

CONTINUANCE USE OF MANAGEMENT INFORMATION SYSTEMS FOR CIVIL REGISTRATION SERVICES



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Abstract

Department of Population and Civil Registration of Magelang City is a local government agency that run public services effectively and efficiently. It is because the service is oriented to the societies. This study aims to analyze supporting technology as performance support of the Department of Population and Civil Registration of Magelang City namely the Management Information System for Admissions Management of Population Administration Applications (SIMP3AK). This study belongs to the category of qualitative research. This study used interview as its method. The results show that the continuance usage of SIMP3AK is determined by the existence of three indicators, namely, trust, efficiency and effectiveness, and satisfaction.

INTRODUCTION

The use of technology in this era has been applied to fulfill various human needs both individually and in organizational groups. Technology is used to support human activities and has been proven to increase productivity (Susilo & Rani, 2020). This means that today's human activities cannot be separated from the support of technology.

Technology also serves to form a system that integrates the activities of the users. Technology capabilities are able to form a system that can convey information quickly. The existence of an information system can change various aspects, starting from the way organizations act, interact, communicate, collaborate, to be able to support business activities (Limaj, et al., 2016).

The revolution in information and communication technology has also changed the way governments provide their services to the public (Li, et al., 2018). The government is trying to improve their services with the support of technology. This is part of the process of modernizing public administration within the scope of government (Veeramootoo, et al., 2018).

The Department of Population and Civil Registration of the City of Magelang is an agency related to the management of population administration in the City of Magelang. This agency has a crucial role in completing public services. This is in line with the stipulation of the Ministry of Utilization of State Apparatus and Bureaucratic Reform of the Republic of Indonesia No. 63/Kep/M.PAN/7/2003 that people have the right to get quality public services and are supported by clear policies.

As an effort to promote a better public, information technology has been adapted as the main support in the Department of Population and Civil Registration of Magelang City (Afandi & Susilo, 2021). This technology is implemented in the form of a system called SIMP3AK which has been implemented since early March 2018 in accordance with the direction of the central government which aims to establish better governance (Chrismonita, et al., 2020).

This study aims to analyze the sustainability of the efficiency and effectiveness of the SIMP3AK system in the Department of Population and Civil Registration of Magelang City. Entering the third year of implementing this system, indicators of sustainable use of this technology can begin to be identified. Technology support is very important to facilitate activities when human space and time are limited (Song & Zhou, 2020). Therefore, SIMP3AK is expected to be one of the supporting factors for the sustainability of efficient and effective public services, especially in the field of population administration in the Department of Population and Civil Registration of Magelang City.

METHOD

This research was conducted qualitatively. Data was collected through interviews with party respondents who were directly involved in SIMP3AK at the Department of Population and Civil Registration of Magelang City. Previously, a literature study was conducted to obtain references to research questions. The question instrument was modified from several studies (Gao, et al., 2015; Rahi & Abd. Ghani, 2019; Hsu & Lin, 2020) which examined the sustainability of technology use and then adjusted it to research SIMP3AK in the Department of Population and Civil Registration of Magelang City. Table 1 shows the lists of our research respondents.

Table 1. The Lists of Respondents

Informant Code	Position
Informant 1	Head of PIAK Division and Data Utilization
Informant 2	Section Head of Partnership Field and Service Innovation
Informant 3	Operator SIMP3AK in The Department of Population and Civil Registration of the City of Magelang

Those respondents were chosen because they have a strategic position in the institution that is the object of the research. Apart from that, they are also involved in the formulation of existing policies related to the management of SIMP3AK. The three respondents were then interviewed directly. The question items used are described in Table 2 below.

