

# Management Information System in Public Service: A Review of Literature

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## ABSTRACT

This research aims to present the implications of management information systems in public services through literature review analysis. The method used in this research is to use a descriptive qualitative method which refers to a literature review study, where the author conducted research by analyzing various literature sources that discuss the same topic, starting from scientific journal articles, books, various other relevant literature to be used. reference. The results of this research show that management information systems have an important role in producing quality public services. Through an optimal and effective management information system, it will indirectly influence the realization of quality public services in an organization.

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## 1. INTRODUCTION

Various organizations have used information technology due to globalization. With this development, the government must accelerate the implementation of a system called e-government. In government science, government is defined as an institution responsible for meeting customer needs, which include public goods and services. The government is currently facing a number of fundamental problems related to bureaucratic reform requested by various parties, including requests for better public services.

However, the government is currently facing a number of fundamental problems related to much-needed

bureaucratic improvements. Demand for bureaucratic reform comes from various parties, including civil society, the private sector, and the academic community. These bureaucratic reforms include demands for greater transparency, stricter accountability, and efficiency in the delivery of public services. The main challenge faced by the government is meeting the demand for better public services. People expect services that are faster, more efficient, easier to access, and oriented to their needs. In this case, the application of e-government, which includes information technology-based services, is a promising solution.

Through e-government, the government can provide more effective and responsive public services to the community. Information technology allows governments to integrate administrative processes, increase transparency, and facilitate public access to information and services. Apart from that, e-government can also help the government manage resources more efficiently and improve data-based decision making. Thus, implementing e-government is not only a necessity in the government's efforts to keep up with global developments, but is also an effective tool for meeting public demands for better public services, as well as accelerating much-needed bureaucratic reform.

Service is a response to management needs that will only be met if service users receive the product they expect. The government functions as a public servant based on basic principles. Government organizations do not exist to meet their own needs; they stand to help others and create an environment that supports the potential and creativity of every member of society to achieve common goals. To meet people's needs for goods and services, government agencies or public organizations carry out various activities known as public services. All these activities are carried out in accordance with established regulations and standards. As pointed out by Dwiyanto, Rizki and Hepyitisa in [1], the government, through its institutions and all its members, has the responsibility to provide and carry out services to the community. Service quality refers to the extent to which the government provides good, efficient and responsive services to the community in terms of government administration. This includes various administrative tasks such as preparing and publishing documents, managing population data, maintaining

infrastructure, and other services related to the interests of the community [2].

Service is a response to management needs that will be fully met if service users receive products or services that meet their expectations. In this context, the government acts as a public servant based on the basic principles that underlie democracy and good governance. This principle emphasizes that government organizations do not exist to meet their own needs, but as institutions tasked with helping and serving community members and creating an environment that supports the development of the potential and creativity of each member of society to achieve common goals. To meet people's needs for the goods and services provided, government institutions or public organizations carry out various activities known as public services. Public services encompass a number of activities that reach various aspects of people's lives, such as education, health care, security, infrastructure, and more. All of these activities must be carried out in compliance with established regulations, ethics and standards.

The government as a public servant has a role in providing quality, efficient and effective services. This requires good planning and management to ensure that available resources are utilized wisely, decisions taken are based on evidence, and services provided meet community expectations. Transparency, accountability and community participation are also important parts in ensuring that public services meet the interests of the community. Good public services create positive relationships between government and society, and this in turn strengthens public trust in government. When public services run well, people feel heard, appreciated and

supported by the government in achieving their welfare. Therefore, effective and quality public services are an important foundation in building an inclusive, just and sustainable society.

According to Article 20 paragraph 1 *Republic of Indonesia Law no. 25 of 2009 concerning Public Services*, public service providers are required to design and establish service standards by considering the provider's capabilities, community needs and environmental conditions. Deep life [4] states in the field of public service management that the quality of public services is an important component of public service performance and is an important component of the implementation of public services. Success in providing public services can be measured by the quality of public services. This means that the services provided to the community must provide comfort for customers and positive effects for society. For example, things like timely service, friendly staff, and adequate facilities are very important. A management information system that is capable of storing, managing and producing accurate and relevant data at any time is needed to build a well-functioning information system.

Officials can utilize technology, especially management information systems, to do their jobs better, although they have some limitations. However, the extent of the impact of information systems on public services still needs to be researched. This is caused by a number of variables that directly or indirectly influence the performance of individuals who use information systems. Government officials have the opportunity to optimize the implementation of their duties by utilizing technology, especially through the use of management information systems. Although they may face some limitations in implementing this technology, the potential to

increase the effectiveness of their work is enormous.

