

Analysis Of The Impact Of The Regional Management Information System (Simda) On The Performance Accountability Of Local Government Agencies

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Abstract

The era of globalization and the digital revolution has changed the paradigm of governance, emphasizing the importance of good governance principles, especially transparency and accountability. The low level of transparency and accountability in public services often leads to inefficiency, injustice, and corruption, collusion, and nepotism (KKN) practices. One of the main challenges is information asymmetry, where information is controlled by a small number of bureaucrats so that people are in a position of powerlessness. This study aims to analyze the strategic role of Management Information Systems (SIM) in improving transparency and accountability of public services. SIM, as an integrated system that processes data into useful information, supports decision-making, control, and organizational operations. Through the implementation of digital platforms such as e-government applications, integrated databases, and online service portals, SIM facilitates the flow of information, reduces information asymmetry, and strengthens audit mechanisms, thereby increasing public trust. This study uses a descriptive-exploratory qualitative approach by collecting data through in-depth interviews, non-participatory observations, and documentation analysis in local government agencies that implement driver's licenses. The research informants include system managers, government officials, internal auditors, and service users. The data was analyzed using thematic analysis with a focus on transparency, accountability, process digitization, and trail audit mechanisms. The results of the study show that SIM plays a significant role in increasing transparency through the provision of information that is easily accessible, timely, and understandable. Accountability is strengthened through structured reporting and a clear audit system. This study concludes that SIM is a transformative instrument in modern governance, which encourages more transparent, accountable, and high-quality public services.

Keywords: *Management Information Systems, Transparency, Accountability, Public Services, E-Government, Information Asymmetry*

INTRODUCTION

The era of globalization and the digital revolution has created a new paradigm in the implementation of government, where the urge to realize effective governance (good governance) is intensifying. The two basic principles that are the main foundation of good governance are transparency and accountability. Transparency refers to the availability and ease of obtaining comprehensive, precise, and timely public information about policy processes, bureaucratic procedures, and resource distribution. Accountability refers to the responsibility of each state apparatus to be held accountable for the performance, actions, and use of authority to the community as the owner of the highest sovereignty.

In the realm of public services, low levels of transparency and accountability are often a source of various deviations, such as inefficiency, injustice, and escalation of Corruption, Collusion, and Nepotism (KKN) practices. One of the classic obstacles that is commonly encountered is information imbalance, where the bureaucracy dominates information while the public is in a position of powerlessness. This situation not only harms service recipients, but also damages public legitimacy and trust in government institutions.

To overcome these challenges, Management Information Systems (SIM) emerged as a transformative approach. SIM is an integrated system that processes data into useful information to support the decision-making, control, and operations processes of the organization. With information technology as its foundation, SIM has a significant capacity to advance transparency and accountability systemically.

The implementation of driver's licenses in the public sector through e-government applications, integrated databases, digital documentation systems, and online service portals has been proven to revolutionize the traditional bureaucratic model that is closed and less responsive. SIM facilitates a freer, standardized, and organized flow of information, both internally among government units and externally to the community. Therefore, exploration of the contribution of SIM in increasing transparency and accountability is becoming increasingly crucial and actual.

In addition, the evolution of the digital ecosystem in the public sector is inseparable from increasing public expectations for government service standards. Contemporary society demands faster, more precise, efficient, and accessible services at any time through various digital devices. This change in expectations requires the bureaucracy not only to adopt technology, but also to carry out a transformation of work culture and operational mechanisms. In this case, SIM has a strategic function, not only as a technological device, but also as a tool for bureaucratic reform that can integrate processes, reduce redundancy, and minimize the risk of human error in the provision of public services.

Furthermore, the effective implementation of SIM helps improve the quality of internal and external supervision of government performance. Through consistent, automated, and well-documented data documentation, SIM enables the establishment of trail audits that make it easy to track every process and decision taken. This not only facilitates supervisory institutions in conducting evaluations, but also expands the space for public participation in supervising government operations. Thus, SIM functions as a link between the government and the community in building a more democratic, open, and responsible public arena. Therefore, the importance of studying the contribution of SIM in strengthening transparency and accountability is increasingly urgent, considering that the current information system is no longer an option, but a strategic imperative in modern governance.

RESEARCH METHODS

This study adopts a qualitative approach with a descriptive-exploratory type of research. The qualitative approach was chosen because the purpose of the research is to understand the complex phenomena involving social interactions, perceptions, and experiences of stakeholders related to the application of Management Information Systems (SIM) in encouraging transparency and accountability of public services. Through this approach, researchers can explore how SIM affects the workflow of government agencies, reduces information asymmetry, and builds public trust in public services.

