Implementation Of Information Management System In Supporting Administrative Services At The Population And Civil Registration Services (DUKCAPIL) Gunungsitoli City

Delmanius Zebua [1]; Fatolosa Hulu [2]
[1,2] Faculty Of Economics, Universitas Nias, Indonesia
Email: [1] delmaniuszebua@gmail.com ;[2] fatolosahulu@gmail.com

ABSTRACT

This study discussed how the implementation of Information Management Systems in support of administrative services at the Department of Population and Civil Registration (Dukcapil) Gunungsitoli. Implementation of the Information Management System in support of administrative services at the Department of Population and Civil Registration (Dukcapil) Gunungsitoli. As well as having uses from various parties, both from the research site and from the author himself. Basically, this study uses descriptive qualitative research methods, using observation guidance instruments, interviews and documentation in data collection. Data analysed using methods of data collection, data reduction, data presentation, and conclusion. This study determines the subject and object of research with reference to the interview guidelines for conducting interviews, observations and and questionnaires as a complement. The results of this study indicate that the implementation of Management Information Systems in support of administrative services at the Department of Population and Civil Registration (Dukcapil) Gunungsitoli has been well implemented by using all facilities/ facilities and infrastructure as well as the application of SIAK as a stepping stone in optimizing the application of Management Information Systems. Efforts to improve the quality of service to the community are increasing because it is supported by a variety of administrative services more quickly and effectively.

INTRODUCTION

The increasingly large population growth with uneven distribution and the low quality of the population have become problems related to population in Indonesia, such as poverty, unemployment, economics, and health and so on. Responding to population problems, state administrators are required to work harder from the central government to the relevant

government levels by collecting and ensuring the availability of accurate and complete population data as required in order fulfilling population information. Responding to various problems, the government is trying to obtain accurate population data in Indonesia to create mapping to overcome population problems. Management of population registration is the responsibility of the City/Regency government where the implementation starts from the village/urban village as the spearhead of population registration, so that every citizen is administratively registered as an Indonesian citizen and in accordance with Law Number 24 of 2013 concerning population administration, so that the service It needs to be done correctly and quickly so that residents as customers feel they are receiving satisfactory service.

There are several factors that make management information systems really needed by government institutions, including employees being faced with an increasingly sophisticated global environment. With all the complexity, services are required to make decisions quickly as policy makers. Management information systems in government institutions are systems designed for management needs in an effort to support management functions and activities in an educational organization. Aaccording to Prehanto (2020: 12) stated that information is the result of processing data in a certain way so that it is more meaningful and useful for the recipient." So that information can be available quickly, accurately and easily, a management information system is needed that can manage and compile existing data. Meanwhile Nafiudin (2019:2) stated "Management information systems are formal computer systems that can provide information for decision making in organizations."

The purpose of implementing a management information system in government institutions is to support management function activities; planning, organizing, staffing, directing, evaluating, coordinating, and budgeting in order to support the achievement of targets and objectives of operational functions in government agencies. Apart from that, the application of management information systems in educational government institutions functions as a tool to assist decision makers and by other parties who are members of inter-organizational information systems so that educational organizations can interact with interested parties (stakeholders).

Indrasari (2019: 61) stated "Quality of service is a dynamic state that is closely related to products, services, human resources, as well as processes and the environment that can at least meet or even exceed service quality which are expected "It is mandatory for an organization to provide the best quality service in order to meet the needs of the community. In order to fulfill all matters related to the interests of the community in carrying out their duties, government institutions design and provide service programs. In this case, government institutions utilize management information systems, with management information systems that continue to develop, government institutions can work quickly and accurately so that work productivity in government institutions increases and has an impact on increasing the quality of service to the community.

The Gunungsitoli City Population and Civil Registration Service has implemented a Population Administration Information System (SIAK) which is useful for updating population data where the database of this system is integrated on a National/Provincial/City basis through population data entry in the District. SIAK is a system for collecting, processing and presenting population data quickly and accurately in order to produce appropriate population information to assist the government in development and services to the community. This SIAK will make it easier to process and present population data so that population administration is more effective and efficient. In its implementation, SIAK is regulated in accordance with Minister of Home Affairs Regulation Number 25 of 2011 concerning Guidelines for the Study, Development and Management of Population Administration Information Systems.

