Training on the Use of Management Information Systems for Improving the Quality-of-Service Document

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Article Info

ABSTRACT

Due to advances in technology, information and correspondence, ideal opportunities in the creation of population records, the use of expert services in handling population reports, the high need for population records has become the cause of assessment problems. Therefore, the reason for conducting this study is to know and describe the development of the data collection framework for the aid implementers and the nature of the administration of population reports at the Medan City Population and Civil Registration Office, to find out the procedures carried out to achieve these goals. make it easier for the public in general to make population information. Therefore, specialists The essence of this logical work is to make use of an emotional procedure that uses the peculiarities that occur in the climate and the reality that arises by collecting data about an object of investigation. The results and discussion of this study are the use of document preparation services at the Medan City Population and Civil Registration Office. Executives' data is essential to ensure the perfection and timeliness spent in making population documents. Precise and complete data: The information expected to prepare the report should be collected carefully and clearly. By carrying out good data management, registration administration services at the Medan City Population and Civil Registration Office can run more productively and smoothly, so that it can provide better assistance to the local area.

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1.   INTRODUCTION

According to Rasyid in Kurniawan, (2016:16) Administration can be characterized as offering a type of assistance (serving) the needs of individuals or individuals who are interested in the aid association in accordance with important standards and customs that are still in force. The government is basically the worker of individuals who cannot serve themselves but serve their citizens and create conditions that empower each individual of the individuals to work on their capacities and imaginations to achieve a common goal. When the general public gets accommodation from the government with a short, fast, precise and satisfactory regional strategy, it can be said that the local government can run well. The ability of public authorities to drive the progress of aid that makes individual lives easier determines the progress of public authorities in running open government. When the community feels comfortable with services with short, fast, precise and satisfactory techniques for the region, then it can be said that the local government is successful. The ability of public authorities to drive the progress of aid that makes it easier for individuals to determine the progress of public authorities in running open government. (Rustang, Enos Paselle Journal 2023, pp. 47–49).

With good service, it makes it easier for people to make population data and also there is no confusion to prepare what data must be prepared in the creation of population data. The implementation of the current public assistance framework in Indonesia can still be said to be not optimal because it has not yet arrived at administrative guidelines such as clarity of administrative costs, clarity of the system, clarity of needs, and clarity of regulations. government period, so that many people really take advantage of the services of experts in supervising population organization considering the community's concerns when completing this cycle. requires a very long completion period, in addition to the lack of clarity on how the cycle and the assistance system, especially for the administration for the old community, with the community's indifference and fear of the local area, this makes them decide to use representatives, because the community thinks that using experts is easier than doing it without the help of others, it is better for expert organizations to understand the guidelines administration so that the public is not confused and limits the use of intermediaries. (Adoe, Friyanto Adoe 2021, p. 4).

Thus, the government should provide more detailed service information to the public so that it makes it easier for the community to make population documents. So that the public does not use the services of brokers which results in a lot of data being made wrong due to the number of brokers who give false testimony to the party who makes population data.

The information management strategy is important considering that with the presence of the correspondence system, the implementation of population organizations in each region in each district really receives additional attention in recording and collecting information by the provincial government which appoints part of its power to the Population and Civil Registration Office. This is not a simple change to guarantee that the entire society is officially registered by the state. Implementing a strategy requires good correspondence, conveying clear data that can be understood endlessly by various groups. Effective strategy execution is in dire need of good correspondence. So the implementer must understand what must be done so that the purpose and purpose can be communicated to the purpose of gathering. Based on this explanation, it can be assumed that the correspondence procedure is something very important in the progress of the implementation of the population organization.(Pratama, Wahyu Aditya., et al. 2022, p. 26).

Using a good communication strategy to the community makes it easier for employees who work at the Population and Civil Registration Office to handle services to people who want to form population data documents and can minimize residents in using brokerage services.

