

The Role of Public Management Information System in The Organization of Nagari Government III Koto Aur Malintang Government

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Abstract

A management information system is an absolute necessity in every organizational body. Having a management information system is very helpful in carrying out the work processes of the organization or agency itself so that in the end it can work effectively, efficiently and as expected. The purpose of this research is to determine the role and efforts made by *nagari* in implementing digital *nagari*, this is done to increase the capability of *nagari* apparatus in providing services to the community. This research uses a qualitative method where the results obtained are descriptive data written based on sources obtained from books, journals, articles and the *Nagari* website. From the research carried out, it was found that the results of the discussion were that the use of information and communication technology must also be followed by the *nagari* government because the *nagari* is the spearhead of services that directly relate to the community so that work becomes more effective, efficient and able to fulfill the principles of information disclosure that have been mandated by the Openness Law. Public Information Number 14 of 2008. Efforts that can be made by *nagari* are by creating an official *nagari* website and an online *sipena* application which is useful for providing information effectively and efficiently to the public.

Keywords:

innovation; public management information system

Introduction

Undang_undang No 6 tahun 2014 concerning Villages is known as the Village Law. On January 15 2014, the Government has enacted Law no. 6 of 2014 concerning Villages. Juridically, Law no. 6 of 2014 was born based on the mandate of Article 18B (2) of the 1945 Constitution, which contains: "The state recognizes and respects customary law community units and their traditional rights as long as they are still alive and in proportion to the development of society and the principles of the Unitary State of the Republic of Indonesia, which are regulated in law" (Sajangbati, 2015, p. 25)

The cases that are being considered for the ratification of Law Number 6 of 2014 concerning Villages are (1) Villages have original rights and traditional rights in organize and take care of all the needs of the community and play a role in giving birth to the ideals of independence based on the 1945 Constitution of the Republic of Indonesia. (2) in the course of the Republic of

Indonesia, villages have grown in various forms so that they need to be protected and empowered so that they become strong, advanced, independent and democracy so that it can produce a strong basis for implementing governance and development towards a just, prosperous and prosperous country. (3) Villages in the structure and rules for administering government and development need to be specifically regulated using law.

In Law Number 6 In 2014, the goal of regulations was set the village serves to further clarify capable as part of resilience provisions mentioned in Article 18(7) and Article 18B(2) of the 1945 Constitution, namely:

1. Recognize and respect the existing village and its diversity and after the formation of the Unitary State of the Republic of Indonesia;
2. Clarify the position and legal certainty of the Village in the system the constitution of the Republic of Indonesia to realize justice for all Indonesian people;
3. Preserving and advancing the customs, traditions and culture of village communities;
4. Accelerate the initiative, movement and participation of village communities in developing Village potential and resources for shared prosperity;
5. Realizing a village government that is professional, effective and efficient, transparent and accountable;
6. Improving public services for village communities to accelerate the realization of general welfare;
7. Increase the cultural resilience of rural communities social capable as part resilience national
8. Advancing the economy of village communities and overcoming national development gaps; and strengthening village communities as subjects of development

Villages existed before the founding of Indonesia. The description of Article 18 of the 1945 Constitution (before the amendment) states that in the territory of the State of Indonesia there are approximately 250 "Zelfbesturende landschappen" and "Volksgemeenschappen" such as *Nagari* in Minangkabau, villages in Java and Bali, hamlets and clans in Palembang, and so on. The area has an original composition and can therefore be considered a special area. The Republic of Indonesia respects the status of these special regions and all government regulations regarding these regions remind of the rights of origin of these regions. Therefore, the Law Number 6 of 2014 is recognized by state and guarantor of village sustainability in 1) The Leadership Element is the Village Head. territory of the Unitary State of the Republic of Indonesia ((Sajangbati, 2015, p. 25)

Article 1 of Law Number 6 of 2014 states that a village/*nagari* is a legal community unit that has territorial boundaries that has the authority to regulate and manage government affairs,

the interests of local communities based on community initiatives, as well as recognized origins or traditional rights. and respected in the constitutional system of the Unitary State of the Republic of Indonesia.