The Population Administration Information System (SIAK) is an information system that utilizes information and communication technology to facilitate the management of Population Administration information at the organizing level and implementing agencies as one unit. The

SIAK implementing agency is a district/city government apparatus that is responsible and authorized to carry out services in population administration matters as stated in Law Number 24 of 2013, Amendment to Law Number 23 of 2006 concerning Population Administration. SIAK is an information system prepared based on procedures and based on information and communication technology which aims to organize the population administration system in Indonesia. SIAK can be a solution to existing population problems, because with online data management the weaknesses of conventional data processing can be reduced. Iryanti (2022) in his book "Digital Transformation of Population Administration" states that SIAK is an information system designed to integrate all population processes and data from the village/sub-district level to the national level. SIAK plays an important role in realizing orderly population administration and providing accurate and reliable population data." Processing a population database is certainly not easy if it is not supported by a fast connection considering that this connection connects a computer that has the SIAK application which is always connected between the District/City Dukcapil Office and the Center.

The establishment of SIAK as a policy prepared to improve the quality of government administration in the population sector will certainly not directly guarantee the achievement of the expectations that previously served as a reference in planning its determination. A policy must be converted into operational activities to achieve its goals. In other words, the SIAK implementation stage also has a very important role in determining whether or not the expected increase in the quality of public services is achieved.

LITERATURE REVIEW

Information management system is a collection/group of any sub-systems/components, both physical and non-physical, which are related to each other and have functions in terms of evaluation, control and continuous improvement" (Susanto, 2018: 6). Management Information System means a group of people, a set of guidelines and the selection of data processing equipment, storing, processing and using data to reduce uncertainty in decision making by providing information to managers so that it can be used efficiently in a timely manner. Defined as a set of subsystems that are interconnected, gather together and form a single unit, interact with each other and work together between one part and another in certain ways to carry out data processing functions, receive input in the form of data, then process it and produce output in the form of information as a basis for making decisions that are useful both at that time and in the future, by utilizing various existing and available resources to achieve goals.

The aim of the Management Information System is to provide information used in calculating the cost of services, products and other objectives desired by management, to provide information used in planning, controlling, evaluating and continuous improvement, to provide information for decision making. Information management system helps in improving efficiency and effectiveness more accurately and in real time, helps facilitate the work of management managers in planning, supervising, directing and delegating work to all departments that have relationships or coordination, able to improve the quality of human resources (HR) , because there are work units that are mutually coordinated and systematic, can increase productivity and can save costs incurred in an organization.

Sin its implementation, information systems involve three main components, namely: people, are all people or groups of people who use data and information. Once an information system has been built, it is necessary to carry out operational division of tasks between the people who use it and then arrangements regarding access are also required. Process, is every activity that occurs in an information system in the context of processing data into information, Technology, is every method and mechanism used in all information system activities. Information is the result of data processing, so the data received must also be complete. The criteria for data or facts used as material for information are: provide accurate, relevant and

timely, reliable information to support strategic, tactical and operational decision making in the organization, Pohan et al., (2022:9). "A management information system is an entity that has parts that have certain tasks. These parts are data collection, data storage, data processing, and data programming." (Laudon, KC, & Laudon, JP 2018). "Administrative services are a series of activities carried out by human resources in an organization to provide optimal service to customers or the public in accordance with applicable rules and procedures," (Widiastuti, 2021:2). Scope of administrative services includes various data, information and resource management activities needed to support the operations of an organization or institution. This service includes management of correspondence, archives, personnel, finance, logistics and inventory. Khoiriah (2023: 2) in her book "Administrative Service Management in the Millennial Era" states that administrative service activities include: Data and information management, correspondence management, archives management, personnel management, financial management, logistics management and inventory, Information technology (IT) management.

Regulations Government of the Republic of Indonesia Number 102 of 2012 concerning Amendments to Government Regulation Number 37 of 2007 concerning Implementation of Law Number 23 of 2006 concerning Population Administration, Population Administration Information System (SIAK) is a single activity consisting of the elements: database, information and communication technology devices , human resources, access rights holders, database location, database management, database maintenance, database security, database monitoring, back-up data (back-up data/disaster recovery center), supporting devices, place of service, data center, back-up data center and data communications networks.