LITERATURE REVIEW

1) Information Management

Management is an activity of coordinating something done by an association or association to achieve the goals of the association by working together using the assets it owns.(Gesi, Burhanudin, .et al. 2019, p. 53) The Council is the achievement of authoritative goals that have just been completed, both explicit and general goals. The achievement of hierarchical objectives is completed through connection, coordination, blending and division of businesses in an expert and appropriate manner to supervise existing assets, both human resources (work), materials (land), finance (capital) and the strategies used.

Management information systems (MIS) are a set of combined methodologies to collect and create reliable, important and efficient information that can support the dynamic direction of an association. Simply put, a SIM is a collection of cycles in which information is obtained, broken down, and displayed in a valuable way for dynamic purposes.(Al Din, Jamal Syaid 2023, p. 2).

2) Quality Of Public Services In Document Preparation

A management news system (SIM) is a set or group of processes for processing data, analyzing and displaying data so that it has meaning and is useful for the needs of making a decision. SIM is also very useful in supporting management in making decisions in controlling company activities. The primary purpose of this SIM is to collect data from a lot of origins and process the data so that it produces news to make it easier for the management to improve the quality of decisions taken to increase the productivity and profitability of the company. A leader who is a decision-maker must be able to make decisions using well and carefully, not just decisions that can be decided quickly (Ridwan, Mohamad., et al., 2021, p. 1).

2. METHOD

This study uses a *training* approach as the main method in data collection and analysis. The *training* approach was chosen to provide training and capacity building to the participants in order to understand and implement the system being studied. The goal of this approach is to ensure that participants not only understand the theory but are also able to apply it in relevant contexts. The training is carried out in stages and adjusted to the needs and backgrounds of the participants. The training process includes concept introduction, discussion sessions, and simulation of application in real situations. Data was obtained through direct observation, evaluation of participants' performance, and interviews after training to get feedback regarding the effectiveness of the training provided. This approach allows researchers to deeply understand how participants respond to training materials and how the training affects their skills and understanding in the context of community service.

3. RESULTS AND DISCUSSION

The Medan City Population and Civil Registration Office (Disdukcapil) is an agency in charge of organizing population organizations and general registration for residents in the Medan City area. Some of the administrations provided by the Medan City Dukcapil Office include: registration of birth certificates, death certificates, marriage certificates, and divorce certificates.

  a. Issuance of electronic Resident Indication Card (e-KTP)
  b. Registration and collection of Family Cards (KK)
  c. Registration and reference taking of Police Records (SKCK)
  d. Registration and domicile reference collection
  e. Registration and reference collection of Citizenship (SKK)

Some of the benefit of using Siak at the Population and Civil Registrtion Office of Medan City Include:

a. Facilitate the management of population data and civil registration
b. Facilitate the management of population data and civil registration
c. increase the accuracy and speed of data processing
d. Increasing the speed of the process of population administration and civil registration services
e. Improving the quality of service to the community

In its use, Siak at the Medan City Population and Civil Registration Office can be used for various purposes of population administration and civil registration, similar to the issuance of identity cards, birth certificates, death certificates, and so on. In addition, Siak can also be used to monitor and control population data and civil registration in the Medan City area in real-time.in document creation services at the Medan City Population and Civil Registration Office, information management is very crucial to ensure efficiency and accuracy in the document making process. Some things that need to be considered in gossip management in document preparation services at the Medan City Population and Civil Registration Office include:

a. Accurate and complete data collection: the information required for the creation of documents must be collected carefully and accurately. This can be done by ensuring that the officers in charge of data collection have been trained and understand the valid mechanism.
b. Efficient data processing: after the data is collected, data processing must be carried out efficiently and quickly. This can be done using an integrated and computerized issue system.
c. Data security: Data collected and processed must be kept secure so that it is not misused or stolen by irresponsible parties. This can be done by implementing an adequate information security system.
d. Monitoring and assessment: The process of creating documents must be monitored and evaluated on a cyclical basis to ensure that the process runs properly and efficiently. This can be done by conducting regular internal audits.

