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Effectiveness of Diarvis-BMD in Managing Educational Infrastructure Data

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ABSTRACT. This study aims to determine the effectiveness of the Diarvis-BMD application in managing data related to educational facilities and infrastructure. The study uses a descriptive qualitative method, with data collection techniques including interviews, observation, and documentation. The interviews were conducted indirectly, meaning the interaction between the interviewer and the respondents took place through an intermediary, using a Google Form containing questions related to the use of the application. Documentation consisted of application screenshots. This study involved four elementary school operators in the Margaasih District, Bandung Regency. The findings show that the Diarvis application received positive evaluations from most users, particularly regarding efficiency, ease of use, and report generation. The study concludes that the Diarvis application has great potential to improve facility and infrastructure data management effectiveness in educational institutions. With continuous development, this application can become an optimal solution for modern and integrated educational facility management.

Keywords: *Diarvis application, Facilities and infrastructure management, Information technology,*

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INTRODUCTION

The advancement of technology today brings ease in terms of information and communication, which is highly beneficial not only in the industrial and business sectors but also in the field of education in Indonesia (Pusvitasari & Mahmudah, 2024). Education is one of the sectors that must keep up with technological advancement (Mayangsari et al., 2024). According to Robert L. Mathis and John H. Jackson, major contributors to globalization are the development and evolution of telecommunications and technology that facilitate the rapid transmission of information, including in the education sector (Setiawan et al., 2019). New technologies from the fourth industrial revolution have increased efficiency while, at the same time, saving resources (Pinto et al., 2023). In today's technological era, the need for immediate access to information is commonplace. Every existing technology, particularly data processing technologies, is expected to simplify data processing and provide information tailored to specific needs. This also applies to the facilities and infrastructure division in educational institutions, which manages the inventory of items owned by the institution (Bakhar, 2019).

Integrating Information and Communication Technology (ICT) into school management processes is one effort to improve the quality of education (Eki, 2023). Effectiveness refers to the evaluation of outcomes in terms of achieving predetermined objectives. Effectiveness is crucial

because it significantly impacts the interests of many parties, including the effectiveness of managing educational facilities and infrastructure (Rahman, 2019).

A system is a network of interconnected procedures that come together to perform activities aimed at achieving specific goals (Firmansyah, 2024). Conversely, information is the final result of a series of data collection, processing, and interpretation activities, which can be used as a basis for decision-making to develop an organization (Firmansyah, 2024). Information systems (IS) are work systems that allocate their operations and activities to process information, capturing, transporting, stocking, retrieving, processing, and displaying information (Al-Hattami, 2024). A management information system is a method used by information users to transform data into useful information, the results of which are then considered in the decision-making process (Darmansah, 2024).

Management information systems in education are divided into several subsystems, including financial management information systems, educator and student management information systems, educational service marketing information systems, and facilities and infrastructure management information systems. Government Regulation No. 32 of 2013, an amendment to Government Regulation No. 19 of 2005 on National Education Standards, Article 1 Paragraph 9, outlines the standards for facilities and infrastructure, including classrooms, sports facilities, places of worship, libraries, laboratories, workshops, playgrounds, recreational areas, and learning resources, including the use of information and communication technology (Government Regulation No. 32 of 2013) (Nabila, 2022). Law Number 34 of 2017 concerning the Educational Management Information System emphasizes the importance of preparing accurate and accessible data and information to support the development of education in the regions (Azizah et al., 2024).

Currently, educational institutions have various needs in implementing and managing their internal organizations, one of which is the provision of access to data and information obtained through the processes of collecting, recording, processing, duplicating, storing, and transmitting until the information reaches the decision-makers (Zulfa, 2024). Information has become necessary in today's era, considering that everything must be done quickly and accurately (Mursyidah et al., 2023). Educational institutions undoubtedly require a management system to present reports or information related to education (Arina et al., 2023). Available technology can automate the management of school/madrasah facilities and infrastructure, reducing the time required and making the process more effective and efficient (Yunus et al., 2023).

According to McLeod, the indicators of a Management Information System are: (1) Accuracy – information must represent actual conditions; (2) Timeliness – information must be available when needed; (3) Relevance – the information provided must match the needs; and (4) Completeness – information must be comprehensive, enabling users to gain a full understanding of a particular issue (Nurrani & Ferdian, 2018). Indicators of the effectiveness of information technology system usage include finding ease through the information technology system, information technology providing convenience in assessment, and information technology enhancing effectiveness (Fitriana, 2014).

