

PUBLIC SERVICES IN WONOHARJO VILLAGE PANGANDARAN DISTRICT PANGANDARAN REGENCY

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ABSTRACT

This research is motivated by the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency is still not optimal. Based on the above background, the purpose of this study is to determine the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency. The research method used in this study is a qualitative research method. The duration of the research that the authors did was approximately 9 months. In this study, there were 5 informants. The data collection tools are library research, field studies (observations and interviews). This is evidenced by the lack of understanding of the village government regarding management information systems related to the implementation of management information systems, the lack of human resources for village officials who understand management information systems to support improving the quality of public services and the impact of change for the community has not been fully implemented properly. There are obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency This is due to the lack of ability and understanding of the village government towards management information systems, lack of budget in the implementation of public services so that there is no visible improvement in public services, lack of awareness of the village government on the ability and understanding of management information systems to improve public services. The existence of efforts to overcome obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this is done by increasing the understanding of village officials in the implementation of management information systems by participating in training so that the implementation of services carried out can run optimally and can that are perceived by the public as visible. In addition, by increasing the participation of the village government in the implementation of management information systems by providing direction and guidance so that implementation looks optimal

Keywords: *Effectiveness, Management, Information System, Public Service*

Introduction

In the current era of globalization, information technology is very necessary because information technology has become a necessity for the general public. With the development of technology that is increasing, it is better if the technology is used to improve public services. Public services in the village government cannot be separated from technological developments that will bring many aspects of change so that they can take place easily and quickly. Improve the village government management system by structuring the administration so that it can work effectively and efficiently.

In essence, public service is a community interest which is a top priority for the village government to improve the welfare of the community to meet the needs of life.

Based on this, service to the interests of the community is the main point for the implementation of a village government that is responsible for the interests of the community and the achievement of good governance.

Public services based on Law Number 25 of 2009 explains that public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and or administrative services provided by the organizer. public service. The service standard is a guideline for service delivery and a reference for evaluating

service quality as an obligation and promise of the organizer to the community in the context of quality, fast, easy, affordable, and measurable services.

Good public services are a benchmark for local governments to make governance have good criteria in the eyes of the community. Thus, with the development of increasingly modern technology, it is necessary to improve public services so that people feel satisfied. Because the public in general wants the services received and perceived as expected. All levels of society want the same services from service providers, because all citizens have the same position in the eyes of the law and are entitled to the same services.

Management Information System (MIS) is one solution to improve the effectiveness of public services, because management information systems can assist the administrative process and deliver information quickly to the public. A management system with an administrative arrangement, namely the recording of village information and data to support the process of implementing village government activities.

Management Information System is the application of information systems within the organization to support the information needed by all levels of management. If this Management Information System is implemented in an organization, it can

automatically improve the quality of services in the village government.

Based on the results of the initial assessment that the researchers conducted in Wonoharjo Village, Pangandaran District, Pangandaran Regency, the Management Information System in Public Services has not been effective, this can be seen from the following indicators:

- a. Human resources, especially village officials, do not understand management information systems.
- b. Lack of village government participation in programs related to management information systems.
- c. Lack of guidance carried out by the Pangandaran Regency government

Thus, based on the problems above, the writer is interested in conducting research with the title: *"Effectiveness of Management Information Systems in Public Services in Wonoharjo Village, Pangandaran District, Pangandaran Regency"*.

Literature Review

The concept of effectiveness comes from English, namely effective which means successful, or something done well. Effectiveness comes from the word effective which implies the achievement of success in achieving a predetermined goal. Effectiveness is always related to the relationship between the expected results and the results that have been achieved.

According to Effendy in Sawir (2020:125) "effectiveness is communication in which the process

reaches the planned goals in accordance with the budgeted costs, the time set and the number of personnel specified".

Effectiveness according to the above understanding means that the indicator of effectiveness in the sense of achieving predetermined goals or objectives is a measurement where a target has been achieved in accordance with what has been planned.

Effectiveness is a measure that provides an overview of how far the targets that have been previously set by the institution or organization can be achieved. These targets are very important in every institution or organization and are useful to see the development and progress achieved by an institution or organization itself.

Effectiveness is a very important concept because it is able to provide an overview of the success of an organization in achieving the expected goals or objectives.

According to Komaruddin (2013: 76) said that:

"Public service is an activity or series of activities in the context of fulfilling service needs in accordance with the laws and regulations for every citizen and resident of goods, services, and or administrative services provided by public service providers".

