

Management of the Information System for Poverty Alleviation at the Lampung Provinsial Regional Development Planning Agency

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ABSTRACT

This study discusses the management of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Regional Development Planning Agency (BAPPEDA) of Lampung Province, with a qualitative descriptive approach. The purpose of the study is to explain the stages of planning, organizing, implementing, and supervising in the management of SIMNANGKIS. Data were obtained through interviews, observations, and documentation. The results of the study show that the planning of SIMNANGKIS in BAPPEDA Lampung Province includes socialization and budget determination, but is constrained by the lack of skilled human resources and data updates are not carried out on the SIMNANGKIS application. Organizing is colored by challenges in coordination and suboptimal division of tasks. At the implementation stage, the SIMNANGKIS application has run well according to procedures, but there are weaknesses in the latest data input. Supervision of SIMNANGKIS involves determining implementation standards and evaluations, but is constrained by a lack of coordination between SIMNANGKIS operators and the Communication and Informatics Office. In conclusion, although management functions have been implemented, there are several obstacles that need to be overcome, including more specific budget planning, improved coordination between organizational units, and data updates within the application. With improvements in these aspects, BAPPEDA Lampung Province is expected to be able to more effectively manage SIMNANGKIS and achieve poverty alleviation goals in the province.

A. INTRODUCTION

Information and Communication Technology (ICT) has developed into a major driver of social and economic transformation in Indonesia. In the context of government, ICT plays a very important role in improving the efficiency of public services and data collection. Based on a study by Danuri (2019), the use of ICT in government administration can support the smooth operation of service and data collection activities, as well as have a positive impact on various aspects of people's lives. One of the most popular information technologies used in government is the Management Information System (SIM). SIM is an effective tool in data and information management, allowing for more precise and efficient decision-making. Research by Rahman & Saudin (2022) confirms that SIM provides consistent,

accurate, and timely information to government agencies, which is indispensable for strategic, tactical, and operational decision-making.

Indonesia has entered the era of the industrial revolution 4.0 which is driven by advances in information technology. However, the problem of poverty remains a significant challenge. Data from Indika & Marliza (2019) shows that Lampung Province, despite having positive economic growth, still faces a fairly high poverty rate. Efforts to overcome poverty require good coordination between the central and regional governments as well as synergy from various sectors. In the context of Lampung Province, the use of ICT, in this case a driver's license, can be an important instrument in efforts to alleviate poverty. First of all, SIM can be used to collect and manage poverty data centrally and systematically.

By having accurate and up-to-date data, local governments can formulate policies and programs that are more effective in overcoming poverty. Furthermore, ICT can be used to increase efficiency in the implementation of poverty alleviation programs. An example is the use of mobile applications for data collection and monitoring of social assistance programs, which can speed up the process of distributing aid to people in need. Thus, the use of ICT can help reduce bureaucracy and accelerate public access to public services. Information and Communication Technology (ICT) can be used to increase efficiency in the implementation of poverty alleviation programs. Through the use of mobile applications for data collection and monitoring of social assistance programs, the government can significantly accelerate the process of distributing aid to people in need.

However, in implementing ICT in poverty alleviation, there are several challenges that need to be overcome. First, there is a digital divide between urban and rural areas, as well as between socioeconomic groups. The government needs to ensure fair and equitable access to ICT infrastructure and provide training and assistance to people who are less skilled in the use of technology. Second, the need for safe data management and guaranteed privacy. In the collection and processing of poverty data, the government must ensure that people's personal information is properly protected and only used for appropriate purposes. Third, the importance of coordination between various institutions and related sectors in the use of ICT for poverty alleviation. Cooperation between local governments, non-governmental organizations, the private sector, and academia can strengthen synergy in designing and implementing effective and sustainable programs.