The facilities and infrastructure management information system is designed to simplify the inventory process of items and assets owned by a company or school (Yasyallah et al., 2024). This system is used to manage or input educational facilities and infrastructure data, producing outputs that serve as useful information for users. The application is highly beneficial for users in documenting facility and infrastructure items, making data processing more organized and efficient (Nabila, 2022). An inventory of educational tools is conducted to establish order in asset administration, reduce maintenance burdens, and strengthen supervision (Nurmayuli, 2022). Computerized systems improve accuracy, relevance, and timeliness (Sidik et al., 2024).

Infrastructure is an indirect tool that functions to achieve internal goals in education, such as location, place, and school building, while the means are like a tool direct that works to reach objective education, such as room, book, library, and laboratory (Rawis et al., 2024). Companies and organizations depend on information systems and their operations (Anvarova, 2023). However, in

reality, several issues remain. According to a study by (Annisa et al., 2023) conducted in several schools in Dusun Sungai Tontang, Simpang Dua District, Ketapang Regency, one of the main challenges is the inventory process of educational facilities and infrastructure, which is still carried out manually. The process involves recording in an inventory book and transferring the data into Microsoft Excel on a school computer. This method is prone to data loss in the event of computer damage or theft, complicating the re-inventory process. As a result, the inventory process becomes lengthy and disorganized, and data reporting is delayed when urgently needed.

A similar issue was found in a study by Mega Chandrawati and Muhammad Barja Sanjaya at SMA Negeri 1 Baleendah. The researchers discovered that the management and documentation of facilities and infrastructure were still manual, which led to the lack of control over the usage of resources and increased the risk of loss (Arifurrohman et al., 2023). Therefore, a management information system for educational facilities and infrastructure is highly needed. This aligns with previous research findings that a web-based Asset Management Information System can significantly improve the effectiveness and efficiency of asset management. The system aims to provide comprehensive and accurate asset data recording, streamline data management through centralization, enhance overall data management effectiveness, and enable flexible reporting based on specific demands (Kusumojati & Mediawati, 2024).

The Diarvis application is an information system for facilities and infrastructure designed to simplify the process of recording school facilities and infrastructure. It can be accessed anytime and anywhere. The Diarvis-BMD application has been developed as a tool for recording regional assets to facilitate the implementation of the BMD census conducted by the Bandung Regency Government, including the Department of Education (Wisnuadhi et al., 2024). Various information systems have been developed to support the management of educational facilities and infrastructure, including the Diarvis-BMD application. This application is designed as a data recording tool for regional assets to assist in implementing the BMD census by the Bandung Regency Government, including within educational institutions. Despite its implementation, few previous studies have specifically evaluated the application and user experiences within educational institutions, particularly among elementary school operators using the Diarvis-BMD application to manage facilities and infrastructure data.

This research gap forms the basis for the significance of this study. The study aims to fill this gap by evaluating user experiences with the Diarvis-BMD application in elementary school environments. Therefore, the findings of this study are expected to contribute meaningfully to developing and implementing information systems that are more responsive to user needs at the school level. Accordingly, this study aims to determine the effectiveness of using the Diarvis-BMD application in managing educational facilities and infrastructure data by taking a sample of four elementary school operators in Margaasih District, Bandung Regency.

METHOD

This study employed a qualitative approach to examine the effectiveness of using the Diarvis-BMD application in managing educational facilities and infrastructure data in elementary schools in Margaasih District, Bandung Regency. A qualitative approach was chosen because it allows the researcher to gain an in-depth understanding of users' experiences and perceptions of the application within a contextual framework. The subjects of this study were elementary school operators responsible for managing facilities and infrastructure data. The sample was selected purposively based on the following criteria: (1) actively serving as operators who use the Diarvis-BMD application, and (2) working at public elementary schools in Margaasih District, Bandung Regency. The total number of participants in this study was four school operators.

Data collection was conducted through questionnaires, interviews, observations, and documentation. The interviews in this study utilized an indirect method in which the interviewer

and interviewee interaction was mediated (Kusumojati & Mediawati, 2024). The questionnaire and interviews were conducted via a Google Form containing questions related to the application's use, and documentation included screenshots of the application. The data collection process took place throughout December 2024.

