EFFECTIVENESS OF THE ROLE OF INFORMATION SYSTEMS AND POLICY SYSTEMS IN EDUCATIONAL MANAGEMENT TO IMPROVE THE QUALITY OF PUBLIC SERVICE IN CILEUNYI DISTRICT, BANDUNG REGENCY

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ABSTRACT

The background of this study includes the still low role of management information systems in improving the quality of public services and education service policies, especially in Cileunyi District, Bandung Regency. The aim is to find out the inhibiting factors, support in improving the quality of public services, education policy services. Qualitative descriptive research method, aims to provide a general description, an explanation of the variables studied in accordance with the focus of research includes the effectiveness of the role of information systems in managing information, producing information, presenting information and inhibiting factors, supporting in improving the quality of public services, education policy services . Using purposive sampling technique, accidental sampling, data collection techniques through in-depth interviews, research documents. The results of the study concluded that management information systems are very instrumental in managing information, producing information, presenting information. Using computer systems and information technology devices can be managed, sent to those who need them quickly, accurately, facilitating the completion of work tasks. Supporters in improving the quality of services including information and communication technology. This finding has maximally improved service to the public, services in determining policies in Education.

Keywords: *Educational Management Information System, Quality of Public Service*

ABSTRAK

Latar belakang penelitian ini mencakup masih rendahnya peran sistem informasi manajemen dalam meningkatkan kualitas layanan publik dan kebijakan layanan pendidikan, terutama di Kabupaten Cileunyi, Kabupaten Bandung. Tujuannya adalah untuk mengetahui faktor penghambat, dukungan dalam meningkatkan kualitas layanan publik, layanan kebijakan pendidikan. Metode penelitian deskriptif kualitatif, bertujuan untuk memberikan gambaran umum, penjelasan tentang variabel-variabel yang diteliti sesuai dengan fokus penelitian meliputi efektivitas peran sistem informasi dalam mengelola informasi, menghasilkan informasi, menyajikan informasi dan faktor penghambat, mendukung dalam meningkatkan kualitas layanan publik, layanan kebijakan pendidikan. Menggunakan teknik purposive sampling, accidental sampling, teknik pengumpulan data melalui wawancara mendalam, dokumen penelitian. Hasil penelitian menyimpulkan bahwa sistem informasi manajemen sangat berperan dalam mengelola informasi, menghasilkan informasi, menyajikan informasi. Menggunakan sistem komputer dan perangkat teknologi informasi dapat dikelola, dikirim ke mereka yang membutuhkannya dengan cepat, akurat, memfasilitasi penyelesaian tugas kerja. Pendukung dalam meningkatkan kualitas layanan termasuk teknologi informasi dan komunikasi. Temuan ini telah secara maksimal meningkatkan layanan kepada publik, layanan dalam menentukan kebijakan dalam Pendidikan.

Kata kunci: Sistem Informasi Manajemen Pendidikan, Kualitas Layanan Publik

INTRODUCTION

The progress of science and information technology has changed the way of life and the lifestyle of the Indonesian people in carrying out their activities. This means that every information must be obtained by the community in a fast, precise, easy and simple way. Information systems contain information on public services as well as policy services provided in the education system and government system consisting of electronic and non-electronic information systems.

The main components needed to produce public management information systems and effective quality education, namely the availability of information technology used by human resources who are able to operate it. Internal and external environments are always developing and dynamic in nature, giving rise to opportunities or growth barriers for the institution. The reason is a decision made by management. Management has the task of making decisions, but this task is an aspect of the crisis that requires managerial ability to integrate, develop as a relevant element into the situation of public institutions and educational institutions as a whole.

From the results of surveys and research on mass media in several education institutions in Cileunyi District, Bandung Regency, in public services and services in policies on Education, it was still low. This assessment is the result of observations from the period June-August 2018 issued by the Ombudsman of the Republic of Indonesia (ORI) as a State Institution that has the authority to oversee the implementation of public services. This is indicated by the existence of various public complaints conveyed through the mass media, so that it can cause a poor image of the institution of Education and Government.

The development of management information systems is an effort to develop the administration of government, especially in education using electronics such as computers in improving the quality of public services and education policy service systems.

At the level of institutions or organizations the development of information technology not only affects the communication field but also in terms of decision making and speed in processing data at a later stage will affect service. To support the fulfillment of community needs and as an effort to change and develop science and technology, especially the use of information technology, Educational institutions as providers of public services and policy services in the education system apply management information systems.

Based on the description, the authors are interested in reviewing and discussing the effectiveness and role of management information systems applied in an educational organization and in government institutions in improving the quality of public services and education policy services.

FORMULATION OF THE PROBLEM

1. How far is the effectiveness of the role of management information systems in improving the quality of public services and services in the education policy system especially those in Cileunyi District, Bandung Regency
2. What are the inhibiting and supporting factors in improving the quality of public services and policy services for

education, especially in the District of Cileunyi, Bandung Regency.

