

USE OF MANAGEMENT INFORMATION SYSTEMS TO IMPROVE EFFICIENCY AND EFFECTIVENESS OF MEDAN CITY GOVERNMENT

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Abstract

This research aims to examine the implementation of the Management Information System (MIS) within the Medan City Regional People's Representative Council (DPRD) and its impact on operational efficiency and public service effectiveness. Using a descriptive qualitative approach, data were collected through interviews with interns placed in the Bapemperda section. The findings indicate that the information system has assisted in the execution of administrative tasks; however, the effectiveness of its implementation is still influenced by human resource factors, particularly in terms of task placement that aligns with individual competencies. A lack of understanding in certain work areas leads to ineffectiveness in task execution. This study recommends the need for improved communication between educational institutions, interns, and government agencies to ensure appropriate placement of interns. Additionally, enhancing capacity and training related to the use of information systems is also crucial to support efficiency and effectiveness in government performance.

Keywords: Management Information System, Medan City DPRD, Efficiency, Effectiveness, Internship.

INTRODUCTION

In today's digital era, the government is required to provide faster, transparent, and accountable public services. The city of Medan as one of the major cities in Indonesia faces challenges in managing various aspects of government, ranging from administration, financial management, public services, to strategic decision-making. The complexity of these tasks demands a system that is able to manage information effectively and efficiently. Therefore, the implementation of the Management Information System (SIM) is an urgent need. One of the places of public complaints is the office of the DPRD (Regional People's Representative Council) which is located on Jln captain Maulana Lubis no 1 and was established in 1971 and ratified by the local government, namely the Medan City Government. This decision was taken after the existence of Law Number 22 of 1948 concerning the main points of Regional Government. Therefore, it is important to research how the use of the Management Information System in the City of Medan, precisely in the DPRD, can be optimized to improve efficiency and effectiveness of the government as a whole.

The opinions of experts specifically about the efficiency and effectiveness of the Medan City Government have not been written explicitly in theoretical books. However, a number of academic studies, scientific articles, and expert opinions in the field of local government have addressed this context, especially in terms of bureaucratic management, public services, and the use of information technology. Some approaches and opinions of experts

or researchers that can be used to understand the efficiency and effectiveness of local government, which can be applied or associated with the City of Medan. Dwiyanto (2006) According to Agus Dwiyanto, the effectiveness of local government is determined by its ability to provide public services in a transparent, accountable, and responsive manner to the needs of the community. Efficiency is achieved when the government can produce maximum output at minimal cost. Relevance for the City of Medan: If public services are still slow, not integrated, or not technology-based, then their effectiveness and efficiency are considered low. Mardiasmo (2009) According to Mardiasmo, the effectiveness and efficiency of local government is highly dependent on the implementation of good governance, including the use of information systems in financial management, development planning, and community services. Relevance for the City of Medan: The City of Medan that wants to improve the government management system must strengthen SIMDA, SIPD, or e-Government as a form of transparency and service improvement.

This study aims to examine the extent to which the implementation of the Management Information System in the Medan City Government can support the improvement of operational efficiency and effectiveness of public services, the local government is obliged to provide accurate and accountable development and financial information to the public in accordance with Law Number 23 of 2014 concerning Regional Government and identify supporting and inhibiting factors in its implementation. The results of this research are expected to provide strategic recommendations for the development of a better government information system in the future.

RESEARCH METHODS

This study uses a Descriptive Qualitative approach, which aims to describe and analyze in depth how the Management Information System is used within the Medan City Government, precisely in the DPRD office and its impact on the efficiency and effectiveness of the Government's work. This office has a work section consisting of the Consultative Body (BanMus) and the Regional Regulation Formation Agency (BAPEMPERDA). Bapemperda is tasked with drafting or planning regional regulations and giving consideration to the proposed Regional Regulation from the DPRD or Regional Government. Banmus is tasked with compiling the DPRD's work plan and accommodating the aspirations of the community. The data collection technique includes an interview with 1 intern who was placed in Bapemperda and his task was to scan social documents, check taxes and expenses. The data were analyzed using thematic analysis through interview transcription, and grouping findings based on emerging patterns. The validity of the data was tested by triangulating sources and techniques, as well as member checking to ensure the suitability of interpretation with the informant's experience.

RESULTS AND DISCUSSION

This research involves interns who are placed in Bapemperda and scan sosper documents, check taxes and expenditure sections. Based on the results of the interviews, it was found that work dynamics varied between commissions and reflected different views and experiences in the implementation of daily tasks. The intern felt dissatisfied because he was placed in a part that was not in accordance with his abilities, he said, *"If I'm not satisfied, because this is not my basics, I don't understand what is being discussed here, at least I understand a little bit."* Based on the statement submitted, it can be seen that the

placement of intern students who are not in accordance with their educational background and interests can cause confusion and reduce enthusiasm in the learning process. This condition has an impact on the suboptimal implementation of internship activities by students. This experience shows that effective communication between universities, students, and the agency where the internship is conducted is very important to ensure that the assignments given are in accordance with the fields that the interns are interested in and master.

If students are placed in positions that are in accordance with their competencies and interests, they tend to be more active, enthusiastic, and gain knowledge and experience that is relevant to the scientific field they are engaged in. Therefore, the internship placement system needs to be considered more seriously so that it is not just a formality activity, but a means of learning that is meaningful and useful for students.

One of the interns revealed that he did not understand in detail the tasks at the Consultative Body (Banmus), because previously the task had been handled by other fellow interns. He also said that there was one of his fellow interns who came from a legal education background, but was less communicative in interacting informally.

Nevertheless, the cohesiveness between the interns is maintained. Challenges arise when participants have to complete tasks outside of their respective areas of expertise. For example, interns from law majors have difficulties when doing tasks related to the budget, while interns from non-law majors also experience problems when handling tasks related to legal aspects.

However, when it comes to general tasks such as scanning documents, all interns can perform them well. Overall, the participants help each other as long as they understand the task at hand.

CONCLUSIONS AND SUGGESTIONS

Based on the results of research on the implementation of the Management Information System (SIM) in the Medan City DPRD, it can be concluded that SIM makes a positive contribution in supporting the implementation of administrative tasks, especially in terms of document management and filing. However, the effectiveness of the implementation of SIM is still hampered, especially related to human resources.

The placement of interns who are not in accordance with their educational background and interests results in confusion in carrying out their duties, decreased enthusiasm for learning, and reduced productivity during the internship period. One of the interns said that he lacked a deep understanding of the duties at the Consultative Body (Banmus) due to limited information and previous experience. In addition, the differences in educational backgrounds between interns also pose obstacles, especially when they are faced with tasks that are not in accordance with their respective fields of expertise. For example, students from law majors have difficulties when doing budget-related assignments, while students from non-law majors also face obstacles when handling assignments related to legal aspects.

However, cohesiveness between the interns is maintained. They help each other and work together, especially in completing common tasks such as document scanning, which can be well executed by all interns as long as the instructions given are clear and easy to understand.

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