By overcoming these challenges, the use of ICT in poverty alleviation in Lampung Province can make a significant contribution to reducing poverty levels and improving the welfare of the community as a whole. By utilizing information technology optimally, it is hoped that these efforts can have a greater and sustainable impact in overcoming poverty problems in Indonesia. Lampung Province, in Indonesia, is still experiencing poverty problems even though it has recorded positive economic growth. The poverty rate in the region is still relatively high. Poverty in Lampung Province remains one of the social issues that require serious attention. Efforts to improve the welfare of the people there are greatly influenced by the problem of poverty. However, the latest data shows that the poverty rate in Lampung Province has shown stability until the previous year, and there has even been a decrease in the poverty rate in the area.

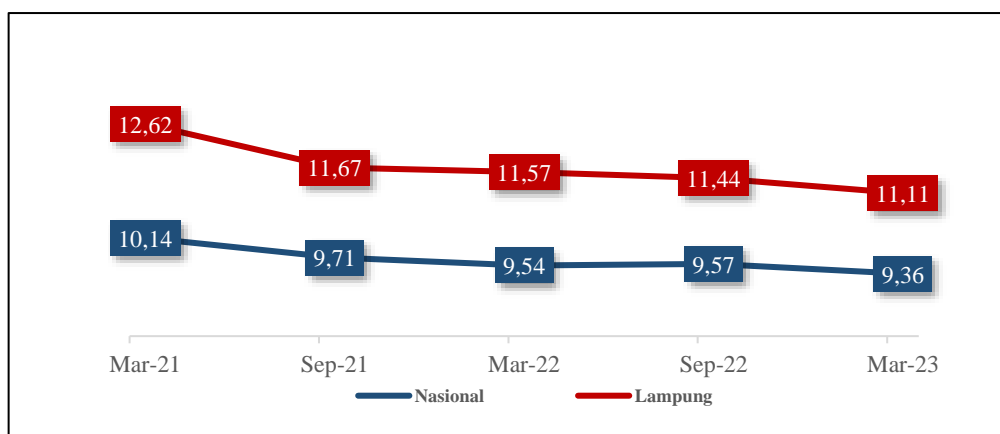


Figure 1. Percentage of Lampung and National Poverty Achievement March 2021 – March 2023

The percentage of poverty or poverty level and the number of poor people are two indicators of the success of macro poverty alleviation which are officially released by the Central Statistics Agency (BPS) every year. Referring to the data, the percentage of poor people in Lampung Province who experienced changes in the overall poverty rate between March 2021 and March 2023 shows that poverty in Lampung Province has decreased both in number and percentage. In terms of the percentage of poor people in Lampung Province, there was an increase from March 2021 of 12.62%. The increase in volume and proportion during the March 2021 period was caused by the Covid 19 pandemic which increased underlying demand. As of September 2022 it was 11.44%. In March 2023, the percentage of poor people in Lampung Province decreased by 11.11%, this has progressed in the context of reducing the poverty rate in Lampung Province.

In an effort to deal with poverty problems, the Lampung Provincial Government has taken strategic steps by forming a Poverty Alleviation Coordination Team (TKPK) and implementing the Poverty Alleviation Management Information System (SIMNANGKIS). However, along with the implementation, various challenges are still faced which indicate the need for more effective strategic steps to increase the use of information technology in poverty alleviation efforts in Lampung Province.

One of the challenges faced is the limitations in updating data. The importance of up-to-date and accurate data is great in formulating effective poverty alleviation policies and programs. Therefore, the Lampung Provincial Government needs to ensure that the data used in the SIMNANGKIS application is always updated. Periodic data updates are a must so that the policies taken can be in accordance with the actual conditions faced by the community. In this case, cooperation between various related agencies such as BAPPEDA, social services, and other related agencies is the key to ensuring proper and accurate data updates. Not only that, the lack of an optimal understanding of the use of the SIMNANGKIS application at the regional level is also one of the obstacles that need to be overcome. Improving the understanding and skills of human resources involved in managing these applications is very important. Formal and informal training and education can be a solution to improve their understanding and skills in utilizing information technology effectively in poverty alleviation efforts.

