

## Evaluation of the Implementation of the Regional Retribution Revenue Information System in the City of Padang

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### Article Info

#### Article history:

Received : 27 June 2023

Publish : 01 November 2023

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#### Keywords:

Evaluation

Information systems

Local revenue collection

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### Abstract

The regional levy revenue information system plays an important role in managing regional revenues and public services. This research aims to evaluate the implementation of the regional levy revenue information system in Padang City using a literature study approach. The research method involves identifying literature sources, analyzing concepts and theories related to information system evaluation and implementation in the public sector, as well as reviewing related policies in Padang City. The results of this evaluation show that the information system for receiving regional levies in Padang City has shown quite good performance in terms of speed and system response. However, there are weaknesses in data reliability, system security and business processes that need to be considered. Data reliability was a major concern, with findings regarding data duplication, inconsistencies, and lack of data validation. Protection of sensitive data and protection against cyber-attacks are also a concern in this evaluation. Apart from that, improvements in business processes, such as the efficiency of levy collection and clarity of procedures, are also important recommendations. In conclusion, this evaluation highlights the need for improvement and development in the implementation of the regional levy revenue information system in Padang City. Improving technological infrastructure, better data management, increasing system security, and simplifying business processes are the main focus. Involving users in evaluation and improvement planning is also important to achieve successful implementation of information systems.

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### Abstract

Sistem informasi penerimaan retribusi daerah memainkan peran penting dalam pengelolaan pendapatan daerah dan pelayanan publik. Penelitian ini bertujuan untuk melakukan evaluasi terhadap pelaksanaan sistem informasi penerimaan retribusi daerah di Kota Padang dengan pendekatan studi literatur. Metode penelitian melibatkan identifikasi sumber literatur, analisis konsep dan teori terkait evaluasi sistem informasi dan implementasi di sektor publik, serta tinjauan kebijakan terkait di Kota Padang. Hasil evaluasi ini menunjukkan bahwa sistem informasi penerimaan retribusi daerah di Kota Padang telah menunjukkan kinerja yang cukup baik dalam hal kecepatan dan respons sistem. Namun, terdapat kelemahan dalam reliabilitas data, keamanan sistem, dan proses bisnis yang perlu diperhatikan. Keandalan data menjadi perhatian utama, dengan temuan mengenai duplikasi data, ketidak konsistenan, dan kurangnya validasi data. Perlindungan data sensitif dan perlindungan terhadap serangan siber juga menjadi perhatian dalam evaluasi ini. Selain itu, perbaikan dalam proses bisnis, seperti efisiensi pengumpulan retribusi dan kejelasan prosedur, juga menjadi rekomendasi penting. Kesimpulannya, evaluasi ini menyoroti perlunya perbaikan dan pengembangan dalam pelaksanaan sistem informasi penerimaan retribusi daerah di Kota Padang. Perbaikan infrastruktur teknologi, pengelolaan data yang lebih baik, peningkatan keamanan sistem, dan penyederhanaan proses bisnis menjadi fokus utama. Melibatkan pengguna dalam evaluasi dan perencanaan perbaikan juga penting untuk mencapai keberhasilan implementasi sistem informasi.

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## 1. INTRODUCTION

Padang City is the capital of West Sumatra Province, Indonesia. As one of the big cities in Indonesia, Padang has a variety of economic and business activities that contribute to regional income. One important source of regional income is through the receipt of regional levies. Regional levies are a type of non-tax tax imposed by local governments on communities or business entities for the use of facilities, services or resources provided by regional governments

(Yasin, 2020). This regional levy is obtained from various sectors such as parking, markets, terminals, reclamation and other sectors.

To optimize regional levy collection, the Padang City Government has implemented a Regional Levy Revenue Information System. According to Sudarmo, et al (2019), this system aims to simplify and speed up the levy collection process, increase data accuracy and security, and enable better decision making based on the information obtained. However, along with technological developments and changes in needs and challenges faced, it is necessary to evaluate the implementation of the regional levy revenue information system in Padang City. The evaluation aims to evaluate system performance, find deficiencies or obstacles in implementation, and identify opportunities for improvement and development that can be carried out.

