



ANALYSIS OF THE IMPLEMENTATION OF THE INFORMATION SYSTEM OF THE DILAMPUNG VILLAGE GOVERNMENT HALL (SINBAL) OF THE MINISTRY OF HOME AFFAIRS

Amelia Rahayu Safitri¹, Malik²

¹Universitas Bandar Lampung, Indonesia

²Universitas Bandar Lampung, Indonesia

Email : ameliarahayusafitri31@gmail.com

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Abstract :

The research method used is descriptive qualitative research. This method is used to describe the analysis of the implementation of the Village Government Center Information System in Lampung, Ministry of Home Affairs. All data was obtained directly from informants in the field using interviews and document studies. The results of the study indicate that the implementation of the Village Government Center Information System in Lampung is a strategic effort by the Ministry of Home Affairs to support the digitalization of village governance. Based on the six dimensions of information system success, the implementation of the Village Government Center Information System in Lampung has not been fully optimal. The quality of the system and information still face technical and data accuracy challenges, service quality is not supported by adequate mentoring, and user satisfaction levels vary relatively due to differences in digital literacy among village officials.

Keywords : Implementation, System, Information, Center

INTRODUCTION

The implementation of SINBAL is expected to be able to accelerate the digital transformation process in village governance. With this system, village government officials can send reports online, get feedback from regional coaches, and access the latest information and policy guidelines from the Ministry of Home Affairs. This not only strengthens the effectiveness of vertical coordination between levels of government, but also strengthens the effectiveness of vertical coordination between levels of government. The gap between the design of the SINBAL policy and the reality of its implementation raises important questions about the extent to which the system has succeeded in achieving its original goal, which is to strengthen coordination and development of village government.

The evaluation of the implementation of SINBAL in Lampung is very relevant, considering that this area has diverse geographical, social, and administrative characteristics ranging from coastal villages, inland areas, to border areas between districts. Thus, it is oriented towards implementation evaluation, making a practical contribution to increasing the institutional capacity of village government and the realization of the principles of good governance at the local level through the use of information and communication technology. To find out. Empirically, the main problems of SINBAL



implementation can be identified as follows: Limited technological infrastructure and internet network access in several rural areas. The capacity of village apparatus is uneven in the use of digital-based applications. Lack of institutional and operational policy support from the district/city government. Lack of coordination across levels of government in coaching, evaluating, and following up on the use of the system.

The availability of technological systems, but also on human factors, institutions, and coordination mechanisms between levels of government.

An information system is a set of components that interact with each other to collect, process, store, and distribute information to support decision-making and control processes in an organization. However, the success of an information system is not only determined by the sophistication of the technology used, but also by how the system is implemented in the organizational environment.

Information systems often face various challenges. Some of them are the lack of support from organizational leaders, weak coordination between units, limited technical capabilities of users, and resistance to change. These challenges often cause the information systems that have been developed to be not utilized optimally, or even fail to be fully implemented.

Another problem that often arises is the incompatibility between the needs of the organization and the design of the information system that is applied. In many cases, systems are developed without an in-depth analysis of user needs, so the available features and functions do not answer real problems on the ground. As a result, the system becomes ineffective and creates an additional burden for users, instead of improving organizational performance.

For this reason, the implementation of the information system must be carried out through systematic stages, starting from planning, development, testing, to evaluation and maintenance. The active involvement of all parties, especially management and end users, is the key to success in every stage of implementation. A participatory approach and good communication can help create a sense of ownership of the system, which in turn will increase the level of acceptance and utilization of the information system.

Furthermore, it is also important to evaluate the implementation of information systems to achieve organizational goals. This evaluation can include technical, organizational, and benefits aspects. Thus, it is very crucial in the implementation of information systems. Overall, Implementation of non-managerial and cultural information systems in organizations, strategic recommendations for organizations in improving the effectiveness and efficiency of information management in today's competitive digital era.

In the midst of such rapid technological developments, organizations that are unable to adapt to information systems risk experiencing a decline in competitiveness. The implementation of information systems is also closely related to efforts to increase transparency and accountability, especially in the public sector. Through an integrated information system, the administrative process

In addition, the ongoing digital transformation globally encourages every

organization to innovate in data and information management. Information systems are the main foundation in realizing this transformation, because through the implementation of the right system, organizations can increase internal collaboration, expand service reach, and accelerate the decision-making process. However, this change towards digitalization also requires readiness and internal policies.