## 2. LITERATURE REVIEW

### 2.1 Management Information System

A system is a group of individuals who work together according to structured and systematic rules to form a unit that carries out certain functions to achieve goals. Systems have several properties or characteristics, including system components, system boundaries, system environment, system links, system input, system output, system processing, and system facilities. Meanwhile, information is data that has been processed so that it becomes more useful and significant for the recipient, with the aim of reducing the level of uncertainty in an organization [5].

Management is the process of planning, organizing, coordinating and controlling resources with the aim of achieving results in accordance with planning and carrying out tasks correctly, organized and according to schedule. Efficiency shows the proper and organized implementation of tasks, while effectiveness shows the achievement of goals according to planning. To ensure that other people's tasks are completed effectively and efficiently, management requires coordination and supervision. Responsibility is also important in management.

In an organization, we often see the benefits of having an optimal information system. To achieve certain goals, management expects effective utilization of resources. Therefore, a good information system will help management functions by providing information quickly and accurately. Therefore, a good management information system is very important to achieve organizational goals.

According to Sholeh, Wahyudin and Harjoyo in research [6], management information systems are processes in which information is entered, recorded, stored and retrieved to assist planning, operational and monitoring decision-making processes. Management information system indicators are as follows: accuracy, which means the information must be correct and precise; timeliness, meaning information must be available when needed; suitability, which means the information must match the request; and completeness, which means the information must be complete and comprehensive.

Management Information System is a part that is thoroughly integrated into a system with the aim of coordinating work and producing information that can be trusted by its users Susanto and Harahap in [6]. Within the framework of this concept, all components and subcomponents involved in forming a system must be well connected and integrated.

An information system is a collection of actions involving humans, software, hardware, communication networks, data sources, and software to collect, change, and disseminate information within an organization [7]. An information system is a work system that focuses on data processing processes, such as collecting, sending, storing, retrieving, changing and disseminating data. The resulting information is data that has been previously organized and then distributed.

In the planning and control process, a management information system is a collection of interacting information systems whose task is to collect and process data to provide useful information for various levels of management [8].

To carry out data processing functions, a management information system consists of a group of subsystems that work together, are connected to each other, interact and collaborate in a certain way [9]. These systems receive different data as input, process them, and produce information that helps decision making. This information has real value and can be felt now and later. Various levels of organizational operations, including operational, managerial, and strategic, are assisted by management information systems by using available resources to achieve organizational goals.

## 2.2 Public Service

One of the most important main tasks for the government is to provide public services to the community. This public service includes the provision of services by the government, private institutions operating on behalf of the government, or other private entities that aim to meet the needs or interests of the community, either with or without cost.

Public services in every country around the world represent the operation of government through the formulation and implementation of public policy. This public service plays a role in changing government policies and programs into goods and services that can be enjoyed by citizens. It should be noted that there is an interrelated relationship between public services and service delivery. In other words, public services exist to achieve the goal of providing services desired by the public, and the main purpose of public services is to meet the needs and expectations of the community. Modern governments throughout the world usually have three main branches, namely the legislature which is responsible for making laws, the executive which is tasked with formulating policies and implementing them, and the judiciary which deals with legal interpretation and law

enforcement. The result of the collaboration between these three branches of government is to provide public goods and services aimed at improving the welfare and security of citizens through public services [10].

There are three reasons why public services are a strategic starting point for developing and implementing the principles of good governance in Indonesia:

- 1) Public services have long been an arena where the state, through its government, interacts with non-governmental institutions. Success in providing public services will influence the level of public support for bureaucratic performance.
- 2) Public services are a place where various aspects of clean governance and good governance can be easily implemented and defined.
- 3) Public services involve the interests of all elements involved in governance, namely government, society and market mechanisms.

From a practical experience perspective, existing public services tend to be complicated, slow, expensive and difficult. This situation is caused by the public's view that their role is as those who provide services, not those who receive services. One of the urgent actions that must be taken by the government bureaucracy is to carry out reforms in public services, by positioning and recognizing the roles of "servants" and "service recipients" according to their actual position [11].

In Dwiyanto's view [12], public services are a very crucial instrument in achieving good governance. Public service standards cover various aspects, such as business completion time, service time, service location, costs, service products,

facilities, and so on. However, the problem arises when the government demands changes towards better standards, but the public service bureaucracy still adheres to the old paradigm, so services to the community remain low.

From the previous definitions, it can be concluded that public service is fulfilling the desires and needs of the community in carrying out state duties. The state was founded by society, and the bureaucracy must be able to meet the various needs of society. The needs referred to here include various needs that are actually expected by society and are not only individual.