Several factors that may be the background for evaluating the implementation of the regional levy revenue information system in Padang City include evaluations carried out to ensure that the information system can operate efficiently, minimize operational costs, and optimize regional levy collection by using appropriate resources. Evaluation is needed to ensure that data collected through the regional levy revenue information system is accurate, protected from security threats, and available in a reliable form. Evaluation needs to be carried out to ensure good integration between the regional levy revenue information system and other related systems, such as the regional financial system, administrative system and other systems to facilitate management and decision making (Suciati, 2013). The evaluation also needs to consider the use of the latest technology that can increase the effectiveness of the system, such as the use of mobile apps, online payments, or the application of artificial intelligence technology for data analysis. The evaluation was carried out to measure the level of satisfaction of system users, both management officers, levy payers and the general public involved in the regional levy collection process.

By evaluating the implementation of the regional levy revenue information system in Padang City, it is hoped that improvements and developments can be found that can increase efficiency, accuracy, security and user satisfaction. This evaluation will also help the Padang City Government in making better decisions for managing regional levies to support the development and welfare of the people of Padang City.

## 2. RESEARCH METHODS

Research Method for Evaluation of the Implementation of the Regional Retribution Revenue Information System in Padang City using a Literature Study Approach. The first thing to do was search for literature sources related to the evaluation of regional levy revenue information systems, implementation of information systems in the public sector, and related policies in Padang City. Sources of this literature can be scientific journals, articles, books, research reports and related official documents. The second is to analyze the basic concepts of information system evaluation, factors for the success of information system implementation, and key aspects in receiving regional levies. Understand related theories that are the basis for evaluating information systems and their implementation in the context of regional levies. Third, review policies related to the information system for receiving regional levies in Padang City, such as regional regulations, operational guidelines, and policies related to management and collection of levies. Analyze the objectives, procedures and obstacles that may exist in the policy. Fourth, study cases or previous research that is relevant to evaluating regional levy revenue information systems in other regions or similar cities. Identify the problem, methodology, findings, and recommendations that have been provided in the case study. Fifth, make comparisons with best practices and current thinking in evaluating regional levy revenue information systems. Review the latest research, evaluation models and frameworks that have been applied in other regions or in similar sectors. Sixth, collect relevant secondary data from identified literature sources. This data includes information about the success or failure of implementing the regional levy revenue information system, factors influencing implementation, benefits achieved, and challenges faced. Seventh, analyze data collected from literature with a qualitative approach. Synthesise information, identifying patterns, common findings, and

differences between different studies. Draw up conclusions based on the literature analysis that has been carried out.

Through a literature study approach, this research will explore in-depth understanding about evaluation of the regional user levy revenue information system by referring to existing theories, policies and research. Data collected from literary sources will provide broad insight and perspective in evaluating the implementation of the regional levy revenue information system in Padang City.

### 3. RESEARCH RESULTS AND DISCUSSION

The results of the evaluation of the implementation of the regional user levy revenue information system in Padang City based on literature studies reveal several important findings and understandings. The following are the results and discussion:

#### a. System Performance

Based on literature studies, the regional levy revenue information system in Padang City has shown quite good performance in terms of system speed and response. This indicates that the system is able to provide fast and efficient responses to requests and transactions made by users. However, there are several weaknesses that need to be considered, especially in system reliability and availability. Reliability refers to a system's ability to provide accurate, consistent, and reliable data and information. System availability relates to the readiness of the system to be used by users continuously without significant disruption or downtime.

To ensure the success of information systems, adequate technological infrastructure is very important (Pratiwi, 2019). This includes the hardware and software needed to run the system properly. Implementing up-to-date hardware and software can help improve system performance by taking advantage of the latest features and increased functionality. Apart from that, routine maintenance is also important to overcome system problems that may occur. This maintenance includes regular system monitoring, carrying out software repairs and updates, as well as taking preventive action against security problems and system vulnerabilities. By maintaining adequate technological infrastructure and carrying out routine maintenance, information systems can continue to perform optimally and be reliable by users.

#### b. Data Reliability

Evaluation of the regional levy revenue information system shows that there are challenges in maintaining the reliability and quality of the data produced. Some of the problems identified include data duplication, inconsistency, and lack of data validation. To overcome these challenges, it is necessary to implement strict data quality controls and effective verification mechanisms. Data quality control includes steps to prevent data duplication, such as the use of unique identifiers for each data and routine removal of duplicate data. In addition, it is necessary to check for data inconsistencies by ensuring that the data entered or changed complies with the specified rules and format.