Researchers can use several types of triangulation. One is data triangulation, which involves using multiple sources to understand the phenomenon being studied comprehensively. By combining various data sources, researchers can enhance the validity and reliability of their research findings. Multiple means of gathering data are referred to as methodological triangulation, which is another type. To gather more thorough and precise data, for instance, a researcher can integrate surveys, observations, and interviews (Mayasari, 2025).

This study used both data and methodological triangulation to ensure data validity. Data triangulation was conducted by comparing information from the four participants, while methodological triangulation was done by cross-referencing data from questionnaires, interviews, observations and documentation.

RESULT AND DISCUSSION

Result

The Diarvis-BMD application has been developed as a tool for recording data on regional assets (BMD) to support the implementation of the BMD census within the Bandung Regency Government. This application has been utilized by 66 Regional Government Work Units (SKPD), ranging from the Education Office, Health Office, Public Works and Spatial Planning Office (PUTR), and Tourism and Culture Office to subdistrict offices. Generally, the implementation of the BMD census follows three stages: the labeling and census of BMD assets, the verification of census results, and the reporting of BMD assets (Wisnuadhi, 2024).

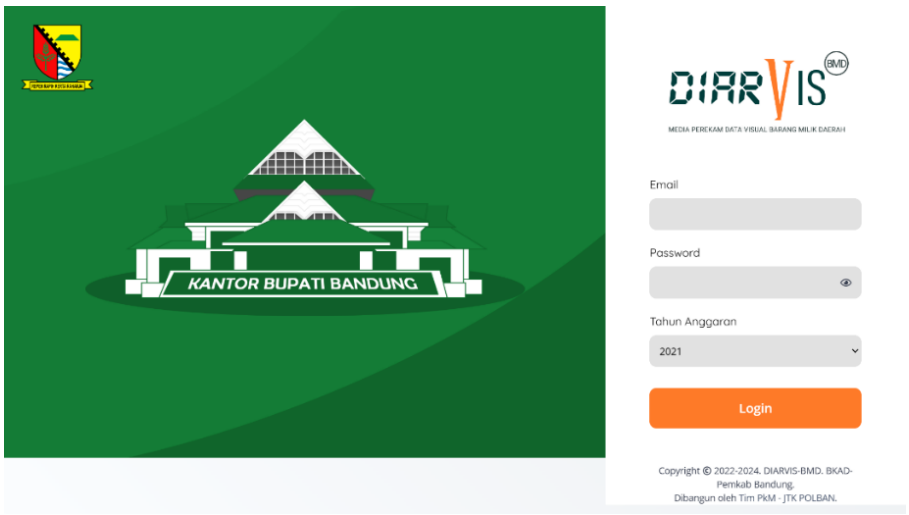

Figure 1. Login Interface for the Diarvis-BMD Application

The Diarvis-BMD application utilizes QR codes as a digital codification for BMD asset items. Each BMD asset is equipped with a QR code label to facilitate the asset scanning process through the application. Currently, every SKPD and asset user unit within the Bandung Regency Government has conducted a BMD census using QR-coded assets. This approach has resulted in more measurable asset monitoring in terms of quantity. However, the Audit Board of Indonesia (BPK) noted that the BKAD has not yet verified the asset data. This lack of verification may lead to inaccuracies in asset data reporting (Wisnuadhi, 2024). The research findings contain the following data:

Effectiveness of the Diarvis Application

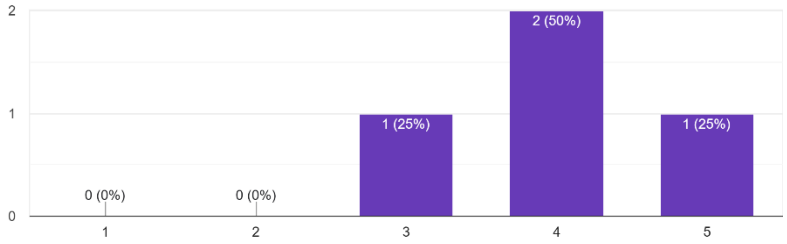

Figure 2. Effectiveness of the Diarvis Application

The Diarvis-BMD application received generally positive evaluations from users. Figure 2 shows that no respondents rated the application 1 or 2. Approximately 25% rated it 3 (moderately effective), 50% rated it 4 (effective), and 25% gave it the highest score of 5 (very effective). These results indicate that most users perceive the application as effective in supporting the implementation of the BMD census. The system has streamlined the asset inventory process, which was previously carried out manually. This finding aligns with Rahmawati (2022), who stated that information technology improves administrative accuracy and efficiency in regional asset management. However, there is still room for improvement. One respondent noted, *"Sometimes, when the internet connection is slow, the QR code scanning process gets disrupted, but overall, the application is very helpful for fieldwork."* This statement highlights that technical infrastructure remains a challenge in achieving consistent effectiveness.