The word government comes from the English word government and government from French, both of which come from the Latin word *gubernaculum* which means leadership. CF Strong defines government in the narrow sense as all activities of public bodies which only include the executive. Meanwhile, government in a broad sense is a form of organization whose role is to regulate the administrative system and all kinds of well-organized and structured activities based on the basis of the state, people and state territory in order to achieve state goals. The structure of government consists of executive, legislative and judicial bodies (Andriansyah, 2015, p. 15).

The government's challenge going forward is to change the government system. There are four things in the science of transformative government that are important beliefs in the science of transformative government. First, transformative science seeks to shift attention from national-level political elites to local communities. second, transformative science emphasizes ethical learning, the use of power rather than the struggle of political actors. third, transformative science focuses on regional government, fourth, methodologically, transformative science crosses positive-hegemonic themes that limit political science.

Village governance is a process that combines village community actions related to government efforts to improve the community's standard of living. Article 23 of Law Number 6 of 2014 concerning Villages confirms that village officials are managed by village officials. According to Law Number 6 of 2014 Article 1 Paragraph 2, village government is a governing body and manages the interests of local communities in the government system of the unitary state of the Republic of Indonesia. Article 1(3) explains government is the that the village village head or referred to by another name who is supported by village officials as part of the village government. Thus, village government is an organization that manages village government, which consists of:

1. The Leadership Element is the Village Head. territory of the Unitary State of the Republic of Indonesia.
2. Assistant Village Head elements, consisting of from:
 - Village secretariat, namely the staff or service unit led by the village secretary
 - The technical organizing element is an assistant element to the village head who carries out technical field matters such as irrigation, religious affairs, and others.

- Element regional, namely assistant to the head of the inner village field of work as village chief.

Seeing these conditions, of course a professional *Nagari* government is needed that is able to explore and manage various existing opportunities and protect all *Nagari* stakeholders. One of the important functions of the *Nagari* government is the role of the *Nagari* Mayor as part of the leadership of the *Nagari* government. Therefore, *Nagari's* success as an autonomous region to develop and prosper is largely determined by the quality and expertise of the Guardian Good.

Nagari III Koto Aur Malintang is one of the *Nagari* in District IV Koto Aur Malintang and is the government center of District IV Koto Aur Malintang. In 2011, this *Nagari* was expanded into four *Nagari*, namely *Nagari* III Koto Aur Malintang with the government center in Batu Basa, *Nagari* III Koto Aur Malintang Selatan with the government center in Aur Malintang, *Nagari* III Koto Aur Malintang Utara with the government center in Padang Lariang, and *Nagari* III Koto Aur Malintang Timur with the government center in Durian Heart.

Currently *Nagari* III Koto Aur Malintang is trying to increase innovation for the progress of *Nagari*, including the creation of *Nagari* Pintar according to the program organized by the Padang Pariaman Regency Government, namely Smart City, where in *Nagari* Pintar various forms of services and some information related to *Nagari*, such as activities via video, graphics and in the form of writing. Apart from that, the Smart *Nagari* application also displays the presence of *Nagari* devices and employees.

Picture 1. Sipena online application



Apart from being able to access employee attendance, the *Nagari* Pintar application is called Sipena Online is present in an Android-based service application prepared by the *Nagari* III Koto Aur Malintang government called. Population session service application or Service Application Governance via Android. and this application can be downloaded via the Play Store, which is useful for the community in administering government and as a panic button service because it can overcome community problems in emergency situations such as: when a problem occurs in the tunnel, the community can press the button as needed because this application is

connected to all *nagari* officials such as *nagari* guardian, korong, police chief, babinkathibmas, community health center and fire brigade. Apart from being a complaint service, population administration documents such as population processing can also be managed online with this application.