As a further step, better coordination between various related agencies in Lampung Province also needs to be strengthened. Good coordination between BAPPEDA, social services, and other relevant agencies will ensure easier access to up-to-date and relevant poverty data. Thus, poverty alleviation programs can be designed and implemented in a more targeted manner and have a significant impact on the community in Lampung Province. In this regard, it is necessary to implement an effective coordination mechanism, both through regular meetings, discussion forums, and the use of digital communication platforms to facilitate the exchange of information between related agencies. In addition, building a network of cooperation between provincial governments, district/city governments, non-governmental organizations, and the private sector is also an effective strategy in increasing the effectiveness of poverty alleviation programs.

With well-directed and coordinated strategic steps, it is hoped that the effectiveness of poverty alleviation programs in Lampung Province can be significantly improved. Regular data updates, increased understanding and skills of human resources, and good coordination between agencies are key to achieving these goals. Thus, people in Lampung Province can experience better and sustainable changes in overcoming poverty problems.

Amirul Islam (2021) in his thesis entitled "Management of Management Information Systems in Improving Information Services at the Banda Aceh City Dayah Education Office" found that the stages of management information system management include planning, which involves setting goals, discussion, concept design, provision of work facilities, and system design. In addition, the control of the information system is carried out by ensuring that the system operates in accordance with the set objectives and providing training to increase the knowledge of dayah operators. The obstacle faced is the lack of commitment from several operators in managing dayah information. The proposed solution is to train new operators and reward active operators, in order to increase their motivation.

Meanwhile, Regi Teguh Prakoso (2021) in his thesis entitled "Management of Education and Training Management Information System Applications (SIEMAPEDE) in Distance Training Activities

at the Bandung Religious Education and Training Center" focuses on the management of information system applications to facilitate distance learning (e-learning). The results of the study show that the Bandung Religious Education and Training Center has not fully carried out the planning function according to the POAC (planning, organizing, actuating, controlling) theory of George R. Terry. Based on previous research, the management of management information systems is able to improve the quality of service. The current research will examine how the Management of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Regional Development Planning Agency (BAPPEDA) of Lampung Province is managed, including the obstacles faced in collecting data on the application. The method used is qualitative, with data collection techniques through observation, documentation, and interviews, using Terry's theory of management functions which includes planning, organizing, implementing, and supervising.

The theory used in this study is the theory of Management Functions according to Terry as presented in the book "Fundamentals of Management" by Drs. Sukarna (2011). According to the theory, there are four management functions that form the basis of analysis:

1. *Planning* is the process of selecting the steps that must be taken to formulate the activities needed to achieve the desired goals. In the context of this study, the Lampung Provincial Government's planning related to the SIMNANGKIS application will be researched to understand the strategies taken to achieve the expected results.
2. *Organizing* is an activity carried out to group individuals and determine tasks, functions, authorities, and responsibilities so that they can work effectively as a unit. The research will explore the division of duties and authorities in the management of SIMNANGKIS in the Lampung Provincial Regional Development Planning Agency.
3. *Actuating* refers to efforts to encourage members of the organization to strive to achieve goals in accordance with the plans that have been made. This will analyze the implementation of SIMNANGKIS at the Lampung Provincial Regional Development Planning Agency, including the efforts made by the leadership to ensure smooth implementation.
4. *Controlling* is the final process in evaluating the achievement of goals, measuring performance, and making improvements if necessary so that the implementation is in accordance with the plan that has been made. In the context of this study, it will be analyzed how to supervise human resources and other aspects in the management of SIMNANGKIS at the Lampung Provincial Regional Development Planning Agency.

B. METHOD

This study uses a descriptive research approach with a qualitative method to understand more deeply the process of managing the application of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Regional Development Planning Agency (BAPPEDA) of Lampung Province which is reviewed from the process of planning, organizing, implementing and supervising in carrying out the policy process. According to (Burengge, 2020) Descriptive research refers to research that describes an event, symptom, or event that is taking place in a natural context, using various natural methods. This qualitative research focuses on quality rather than quantity, with data collection conducted through interviews, direct observations, and related official documents, rather than through the use of questionnaires.