METHODS

This research was carried out the Population and Civil Registration Service (DUKCAPIL) of Gunungsitoli City which is located in Dahana Tabaloho Village, Gunungsitoli City. According to Bogdan and Biklen in Sugiyono (2020: 7) stated "The descriptive qualitative research method is collecting data in the form of words or pictures, so it does not emphasize numbers. The data collected after analysis is then described so that it is easy for other people to understand. This research is intended to provide an overview, describe and interpret existing conditions related to the Implementation of Management Information in supporting Administrative Services at the Population and Civil Registration Service (DUKCAPIL) of Gunungsitoli City. Data collection can be done in various places and various sources and various ways. If you look at the location, it can be collected in the laboratory using experimental methods, at home with various respondents, and so on. So data collection can used primary and secondary sources.

Data collection techniques in research are: Observation, Interview and Documentation. Observation is a data collection tool that is carried out by observing and recording, systematically analyzing symptoms or phenomena or objects to be studied. In this research, researchers conducted direct observations at the population and Civil Registration Service (DUKCAPIL) of Gunungsitoli City and interview is a form of verbal communication such as a conversation that aims to obtain information. This method was used to interview leadership elements and staff of the Population and Civil Registration Service (DUKCAPIL) of Gunungsitoli City, documentation: look for data regarding variable things in the form of notes, transcripts, books, newspapers, magazines, agendas, etc. This method is used to obtain data in the form of founding history, organizational structure, Vision and Mission, at the Gunungsitoli City Population and Civil Registration Service (DUKCAPIL).Data Analysis Techniques according to Sugiyono (2020: 131) is "Data analysis is the process of systematically searching and compiling data obtained from interviews, field notes and documentation by organizing data into categories, breaking it down into units, synthesizing it, organizing it into patterns, choosed what is important and what will be studied, and made conclusions so that they are easily understood by oneself and others.

RESULTS

General Profile Of The Gunungsitoli City Population And Civil Registration Service

The Gunungsitoli City Population and Civil Registration Service, in this case, is the research site located in Dahana Tabaloho Village, Gunungsitoli City. The history of the formation of the Gunungsitoli City Population and Civil Registration Service was founded in 2010 and at the same time the SIAK system has also begun to be implemented in the Gunungsitoli City DUKCAPIL, but nationally SIAK has been used since 2006. The Gunungsitoli City Population and Civil Registration Service has approximately 23 people employees consisting of several sections and subsections, namely Head of Service, Secretary, Planning and Finance Subdivision, General and Personnel Subdivision, Population Registration Services Sector, Civil Registration Services Sector, Population Administration Information Management (PIAK) Sector and Data Utilization.

Data Presentation

Implementation of a Management Information System to Support Administrative Services at the Gunungsitoli City Population and Civil Registration Service. Based on the research focus that has been described, in this sub-chapter the research results will be presented through observations, direct interviews with selected informants, and documentation. It has been stated previously that the implementation of the Population Administration Information System (SIAK) is an action taken by the government to achieve the goal of organizing the population administration system so that orderly administration in the population sector is achieved. Judging from the indicators for the implementation of the Population Administration Information System, these include:

Policy Standards And Targets

In order to achieve conformity between goals and targets so as to create effective management of SIAK with the benefits that will be obtained, the researcher conducted an interview with the Head of the Population and Civil Registry Service Gunungsitoli city, namely Mrs. Bernardine Telaumbanua, SH., M.Si who stated "SIAK is a policy created by the government and is aimed at overcoming all problems in the population sector, to create an orderly administrative atmosphere. "It is hoped that SIAK itself can help in mapping the community, so that it can also help government officials in other work."

The Resources

Resources are a very important factor in implementing SIAK so that it can be carried out effectively. These resources can take the form of human resources, namely implementer competence, financial resources and facilities. Without resources, a policy only remains on paper as a document. As part from that, operational employees at the Gunungsitoli City Population and Civil Registry Service according to Mrs. Pascalia Kenisah Berlianti Buluaro as Head of the General and Civil Service Sub-Division stated: "Sit is true that almost all employees are involved in the SIAK implementation process itself without exception. However, not everyone is directly involved. Employees directly involved are employees whose function is to input population data received from the public. And process it so that we can then publish population data which is also equipped with a population identification number."