RESEARCH PURPOSES

1. To describe and analyze the effectiveness of the role of management information systems in improving the quality of public services and service system policies on education, especially those in Cileunyi District, Bandung Regency
2. To find out the inhibiting and supporting factors in improving the quality of public services and education policy services in the District of Cileunyi, Bandung Regency.

BENEFITS OF RESEARCH

Theoretically. As reference material for further research with the same problems and also expected as an addition to knowledge, especially in the field of management information systems and public services. And practically this research is expected to contribute ideas to the leadership and all ranks in government agencies and educational institutions, especially the Cileunyi district, Bandung Regency in order to improve the quality of public services and policies in the education and government system.

STUDY OF THEORY (MATERIAL)

Management information system is a system designed to provide information to support decision making in management activities within an organization (La Ode I.A & Ristati. 2003; 11). By referring to the understanding of management information systems, it can be concluded that the concept of management information

systems has several characteristics including in an organization there is a special section as manager of management information systems
Components and Types of Information Systems

Information systems consist of components interacting with each other to form a single unit to achieve the goal. According to Kadir (2003: 70) components in an information system are:
"(1) Hardware (hardware): includes physical devices such as computers and printers; (2) Software (software): a set of instructions that allow hardware to be able to process data (3) Procedure: a set of rules used to realize data processing and the desired output generation; (4) People: all parties responsible for the development of information systems, processing, and use of information system outputs; (5) Database (database): a set of tables, relationships and others related to data storage; (6) Computer networks and data communication: connecting systems that allow resources to be shared or accessed by a number of users

Management information System

Management information system (SIM) or management information system (MIS) is an information system used to present information to support operations, management, and decision making in an organization. The purpose of the establishment of management information systems is for organizations to have a system that can be relied upon in processing data into useful information in making management decisions, both regarding routine decisions and strategic decisions. The purpose of the implementation of management information systems is to support activities in management functions

in order to support the achievement of operational goals and functions in educational organizations as well as in government

With the education management information system and public services, there will be some benefits as follows, namely: first, the availability of education data and information management systems in public services. Second, the integration of educational information data to support the decision-making process. The third is the availability of complete educational data and information for all stakeholders who join the education sector. Educational management information systems are used by users as a tool for decision makers and by parties incorporated in interganizational information systems so that education and government organizations can interact with stakeholders. The important values of management information systems are: (1) Computer-based information systems allow delegation of routine activities; (2) Information technology enables the processing of data more accurately and reliably; (3) Decision making will be supported by alternative choices that are more objective with complete supporting data; (4) Monitoring and evaluation requires the efficient absorption of information.

Function of Management Information Systems

Some of the uses or functions of management information systems cited by Siahaan (in Alandri, 2013: 186) include:

"(1) Increase the accessibility of data presented in a timely and accurate manner for users, without requiring the existence of an information system intermediary; (2) Ensuring the availability of quality and

skills in utilizing information systems critically; (3) Develop an effective planning process. (4) Identifying the needs of information systems supporting skills; (5) Establishing investment will be directed at information systems, (6) Anticipating and understanding the economic consequences of information systems for new technologies; (7) Improving productivity in application development, system maintenance; (8) Organizations use information systems to process transactions, reducing the cost of generating revenue for one of their products or services"

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The quality of public services and policy services in education is a dynamic condition that relates to products, services, people, processes, and the environment where the quality assessment is determined at the time of service delivery. State Number 58 of 2002 (in Pasolong, 2008: 137) contains seven dimensions which can be used as a basis for measuring the performance of public services of government agencies and BUMN / BUMD. The seven dimensions of public service are as follows:
1. Simplicity of service procedures, which includes whether there are fixed procedures / Standard Operating Services (SOP);
2. Service information disclosure, which includes whether there is information

disclosure regarding procedures, requirements and service costs;

3. Certainty of service implementation, which includes whether the variable time of implementation and the cost, whether the time used in the process of providing services is in accordance with the existing schedule, and whether the costs are collected or paid by the community / students in accordance with the specified costs;

4. Quality of service products, namely the quality of service includes aspects of how the service works, whether fast / right, whether the results of their work are good / neat / correct / feasible;

5. The level of professional officers, includes how the level of ability of the work skills of officers regarding attitudes, behavior and discipline in providing services;

6. Orderly management of administration and management, which includes how to record service administration, file management;

7. Service facilities and infrastructure, which cover the existence and function.

Conceptual in education services and policy services in this study are components (human, information technology and work procedures) that are interconnected and have a role to manage information, produce information, and provide information that is useful and needed by all sub-district office employees in order to provide services that are better to the community and service in education in government institutions in presenting educative and audiovisual messages, for example books and other printed materials.