According to Bharata in [13], there are six key elements in the public service process, including:

- a) Service providers, who are parties who can provide certain types of services to consumers, both in the form of goods and services.
- b) Service recipient, which refers to consumers or customers who receive services from service providers.
- c) Types of services, which include a wide range of services that service providers can provide to individuals who require those services.
- d) Customer satisfaction is the main focus in service, because the level of customer satisfaction is often closely related to the quality standards of the goods or services they receive.

The aim of public services is to fulfill people's desires or generally referred to as fulfilling needs. To achieve this goal, public services must ensure that the quality of service is in accordance with the needs and desires of the community. Decree on the

Implementation of Public Services emphasizes several principles, including:

- a) Simplicity, public service procedures must be simple, easy to understand, and not complicated.
- b) Clarity, including technical and administrative requirements for public services, responsible work units, as well as costs and payment methods.
- c) Certainty of time, public services must be completed within the specified time.
- d) Accuracy, namely that public services must be received correctly, precisely and legally.
- e) Security, which includes a sense of security and legal certainty in public service processes and products.
- f) Responsibility, where the head of public service providers or appointed officials is responsible for providing services and resolving complaints or disputes in the implementation of public services.
- g) Completeness of facilities and infrastructure, including adequate equipment, telecommunications technology and other facilities.
- h) Ease of access, which ensures that places and service facilities are easily accessible to the public and can utilize telecommunications and information technology.
- i) Discipline, politeness and friendliness, with service providers having to be disciplined, polite, friendly and provide service sincerely.
- j) Comfort, which involves an orderly, neat, comfortable, clean service environment, and supporting

facilities such as parking, toilets, and so on.

The main problems in public services are mostly related to improving the quality of the service itself. Service quality is very dependent on several aspects, including administration, human resources and institutions. In terms of administration, public services still have several weaknesses:

- a) Less responsive. Responses to complaints, aspirations or community expectations are often slow or even ignored, from service officers to the level of the person in charge of the agency.
- b) Not informative. Information that should be conveyed to the public is often slow or does not even reach the public.
- c) Less accessible. Service delivery units are often located far from the reach of the community, which results in difficulties for those who need services.
- d) Lack of coordination. Various related service units often lack coordination, which can result in overlapping or conflicting policies between related service agencies.
- e) Bureaucracy. Services, especially licensing, often involve processes with multiple levels, resulting in lengthy service completion.
- f) Lack of listening to complaints/suggestions/aspirations from the community. Service officials are often less willing to listen to complaints, suggestions or aspirations from the community, which results in services continuing without improvement from time to time.

g) Inefficient. The requirements required, especially in licensing services, are often not relevant to the services provided.

No	Author (Year)	Research Title	Research result
1	[13]	Realizing Good Governance Through Public Services	Several factors that contribute to the unsustainability of efficient public services include structural problems in the bureaucracy, including problems related to budget allocation for public services. The quality of public services is influenced by cultural constraints that exist in the bureaucracy. Apart from that, the behavioral factor of officers who are less likely to reflect enthusiasm for service and more likely to show enthusiasm for receiving service also plays a role. Overall, the current state of bureaucracy in

			Indonesia does not seem to be in line with the needs of more modern organizations.
2	[16]	Digital Innovation in the Public Sector: Descriptive Study of Value Added Health Service Innovation	The implementation of the community health center management information system (SIMPUS) in the City has provided significant additional benefits for the Health Service, community health centers and the community, including improving the quality of service and increasing the level of community satisfaction.
3	[1]	The Influence of Management Information Systems on Public Services	Public services are greatly influenced by management information systems

### 3 METHODS

This research is a qualitative descriptive study that examines related literature. According to [14], the purpose of descriptive research is to gain an

understanding of the value of one or more independent variables without making a comparison or analysis of the relationship between those variables. Researchers conducting qualitative research must collect data carefully. Researchers try to fulfill the suggestions [15]. That said, at least 50 consist of books, research reports, or articles in literature reviews.

#### 4. RESULTS AND DISCUSSION

Service is a term that refers to activities that are useful and combined in a series or unity with the aim of providing satisfaction, even though the result is not always a physical product." Basically, everyone needs service, and service is an important part of human life. In accordance with basic guidelines and procedures that have been established, service providers strive to meet the needs of individuals or communities who have an interest in an organization Sinambela in [1].

Service is a concept that includes various activities that aim to provide benefits and satisfaction to individuals or groups, although the results are not always tangible as physical products. Service is an important aspect of human life and covers various fields, such as health care, education, banking, customer care, and many more. Services can take place in various forms, including services, social services, or community services. Basically, every individual needs services at various stages of their life. Services do not only cover consumer aspects, but are also applied in government, the public sector, and various organizations that operate to meet community needs. In complex societies, services become an inseparable part of quality of life and social development.