Efficiency of the Diarvis-BMD Application

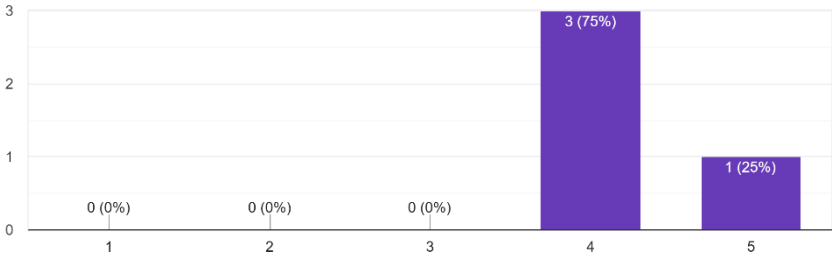

Figure 3. Efficiency of the Diarvis Application

As shown in Figure 3, 75% of respondents rated the application's efficiency at 4, while 25% rated it at 5. No users scored below 4, indicating high satisfaction with the application's Performance. The QR code feature allows for faster asset tracking and digital data input, significantly improving operational efficiency. This result supports the findings of Yusuf and Daryanto (2021), who emphasized that digitizing regional asset management accelerates internal audits and decision-making processes. Nevertheless, technical efficiency has not yet been matched by full administrative efficiency. As noted by the Audit Board of Indonesia (BPK), the Regional Financial and Asset Management Agency has not verified the asset data (Wisnuadhi, 2024). The lack of verification could compromise the reliability of the final data reported through the application.

Ease of Use of the Diarvis Application

The application's usability is one of its most appreciated aspects. Figure 4 shows that 75% of users rated its ease of use at 4 or 5, while 25% rated it at 3. These findings suggest that the application is generally user-friendly, even for non-technical staff in government agencies. Several users mentioned that the interface is intuitive. One respondent commented, *"I am not used to digital*

apps, but Diarvis was fairly easy to learn after just one training session." This indicates that minimal training is sufficient to reduce technological adoption barriers. This finding is consistent with Sutrisno (2020), who emphasized that a simple and clear user interface is a key factor in successfully implementing public sector information systems.

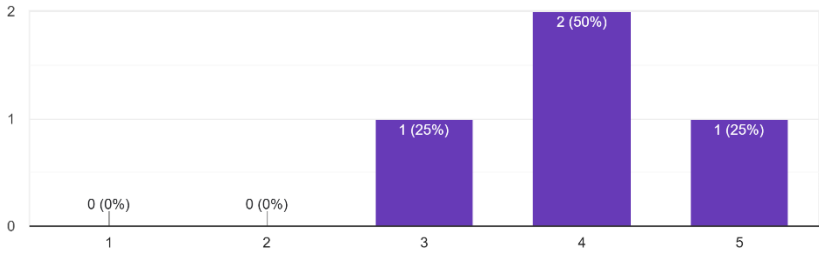

Figure 4. Ease of Access to the Diarvis Application

Facilitation of Report Generation Using the Diarvis Application

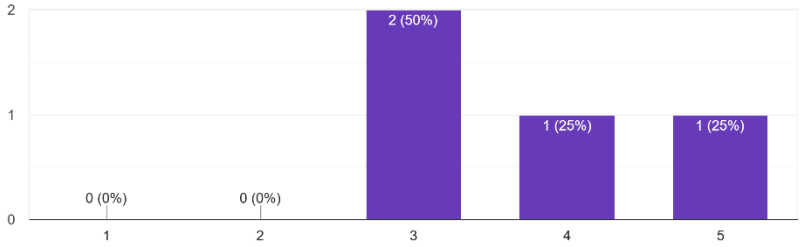

Figure 5. Ease of Reporting Facilities with the Diarvis Application

As illustrated in Figure 5, 50% of users rated the reporting feature 3, 25% rated it 4, and the remaining 25% gave it a 5. This shows that although the reporting feature is generally helpful, some users believe it still needs improvement. The automated reporting function allows users to export data into standard formats, which facilitates the compilation of asset reports. However, some respondents noted limitations in the range of available reporting formats. As one user mentioned, *"The automated reports are useful, but we need additional formats for more detailed internal reporting."* This is supported by Arifin (2023), who found that e-governance applications are more effective when reporting features are customizable to meet the specific needs of different government agencies.