With the Sipena online application, it really makes it easier for the public to handle correspondence, and at the same time brings *nagari* III Koto Aur Malintang to achieve several achievements such as second place in public information openness in the category of *nagari* villages in West Sumatra in 2020, the KI award in West Sumatra in 2020 as an informative public body in the *nagari*/village category, informative *nagari* award in public information disclosure at the Padang Pariaman district level in 2020 and 2022, second place in the people's market competition managed by *nagari* in 2018 and 2019 at the West Sumatera provincial level, charter awards and rewards for the most orderly reporting of death incidents, and winning the 2nd place award for digital *nagari* Padang Pariaman district in 2022. Therefore, *Nagari* III Koto Aur Malintang government really needs to strengthen the information management system in providing services because this information is very important for the agency. With this in mind, it can be understood the importance of knowing about management information systems in the public sector, especially in the *Nagari* III Koto Aur Malintang government.

In this research, a problem formulation will be raised regarding the role of public management information systems in implementing digital *nagari*.

Methods

This research is a type of descriptive research using qualitative methods. According to Susanti (2016) the descriptive method is a method of researching the status of a group of people, an object, a condition, a system of thought or a class of events in the present. The aim of descriptive research is to create systematic, factual and accurate descriptions, images or paintings regarding the facts, properties and relationships between the phenomena being investigated. The data needed is secondary data in the form of books, journals, articles and *nagari* websites. And the data was collected through the documentation library method.

Results and Discussion

Public Management Information System

System information management is an absolute necessity in every organizational body, the existence of a management information system is very helpful in carrying out the work processes of the organization or agency itself so that in the end it can work effectively, efficiently

and as expected (Baharuddin quoted by Laia et al., 2022, p. 71). Mc. Leod in Rusdiana and Irfan (2014) defines a management information system as a computer-based system that provides information to many users with similar needs. Data describes the company or one of its main systems, what happened in the past, what is happening now and what will happen in the future. This information is available in periodic reports, special reports and mathematical simulation results. Managers or other people use information when making decisions to solve problems.

Information systems and organizations are valuable resources for organizations and must be managed well for the organization to be successful. Information systems play an important role in modern organizations. Information systems that cannot support strategic interests, company culture or employee needs can be detrimental to the company's future. Building an information system is a big challenge for companies, managers and users (Indrajit quoted by Rosyidah, 2020, p. 6). Management information systems are methods of collecting and determining data for decision making by system administrators involving entering data into the database. Management information systems are also used to improve the quality and suitability of information, necessary to improve the quality and efficiency of information (W. McMahon, 2003, p. 11)

William and Saywer argue that information technology is technology that combines data processing with high-speed communication lines that carry data, voice and video. Meanwhile, in his book *Analysis and Design of Information Systems*, Yogiarto states that information is data that is processed into a form that is more useful for the recipient, so it can be concluded that administrative information systems are variable. based systems that provide information to multiple users with different needs. Used to reach together within the organization/agency so that the organization continues to run smoothly. (Tumewu et al., 2022, p. 74)

According to Dahir and Pratita, a management information system is an information system that produces results using input and various processes needed to achieve certain goals in management activities. The system itself is imagined as a collection of components connected by clear boundaries that work together to achieve goals, receive input and produce output in an organized change process. At the same time, information is data that is processed to be meaningful and useful for users. And management coordinates and supervises work tasks carried out by other people so that these activities can be carried out effectively and efficiently. (Rosyidah, 2020, p. 6)

System Information Management in *Nagari* III Koto Aur Malintang

Government *Nagari* III Koto Aur Malintang really needs to strengthen its information management system in implementation service because this information is very important for the agency. With this in mind, it can be understood the importance of knowing about management

information systems in the public sector, especially in the *Nagari* III Koto Aur Malintang government. Ultimately, these conditions require the government, including village government officials, to be able to respond to the challenges of these changes. Government officials must be quicker and more responsive in formulating 6 policies, providing services and solving social problems using management information systems.

By using a Management Information System, *nagari* must be able to offer information services that are more effective, efficient and acceptable to all levels of society in all administrative departments (Mindarti et al., 2022, p. 259).