Meanwhile, according to Zahnd (2006:200) defines "effectiveness is focusing on the consequences, effects, or effects".

Furthermore, Komaruddin in Sawir (2020:128) defines that

"Effectiveness is a condition that shows the level of success of management activities in achieving predetermined goals".

Meanwhile, according to Mahmudi in Sawir (2020:126) defines that: "Effectiveness is the relationship between output and the goal, the greater the contribution (contribution) of the output to the achievement of goals, the more effective the organization, program or activity".

Effectiveness according to Barnard (2020:128) can be defined by four things that describe effectiveness, namely:

- a. Doing the right things, where according to what should be done according to the plans and rules.
- b. Reaching a level above competitors, where being able to be the best pliers with other opponents as the best.
- c. Bringing results, where what has been done is able to produce useful results. Tackle future challenges.

Effectiveness basically refers to a success or achievement of goals. Effectiveness is one of the dimensions of productivity, which leads to the achievement of maximum work, namely the achievement of targets related to quality, quantity and time.

Effectiveness is a description of the level of success or excellence in achieving the goals that have been set and the relationship between the various values. According to Sondang in Fury (2012:5) argues that "effectiveness is the use of resources,

infrastructure, and certain amounts that are consciously determined beforehand to produce a number of goods for the services they carry out".

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To measure the effectiveness of an organization, it is necessary to have elements to achieve the goals of an organization. The elements of the criteria according to Makmur in Sawir (2020:126), are as follows:

- 1) Determination of thinking
- 2) Goal setting
- 3) Determination in making choices
- 4) Constancy in measuring success

According to Lantip (2013:9) said that: "Management Information System (hereinafter referred to as MIS) is the application of information systems within the organization to support the information needed by all levels of management".

Management Information System (MIS) is defined by Scott in Lantip (2013:9) as follows: A MIS is a collection of information system interactions that provide information for both managerial and operating needs.

Davis in Lantip (2013: 9) also asserts that; "Management Information System is always related to computer-based information processing. Management Information System is a system that performs functions to provide all information that affects all operations of the organization".

Basically every human being needs service, it can even be said that service cannot be separated from human life. The services provided by the government to the public must be in accordance with the needs of the public, because service is the provision of satisfaction for the community or the public.

According to Sawir (2020:87) that "Public service is an activity carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in an effort to fulfill the interests of others in accordance with their rights".

Methods

The research method in this study is a qualitative research method. The duration of the study was 9 months. Data collection techniques through library research, field studies (observation, interviews, and documentation). The number of

informants in this study were 5 people. The data analysis technique is descriptive, namely collecting data, processing data, analyzing data and interpreting it on qualitative data.

Results and Discussion

1. Effectiveness of Management Information Systems in Public Services in Wonoharjo Village, Pangandaran District, Pangandaran Regency.

Based on the results of the research, it is known that the effectiveness of the management information system in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency is not in accordance with Makmur's opinion in Sawir (2020: 126), regarding effectiveness measurement. This is evidenced by the existence of several problems as follows:

1. Determination of Thinking

The results showed that the effectiveness of the management information system was not optimal in implementing the provision of thinking in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this was due to the lack of understanding of the village government regarding management information systems so that the implementation of services was less than optimal and the village government was not optimal in participating in the implementation of management information system services.

Meanwhile, according to Mahmudi in Sawir (2020:128) states that:

Effectiveness is the relationship between output and goals, the greater the contribution (contribution) of output to the achievement of goals, the more effective the organization, program or activity.

Based on the results of the research and theory, it shows that there is a discrepancy in effectiveness in the determination of thinking in the effectiveness of management information systems in public services because in fact the understanding of the village government is still lacking about management information systems so that the goals set are not working as expected.

2. Goal Setting

The results showed that the effectiveness of the management information system was not optimal in implementing the targeting of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this is because the village government has not been optimal in implementing management information systems to improve public services.

Furthermore, according to Sondang in Fury (2012: 5) states that:

Effectiveness is the use of human resources, infrastructure, and a certain amount that is consciously determined beforehand to produce a number of goods for the services it carries out.

Based on the results of the research and theory, it shows that there

is a discrepancy in effectiveness in setting targets in the effectiveness of management information systems in public services because in reality the village government has not been able to implement management information systems in public services because of the lack of quality human resources on management information system knowledge so that its implementation less than optimal.

