivery and Transparency

Transparency in public administration is a cornerstone of good governance. The Asrikaton Village Office has demonstrated a commitment to transparency by publicly displaying financial information through banners located in front of the village office. These banners contain details about the allocation and use of educational and infrastructure funds, allowing residents to understand how the village budget is utilized.

In addition, discussions regarding the Village Fund Allocation (ADD) are conducted collaboratively between the Village Government and the Village Consultative Body (BPD). The budget is formalized in the Village Regulation (APBDes) and used for operational activities, including communication improvement programs and remuneration for BPD members.

However, despite these efforts, Asrikaton Village does not yet have an official village website to provide centralized access to information. Plans to develop such a platform are already in progress and expected to be realized in the following fiscal year. The introduction of a web-based information system is anticipated to improve data accessibility for both citizens and higher levels of government, facilitating better coordination and transparency.

6. Utilization of Communication Media

The Asrikaton Village Office also leverages traditional print media such as posters, banners, pamphlets, and illustrated displays to disseminate information. These media are often used in collaboration with local health centers (puskesmas) to promote health campaigns such as vaccination and immunization programs. Banners and posters are strategically placed in public areas such as village offices, community health posts (posyandu), and main roads to ensure wide visibility. This demonstrates the village's effort to maintain active communication channels with residents even in the absence of a digital platform.

7. Leadership and Governance Practices

Leadership performance plays a vital role in ensuring the effectiveness of public service delivery. The Village Head, Mr. Supaadi, has shown exemplary leadership by fostering a culture of discipline—ensuring that offices open punctually and that all services are accessible to the public. Furthermore, he actively monitors the equitable distribution of government aid funds to prevent duplication or misallocation.

In accordance with national policy, the distribution of social assistance is required to refer to the Integrated Social Welfare Data (DTKS) issued by the Ministry of Social Affairs. The Asrikaton Village Government has aligned with this directive to ensure that assistance reaches the rightful beneficiaries, avoiding double benefits under programs such as BLT, BPNT, and PKH.

Discussion

Overall, the findings indicate that Asrikaton Village has made substantial efforts to maintain service quality during the Covid-19 pandemic through adaptive strategies, strong leadership, and community-centered practices. However, challenges remain in the areas of digital transformation and system integration.

The lack of a village information website hinders transparency and efficiency, while residents' low digital literacy limits the effectiveness of online service options. Therefore, future improvements should focus on implementing a comprehensive village information system (VIS) that integrates administrative data, service requests, and communication platforms. Such a system would enhance transparency, accountability, and accessibility—ultimately supporting the realization of good governance and e-government principles in rural administration.

Conclusion

Based on the results of research that we have carried out at the Asrikaton village office in Malang regency, we can get conclusions, including the following:

1. Public services that use information technology (IT) or driver's licenses at the Asrikaton village office are still considered inadequate, therefore there is a need for a website or web that makes it easier for the public to get information, besides that the web or site will be a tangible proof of the effectiveness, efficiency, responsiveness, transparency and accountability of the village office.
2. Digital technology or information technology (IT) today is very useful to make it easier for people, including the public, to receive public services from the government, in order to get effective and efficient public services, it is necessary to have a support from the central government, of course, in this case related agencies to be able to continue to take advantage of technological advances in order to realize

the bureaucratic principle of *good governance* e.

3. Management Information System or SIM is a planning system part of the internal control of a government which includes the use of people, documents, technology and procedures in community services by local and city governments. The purpose of the SIM itself is to provide information used in planning, controlling, evaluating, and improving the continuation.
4. Public service is any form of service. Both in the form of public goods and public services which in principle are the responsibility and are carried out by government agencies pusat

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