Thereby case with the implementation of the *Nagari* III Koto Aur Malintang Government. *Nagari* III Koto Aur Malintang is one of the *nagari* located in District IV Koto Aur Malintang, Padang Pariaman Regency. In 2018 *nagari* III Koto Aur Malintang faced internal office problems, administration that seemed messy, services that were too complicated, a prot office that did not depict a government office, *nagari* equipment that worked without clear SOPs and seemed to be just carrying out a routine. Entering 2019, *Nagari* III Koto Aur Malintang is undergoing an overhaul, starting with changes in mindset and service patterns. The administration system which was initially manual is moving towards digitalization where everything is moving online. The duration of processing correspondence, which previously could take days, now only takes a maximum of half an hour. And the front office has been renovated according to standards, equipped with a waiting room, reading room, children's playroom and wheelchairs.

Another breakthrough made by *Nagari* III Koto Aur Malintang was by creating an online Sipena application to facilitate community services, which was driven by the PPID (Regional Information Management Officer) in order to realize information openness in the *nagari*. Sipena Online is a digital application system for the *Nagari* Government based on smart phones for the following uses: 1) *Nagari* Digital Mail Service which can be enjoyed via Smart Phone. 2) *Nagari* Emergency Service which the public can use to report emergency conditions. 3) *Nagari* public interaction space to capture reports of public complaints. 4) *Nagari*'s promotional digital window in introducing *Nagari*'s superior products, MSMEs, *Nagari* tourism, *Nagari* work programs, and so on. 5) Public media that can be used by the community to monitor the use of village funds in *Nagari*.

In the Sipena online service feature there is a *nagari* online letter service, this letter service consists of domicile certificate, income letter, disability certificate, travel letter, good behavior letter and others. Then in the online Sipena service there is also a panic button, where this panic button is the *nagari* emergency service. The use of this service for the *nagari* community is to report disaster conditions that occur in the community in one click. Disaster reports will be connected to the *nagari* government server to be responded to by *nagari* alert

officers, apart from that it is also integrated with the nearest security officers, health centers, fire brigade and other BPDB.

Another feature is the Wali *Nagari* reporting service, which is an open public complaint space, connected directly to the Wali *Nagari* III Koto Aur Malintang. In this service, you can report complaints that occur in the *nagari* environment, starting from inappropriate management of village funds government services that are not yet optimal, and information on other complaints related to the *nagari* government bureaucracy. The vision of *Nagari* III Koto Aur Malintang is to build good and clean *Nagari* governance in order to create a just, prosperous, prosperous livelihood for the *Nagari* community and preserve the local wisdom culture based on Basandi Syara', Syara' Basandi Kitabullah customs. And the mission of *nagari* III Koto Aur Malintang is as follows

1. Improving excellent service to the community through improving the performance system of *Nagari* government officials with character
2. Creating a *Nagari* government that is responsive, responsive to public complaints with justice
3. Improving Community Welfare, strengthening human resource capacity through community empowerment programs.
4. Increasing the development of public facilities and infrastructure as accelerated upstream and downstream access to various potential resources for the welfare of the *Nagari* community.
5. Improving religious facilities and infrastructure and enhancing the livelihoods of the religious community Baldatun Thoyibatun Warabun Ghofur (Safe, Peaceful, Prosperous Country).
6. Collaborate with all regional and overseas stakeholders to realize participatory, sustainable *nagari* development, towards an independent and high-achieving *nagari*.
7. Develop the potential of *Nagari* resources with a taste local wisdom to improve the creative welfare of community
8. Opening up access space for the appropriate application realize good f technology to governance (Good Governance), transparency, accountability in accordance with statutory regulations
9. Organizing *Nagari* youth and increasing their role as development cadres and *Nagari* leadership cadres in the future

Since 2010, bureaucratic reform continues to be improved. In 2020-2024, or beginning of the third period of bureaucratic reform, focus improvement is dynamic governance. It is hoped that this focus will be formed world class administration bureaucracy. Responding to this, various

improvements were carried out thoroughly, starting from governance to downsizing structure and strengthening of human resources (HR). Thus, the desire to improving the form of bureaucracy can realized. At the same time, the Agency Ministry of Home Affairs R&D too take several policy steps as a think tank. This step as driving force for strengthening innovation, improvement the capacity of the State Civil Apparatus (ASN), as well as carry out studies and research optimal. It is hoped that these efforts will be successful provide maximum contribution to implementation of bureaucratic reform in Ministry of Internal Affairs (Kurniasih, 2021).