3. Determination in Making Choices

The results show that the effectiveness of the management information system has not been optimal in implementing the provisions in determining choices in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this is because the village government has not been able to improve public services due to the lack of village government performance and the budget they have so that services are not running well.

This is in line with the opinion according to Effendy in Sawir (2020:125) stating that: Effectiveness is a communication process that achieves the planned goals in accordance with the budgeted costs, the time specified and the number of personnel specified.

Based on the results of this study and the theory, it shows that there is a discrepancy in effectiveness in determining choices in the effectiveness of management information systems in public services because in reality the village government is still having difficulties

in terms of budget so that services are not in accordance with what is set.

4. Constancy in the Measurement of Success

The results show that the effectiveness of the management information system has not been optimal in implementing the provisions in measuring success in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this is because the village government has not had a real impact on the community due to the lack of awareness of the village government on the importance of implementing the system. management information to bring about a successful impact.

According to Komarudin in Sawir (2020:128) states that:

Effectiveness is a condition that shows the level of success of management activities in achieving predetermined goals.

Based on the results of the research and the theory, it shows that there is a discrepancy in effectiveness in terms of measuring success in the effectiveness of management information systems in public services because in reality the village government has not been able to provide support in service programs so that the success of the management information system has not gone well.

2. Barriers to the Effectiveness of Management Information Systems in Public Services in Wonoharjo Village, Pangandaran District, Pangandaran Regency.

There are obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, which include:

- a. The village government still has difficulties in understanding the implementation of the management information system and due to the lack of participation of the village government in the participation in the implementation of the management information system so that the implementation of services carried out by the village government has not been going well.
- b. The village government has difficulties in implementing the management information system, this is due to the lack of performance and ability of the village apparatus which causes the service delivery that the community wants is not as expected.
- c. Lack of awareness of the village government in helping to provide budgetary support for the implementation of services as determined previously.
- d. Lack of quality human resources who understand the implementation of management information systems, this is due to the limited expertise they have so that the implementation of management information systems is still not optimal.

3. Efforts to Overcome Barriers to the Effectiveness of Management Information Systems in Public Services in Wonoharjo Village, Pangandaran District, Pangandaran Regency

There are efforts to overcome obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, which include the following:

1. The village government participates in training on the ability of village officials to understand the implementation of the management information system properly so that the implementation can run well.
2. The existence of socialization activities as part of the village government's efforts in planning service programs so that these activities can lead to services that are in accordance with what is needed.
3. The village government provides adequate budgetary support in the implementation of services by trying to disburse funds, it is hoped that the implementation of services will run optimally.
4. The village government seeks to overcome obstacles in the implementation of the management information system by improving the performance and capabilities and quality of human resources so that the implementation of services carried out can run well.

Conclusion

Based on the results of research on the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, it can be concluded that:

1. The effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency is still not optimal regarding the implementation of management information systems in public services. This can be seen from the lack of understanding of the village government regarding management information systems and also public understanding of management information systems, improving the quality of public services that have not gone as planned. In addition, the limited budget owned by the village government can hinder the process of improving public services provided by the village government to the community. Likewise, based on observations, it is known that the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency is still not optimal, this can be seen from the lack of human resources for village officials who understand management information systems to support improving the quality of public services and the impact of change

for the community. not yet fully implemented.

2. The existence of obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this is due to the lack of ability and understanding of the village government towards management information systems, lack of budget in the implementation of public services so that there is no visible improvement in public services. Likewise, based on observations, it is known that there are obstacles to the effectiveness of management information systems in public services in Wonoharjo Village
3. Pangandaran Subdistrict Pangandaran Regency, among others, is the lack of awareness of the village government on the ability and understanding of management information systems to improve public services. In addition, there is still a lack of facilities and the performance of the village apparatus so that the implementation is still not optimal.
4. The existence of efforts to overcome obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, this is done by increasing the understanding of village officials in the implementation of

management information systems by participating in training so that the implementation of services carried out can run optimally and can that are perceived by the public as visible. In addition, by increasing the participation of the village government in the implementation of management information systems by providing direction and guidance so that implementation looks optimal Likewise, based on the results of observations, it is known that there are efforts to overcome obstacles to the effectiveness of management information systems in public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, which include increasing the understanding of village officials by participating in training and providing guidance. and guidance so that the services carried out can run according to what has been previously determined.

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