

Performance Analysis of Tangerang City Local Government Information System Website

Franki Slamet¹
Frankif92@gmail.com

Agus Munandar²
Agus.munandar@esaunggul.ac.id

¹² Magister Akuntansi, Fakultas Ekonomi dan Bisnis, Universitas Esa Unggul

ABSTRACT

This research was conducted as a basis for performance analysis of the information system website local government of Tangerang City. It will be described on the results of measurement and assessment of the information system of the tangerang city government. Of course, government information systems are needed to improve public services. With the results of the information system of the local government of Tangerang City is well indicated.

Keyword: information system, government, public services

PRELIMINARY

The rapid development in this digital era makes all parties encouraged to respond dynamically and flexibly regarding the development after the development that arises, such as the use of data. The existing data in the past era is settled, means that the data is stored in a server which can only be accessed in one building that is connected via cable. When it is viewed by the current conditions, it feels not effective to continue to use the system, not only for the business world that requires company data which can be accessed anytime and anywhere the user is. Currently the role of information system is needed for broad sectors, such as the government sector, tourism, financial education and others, which needs an information system to step on every activity carried out, to facilitate public services, to streamline time and cost, and to answer the public's need for the rapid development of this era.

The government sector is need by the public especially to access public services, get the latest information in the surrounding environment, accelerate the community in getting services and as a medium of government transparency which includes activities, finances and government work plans. Therefore, the government sector created a Local Government Information System to improve public services in the target of achieving good governance.

This research will make the Tangerang City Government, precisely 13 districts that are within the jurisdiction of Tangerang City becoming a research sector. Here is a list of sub-districts that are within the jurisdiction of Tangerang City:

1. Ciledug District
2. Larangan District
3. Karangtengah District
4. Cipondoh District
5. Pinang District
6. Tangerang District
7. Karawaci District
8. Jatiuwung District
9. Cibodas District
10. Periuk District

11. Batuceper District

12. Neglasari District

13. Benda District

With several functions of information systems for government and society and Tangerang City as a supporting city of the capital, with high levels of immigrants and mobility, making Tangerang City interesting to conduct research entitled " Performance Analysis of Tangerang City Local Government Information System Website".

Theoretical Foundation

Information Systems

An information system is understood as a set or association of groups of working people, procedures, and equipment resources that collect data and process it into information, maintain and disseminate information within an organization. Each information contains important information about people, places and everything that exists in or around the organization (Moenek, Suwanda, Santoso , 2020:14).

Information Systems Components

To be declared an information system, it must have several components, such as:

1. Hardware

This component is part of the Information System, where the hardware aims as a physical media that supports data to be generated into information. Such as central processing unit (CPU).

2. Software

This component is a tool used to convert data into information, which requires a program as a condition of converting data into information.

3. Humanware

The part who runs a program from the beginning of the data to the information formed, as well as the party who collects the data and the party who has an interest in the information generated.

Local Government Information System

Law No. 25 of 2009 which regulates public services that mandate information support for the implementation of public services by organizing Public Information System nationally, becomes the basis for the government in realizing good governance.

Public Information System is a one-door public service in the form of website-based applications and can be accessed by the public easily, quickly and accountable (Moenek, Suwanda, Santoso , 2020:14). The purpose of public service is to answer all public questions in transparency and quality so that the public can get information from government services. In addition, public services are made to form supervision and participation from the community to be more critical in controlling activities carried out in government.

Legal Basis of Government Information Systems

Law No. 18 of 2008 on Public Service Information Disclosure, Law No. 25 of 2009 on Public Service and PermenPAN RB No. 13 of 2017 on Public Service Information System Guidelines, became the legal basis for the creation of government information systems.

Research Methods

Type of Research

This section uses a type of quantitative research and descriptive research. This study will describe the result of the test in the form of neither explanations or conclusions that have been obtained after the sample of data is fully tested.

Research Object

The object in this study is the average result of website measurement by using a web dev measure tool with <https://web.dev/measure/> links. Web dev measure is a tool of measuring and assessing a website, with several assessments such as Performance, Accessibility, Best Practice and SEO. Which then, will be done on average to get the final value of the website performance.