Discussion

Based on the available data, the Diarvis-BMD application is considered effective in meeting users' needs, as shown by the majority of positive responses regarding its features and functionality. This suggests the application's design aligns with user expectations and operational workflows. From the educational management perspective, this aligns with *goal-oriented resource planning*, where digital tools enhance efficiency and accountability in public service delivery (Putra et al., 2022). Additionally, the implementation reflects the strategic role of ICT in public sector innovation, where technology serves not only as a support tool but also as a driver of systemic change (Nugroho et al., 2021).

Despite the positive evaluations, a minority of users provided moderate scores, indicating that some functions may require improvement. This could be linked to technical constraints like internet stability or device compatibility. Similar findings were observed by Pratama and Sari (2021), who reported that digital platform effectiveness in regional governments often hinges on infrastructure readiness and ongoing user support. Developers are urged to conduct follow-up UX

research and usability testing to investigate deeper user experience layers and improve system Performance.

In terms of efficiency, the application facilitates rapid access, streamlines asset data input, and reduces manual administrative work. These findings align with the Technology Acceptance Model (TAM), which suggests that perceived usefulness directly influences user adoption and satisfaction (Santoso & Yuliani, 2020). Moreover, when digital platforms increase time efficiency, they contribute to improved service Performance in education-related agencies, where bureaucratic processes are often time-consuming.

Ease of use is another factor contributing to the application's positive reception. The Diarvis-BMD application is regarded as user-friendly even by individuals with limited technical backgrounds, reflecting high usability. This supports recent findings by Wibowo et al. (2023), who argue that user-centered design significantly enhances digital adoption in public institutions. According to the Unified Theory of Acceptance and Use of Technology (UTAUT), ease of learning and low effort expectancy are critical in shaping user behavior toward new systems (Fitriani & Huda, 2019). This is in line with the findings of the research conducted by Annisa (2023), which states that a web-based inventory information system for facilities and infrastructure will make it easier for schools to recapitulate inventory data more quickly and accurately.

In addition, this study's results are in line with the findings of research conducted by Nugraha (2025), which showed that implementing cloud-based education management information systems in secondary schools significantly improves data management efficiency, particularly in terms of storage, access, and information security. However, this study is not without limitations. First, the small sample size may not capture the full range of user experiences across different SKPD units. Second, the research relied predominantly on quantitative data, which may have missed deeper qualitative insights regarding user satisfaction, contextual challenges, or barriers to adoption. Future research could benefit from a mixed-method approach for a more comprehensive understanding.

From a policy standpoint, the findings indicate that applications like Diarvis-BMD can contribute to digital transformation in public administration, particularly in the education sector. However, this transformation requires institutional support, regular system evaluation, and the provision of training to maximize impact. Additionally, asset verification procedures, emphasized by the Audit Board of Indonesia (BPK), must be integrated into the digital process to ensure data accountability.

CONCLUSION

The findings of this study indicate that the Diarvis-BMD application plays a significant role in enhancing the effectiveness, efficiency, and usability of asset management processes within the Bandung Regency Government. Most users reported high levels of satisfaction with the application's features, especially regarding accessibility, task support, and ease of use. These outcomes align with key ICT integration and educational management concepts, highlighting the application's potential to support digital transformation in public service operations, particularly in education-related government agencies. The study also reveals areas for improvement, such as the need for more responsive reporting features and broader infrastructure support. Although the application has succeeded in digitizing asset census procedures, the lack of asset data verification, as noted by the Audit Board of Indonesia (BPK), remains a critical challenge. This emphasizes the importance of institutional coordination, system evaluation, and continuous feedback loops to ensure long-term effectiveness. While the research provides valuable insights, it is limited by a relatively small sample size and a lack of qualitative data. Future studies should adopt a mixed-method approach to explore user behavior and system impact comprehensively. Policymakers and developers are encouraged to view digital applications as administrative tools and strategic assets that can drive innovation, transparency, and accountability in regional governance.

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