

# Utilization of Management Information System Applications in Public Services at the Investment and One-Stop Integrated Office of Palopo City

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The study explores the implementation of the SiCANTIK management information system to enhance licensing services at the Investment and One-Stop Integrated Office (DPMPTSP) of Palopo City. Using a qualitative descriptive method with a case study approach, data collection involved interviews with employees and users of the application. The findings reveal that SiCANTIK significantly streamlines the business licensing process, allowing the public to submit applications from home without the need to visit the office, thus increasing convenience and reducing time and cost burdens. Additionally, the system offers transparency and clarity in the licensing process, ensuring better service quality. Despite its benefits, challenges remain, including issues with internet network stability, which can hinder application processing, and the problem of incomplete or inaccurate supporting documents submitted by users. To overcome these obstacles, continuous efforts are required, such as improving internet infrastructure and providing socialization or training for users regarding document requirements. Overall, the SiCANTIK application has proven to be an effective tool in enhancing service efficiency, improving data management for employees, and contributing to more accessible and user-friendly licensing services. It demonstrates the potential of digital technology in transforming public service delivery and fostering better governance.

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## 1. Introduction

### 1.1 Background

An application is software that combines several specific features in a way that is accessible to users. There are millions of applications in the App Store and Android App Stores offering application services. Applications themselves are the foundation of the mobile economy. Since the arrival of the iPhone in 2007 and the App Store in 2008, applications have become the primary way users engage with the smartphone revolution (CloudHost, 2010).

Management Information System is system designed by an organization or company to collect, store, and disseminate data in the form of information needed to carry out company activities and operational decision-making. According to the Business Dictionary, a management information system is an organized approach to studying management information need for decision-making, strategy, and tactics.

Information systems in public services are technological infrastructures used to manage and provide services to residents within a region or country. This involves the collection, storage, processing, and delivery of information related to residents including demographic data, identity data, health records, educational history, and other information necessary to provide effective and efficient services.

The way a management information systems works is by collecting data, processing

data, and storing data in a centralized database. Where data is processed into information, which can be accessed and updated by anyone with the appropriate authority according to their objectives. The management Information System is designed to convert data into digital information, which supports the decision-making process by relevant parties within an organization or company (Ciputra University).

### 1.2 Problem Statement

Based on that background, the focus of the research is "How the utilization of management information system applications in public services at the Investment and One-Stop Integrated Service Office of Palopo City."

### 1.3 Objectives and Scope

The objective of this research is to understand how the application management information systems is utilized in providing services to the residents at the Investment and One-Stop Integrated Services Office (DPMPTSP) in Palopo city. It is expected to enhance knowledge and understanding of the benefits of management information systems in delivering services to the residents in that area.

## 2. Literature Review

### 1. Application

An application is a software program designed to perform specific tasks on computers, smartphones, tablets, or other devices. Additionally, applications can run on various platforms, such as Windows, macOS, Android, iOS, and others. Programmers usually create applications using programming languages and include various features needed for specific purposes. (Anendya, 2023).

### 2.1 Related Work

Describe relevant studies that others have conducted in this area, noting similarities and differences to your work.

### 2.2 Research Gap

Public satisfaction with the services received, the acceleration of the licensing process, and the ease of access to information regarding the status of licenses (Putri, 2022). This also provides efficiency for employees in processing permits, as well as significantly reducing physical queues at public service offices, which impacts the improvement of service quality. (Rakhmawati, 2021).

## 3. Methodology

This research used qualitative design with descriptive method to analyze the data collection.

### 3.1 Data Collection

The data collection techniques were observation, interviews, and documentation which the key informants were the head of Investment and One-Stop Integrated Services Office and several staff members consisting of 19 civil servant and 19 honorary employees. Then, researcher also communicate with 10 application service members who use these services. Thus, total informant in this study were 48 people.

### 3.2 Analysis Techniques

The data analysis conducted qualitative analysis means that collecting, processing, and interpreting the obtained data. Data analysis is one of the research activities in the form of a process of organizing and processing data to interpret the data that has been obtained.

## 4. Results and Discussion

SiCANTIK stands for Smart Integrated Licensing Service Application for the Public, a cloud-based system that can be used by government agencies for free. SiCANTIK itself is a web-based application integrated with online single submission (OSS) for business licensing and other services. The SiCANTIK application started being used in 2023. This application was created by the Ministry of Communication and Information of the Republic of Indonesia and can be used by local governments for the implementation of licensing services in the region free of charge. There are 8 licensing services provided within the SiCANTIK application: advertisement permit; public transport route permit; telecommunications tower operational permit; early childhood education, basic education, and non-formal education permit by the community; research permit; building construction approval permit; function feasibility certificate; health worker permit.

How to use the SiCANTIK application is as follows:

1. Open the SiCANTIK website
2. Create an account (fill in all the required fields), for those who already have an account, you can enter the registered account, and for those who do not have an account, you can register first. If verified, proceed with the service application process; if not, you are required to submit a verification request first. You can exit the service portal dashboard. If you have obtained an account from the central government, specifically from Kominfo, you can log in to SiCANTIK accessed on the SiCANTIK page.
3. Enter the account that has been created along with the password, then click login.
4. Then enter all the required information.
5. After all the requirements have been met, you can wait for when the permit will be granted.

## 5. Discussion

After the author conducts observations, interviews, and documentation, the next step will be the results and discussion. The author will explain the data encountered during the research. Several parties served as sources in this research, including DPMPTSP employees consisting of ASN and Honorary staff, namely the Head of the Department, Secretary, Head of Division, and Staff who work in the office, as well as some community members/students. The number of employees in the DPMPTSP office is 109, with 33 ASN employees and 76 Honorary employees. I selected 19 ASN employees and 19 Honorary employees as informants, along with 10 community members/students. Below is the data on ASN and Honorary employees of the Investment and One-Stop Integrated Service Office (DPMPTSP) of Palopo City.

## 6. Conclusion

Based on the result and discussion regarding of this research, it showed that the use Si CANTIK application at the Investment and One-Stop Integrated Office in the permit application process greatly facilitates the community because they no longer need to travel back and forth from home to the office just to manage the required permits. Especially for those whose residence are quite far from the office, it is helpful and makes things easier for citizen in Palopo City. It means that SiCANTIK application provides significant benefits in improving efficiency and accessibility in licensing services.

## 7. Recommendation

### For the DPMPTSP Palopo office

With the SiCANTIK application used at the Investment and One-Stop Integrated Services Office of Palopo City in the licensing service process, it provides very good benefits and is also very helpful for both employees and the community who want to process permits. Therefore, the researcher hopes that the Investment and One-Stop Integrated Services Office of Palopo City will continue to provide good services to the community so that it can become the best service center in the future

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