PANRB Minister Abdullah Azwar Anas stated, starting in 2023 and Next, the assessment of bureaucratic reform will be more focused on the impact of presidential directives that can be given to the community. Issue community which is the government's priority namely poverty alleviation, improvement investment, digitalization of services, shopping domestic products and controlling inflation. Tightening bureaucracy through five themes (poverty, investment, digitalization, consumption of domestic products and controlling inflation), creating bureaucracy effective ones which are now gaining attention government. (<https://www.menpan.go.id>)

In addition, the implementation of the form bureaucracy 2020-2024 in the Ministry The PMK Coordinator aims to create for a clean government, be responsible, and speak what you can serve the public quickly, precisely, professional, and free from KKN practices. Form bureaucracy also aims to improve internal bureaucratic capabilities and capacities respond to changing environmental situations quickly, and requires bureaucracy which is adaptive and fast. In the midst of demands increasing society, bureaucratic reform is an opportunity for Coordinating Ministry for Human Development and Culture to further improve quality of public services. Enhancement quality of service and respond to each change requires a change in mindset and a culture that can foster quality higher service, both individually or in the organization.

According to Moeljodihardjo in Sadikin and Wiranda (2022, p. 7) System management information is a way to produce timely information for management of the environment outside the organization, whose purpose is to support the decision making and process of improving the planning process and control. Meanwhile, ES Margianti & Suryadi defines Management Information Systems as computer-based systems that provides relevant information with the manager's needs. And that data can cover all types of period events past, present, and future in organization.

Technology-based public services information is really needed by society nowadays, especially information technology facilities which has undergone development very significant. The use of information and communication technology must also be followed by the *nagari* and *nagari* governments as the spearhead of services that directly relate to the community so that work becomes more effective, efficient and able to fulfill the principles of openness that have been

established. Information which is mandated by the Public Information Openness Law Number 14 of 2008. Implementation of the principle of information transparency also needs to be followed to increase the use of information technology to increase regional potential. By creating a village information system with the web name <http://www.nagari3kotoamal.id/> as the official website for *Nagari* III Koto Aur Malintang, it is hoped that it can maximize efforts to improve *Nagari* community services. Utilization technology in public services is one of the options the current era of digitalization. Through the use of information technology facilities, the government can realize effective, efficient governance and public services and uphold the principle of transparency (Nugraha in Mindarti, 2022, p. 264). Management of information services can be managed and provided by the government or the community itself. Transparency in government administration that has been implemented includes transparency in the management of the *nagari* budget. This commitment has been stated in the creation of a website which includes information on the allocation of *nagari* funds. The website contains information on the amount and allocation of the *Nagari* III Koto Aur Malintang government spending budget. Apart from budget allocation information, the *Nagari* III Koto Aur Malintang government is also working to provide public services by utilizing social media in the form of an application called Sipena Online. In this application there are several features such as 1) *Nagari* Digital Mail Service which can be enjoyed via Smart Phone. 2) *Nagari* Emergency Service which the public can use to report emergency conditions. 3) *Nagari* public interaction space to capture reports of public complaints. 4) *Nagari's* promotional digital window in introducing *Nagari's* superior products, MSMEs, *Nagari* tourism, *Nagari* work programs, and so on. 5) Public media that can be used by the community to monitor the use of village funds in *Nagari*.