In practice, the implementation of information systems requires a balance between technical and managerial approaches. From a technical perspective, the system must be designed according to the needs of users and be able to adapt to the latest technological developments. From the managerial side, implementation requires support from leadership, effective communication between units, and policies that support the consistent use of the system. Without good coordination between the two aspects, the implementation of information systems has the potential to fail or not provide optimal results.

By looking at these various conditions, it is clear that the implementation of information systems is not only a technological issue, but also concerns human aspects, policies, and a comprehensive, collaborative, and adaptive approach is the main key in realizing an information system that is successfully implemented and able to have a positive impact on organizational performance, as well as being an input material for organizations in optimizing the use of information systems to achieve their strategic goals.

The Village Government Hall functions as the center of government administration activities and services to the village community. However, in many areas, including in Lampung Province, there are still various obstacles in the management of village data and information. Administrative processes that are still carried out manually, overlapping population data, slow submission of reports to the sub-district or district level, and low access to public information are common problems that hinder the performance of village officials.

To overcome these problems, it is necessary to implement a Village Government Center Information System that can integrate various village government services, such as population administration, village finance, asset inventory, development planning, and community services. With this information system, the administrative process can be carried out digitally, data can be stored properly, and services to the community can be carried out more quickly and transparently.

The implementation of information systems at the village level is also in line with the direction of national policies, especially in supporting the "One Data Indonesia" program and strengthening the Electronic-Based Government System (SPBE) as stipulated in Presidential Regulation Number 95 of 2018. The Lampung Provincial Government also encourages the digitalization of village government as part of the transformation towards good governance, which emphasizes the principles of transparency, accountability, effectiveness, efficiency, and community participation.

This information system is also an important instrument in supporting the principles of transparency and participation of village communities. With the

existence of an information system, the public can access data on development programs, the use of village funds, and other government activities more easily. At the same time, strengthen social supervision over the implementation of village government.

Village government management to support the implementation of various government functions, ranging from development planning, financial management, document archiving, to submission of accountability reports. Through the information system, data that was previously spread across various work units can be collected in one integrated database, making it easier to analyze, supervise, and make decisions.

Lampung Province still faces limitations in the use of information technology. Based on general observations, many villages do not have adequate computer equipment, a stable internet network, or a standardized village information system. As a result, the government administration process is still carried out manually, slowly, and has the potential to cause data errors. This condition is certainly a big challenge in an effort to improve the quality of village governance digitally.

The implementation of the Village Government Center Information System in Lampung Province is also in line with the vision of the local government to build technology-based governance (e-government). In the long term, the implementation of information systems at the village level can support public service digitization programs and accelerate digital transformation in rural areas. This is very important considering that most areas in Lampung Province still have rural characteristics with digital literacy levels that need to be continuously improved.

The Presidential Regulation on Electronic-Based Government Systems (SPBE) provides a national policy framework that must be a reference for the implementation of government SI, including at the village level. This Presidential Regulation emphasizes data integration, SPBE architecture, and service standards so that SI between levels of government can be connected and data is a single source of truth. For the Village Government Hall in Lampung, making the SPBE architecture and standards an important reference to ensure data interoperability with sub-districts/districts/provinces.

This change certainly cannot happen instantly. A gradual implementation strategy is needed that pays attention to real conditions in the field, such as human resource capabilities, infrastructure readiness, and policy support from local governments. Villages in the Lampung Province area have diverse geographical and social characteristics ranging from coastal areas, mountains, to urban areas so the approach to implementing information systems needs to be adjusted to the potential and needs of each village.

Implementasi Sistem Informasi Balai Pemerintahan Desa di Provinsi Lampung menjadi penting dilakukan untuk memberikan gambaran komprehensif mengenai kondisi aktual penerapan sistem informasi di desa, faktor-faktor yang memengaruhi keberhasilannya, serta hambatan yang dihadapi dalam proses implementasi.

According to DeLone and Ephraim R. McLean (2019), if the information system in the village government hall is designed with good system quality and accurate information quality, then used effectively by the village apparatus, then the level of user satisfaction (apparatus and the community) will increase and there will be real benefits both at the individual level (apparatus, residents) and the organizational level (village). Thus, the implementation of SINBAL is not only a matter of installing the application, but must pay attention to all of the following dimensions so that the system can be successful and useful. The following are the relevant dimensions to assess the implementation of SINBAL at the village government hall: System Quality, refers to the technical aspects of the SINBAL system: reliability, ease of use, flexibility, response time, integration with other systems, data security. Information Quality, related to the output of information produced by SINBAL: accuracy, completeness, relevance, timeliness, ease of understanding by the apparatus and the public. Service Quality, system users: help-desk response, training, maintenance, system updates. System Usage/Intention to Use, User Satisfaction: A reflection of the user's perception of the system: whether they feel the system meets their needs and is easy to use.