Data collection is carried out by reviewing existing literature and conducting in-depth interviews, collecting documentation and observations to complete the data to be used. This research uses the theory of George R Terry, namely in the form of planning, organizing, implementing, and supervising the management of the SIMNANGKIS application at the Lampung Provincial Regional Development Planning Agency using data analysis techniques. The data analysis process involves organizing data from various sources such as interview results, field notes, and documentation. The data is organized into appropriate categories, relevant data is selected, and then analyzed to make conclusions that can be understood by researchers and other readers. In the data analysis process, it is divided into three

streams of activities that occur simultaneously by Miles, Huberman & Sugiyono (2019), namely data reduction, data presentation and conclusion drawn.

The purpose of this study is to explain the stages of planning, organizing, implementing, and supervising in the management of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Regional Development Planning Agency (BAPPEDA) of Lampung Province.

C. RESEARCH FINDING AND DISCUSSION

In an effort to achieve the goals of an organization effectively and efficiently, the management function plays an important role. George Terry, as expressed in Sulistio's work (2015), explains that management involves a series of processes, including planning, organizing, executing, and supervising, which aim to achieve organizational goals by utilizing available resources. Therefore, in the context of the management of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Regional Development Planning Agency (BAPPEDA) of Lampung Province, these management functions are the subject of relevant and important evaluation.

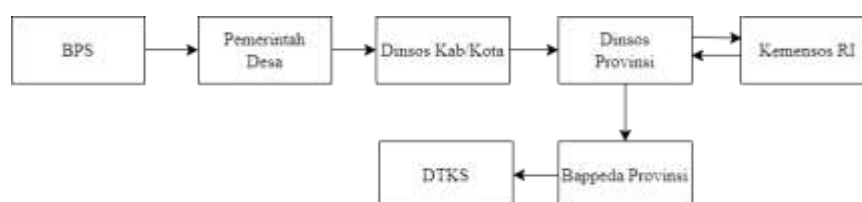
1. Planning

In the planning process, planning is a key step in management that involves identifying the goals of an organization, determining how to achieve those goals, and preparing plans or coordinating necessary activities. Based on the findings of the research which includes interviews, observations, and field documentation, it was revealed that in the planning of the SIMNANGKIS application in Bappeda Lampung Province, socialization efforts had been carried out during its launch in 2018. This is done in accordance with the objectives set out in Governor's Regulation Number 3 of 2018, which aims to provide guidance in determining the targets of poverty alleviation programs as well as a tool for monitoring and evaluating their implementation.

In addition, there is an emphasis on the budget planning stage which is carried out by referring to existing regulations. Although the nominal amount of the budget is not specifically mentioned due to its privacy nature, it is important to note that this budget allocation is a crucial factor in the smooth implementation of the SIMNANGKIS application. In the context of human resource planning, the related obstacle is the lack of human resources in the Lampung Provincial Bappeda in the use of information and communication systems so that it is still a problem. This shows the need to increase efficiency and effectiveness in human resource management so that planning goals can be achieved more optimally, especially related to the distribution of information related to poverty alleviation programs in Lampung Province.

2. Organizing

Table 1. SIMNANGKIS Data Input Process



Organizing involves the division and grouping of work, the distribution of authority, and coordination to ensure duties and responsibilities are clearly defined. In the context of managing the SIMNANGKIS application in Bappeda Lampung Province, an effective organizing strategy is crucial to ensure optimal organization and division of tasks among

organizational members. Aliefiani Mulya (2022) explained that organizing allows grouping activities according to organizational goals, facilitates effective coordination, and divides duties and responsibilities. In this regard, Governor's Regulation Number 3 of 2018 states that the Lampung Province Poverty Alleviation Coordination Team (TKPK) in the field of P3M Bappeda of Lampung Province acts as a forum for coordination across sectors and stakeholders in poverty alleviation. Although there is no specific determination regarding the division of work, individuals who have an understanding of information and communication technology are a priority. The obstacles faced in the implementation of the division of labor highlight the importance of basic guidelines that help in dividing duties and responsibilities effectively.