Using good gossip management, document preparation services at the Medan City Population and Civil Registration Office can run more efficiently and carefully, so that it can provide better services to the community. The Medan City Population and Civil Registration Office (Disdukcapil) can implement several information system management strategies to increase the efficiency and effectiveness of its operations. Here are some strategies that can be applied:

a. Implementation of the Population Management Information System (SIM-Kependudukan)
   SIM-Kependudukan is a news system that is specially created to manage population data. By implementing SIM-Population, Disdukcapil can accelerate the process of recording population data, recording, and data processing. SIM-Population can also help Disdukcapil in monitoring and controlling population data in the Medan City area.
b. Use of Cloud Computing Technology
   Disdukcapil can utilize cloud computing technology to store and manage population data. Using this technology, population data can be accessed from anywhere and anytime, thereby facilitating the data processing process and accelerating the process of services to the people.
c. Training and Human Resources Development
   Disdukcapil can provide guidance and development to its staff in terms of the use of news technology. This will help Disdukcapil staff in knowing and operating the existing news system well, so that it can increase operational efficiency and effectiveness.
d. Improved Data Security

Disdukcapil is obliged to ensure that population data that is processed and stored in the safety gossip system as long as security threats are similar to hacking or data theft. Therefore, Disdukcapil must strengthen the data security system by implementing security technologies such as firewalls, data encryption, and powerful authentication systems.

e. Improving Public Services

Disdukcapil can improve public services by utilizing the news system to convey accurate and fast issues to the people. Disdukcapil can also utilize information technology to provide online services such as birth or death certificate registration, as a result of which it makes it easier for residents to access these services.

Using the right information management tactics, the Medan City Disdukcapil can increase the efficiency and effectiveness of its operations, as well as provide better public services to residents.

4. CONCLUSION

The Medan City Population and Civil Registration Office is a government forum responsible for delivering population administration and civil registration services to residents in the Medan City area. The Medan City Disdukcapil has also provided online services through the official website and mobile applications to make it easier for the people to access population administration and civil registration services. In addition, the Medan City Disdukcapil also strives to improve the quality of service by innovating and developing a more effective and efficient service system. Disdukcapil also provides a website-based service, namely SIAK, to facilitate the collection of population data.

Siak is short for Population Organization Data Framework, which is a data framework used to supervise population information and Civil Registration. This framework is used by the Medan City Population and Civil Registration Office to collaborate with the administration of local population information and general registration. The use of Siak at the Medan City Population and Civil Registration Office is very important because this system can help speed up the process of organizing population and Civil Registration.

In the administration of making reports at the Medan City Population and Civil Registration Office, the data agency is very important to ensure productivity and accuracy in the record-making process. Precise and complete information: the data required for record-making must be collected carefully and precisely. This can be achieved by ensuring that the officials responsible for collecting information are prepared and understand the legitimate instruments. With the implementation of a good data collection institution, the recording service at the Medan City Population and Civil Registration Office can run more productively and appropriately so that it can provide better services to the local area. The Medan City Population and Civil Registration Office can apply several information system management techniques to improve the efficiency and effectiveness of its operations.

SIM-Kependudukan is a news system that is specifically designed to manage population data. By implementing SIM-Population, Disdukcapil can increase the speed of the process of recording population data, recording, and data processing. SIM-Kepopulation can also help Disdukcapil in monitoring and controlling population data in the Medan City area.Disdukcapil can improve public services by utilizing the gossip system to convey accurate and fast news to residents. Disdukcapil can also utilize issue technology to provide online services such as birth or death certificate registration, as a result of which it makes it easier for people to access these services.by implementing the right information system management tactics, the Medan City Disdukcapil can increase the efficiency and effectiveness of its operations, and provide better public services to the community.

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