Types and Data Sources

The object of this study is to measure and conduct an assessment of the information system of the local government of Tangerang City. And various websites to 13 districts located in the jurisdiction of Tangerang City, such as:

- <https://kec-ciledug.tangerangkota.go.id/>
- <https://kec-larangan.tangerangkota.go.id/>
- <https://kec-karantengah.tangerangkota.go.id/>
- <https://kec-cipondoh.tangerangkota.go.id/>
- <https://kec-pinang.tangerangkota.go.id/>
- <https://kec-tangerang.tangerangkota.go.id/>
- <https://kec-karawaci.tangerangkota.go.id/>
- <https://kec-jatiuwung.tangerangkota.go.id/>
- <https://kec-cibodas.tangerangkota.go.id/>
- <https://kec-periuk.tangerangkota.go.id/>
- <https://kec-batuceper.tangerangkota.go.id/>
- <https://kec-neglasari.tangerangkota.go.id/>
- <https://kec-benda.tangerangkota.go.id/>

By inputting the website of 13 sub-districts located in the jurisdiction of Tangerang City to <https://web.dev/measure/> to measure the level of Performance, Accessibility, Best Practices, SEO. Then it will be measured by calculating the average of the four aspects.

Sample

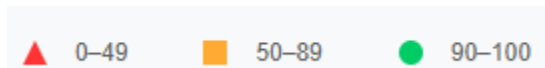
The following is the result of the assessment of the website of 13 sub-districts located in the jurisdiction of Tangerang City, with an assessment through the <https://web.dev/measure/> :

Table 1 : Performance value local government Tangerang City website

District	Performance	Accessibility	Best Practice	SEO	Average
Ciledug	50	62	38	50	50
Larangan	49	57	38	46	47,5
Karangtengah	49	62	38	46	48,75
Cipondoh	48	65	38	54	51,25
Pinang	49	60	38	58	51,25
Tangerang	50	62	38	50	50
Karawaci	50	57	38	46	47,75
Jatiuwung	50	65	38	58	52,75
Cibodas	49	57	38	50	48,5
Periuk	49	62	38	50	49,75
Batuceper	49	66	38	50	50,75
Neglasari	49	65	38	58	52,5
Benda	51	60	38	58	51,75

Source: Obtained for Research (2021)

With the following assessment criteria:



0-49 : Sufficient

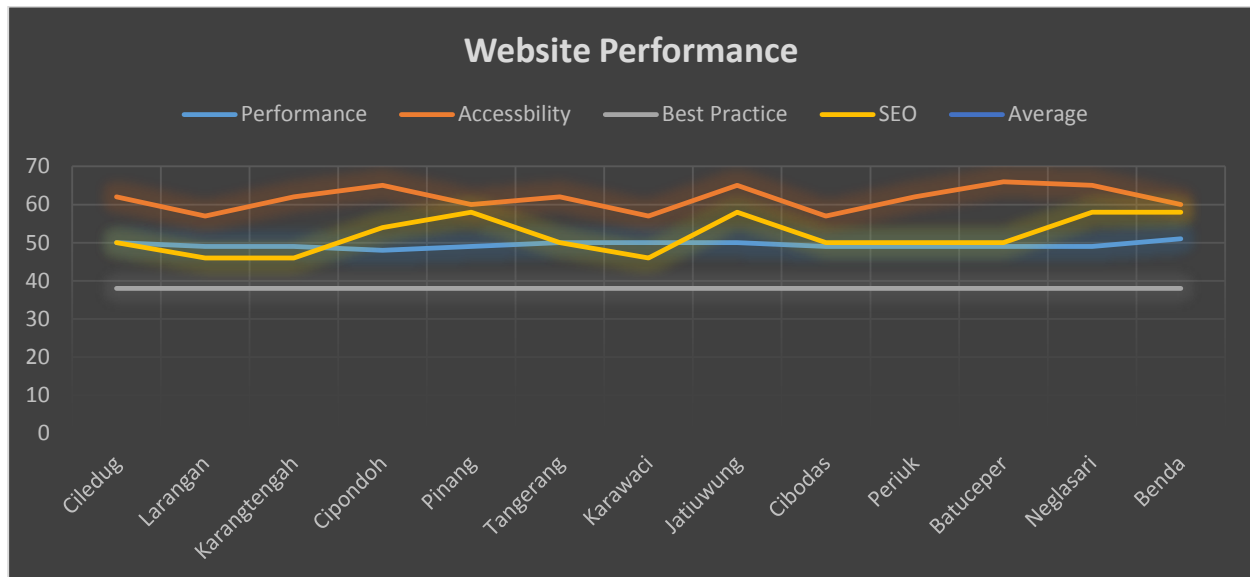
50-89 : Good

90-100 : Very Good

Source : <https://web.dev/measure/>

RESULTS AND DISCUSSION

Figure 1 : Chart of website performance



- Ciledug District Government Information System, has an average website performance value of 50. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.
- Larangan District Government Information System, has an average website performance value of 47.5. In accordance with the criteria of website assessment, it is indicated sufficient good for the performance of the web.
- Karangtengah District Government Information System, has an average website performance value of 48.75. In accordance with the criteria of website assessment, it is indicated sufficient good for the performance of the web.
- Cipondoh District Government Information System, has an average website performance value of 51.25. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.
- Pinang District Government Information System, has an average website performance value of 51.25. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.
- Tangerang District Government Information System, has an average website performance value of 50. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.

- Karawaci District Government Information System, has an average website performance value of 47.75. In accordance with the criteria of website assessment, it is indicated Sufficient good for the performance of the web.
- Jatiuwung District Government Information System, has an average website performance value of 52.75. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.
- Cibodas District Government Information System, has an average website performance value of 48.5. In accordance with the criteria of website assessment, it is indicated sufficient good for the performance of the web.
- Periuk District Government Information System, has an average website performance value of 49.75. In accordance with the criteria of website assessment, it is indicated sufficient good for the performance of the web.
- Batuceper District Government Information System, has an average website performance value of 50.75. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.
- Neglasari District Government Information System, has an average website performance value of 52.5. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.
- Benda District Government Information System, has an average website performance value of 51.75. In accordance with the criteria of website assessment, it is indicated good for the performance of the web.

There are 8 districts that have the value 50 or above 50, and 5 districts that have performance below 50. This shows that there are still different in the performance of the Tangerang City government information system. With an average website performance of the Tangerang City government information system of 50.19 can be indicated that it is good for the overall performance of the web, but to get maximum results, it is necessary to improve website performance.

Conclusions

From the analysis that has been done, it resulted in the conclusion that the 13 district Local Government Information System located in the jurisdiction of Tangerang City, is well indicated. Of course this becomes an added value for the Tangerang City government, because it is not only for public services directly, but has been keeping up with the times,

With the government information system and good website performance, it is expected that the people of Tangerang City will feel the benefits, because especially the current pandemic conditions, information systems are needed by all sectors. Some other possibilities show another factor on why the 13 district Local Government Information System located in the jurisdiction of Tangerang City, does not have a direct impact on the level of population recording directly, such as the people of Tangerang City still do not understand the characteristics of the benefits of Local Government Information System website, people of Tangerang City are more dominant to come directly to the offices on getting public services. The Knowledge of the people of Tangerang City do not know the Local Government Information System website and another several factors that can be decisive.

For the Tangerang City government information system, I think it is quite complete and needs a little improvement given the comprehensive public needs. Moreover, the situation of the covid-19 pandemic is an information system that is needed by all sector.

REFERENCE

- Fakrulloh, Zudan Arif, and Endar Wismulyani. *Sistem Informasi Administrasi Kependudukan (SIKAK)*. Pertama. Klaten: Cempaka Putih, 2019.
- Ibrahim, Wahyu Hidayat, and Maita Idria. "Sistem Informasi Pelayanan Publik Berbasis Web Pada Dinas Pekerjaan Umum Kabupaten Kampar." *Jurnal Ilmiah Rekayasa Dan Manajemen Sistem Informasi* Vol.3, no. No.2 (2017): 17-22.
- Nasution, Muhammad Irfan, and Nurwani. "Analisis Penerapan Sistem Informasi Pemerintah Daerah (SIPD) Pada Badan Pengelola Keuangan Dan Aset Daerah (BPKAD) Kota Medan." *Jurnal Akuntansi Dan Keuangan* Vol.9, no. No.2 (2021): 109-16.

Kaunang, Fergie Joanda. " Analisis Dan Perancangan Sistem Informasi Fasilitas Sekolah." *Jurnal Sistem Informasi Dan Teknologi Informasi* Vol.7, no. No.2 (2018): 124-30.

Moenek, Reydonnyzar, Dadang Suwanda, and Yudi Prihanto Santoso. *Sistem Informasi Pelayanan Publik*. Pertama. Bandung: PT. Remaja Rosdakarya, 2020.

Rukun, Kasman, and Herawan Haryadi. *Sistem Informasi Berbasis Expert System*. Pertama. Sleman: CV Budi Utama, 2018.