Net Benefits/ Individual & Organizational Impact, Does the system really provide benefits: improvement of individual performance (apparatus), organizational efficiency (village), improvement of public services, transparency, data-driven decision-making.

RESEARCH METHOD

This study uses a qualitative approach with a descriptive method. This approach was chosen to gain a deep understanding of how the Village Government Center Information System (SINBAL) is implemented in Lampung Province. Through qualitative research, researchers can trace the meaning, process, and dynamics of the implementation of public information policies and systems based on the experiences of implementers and users in the field.

The descriptive method is used to systematically describe various facts, characteristics, and relationships between the phenomena studied, especially related to the implementation and effectiveness of SINBAL as an instrument to support village governance.

FINDINGS AND DISCUSSION

System Quality

The development of information technology has encouraged the government to carry out digital transformation in the administration of government, including at the village government level. The Ministry of Home Affairs as a coach and supervisor of the implementation of local government initiated the implementation of the Village Government Center Information System in Lampung (SINBAL) as a means of supporting village government administration, data management, and increasing the effectiveness and efficiency of public services. According to the results of interviews with officials

from the Village Government Center in Lampung, the Ministry of Home Affairs stated:

The SINBAL information system in general has been designed with structures and features that are in accordance with the needs of the village government. This system is considered quite stable, easily accessible, and able to support the village administration and reporting process. However, the quality of the system is still being improved, especially in terms of access speed and feature adjustments to be in line with the dynamics of village government policies. (Interview Results December 2025).

The success of the implementation of the government information system is highly determined by system quality, which includes aspects of reliability, ease of use, speed of access, security, and the ability of the system to support the work needs of users. A system with good quality will make it easier for village officials to carry out administrative tasks, reduce reliance on manual processes, and increase the accuracy and consistency of village government data. According to the results of an interview with the Head of Information Technology of the Village Government Center in Lampung, the Ministry of Home Affairs stated:

In terms of system quality, SINBAL has a fairly good level of reliability and can be used sustainably by village officials. The system interface is designed to be easy for users to understand, although there are still technical constraints such as limited internet networks and device specifications in some villages. Therefore, periodic system updates and technical assistance are carried out to maintain stability and ease of use of the system (December 2025 Interview Results).

Therefore, a study of the quality dimension of the system in the implementation of SINBAL is important to find out the extent to which this information system is able to function reliably and support the performance of village government in Lampung Province. Analysis of this dimension is expected to be

identify various technical and operational obstacles faced, and become the basis for the formulation of recommendations for system improvement to improve the effectiveness, efficiency, and sustainability of the implementation of SINBAL as an instrument to support modern and professional village governance.

Information Quality

The use of information systems in the implementation of village government is an important part of the government's efforts to realize effective, transparent, and accountable governance. The Ministry of Home Affairs through the implementation of the Village Government Center Information System in Lampung (SINBAL) seeks to provide integrated, accurate, and easily accessible village government administrative information to support decision-making and improve the quality of public services. According to the results of interviews with officials from the Village Government Center in Lampung, the Ministry of Home Affairs stated:

The information produced by the SINBAL information system in general

has met the aspects of accuracy, relevance, and completeness. The data presented is used as a basis for coaching and evaluating the implementation of village government. However, the quality of information is highly dependent on the accuracy of data input from the village, so the commitment of village officials is needed in updating data regularly. (Interview Results December 2025).

In the context of the implementation of SINBAL in Lampung Province, information quality is a challenge considering the limited capacity of human resources, differences in understanding in data management, and the dynamics of rapid changes in village administration data. Data input processes that are not fully standardized and lack of robust validation mechanisms have the potential to result in inconsistent and less reliable information. This condition can reduce the effectiveness of SINBAL as the main source of information in the implementation of village government. According to the results of an interview with the Head of Information Technology of the Village Government Center in Lampung, the Ministry of Home Affairs stated:

The SINBAL information system has been designed to produce accurate and up-to-date information through a data validation mechanism. However, the delay in updating data from some villages still affects the quality of the information displayed. Therefore, SINBAL routinely conducts coaching and supervision so that village officials are more disciplined in updating data according to the set schedule. (Interview Results December 2025).