Communication

Before a policy has been implemented, policy implementers must be aware that a decision has been made and an order to implement it has been issued. One of them can be seen from communication between the Population and Civil Registry Service and other parties in the form of coordination or cooperation. For this reason, the researcher asked Mrs. Bernardine Telaumbanua, SH., M.Scas Head of the Gunungsitoli City Population and Civil Registry Service

regarding communication between employees within the service: "Communication that occurs within the organization is quite good. For example, if I want to give work instructions, task explanations, motivation and directions to subordinates, it still seems easy, and can be responded to well by them. Subordinates can also of course communicate with superiors. Communication from bottom to top is very important, from there we, superiors, can receive work accountability, reports and suggestions from them."

The Characteristics Of Implementing Agents

In implementing SIAK, the ability and competence of the person who will implement it is one thing that is no less important. In fact, it can be said that the implementing agent is the most important party in carrying out this program. Because they are the ones who will run the SIAK program later. From that, the researcher asked Mr. Bakry Kabalmay stated that: "The people who run this program or what are called operators are people who already have expertise in the field of information technology so they can answer the challenges of the program. "However, there are also employees who just help and are not directly involved in the system, and are not people who have special skills.

Factors That Support And Hinder The Implementation Of Management Information Systems

Supporting factors in implementing SIAK in the Gunungsitoli City Dukcapil Office, Mrs. Bernardine Telaumbanua, SH., M.Sc explained that the factors that support the implementation of SIAK are: "The first regulatory factor is the legal basis because implementing SIAK requires a legal basis that is appropriate to the regional situation and conditions. "Secondly, the availability of facilities and infrastructure in the form of computers, both hardware and software, that can be accessed properly". Inhibiting factors in the implementation of SIAK in the Gunungsitoli City Dukcapil Office, Mr. Jonathan Nobuala Laoli, S.kom as the head of the PIAK and Data Utilization Division, explained that the factors that are obstacles in the implementation of SIAK are: "What hinders the first condition is the network where there is instability so accessing population data tends to be hampered, and then there is electricity which often experiences blackouts and then computers which sometimes don't support it.

DISCUSSION

Implementation of a Management Information System to Support Administrative Services at the Gunungsitoli City Population and Civil Registration Service. In this, the analysis of all the data obtained during the research, both through literature studies, interviews and seeing directly phenomena related to the Implementation of the Population Administration Information System (SIAK) in the field, then an analysis will be carried out on all existing data and facts obtained

Table 1 Population Description Of Gunungsitoli City 2018-2021

NO	JUMLAH PENDUDUK	2018		2019		2020		2021	
		Laki-Laki	Perempuan	Laki-Laki	Perempuan	Laki-Laki	Perempuan	Laki-Laki	Perempuan
1	GUNUNGSITOLI	30,64	31,759	30,102	31,184	30,213	31,349	30,389	31,729
2	GUNUNGSITOLI SELATAN	7,379	7,774	7,173	7,527	7,181	7,55	7,199	7,575
3	GUNUNGSITOLI UTARA	9,184	9,829	8,928	9,553	8,939	9,585	8,949	9,665
4	GUNUNGSITOLI IDANOI	12,267	12,82	11,714	12,276	11,914	12,649	12,007	12,79
5	GUNUNGSITOLI ALO'OA	3,944	4,184	3,885	4,1	3,866	4,106	3,923	4,138
6	GUNUNGSITOLI BARAT	4,273	4,429	4,127	4,258	4,158	4,287	4,222	4,39
	TOTAL	67,687	70,795	65,929	68,898	66,271	69,526	66,689	70,287

Source: Gunungsitoli City Dukcapil, 2021

Viewed from the implementation aspect of the population administration information system, in this case it will be studied based on whether the success or failure of the management system implementation process is influenced by:

Policy Standards And Targets

The policy standards and targets included in the implementation of the population administration information system can be seen from several things, namely the process of implementation stages, what benefits are received by the community and what are the obstacles to implementing this implementation. The implementation stages are a mechanism for regulating how a program is carried out. Where there are instructions for the flow starting from the initial process until the final stage is completed. This includes the implementation of the Population Administration Information System at the Gunungsitoli City Population and Civil Registry Service. Where the mechanism for implementing this program has been regulated, namely starting with the process of socializing various programs related to SIAK in the department, followed by filling in blanks carried out by the community until the issuance of population data by the department.

