

Development of the Public Service Information System to Multi User: A Case Study of Villages in District East Tombariri, Minahasa-Indonesia

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Data from the Central Bureau of Statistics the population of Indonesia in 2010 was as much as 237.641.326 inhabitants. Number of people a lot of this must have an impact on public services from the city to the village of Sabang to merouke in Indonesia. To ensure service to the community by the government goes well then since 1999 the Indonesian government imposed regulations regional autonomy with the law of local government, UU No 2 tahun 1999, which was then in the subsequent development is replaced by UU No 32 tahun 2004 as last amended with UU No 12 tahun 2008 regarding the Second Amendment to UU No. 32 tahun 2004 on Regional Government [5]. UU No. 25 tahun 2009 on Public Service is a law governing the principles of good governance which is the effectiveness of the functions of government itself. Whereas until now the implementation of public services is still faced with conditions that do not correspond to the needs and changes in various areas of society, nation and state [6].

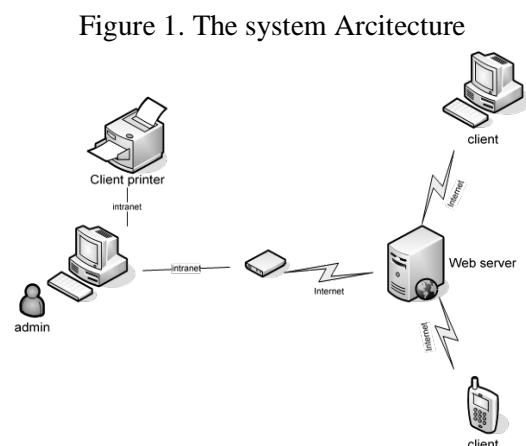
Many approaches to improve public services already performed in various regions in Indonesia and generally approaches to improve public services using information technology implementation[1][2]

According to UU No.25 tahun 2009, standard of service can help with public service information system or information system that includes storage and information management and information delivery mechanism of the organizers to the community and vice versa in the form of oral, written Latin, written in braille letters, the language of images and / or the local language, and presented in a manual or electronic [6].

We have performed a literature review and found that the information in Minahasa, public services are still not optimal because there are some obstacles such as concepts of village administration that have not been implemented properly by the village government [3]. We have also found that the implementation of public service policy are not optimal due to the lack of facilities and infrastructure such as computers, print, desks, chairs, file cabinets and offices functioned properly villages [4].

We've done the development of information systems for public services in Minahasa, namely the villages in the district Tombariri East as a case study based on the results of the literature review and observation.

The purpose of this research is to produce a concept of information system in Implementing mented in an application for assist the public service multi-user in villages in Minahasa district. This system has been designed to be used for the needs of the service off line or on-line with the architecture such as the figure 1.



The main function of this public information service system is to assist employees in the village to accelerate serve making the letters became public needs so as to speed up and improve services to the public. Why do we say this system can accelerate and improve services to the public, is because this system there is the facility of saving data on population and letter formats required by centralized.

The results of the analysis of systems, documents use it to produce the design flow data, design functionality and design between advance system. The main menu display applications can be seen in Figure 2.

The main menu there is a sub menu for list of residents, families and menu list letters. The trials we have done for this system has not been through a trial on the conditions of public service in the villages as a case study. But the service system has been tested using the method of black box with overall good results.

Figure 2. The application's main menu



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