In addition, the quality of SINBAL information is also related to the suitability of information with user needs. The information generated by the system must be able to answer the operational needs of village officials and support reporting demands to the local and central governments. If the information is available

irrelevant, difficult to understand, or not presented in a clear format, then the use of information systems will be non-optimal and tend to be purely administrative.

Service Quality

The implementation of village government is the spearhead of public services that are in direct contact with the community. In the context of regional autonomy and bureaucratic reform, the government is required to be able to provide services that are fast, transparent, accountable, and oriented towards community satisfaction. To answer these demands, the Ministry of Home Affairs developed the Village Government Center Information System in Lampung (SINBAL) as part of efforts to digitize village governance. According to the results of interviews with officials from the Village Government Center in Lampung, the Ministry of Home Affairs stated:

SINBAL strives to provide responsive and sustainable services to the village government in the use of information systems. These forms of services include technical assistance, guidance on the use of the system, and handling obstacles faced by the village. Nevertheless, the quality of service continues to be improved in order to reach all villages evenly and on time. (Interview Results December 2025).

In practice, the implementation of SINBAL in several villages in Lampung Province still faces various challenges that have implications for service quality. Problems such as the limited competence of village officials' human resources, network and technological infrastructure constraints, as well as uneven public understanding in utilizing digital services, have the potential to reduce the quality of services provided. This condition can affect the level of community satisfaction and public trust in the village government. According to the results of an interview with the Head of Information Technology of the Village Government Center in Lampung, the Ministry of Home Affairs stated:

SINBAL's technical services are designed to be responsive to the problems faced by village information system users. The technical team provides assistance through direct assistance and online communication. However, limited resources and the breadth of service areas are challenges in maintaining the speed and consistency of services, so it is necessary to strengthen service capacity on an ongoing basis. (Interview Results December 2025).

Therefore, it is important to study the implementation of SINBAL through the service quality dimension. This analysis is expected to provide a comprehensive picture of the extent to which the information system is able to improve the quality of public services at the village level, as well as identify factors that need to be improved so that the implementation of SINBAL can run more effectively and sustainably in supporting good village governance.

Service Quality

The implementation of SINBAL aims to accelerate the service process, improve data accuracy, and strengthen the transparency and accountability of village government. However, the success of the implementation of the information system is not only determined by technical and regulatory aspects, but also greatly influenced by the service quality felt by the public as service users. Therefore, the dimension of service quality is an important factor in assessing the extent to which SINBAL is able to achieve its main goal as an information technology-based public service innovation. According to the results of interviews with officials from the Village Government Center in Lampung, the Ministry of Home Affairs stated:

. SINBAL is committed to maintaining consistency in service quality through continuous mentoring, provision of technical consulting services, and periodic evaluation of village needs. The sustainability of services is a priority so that villages are not only able to use information systems, but also can optimize them independently in the long term (December 2025 Interview Results).

The quality of service in the context of the implementation of SINBAL reflects the ability of village officials to provide reliable, responsive, and community-satisfied services through the use of information systems. Quality service is characterized by ease of access to services, speed of administrative processes, clarity of procedures, and the attitude of village officials who are professional and friendly in serving the community. If the information system implemented has not been able to improve the quality of the service, then the benefits of SINBAL for the village community will be less optimal. According to

the results of an interview with the Head of Information Technology of the Village Government Center in Lampung, the Ministry of Home Affairs stated:

The quality of technical services is maintained through the provision of a support team, periodic system maintenance, and the provision of technical solutions oriented to user needs. Despite resource limitations, SINBAL strives to ensure that the services provided remain reliable, responsive, and sustainable. (Interview Results December 2025).

The dimension of service quality is becoming increasingly important considering the diverse characteristics of village communities, both in terms of education level and digital literacy. Village officials are required to be able to adjust service patterns to community conditions, so that the digitization of services through SINBAL remains inclusive and does not cause service gaps. Thus, the quality of service is not only seen from the speed and accuracy of service, but also from the ability of village officials to provide services oriented to the needs of the community.