Resource

Apart from implementation standards and SIAK implementation targets, what needs attention in the implementation process is the issue of resources. Because resources are the main factor in implementing and realizing the course of a program. This includes the funds required, the equipment that will be used during the implementation process and human resources that are capable and competent in carrying out their duties and responsibilities. This is supported by the results of interviews conducted by the author and looking at the reality in the field, it can be stated that resources, including funds and equipment, are categorized as good. It can be seen from the availability of equipment (facilities and infrastructure) used during the SIAK implementation process and is in good condition.Likewise, the human resources that implement the program starting from the socialization process, until the final stage can also be said to be good.

Communication

Before a policy is implemented, policy implementers must be aware that a decision has been made and an order to implement it has been issued, so that they work with their respective authorities. Here the role of communication is very important to synergize every activity. Communication is the process of conveying accurate, clear, consistent, comprehensive information as well as coordination between relevant agencies in the implementation process and the form of coordination carried out, whether horizontal, vertical or diagonal coordination.

Then, for implementation to be effective, those whose responsibility it is to implement a program must know what they are supposed to do. Communication in SIAK implementation includes internal communication of the implementer and external communication, in this case outreach to the community and relations with other agencies or institutions. Communication between implementers of SIAK implementation can be seen from the coordination and cooperation between implementers. And in general communication between implementers can be said to be quite good and running smoothly.

Where the parties provide each other with information, input and are also often involved in discussing problems related to the implementation of SIAK. This is supported by the results of interviews which state that the parties involved in implementing SIAK have demonstrated effective communication and smooth coordination.

Characteristics of Implementing Agents

In implementing SIAK, the implementing agents who operate SIAK are divided into two, namely operators and administrators. Operators, placed on each field. However, not all fields have SIAK operators. Based on the results of the research, at the Gunungsitoli City Population and Civil Registration Service the fields assigned to operator officers are the Population Data and Documents Field, the Population Registration Field, the Civil Registration Field and additional operators are placed at the Population Data Recording Place (TPDK).

Factors that support and hinder the Implementation of Management Information Systems

Supporting Factors

1. Regulations

The first stage in implementing SIAK is the existence of a legal basis or statutory regulations that can be used as a reference in implementing SIAK. The implementation of SIAK is a central government policy and according to existing laws and regulations must be implemented in certain regions.

2.Institutional Arrangement

One part of implementing SIAK is that an agency or organization is needed to implement the policy. The Population and Registration Service is the implementing agency in carrying out administrative affairs.

3. Provision Of Facilities And Infrastructure

Support for the implementation of SIAK in Gunungsitoli City comes from the Department of Home Affairs through the Directorate General of Population Administration in the form of main facilities and infrastructure as well as supporting SIAK including several computer devices and other supporting equipment.

4.Stakeholder Support

Stakeholder support as one of the policy target groups is very necessary in the SIAK implementation process. Having stakeholder support will make SIAK implementation easier or smoother. Form of stakeholder support for the implementation of SIAK in Gunungsitoli City, both from the legislative and executive parties, in this case the Gunungsitoli City Government.

Inhibiting Factors

1.Geographic Conditions

There is limited adequate infrastructure, such as roads and inadequate transportation for the community to reach population administration service locations.

2.Network

The internet network around Gunungsitoli City is sometimes congested. Another thing is due to the limited human resources that can manage information and communication technology and the limited electrical resources that can be used.

3.Lack Of Public Understanding Of The Importance Of Population Administration

Another factor that influences the implementation of SIAK is the public's lack of understanding of the importance of population administration. Some people still think that registration and population documents are not important, this happens because people apply for the processing and issuance of population documents when needed. Many people still do not know about the procedures and requirements for carrying out population registration and civil registration, so that when they have to comply with the procedures and procedures that have been established, people feel it is difficult.