In addition, the coordination stage in organizing is also a focus to ensure the effective achievement of common goals. Terry in Sukarna (2011) explained that coordination is a continuation of organizational principles such as goal setting, division of work, and distribution of authority. However, the lack of coordination in the management of the SIMNANGKIS application can hinder the data input and update process as shown in table 1 above shows the data input process in the SIMNANGKIS application. Imbalances in the placement of the workforce, frequent changes in objectives, and lack of clarity in authority can interfere with the optimization of the use of this application. The data that has not been updated in the SIMNANGKIS application also shows the inability to achieve effective coordination, which is an important aspect in the implementation of poverty alleviation programs in Lampung Province.

3. Actuating

Implementation is a stage where the plans and policies that have been determined are carried out in accordance with existing procedures. At the actuating stage related to the Poverty Alleviation Management Information System (SIMNANGKIS), this aspect of management can be said to be good and appropriate, where the results of research conducted by researchers in the field found that the data on the SIMNANGKIS application is correct and in accordance with the community who is entitled to receive assistance programs distributed by the local government. Through this, the existing data and the people who are entitled to receive assistance are in accordance with what programs have been planned by the government to improve a decent life for the underprivileged. Although the implementation of the SIMNANGKIS application has gone well according to the procedure, there are still weaknesses in the input of the latest data and the lack of information updates in the system.

4. Supervision (Controlling)

Supervision (controlling) is one of the important aspects of the management function of an organization. Terry in Sukarna (2011) explained that supervision includes determining objectives, implementation standards, implementation evaluation, and the need for corrective action. In the context of managing the application of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Lampung Provincial Regional Development Planning Agency, supervision is the key to ensuring the achievement of the goals and effectiveness of the plan that has been set.

Based on the results of interviews, observations, and documentation, the Lampung Provincial Bappeda has supervised the management of the SIMNANGKIS application by implementing the supervision standards that have been set. However, there is a weakness in coordination between SIMNANGKIS operators in the Lampung Provincial Bappeda and the Lampung Provincial Communication and Informatics Office which is responsible for the application website. This shortcoming results in a lack of oversight of the availability and performance of the website, as well as the inability to update the data used in the application. The absence of coordination in entering new data is also an obstacle that hinders the effectiveness of supervision of the SIMNANGKIS application.

In the overall analysis, although the management functions have been implemented in the management of SIMNANGKIS in the Lampung Province BAPPEDA, there are still various obstacles and shortcomings that need to be overcome. For example, the need for more specific budget planning, improved coordination between organizational units, and updates to the latest data in the app. By improving and improving these aspects, BAPPEDA Lampung Province can be more effective in managing SIMNANGKIS and achieving poverty alleviation goals in the province.

D. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the research, it can be concluded that the Management of the Poverty Alleviation Management Information System (SIMNANGKIS) at the Lampung Provincial Regional Development Planning Agency has a number of challenges in carrying out aspects of the management function according to George R. Terry. First, in the planning aspect, there is still a lack of optimal use of human resources in the management of SIMNANGKIS, especially related to the qualifications and competencies of computer personnel. Second, in the aspect of organizing, there are obstacles in coordination between regional apparatus organizations which result in difficulties in the use and maintenance of data in the SIMNANGKIS application, the data found to have not been updated so that it is still using data in 2020. Third, although the implementation aspect of SIMNANGKIS is considered good in ensuring that the data is correct and in accordance with the people who are entitled to receive assistance, in the aspect of supervision, there are still weaknesses in its implementation, especially related to the lack of coordination in updating data and monitoring the performance of the application website. Thus, although SIMNANGKIS has made a positive contribution to poverty alleviation, further efforts are still needed to improve the effectiveness and efficiency of its management, especially in terms of the use of human resources, coordination between organizations, and overall supervision.

Recommendations

This study uses the management theory put forward by George R Terry, because it can explain the existing problems based on four management functions, namely planning, organizing, implementing and supervising. To understand the theory put forward by George R Terry, it is hoped that related factors can be added in order to deepen the explanation of the management of poverty alleviation management information systems at the Regional Development Planning Agency (BAPPEDA) of Lampung Province. Meanwhile, for future researchers, it is recommended to review more sources and references related to the management of the SIMNANGKIS application, as well as use other supporting theories to enrich their research results. Thus, it is hoped that this recommendation can make a positive contribution to the development and further research on SIMNANGKIS application management.

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