In an effort to provide effective services, service providers follow basic

guidelines and established procedures. These guidelines may include ethical standards, regulations, processes, and best practices governing the provision of services. The aim is to ensure that services are delivered with integrity, fairness and high quality. Service providers, be they individuals, organizations or institutions, try to meet the needs of individuals or communities who have an interest in an organization. They are responsible for providing efficient, responsive and adequate services in accordance with the expectations and needs of the customers or communities served. In a world that continues to change and develop, service is becoming increasingly important, and service quality is a determinant of organizational success and customer satisfaction. Therefore, developing sustainable and innovative services is the main focus for organizations that are committed to providing added value to the communities and individuals they serve.

Providing optimal public services reflects improved government management performance. This also reflects a positive change in mindset, which has an impact on better attitudes and behavior from government officials who are more focused on public services [13]. Providing optimal public services is not just an effort to provide efficient services, but also reflects a high level of government management performance. Good government management performance plays a central role in realizing quality public services.

First of all, implementing effective management in the delivery of public services requires a positive change in mindset among government officials. This involves a shift from an internal orientation to an external orientation. The government must focus on the needs and hopes of the community as their



main goal. This means that government officials must listen more, understand and respond well to the interests of the community. This positive mindset then influences the attitudes and behavior of government officials. They become more oriented towards quality, responsive and transparent public services. They feel obliged to provide the best solutions for society and are responsible for their actions. This positive attitude is reflected in their ability to communicate well, collaborate with stakeholders, and respond to rapid environmental changes.

In addition, good management also facilitates efficient resource management and evidence-based decision making. Effective management can maximize the use of available budgets and resources to produce the best results in the delivery of public services. In conclusion, optimal public service delivery is not only about providing adequate services, but also reflects superior government management performance and a positive attitude from government officials. This ensures that public services not only meet people's needs, but also serve as a tool for building trust, participation and better relationships between government and society.

The use of information system applications provides positive benefits for both organizational staff and society. The benefits obtained from implementing information systems include improving the quality of public services, which is reflected in improving organizational management, including operational, financial and personnel management, which is evaluated annually, as well as increasing the public satisfaction index with services which is evaluated every semester [16]. The use of information system applications provides

significant positive benefits, and this has a positive impact on both organizational staff and the communities served. The benefits obtained from implementing information systems are very broad and cover various aspects that contribute to improving the effectiveness and efficiency of public services.

The use of information system applications contributes to improving the quality of public services. By using sophisticated information technology, organizations can more quickly and accurately provide services to the public. Information that is well recorded and available in information systems allows organizational staff to respond to community needs more efficiently. This creates a more responsive, timely and effective service. The implementation of information systems also reflects improvements in overall organizational management. Information systems can be used for operational, financial and personnel management. Operational management becomes more structured and efficient because the necessary data and information can be accessed quickly. Financial management becomes more transparent and accurate, allowing organizations to better manage budgets. Personnel management is also helped in monitoring employee performance and human resource planning.

Apart from that, the benefits of implementing information systems are also reflected in increasing the public satisfaction index with public services. Through information system applications, organizations can monitor and measure their performance more effectively. Annual evaluations and regular assessments of various aspects of service, including responsiveness, quality, and efficiency, enable organizations to continue making continuous improvements. Each semester's evaluation of

the community satisfaction index is a very useful tool for measuring the impact of information system implementation on community experience. The positive results in increasing the community satisfaction index reflect that investment in information technology has provided real results in providing better public services and meeting community expectations. In this digital era, information system applications are the key to advancing public services and improving relations between government and society. This is a positive step towards better governance, transparency and accountability in the delivery of public services.

## 5. CONCLUSION

Service is a concept that involves various activities aimed at providing benefits and satisfaction to individuals or groups, even if the results are not always tangible as physical products. Services are an important part of human life and cover various fields such as health, education, banking, and others. Services can take the form of services, social, or community, and are an integral aspect of quality of life and social development. To provide effective services, service providers follow basic guidelines and

established procedures, including ethical standards, regulations and best practices. The aim is to ensure that services are provided with integrity, fairness and high quality, and meet the expectations and needs of the customers or communities served.

Providing optimal public services reflects improved government management performance and positive changes in the attitudes and behavior of government officials. This includes a shift from an internal orientation to an external orientation, with a focus on people's needs and expectations as the main goal. The use of information system applications provides significant positive benefits in improving the quality of public services, improving organizational management, and increasing the community satisfaction index. Information systems help respond to society's needs more efficiently, improve operational, financial and personnel management, and enable organizations to carry out ongoing evaluations. The implementation of information systems also reflects a positive step towards better governance, transparency and accountability in the delivery of public services, as well as advancing relations between government and society in the digital era.

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