4.Means

The facilities in this case are facilities for carrying out SIAK, namely computer equipment that is suddenly damaged, both hardware and computer software, so that this also hampers the population administration process.

CONCLUSION

Based on the results of the research that has been carried out, conclusions can be drawn, namely: Implementation of a Management Information System to Support Administrative Services at the Gunungsitoli City Population and Civil Registration Service.

1. Policy standards and targets

   The SIAK policy standards and targets at the Gunungsitoli City Population and Civil Registry Service can be said to be running well, this is because each stage is carried out in accordance with the procedures in the implementation instructions.

2. Resource

   The availability of good resources can be seen from the availability of equipment (facilities and infrastructure) used during the SIAK implementation process that is available and in good condition. Likewise, the human resources implementing the SIAK program can also be said to be good.

3. Communication and reinforcement of activities

   The communication carried out by the Gunungsitoli City Population and Civil Registry Service in conveying information regarding the implementation of SIAK has been running well and effectively, but must still be optimized in order to achieve the main objectives of the program.

4. Characteristics of Implementing Agents

   The characteristics of SIAK implementing agents in the Gunungsitoli City Population and Civil Registry Service, in general, the organizational structure, division of duties and authority, as well as the conformity of program implementation with the provisions that have been regulated have been running well.

Factors That Support And Hinder The Implementation Of Management Information Systems

1. Supporting factors are the availability of good main facilities and infrastructure that are used to support SIAK, several computer devices and other equipment that support the implementation of SIAK in Gunungsitoli City.

2. Inhibiting factors are the internet network which is sometimes congested due to natural factors, electricity often goes out around Gunungsitoli City so accessing SIAK tends to be hampered.

SUGGESTION

Based on the findings in the field regarding the Implementation of Management Information Systems in supporting services at the Gunungsitoli City Population and Civil Registry Service, the author would like to provide input or suggestions, namely

1. To further optimize the stages that have been carried out so that they are in accordance with existing policy targets, so that they remain consistent.

2. Resources must continue to receive training and additional personnel who are competent in their fields so that they can continue to respond to community needs.

3. It is hoped that the Gunungsitoli City Population and Civil Registry Service will disseminate policy regarding SIAK by utilizing information media such as Facebook and Twitter because people are more likely to get information online rather than having to take part in socialization held by sub-district and sub-district authorities.

4. Provide guidance and clear task direction from agency leaders regarding flexibility or improvisation in their duties, considering the possibility of unexpected problems arising in the midst of SIAK implementation.

5. It is necessary to propose access rights from the regions to the center in the process of validating population data or deleting population data so that registration of population registration can be done quickly and efficiently.

REFERENCES

Anggito, A., & Setiawan, J. (2018). Basic Concepts of Qualitative Research. In ED Lestari, Qualitative Research Methodology (p. 8). Sukabumi: CV Trace.

Dedy Rahman Prehanto. (2020). TEXTBOOK OF INFORMATION SYSTEM CONCEPTS - Dedy Rahman

Hardiansyah. 2018. Quality of Public Services (Revised Edition). Yogyakarta: Gava MediaIndrasari, Meithiana. 2019. Marketing and Customer Satisfaction. Surabaya: Unitomo Press

Iryanti, R. (2022). Digital Transformation of Population Administration. Jakarta: University of Indonesia Publishers.

Komala, R. (2021). Population Administration in Public Policy Perspective. Journal of Public Administration, 7(2), 125-138.

Laudon, K. C., & Laudon, J. P. (2018). Management Information Systems: Managing the Digital Firm (15th ed.). Pearson Education.

Nafiudin, Management Information Systems. Qiara Media Publisher, 2019.

Pohan, Husni Iskandar and Kusman Kusni Tahun. (2022). Management Information Systems. Yogyakarta: Andi Publishers.

Sunyoto, D. (2019). Basics of Marketing Management (Concepts, Strategies and Cases). Yogyakarta: CAPS (Center of Academic Publishing Services).

Sugiyono (2020). Quantitative, Qualitative, and R&D Research Methods. Bandung: Alphabet.