Table 2. The Lists of Questionnaires

No	Questions	Reference
1.	Is SIMP3AK easy to use and supports agency performance?	Gao et al., (2015)
2.	Does SIMP3AK provide information that is appropriate and relevant to the needs of agencies?	
3.	Does SIMP3AK get regular renewal and maintenance?	
4.	How confident is the agency in SIMP3AK regarding the security of agency data that has been entered into the system?	
5.	How has the quality of SIMP3AK been since it was first adapted in this agency?	
6.	Is SIMP3AK in accordance with the expectations expected by the Department of Population and Civil Registration of Magelang City?	Rahi & Abd. Ghani, (2019)
7.	Have the department got benefit from SIMP3AK since the system was adapted in March 2018?	
8.	How is the level of satisfaction felt by SIMP3AK users from year to year?	
9.	Is there a special internal control system related to the use of SIMP3AK?	
10.	How can the efficiency and effectiveness of the agency's performance be increased after SIMP3AK is used?	
11.	To what extent does SIMP3AK have a functional value that captures utility based on perceived quality and performance expectations of agencies?	Hsu & Lin, (2020)
12.	To what extent does SIMP3AK provide pleasure for its users in this institution?	
13.	What is the positive impact resulting from the performance evaluation between the period before SIMP3AK was adapted to the period after SIMP3AK was introduced?	
14.	Are the costs and time spent on SIMP3AK comparable and in line with the perceived benefits?	
15.	To what extent does this agency intend to continue using SIMP3AK?	

RESULT

The interview process was carried out within one day after coordinating with the three interview respondents. The compiled question items were then submitted to the three respondents to obtain information. Table 3 are describing the answers of interviews from research respondents.

Table 3. The Results of Interviews

No.	Answers
1.	"In my opinion, the implementation of SIMP3AK is good enough. There are already various facilities and infrastructure that support the performance of Department of Population and Civil Registration of Magelang City" (Informant 1).
2.	"Yes, of course. The establishment of this system aims to facilitate the work assigned to our agency, so that the system is made according to the needs of the agency" (Informant 1).
3.	"Yes, the SIMP3AK system here gets periodic renewal and maintenance every 6 months or according to the needs of the agency. This is so that the system continues to function optimally" (Informant 3).
4.	"Our agency believes that SIMP3AK has good security because this system is made according to the needs of the agency and can only be accessed by internal operators that we have trained. In addition, the existence of adequate computers and networks also supports the security of this system" (Informant 2).
5.	"When it was first formed, there was no service approach (printing of KTP or KK) which caused SIMP3AK to have weaknesses in distribution because the printing of these forms was at the service. However, this problem can be resolved with a service approach. Another problem also arose, namely the delay in issuing KTP by entry officers. The solution is that we provide training for the entry officers to operate the system effectively" (Informant 1).
6.	"Until now, SIMP3AK has always been updated, especially during this pandemic we all face limited mobility, so the existence of a support system is urgently needed. In our opinion, this system is sufficient to meet expectations" (Informant 2).
7.	"Of course, it really helps our work so it can be completed quickly. In addition, people's trust in us has grown again because the quality of our services has improved after this system was implemented" (Informant 1).
8.	"We always read suggestions and criticisms from the public for the services we provide. We make this an evaluation material every year to be even better. Fortunately, the negative response has decreased because we have improved the quality" (Informant 2).
9.	"Yes, here. For the sake of the smooth running of the SIMP3AK program, as much as possible we can implement it in accordance with the existing regulations, my boss advised me. I was in the team, the operator with colleagues who are highly skilled" (Informant 3). "It is true, all SIMP3AK operators can have qualified competencies, especially the ability to implement this system. This is one of our achievements in fulfilling the internal control aspect" (Informant 2).
10.	"The existence of SIMP3AK is very helpful, although sometimes we still encounter problems with delays in issuing KTPs. However, in general the implementation of this system has been running quite effectively and efficiently compared to the conditions before the existence of this system" (Informant 1).
11.	"SIMP3AK was formed by adjusting the need for administrative services which are increasingly being demanded by the community so that the process runs fast and easy. Therefore, to create good things in carrying out the population administration process systematically, we always try to establish communication with the community so that this system continues to function according to function and can meet expectations. agencies" (Informant 1).
12.	"In my opinion, as a direct implementer of this system, it has had a very positive impact. My job as an operator is always done on time so I don't have to do overtime work. This is an indicator of happiness that I feel after the operation of this system" (Informant 3).
13.	"In addition to facilitating work, this system has a positive impact on agencies. Increasing quality of services, increasing public trust, and maintaining the efficiency and effectiveness of our services" (Informant 1).
14.	"Yes. In our opinion, the allocated costs and time spent on the system are commensurate with the perceived benefits. The benefits are not only us who feel, the main thing is the community as users of administrative services. This system really streamlines their time in the management process" (Informant 2).
15.	"With the various benefits we have felt, we are sure that we will continue to need support from this system to achieve efficiency and effectiveness of public services in our agency" (Informant 1).