Location and Subject of Research Research

It is carried out in local government agencies that have actively implemented driver's licenses, such as the Investment and One-Stop Integrated Services Office (DPMPTSP), the Regional Financial Management Agency (BPKD), and other government units that provide digital-based public services. This location was chosen based on its relevance to the research

objectives, as it allows direct observation of the process of digitizing services, audit trails, and interactions between government apparatus and the community. The subjects of the study were determined through purposive sampling techniques, which are the selection of informants based on their ability to provide relevant and in-depth information related to driver's licenses. Informants include driver's license management officials, government officials who use driver's licenses in public services, internal auditors or internal supervisory officials (APIP), and the public as service users. The number of informants is flexible (5–12 people), following the principle of data saturation, where data collection is stopped when new information no longer appears.

Data Collection Techniques

This study uses a combination of in-depth interviews, observations, and documentation analysis to obtain comprehensive data.

1. In-depth Interviews Interviews are conducted in a semi-structured manner so that researchers can explore the informant's views flexibly while still focusing on the research topic. The interview questions are designed to unearth information related to the role of SIM in driving transparency and accountability, as well as the challenges of its implementation. Some examples of questions asked include:

- How would you explain the role of SIM in increasing information disclosure in this agency?
 - How does the driver's license facilitate trail audits and performance reporting?
 - What are the main obstacles faced in the implementation of a driver's license?
 - How does the driver's license affect the transparency and accountability of public services in your experience?
 - Do people who use this service get information that is easy to understand and accessible?
- The interview is recorded with the consent of the informant and transcribed in detail for further analysis.

2. Field Observation

Observation was carried out by a non-participatory method, namely the researcher observed the use of driver's licenses without being involved in operations. The focus of observation includes digital service flows, information disclosure features, service tracking mechanisms, interaction between employees, and community response to driver-license based services. These observations allow researchers to understand the real practices of SIM implementation that may not be fully revealed through interviews.

3. Documentation Analysis

The documents analyzed include Standard Operating Procedures (SOPs) for driver-license based services, e-government policies, performance and financial reports, trail audits, driver's license activity logs, and internal or external evaluation reports regarding the implementation of driver's licenses. Document analysis is used to verify findings from interviews and observations, as well as provide concrete evidence related to the contribution of SIM in improving transparency and accountability.

Data Analysis Techniques

The data were analyzed using thematic analysis (Braun & Clarke, 2006). The analysis process includes:

1. Data familiarization through re-reading of interview transcripts, observation notes, and documents.

2. Initial coding to mark information patterns relevant to research variables, such as transparency, accountability, audit trail, process digitization, and reduction of information asymmetry.
3. The grouping of codes becomes a broader theme, thus forming a representative category of analysis of the observed phenomenon.
4. Review and refine themes to be consistent with empirical data, as well as ensure there is no biased interpretation of researchers.
5. Thematic interpretation, which is to deduce the meaning of data based on patterns and relationships between themes, so as to be able to answer the research objectives comprehensively.

Data Validity

The validity of the data is guaranteed through triangulation, namely the use of several data sources (different informants), data collection techniques (interviews, observations, documentation), and different collection times. The member check technique is also applied by asking the informant to re-verify the results of the researcher's interpretation, thereby increasing the credibility and accuracy of the findings.

Research Ethics

Research adheres to the principles of research ethics, including obtaining informant consent, maintaining identity confidentiality, using data only for scientific research purposes, and avoiding manipulation or distortion of research results. This ethics ensures that the relationship between the researcher and the informant remains professional and accountable.

RESULTS AND DISCUSSION

The results of the study indicate that the implementation of Management Information Systems (SIM) in local government agencies has produced a transformative impact on the structure of public services and bureaucratic governance patterns. The digitization process facilitated by SIM has been proven to transform service systems that were previously manual, slow, and prone to intervention to a more structured and data-driven one. The informant from DPMPTSP stated that before the implementation of the driver's license, the process of data verification and file checks was carried out in layers and took a significant amount of time. However, once the system is deployed, the process can take place automatically through document scanning and integrated system validation. Field observations show that employees can easily track service status through a real-time dashboard that displays the number of applications, completion duration, and progress of each stage. These findings reveal that digitalization is not just a substitution of tools, but has reshaped work patterns, clarified roles, and minimized ambiguity in service flows. These findings confirm the SIM theory by O'Brien & Marakas (2011), which states that data integration and automation can improve operational effectiveness while reducing the administrative burden on employees.