RESEARCH METHODS

1. Type of qualitative descriptive research. The validity of the data in this study uses triangulation;

2. Focus of Research; (1) Effectiveness of the role of the Education and Public Service management information system in: Managing information; Produce information; Present information; (2) Inhibiting and supporting factors in improving the quality of public services Policy Services in Education through: Information, and Communication Technology Networks; Human resources;

3. Data Collection Techniques. In this study, the authors used two data collection techniques, including: Research Library and Field Work Research Data Analysis Techniques. Data analysis used in this study is interactive model data as stated by Miles and Huberman (2009: 1520) that in descriptive qualitative data analysis includes: Data Collection; Data reduction; Presentation of Data; Conclusion withdrawal/verification.

RESEARCH RESULTS AND DISCUSSION

1. Manage Information. From the results of the interview it can be concluded that the obligation to report each service that has been given to each agency, therefore each service provided to the community is data and processed using a computer device so as to produce information about the amount of management of prime service, in monthly and yearly. From managing this information, it can also find out information about service products that

are most needed by the community and at the same time can provide better services to the community to meet the needs of the community/public;

2. Produce Information The results of the study show that in processing data electronically by using a computer system to produce accurate and accurate information, it can be useful for the community to provide information boards aimed at making the public know what announcements or information are available. Information about the procedure along with the requirements is displayed but for the procedure and the requirements displayed it should be placed in a place that is easily accessible to all people so that no one feels difficult to find out the procedures and requirements;

3. Presenting Information. The results of the study show that the delivery of information is presented manually and electronically. From the presentation of data in the form of tables and diagrams regarding the number of people who conduct excellent service management, by using a computer system, in order to find out information about how many prime service arrangements, besides that information can also understand what service products are most needed by the community and at the same time can provide more optimal services to meet the needs of the community;

4. Inhibiting Factors and Supporters in Improving the Quality of Public Services and Services in the Education Policy system.

It can be seen that poor network is one of the inhibiting factors that have an impact on service, it has been connected to the internet network but internet networks are still vulnerable to weather so that the network at any time experiences interference. Communication Information Technology the author can conclude that information and communication technology is a supporting factor in improving the quality of public services and education system services, through information and communication technology work becomes faster, easier, cheaper and saves time, and human resources.

CONCLUSION

Based on the descriptions that have been put forward by the researchers in the previous chapters and on the results of the research that has been carried out on the effectiveness and role of Management Information Systems in Improving the Quality of Public Services and the service of policy systems in education, the authors provide conclusions that are thought to be useful for future developments are as follows:

The Role of Management Information Systems in Improving the Quality of Public Services and in the Service of the policy system in Education, so far has a role in managing information, generating information, and presenting information, computer-based information systems have an important role in managing data into information, this can be seen from the results of data processing using a computer system that is a report on the number of people who manage prime services, in addition to making it easier for people to access and obtain the information needed to present information through information boards and media such as websites and facebook. but based on the results of interviews with several communities who were conducting arrangements that there were still shortcomings in the delivery of

information, namely information boards about service procedures that were difficult for the public to see, and the lack of information about the service flow.

There are inhibiting and supporting factors in improving service quality, supporting factors, namely communication information technology, and the inhibiting factor is the problem of internet network which sometimes the connection is slow, electricity often goes out so that work is delayed, and human resources, because there are still some staff who cannot maximized performance because not all employees are able to use or operate technologies such as computers and devices.

SUGGESTION

In accordance with the results of the research and conclusions that the author stated above, the authors provide suggestions regarding the effectiveness of the role of management information systems in improving the quality of public services and the quality of policy services in education as follows:

1. It is known that if it is connected to the internet network but the network is connected sometimes the connection is slow so it makes the work delayed, therefore it is better for all relevant parties / stakeholders to check the routers used starting from the position to the router settings. provider that is used if there is internet network interference.

2. It is known that electricity is also one of the inhibiting factors of the service process if it suddenly goes out when the service is going on, therefore it is still active even though the electricity from the PLN is experiencing a disturbance, it should provide a generator in case of a

power outage. if a power outage occurs suddenly it is better to establish communication with the PLN so that there is advance notice in the event of a power outage.

3. It is known that there are some staff whose performance cannot be maximized because not all human resources are able to use / operate computer technology and devices, because related parties should provide education and training in the field of science and technology to HR within the government and within Institutional scope. in order to further improve service to the community, and service in education policies the solution is by providing education and training to employees whether done internally or externally by bringing in experts from other agencies that are in line with the required fields and outside by sending HR to attend education and training in other institutions or certain training institutions.

4. Success when carrying out management functions is one of them supported by an information system that is able to provide information and needed by processors (the leader of the institution. The data management system used here is DAPODIK a system of data collection and management of micro educational data online and real time, Dapodik aims to create a database so that education and data data governance can be created in integrated government agencies and produce representative data to meet the needs of ministries and other stakeholders, and the next goal is to support increased efficiency, effectiveness, synergy basic data collection activities are integrated in the data collection system.To carry out the

service policy information system, education and government management have three parts to process data, namely, data collection, data processing, and storage data. Through planning, implementing, evaluating. The application of management information systems is very important in the institution of education, and the government where using dapodik data processing applications, information technology in supporting the learning process, education services facilitate the practice of learning using technology infrastructure, by integrating computers.

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