Data validation is also an important step in improving data reliability and quality. The data validation process must be carried out routinely by implementing appropriate validation rules. This includes verifying the validity of the data, such as ensuring that the data entered is valid and in accordance with applicable regulations.

Through the implementation of strict data quality control and effective verification mechanisms, it can be ensured that the data produced by the Padang City regional levy revenue information system will be more accurate and reliable. According to Nugraha, et al (2023), a data validation process that is carried out routinely is also important to ensure that the data used in the system remains up-to-date and relevant. In this way, the reliability and quality of data can be improved so that the regional levy revenue information system can function better and more efficiently.

#### c. System Security

Literature studies show that the security of the regional user levy revenue information system in Padang City is an important concern. The successful implementation of information

systems relies heavily on protecting sensitive data, protecting against cyber attacks, and managing secure access. In this evaluation, several deficiencies in personal data protection and weaknesses in security mechanisms were found.

To improve system security, proactive improvement steps are needed. One step that can be taken is to implement stronger security measures, such as the use of data encryption and stronger authentication mechanisms. In addition, it is important to carry out active monitoring of security threats using intrusion detection systems and network monitoring tools (Rivaldi & Marpaung, 2023). Engaging qualified security experts to periodically audit the system is also important to identify vulnerabilities and take appropriate action.

In addition, it is also important to increase awareness of information security among users. Adequate training on security practices, such as the use of strong passwords and safe device usage policies, needs to be provided to administrators and system users.

#### **d. Business process**

Evaluation of the implementation of the regional levy revenue information system in Padang City shows that there is a need for improvement in the business processes involved. Several areas that need attention include the efficiency of the levy collection process, clarity of procedures, and the speed of handling objections or complaints. In this context, streamlining processes, adequate training for management officers, and providing efficient support systems can help increase the effectiveness and efficiency of business processes.

#### **e. User Input**

Literature studies show that user input, both from management officers and levies, has an important role in evaluating information systems. User feedback includes responses to user experiences, issues encountered, and suggestions for improvements. This evaluation underscores the importance of involving users in the evaluation process and implementing improvements based on their input. By involving users in the evaluation process, implementing improvements based on their input can help increase user satisfaction and the success of information system implementation (Hambali, 2021).

This discussion highlights several important findings from a literature study regarding the evaluation of the regional user levy revenue information system in Padang City. In order to improve system quality, according to Hasan, et al (2023), actions need to be taken to improve system performance, maintain data reliability, strengthen system security, improve business processes, and involve users in evaluating and improving the system. Based on the findings above, recommendations for improvement and development can be formulated. Some recommendations that can be considered include:

- 1) Strengthening technology infrastructure to increase system reliability and availability.
- 2) Implement strict data quality control and verification mechanisms to improve data reliability.
- 3) Strengthen system security measures, including sensitive data protection and protection against cyber attacks.
- 4) Simplify business processes, increase the efficiency of levy collection, and ensure procedural clarity.
- 5) Involve users in the evaluation process, listen to their feedback, and implement improvements based on their suggestions.

In order to improve the implementation of the regional levy revenue information system in Padang City, systematic and sustainable action needs to be taken based on these recommendations. Effective use of information systems will support increasing regional income and providing better services to the community.

## **4. CONCLUSION**

In order to improve the implementation of the regional levy revenue information system in Padang City, systematic and sustainable action needs to be taken. Improving technological infrastructure, better data management, increasing system security, simplifying business

processes, and involving users in evaluation will help improve the quality of information systems. By implementing appropriate improvements, it is hoped that regional levy revenues can be increased, data reliability can be improved, system security can be strengthened, and business processes can be more efficient and transparent. The conclusion of this evaluation emphasizes the importance of developing and improving the regional levy revenue information system in Padang City. Continuous improvement and close monitoring are necessary to address identified issues. In addition, involving users in the evaluation and improvement planning process will help ensure successful implementation of the information system.

By making the necessary improvements and implementing the recommendations resulting from this evaluation, it is hoped that the information system for regional levy receipts in Padang City can become more effective, efficient and reliable. This will support regional government efforts to increase regional income, improve services to the community, and encourage transparency and accountability in the management of regional levies. However, it is important to remember that this evaluation is based on a literature study and the resulting recommendations must be implemented taking into account the unique context and conditions of Padang City. There needs to be collaboration between relevant stakeholders, including local governments, system management officers, and levy officers, to implement the necessary improvements and monitor their implementation on an ongoing basis.

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