User Satisfaction

Digital transformation in government administration is a national strategic agenda that continues to be encouraged by the Ministry of Home Affairs as an effort to realize effective, efficient, transparent, and accountable governance. One of the concrete forms of this policy is the implementation of the Village Government Center Information System in Lampung (SINBAL) which functions as a means of supporting village government administration, data management, and information technology-based public services. According to the results of interviews with officials from the Village Government Center in Lampung, the Ministry of Home Affairs stated:

In general, the level of user satisfaction with the SINBAL information system is quite good. Village officials feel the benefits of the system in supporting village administration and reporting. However, user satisfaction still needs to be improved through improving system features and improving the quality of assistance services so that the system can be optimally utilized by all villages. (Interview Results December 2025).

In the context of the implementation of SINBAL in Lampung Province, user satisfaction is a crucial issue considering that village government officials have diverse backgrounds of technological capabilities. The mismatch between system features and work needs, complexity of use, training limitations, and system response to technical problems have the potential to cause user dissatisfaction. This condition can have an impact on the low level of system utilization, formalistic use, and the emergence of resistance to the village government's digitalization policy. According to the results of an interview with the Head of Information Technology of the Village Government Center in Lampung, the Ministry of Home Affairs stated:

Most users consider the SINBAL information system to be quite easy to use and help the work of village officials. User satisfaction is influenced by the ease of operation of the system and the technical service support provided. However, differences in user capabilities and infrastructure limitations are still

factors that affect overall satisfaction levels. (Interview Results December 2025).

Furthermore, user satisfaction in the implementation of SINBAL is also influenced by the extent to which the system is able to increase the effectiveness and work efficiency of village government officials. A good information system should be able to shorten administrative completion time, reduce data recording errors, and facilitate the reporting process to local and central governments. If SINBAL has not fully provided this convenience, then the user's perception of the benefits of the system will decrease, which ultimately has an impact on the level of satisfaction and loyalty of using the system.

Net Benefits / Individual & Organizational Impact

The implementation of information systems in the implementation of village government is part of the national strategy of bureaucratic digitalization initiated by the Ministry of Home Affairs to improve the quality of governance to the lowest level. One form of implementation of this policy is the Village Government Center Information System in Lampung (SINBAL), which is designed to support the administrative process of village government, data management, and improving the quality of public services in an integrated and information technology-based manner. According to the results of interviews with officials from the Village Government Center in Lampung, the Ministry of Home Affairs stated:

The implementation of the SINBAL information system has a positive impact on increasing the effectiveness and accountability of village government implementation. This system assists the central and regional governments in coaching, monitoring, and evaluating the performance of village government in a more structured manner. In addition, SINBAL encourages the realization of more transparent and data-based village governance. (Interview Results December 2025).

In terms of individual impact, SINBAL is expected to be able to increase the productivity of village officials through easy access to information, acceleration of administrative processes, and reduction of manual workload. With the support of a structured information system, village officials can work more effectively, reduce recording errors, and improve the quality of data-based decision-making. However, if the system does not fully provide convenience or actually adds to the complexity of the work, then the expected benefits will not be achieved optimally and can cause a negative perception of the existence of SINBAL. According to the results of an interview with the Head of Information Technology of the Village Government Center in Lampung, the Ministry of Home Affairs stated:

The SINBAL information system has a real impact on improving the performance of village officials, especially in terms of work efficiency and reporting accuracy. From an organizational perspective, this system strengthens coordination, accelerates the flow of information, and supports more accurate decision-making. However, optimizing the benefits of the system still requires increasing the capacity of human resources and technological infrastructure. (Interview Results December 2025).

However, in practice, the net benefits of SINBAL are not necessarily felt equally by all villages and village government officials in Lampung Province. Differences in human resource capacity, availability of technological infrastructure, and institutional support can affect the extent to which this system has a positive impact. If the benefits of the system are not felt significantly, then the sustainability of the use of SINBAL has the potential to be hampered and the goal of digitizing village government becomes less optimal.

CONCLUSION

The implementation of the Village Government Center Information System in Lampung (SINBAL) is a strategic effort by the Ministry of Home Affairs in supporting the digitalization of village governance. Based on the six dimensions of information system success, the implementation of SINBAL has not been fully optimal. The quality of the system and information still faces technical obstacles and data accuracy, the quality of service has not been supported by adequate assistance, and the level of user satisfaction is relatively variable due to differences in digital literacy among village officials.

Aspects of Inhibitions, including limited stability and ease of use of the system, inconsistent and up-to-date information quality, as well as technical support and training services that are not sustainable, organizational support and commitment of village leaders are not evenly distributed. User resistance to changes from manual to digital systems.

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