In addition to increasing efficiency, SIM also plays a crucial role in reducing information asymmetry which has been the main source of service uncertainty. Service users reported that prior to the implementation of the driver's license, they often received different information between officers, especially regarding fees, duration of service, and file requirements. This condition not only causes confusion, but also opens up opportunities for informal payments or

brokerage practices. After the SIM is operational, the public can access all information openly through the agency's official application or website, including details of fees, service standard times, queue numbers, and complaint mechanisms. This information transparency not only provides certainty, but also reduces the dominance of employees as the sole source of information. This is in line with the concept of transparency by Florini (2007), which emphasizes the importance of the availability of information that is easily accessible, timely, and easy to understand. From the perspective of agency theory, SIM has been proven to be able to reduce the knowledge gap between the government (agents) and the public (principals), thereby encouraging a more balanced relationship and minimizing abuse of authority.

This research also identifies that SIM strengthens accountability through an audit trail feature that records every user's activity, both employees and service requesters. The internal auditor (APIP) explained that trail audits are very supportive of the supervision process, especially to trace indications of delays or data changes that are not in accordance with procedures. Previously, breach tracing required manual checks of physical files that were often incomplete or difficult to find. With a driver's license, every change in data is automatically recorded along with the identity of the employee who took the action, the time of the change, and the type of modification. The researchers' observations also found that financial statements that were previously prepared manually can now be generated through the system faster and more accurately because the data is stored in an integrated database. These findings reinforce Bovens' (2007) theory of accountability, that a transparent reporting and oversight system will reduce the space for manipulation or irregularities.

While providing significant benefits, the study identified a number of challenges that hinder SIM optimization. One of the main obstacles is the low digital competence of some employees, especially those who have been working with manual systems for a long time and are not familiar with information technology. Some informants admitted that it takes a long time to adapt to the complex application interface. In addition, the network infrastructure in some work units is not stable, thus hindering service access, especially during peak hours. Another challenge arises from the community side, where most elderly users have difficulty understanding the use of the application, so they still come directly to the office even though online services are available. These obstacles show that digital transformation does not only depend on the availability of systems, but also requires the readiness of human resources, organizational culture, and the support of technological facilities and infrastructure. This is in line with the UNDP good governance framework (1997), which emphasizes the importance of synergy between technology, people, and organizational processes.

In terms of service impact, the study found that the level of public trust increases along with better service consistency. The public feels calmer because they can monitor the status of the application directly without the need to contact officers or come to the office. The decrease in the number of complaints was also recorded in the internal evaluation report, especially in the aspect of service delays and unclear information. In addition, employees report that administrative burdens are significantly reduced because tasks such as recording, recapitulation, and reporting are now performed by the system automatically. Structural officials also use data from driver's licenses for evidence-based decision-making, such as adjusting the number of employees during peak hours or identifying services that most often experience operational constraints. These findings reinforce the research of Septyanto et al. (2020), which showed that

driver's licenses not only increase transparency, but also lower the chances of corrupt practices through stricter process tracking.

Overall, this study shows that SIM is a strategic instrument that encourages the formation of more open, accountable, and data-based governance. SIM not only improves public service processes, but also changes the way bureaucracy works, strengthens social relations between the government and society, and builds a new culture of transparency in the government environment. In other words, driver's licenses not only function as an administrative tool, but have developed into an important pillar for the realization of a modern government that is clean and responsive to public needs.

CONCLUSION

This study concludes that the implementation of Management Information System (SIM) has a strategic role in increasing transparency and accountability of public services. Digitizing processes through driver's licenses has been proven to be able to speed up service flows, reduce reliance on manual bureaucracy, and minimize the chances of irregularities. The implementation of SIM has also succeeded in significantly reducing information asymmetry, so that the public has equal access to data related to requirements, costs, service duration, and application status. With the disclosure of this information, the level of certainty of services increases and the potential for *informal practices* that previously developed can be suppressed. In addition, the existence of *trail audits* in the SIM strengthens the internal supervision mechanism because every user activity is recorded systematically, so that procedural and substantive accountability can be realized more optimally.

Although it has a strong positive impact, this study also finds that implementation challenges still occur, especially related to limited human resource competencies, unstable network infrastructure, and uneven levels of digital literacy in the community. These obstacles show that the success of SIM is not only determined by technological aspects, but also human readiness, organizational culture, and the availability of supporting facilities. Overall, SIM has proven to be a key instrument in building more transparent, accountable, and responsive governance, as well as contributing to improving service quality and public trust.

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