DISCUSSION

The government is trying to improve the quality and quantity of services by providing a solution in the form of SIMP3AK. SIMP3AK in government agencies has an important role to be able to present quality reports. This system also functions as a programmable utility that plays a role in increasing the effectiveness of the implementation of the population management system and administrative civil records that are oriented towards several principles, namely, efficiency, economical, effective, transparent, accountable and auditable (Afandi & Susilo, 2021).

The existence of a system is considered successful if it provides tangible benefits in various activities of human life (Greeven et al., 2017; Gunadi, 2019). After the benefits of the system are felt by the user, a sense of pleasure will be formed and the desire to continue using the system will appear. Continuous intent stems from a repetitive pattern of behavior that results from certain contextual cues and is directly related to the satisfaction or value the user feels after using the system (Jahanmir, et al., 2020; Puthur, et al., 2020).

SIMP3AK is one of the e-government products. E-government is the conceptualization of the use of information technology by the government that supports organizational change to improve its operational processes (Twizeyimana & Andersson, 2019). Thus, ideally, SIMP3AK must meet these factors to be included in a form of e-government that is capable of being used in a sustainable manner.

Based on the results of interviews conducted with the three respondents, there are three main pieces of information that can be used to analyze the usefulness of SIMP3AK in the Department of Population and Civil Registration of Magelang City. First, the trust of system users has been formed because of the perceived benefits and security offered by the system. Trust is one of the fundamental factors in the acceptance of a system as a technology supporting activity (Shao, et al., 2019).

Secondly, SIMP3AK has been identified to be a factor that can increase the efficiency and effectiveness of agency performance. One of the expectations of information system users is that the quality of their performance can improve with the support of this technology to form better efficiency and effectiveness (Bandiyono & Indrianto, 2019). Centobelli, et al. (2018) then emphasized that the effective and efficient performance dimensions of the existence of information systems will form a support system for more targeted and sustainable decision making.

Thirdly, the positive impact of the presence of SIMP3AK is the formation of satisfaction from its users, both agencies and the community as recipients of public services. Satisfaction is obtained from the quality that a system provides to its users (Ramkumar, et al., 2019). Satisfaction is also a predictor of user subjectivity assessment whether they will use the system sustainably or not (Li & Shang, 2020).

CONCLUSIONS

This study provides a deeper understanding of the factors that affect the sustainability of the use of SIMP3AK in the Department of Population and Civil Registration of Magelang City. There are three essential factors that have a direct impact on the continued use of SIMP3AK, namely: trust, efficiency and effectiveness, and satisfaction. The three indicators are felt by the user after going through some time and each indicator is identified after the user has benefited one by one in sequence. This research is a qualitative research which has a narrow generalization nature, but the results of this study can still provide an overview of the benefits of implementing information systems in government. In addition, the interviews for this study were conducted at one time with all three respondents directly being asked simultaneously, the possibility of opinion intervention could occur, thus affecting the independence of the opinion of each respondent.

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