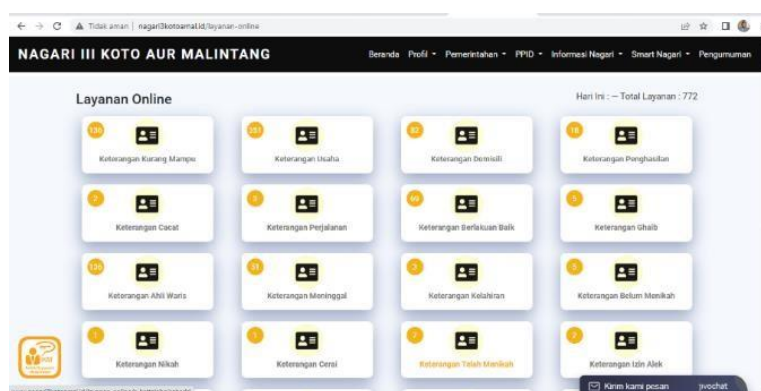
Village information system on the web <http://www.nagari3kotoamal.id/> is projected as a pioneer in public information openness services which can be accessed quickly and easily by the entire community, especially the people of *Nagari* III Koto Aur Malintang. Some of the information that is available includes general information about *nagari* profiles, population data, government activity programs *nagari*, *nagari* institutions and organizations as well as *nagari* statistical data. Service development to support the promotion of *nagari* potential is also continuing to be developed. Through the method of observing, imitating and modifying, services on the village website will be developed into very informative and responsive services. The results of the research conducted show that the use of the web <http://www.nagari3kotoamal.id/> and the Sipena online application in improving public services has gone well as can be seen from the dimensions of public sector web analysis.

This website, which is managed by PPID *Nagari* III Koto Aur Malintang, makes it easy for the public to obtain *Nagari* information and information on public service processes. The creation

of this website has been successfully carried out and training has also been held on *nagari* website management so that *nagari* officials are able to manage the website and update the website content for *nagari* digital promotion purposes.

The *Nagari* III Koto Aur Malintang government is also making efforts to continue developing and integrating the management information system on the *Nagari* website with online services. So that later people who want to take care of correspondence can use a smart phone, just visit <http://www.nagari3kotoamal.id/> or via the online sipena application and enter questions regarding what information and services are needed, so the *nagari* device will be quick and responsive will serve, as shown in picture 2.

Picture 2. *Nagari* III Koto Aur Malintang Online Services



The implementation of public information in *Nagari* III Koto Aur Malintang also received several achievements such as second place in openness of public information in the *Nagari*-Village category in West Sumatra in 2020, the KI Award in West Sumatra in 2020 as an informative public body in the *Nagari*/Village category, the Informative *Nagari* award. in public information disclosure at the Padang Pariaman district level in 2020 and 2022, second place in the people's market competition managed by *Nagari* in 2018 and 2019 at the West Sumatra provincial level, certificate of appreciation and reward for the most orderly reporting of death incidents, and won the second place award in *Nagari* Digital District. Padang Pariaman in 2022.

Conclusion

After going through a series of research processes, the author reviewed and sorted several articles, both journals and websites, and therefore several conclusions can be drawn, firstly, the implementation of digital *nagari* was mostly carried out to increase the capability of *nagari* apparatus in providing services to the community; secondly, implementing digital *nagari* is not only through optimizing the use of the *nagari* website, but can also be done by creating applications for the purposes of managing correspondence, *nagari* emergency services, the

Nagari promotional digital window in introducing *nagari* superior products, MSMEs, *nagari* tourism, *Nagari* work programs, etc. Bureaucratic reform is wrong one of the government's efforts to make it happen good governance and implementing reforms and fundamental changes in the system state administration, especially those related with institutional (organizational) aspects, management and equipment and resources human power. Administrative system efficient and functioning is carried out through bureaucratic reform. Bureaucratic reform is the backbone of change national and state life. Objective bureaucratic reform is to create order manage good governance with an honest, productive and superior device to strengthen public trust. Management Information System is a computer based system that provides information for several users with the same needs. Users usually form a formal organizational entity, organization or sub-unit under it. Information explains an organization or one of its main systems about what happened in the past, what is happening now and what may happen in the future. The government of *Nagari* III Koto Aur Malintang has launched the Sipena online application to improve services in *Nagari* III Koto Aur Malintang. This application can be downloaded via the Android-based Play Store and is expected to motivate other *nagari*/villages to digitalize *nagari*.

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