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IMPLEMENTATION OF VILLAGE INFORMATION SYSTEM (SID) TO IMPROVE SERVICE QUALITY AND COMMUNITY PARTICIPATION IN PAMPANG VILLAGE GUNUNGKIDUL REGENCY

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ABSTRACT

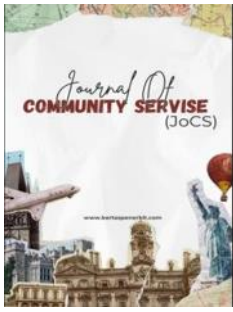
This study aims to analyze the implementation of the Village Information System (SID) in Pampang Village, Gunungkidul Regency, as an effort to improve the quality of public services and enhance community participation. The research employs a descriptive qualitative approach with data collected through interviews, documentation, and observation of SID utilization at the village level. The findings indicate that SID has contributed significantly to improving administrative efficiency, transparency of village governance, and accessibility of information for the community. Moreover, SID has encouraged greater community involvement in decision-making processes and development programs. However, challenges remain in terms of human resource capacity, technological infrastructure, and digital literacy among villagers. This study highlights the importance of strengthening training, technical support, and community engagement strategies to maximize the benefits of SID. The results provide empirical evidence of how digital governance tools can support participatory development in rural areas and serve as a reference for other villages in Indonesia seeking to adopt similar systems.

SITUATION ANALYSIS

The development of digital technology also opens opportunities for the implementation of self-service systems for rural communities. Through self-service, villagers can access administrative services online, submit requests for official documents, and monitor the status of services without having to visit the village office directly. The implementation of such services is expected to improve the quality of public services while providing convenience for the community. However, the success of self-service requires an information system designed in accordance with the needs and capacities of both village officials and the community.

Furthermore, the availability of integrated village statistical data based on age, education, occupation, and economic conditions is an essential requirement for data-driven village development planning. Without adequate information systems, village statistical data cannot be presented comprehensively and sustainably, resulting in suboptimal planning and evaluation of development programs.

The problems addressed in this community service program stem from the condition of village governance management, which has not yet been fully supported by an integrated information system. Population and administrative data management is still carried out



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separately and is not well organized, causing the available data to often be outdated and difficult to use as a basis for accurate development planning. This condition weakens the data foundation in decision-making processes at the village level.

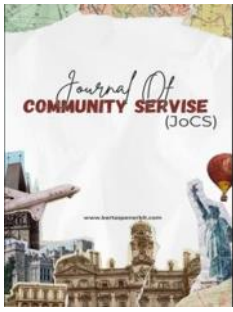
In addition, administrative services are still largely performed manually, particularly in the management of correspondence and public service documents. Such practices reduce efficiency in terms of time and labor, increase the workload of village officials, and open opportunities for administrative errors. Recording and archiving processes that are not systematically documented also make it difficult for village governments to evaluate services and provide supporting data when needed.

Another problem faced is the limited access of the community to village public information. Information related to programs, activities, and policies of the village government has not been fully disseminated widely and evenly to the community. The lack of official village information media results in suboptimal communication between the village government and the community, thereby hindering transparency and accountability in village governance.

In terms of community participation, the use of information technology as a medium to accommodate aspirations, feedback, and complaints from villagers remains relatively low. The community does not yet have easily accessible digital channels to interact with the village government, so citizen participation in the village development process has not developed optimally. This condition highlights the need for an information system that functions not only as an administrative tool but also as a two-way communication medium between the village government and the community.

These problems are further reinforced by the limited capacity of village officials in managing and utilizing the Village Information System (SID) optimally. The lack of technical assistance and understanding of information system management has caused SID to be underutilized in supporting public services, transparency, and community participation, particularly in Pampang Village.

Pampang Village is one of the villages located in Paliyan District, Gunungkidul Regency, Special Region of Yogyakarta. Administratively, Pampang Village consists of several hamlets with diverse social and economic characteristics. The implementation of this community service program in Pampang Village is based on the real conditions and needs faced by the village government and the local community. Pampang Village has growing social and economic potential, marked by dynamic community activities and diverse local economic enterprises. This development requires a more modern, organized, and integrated public service and data management system to support administrative services and development planning optimally. On the other hand, the village government has a genuine need to improve the quality of administrative services and transparency of information to the community. The availability of village officials and apparatus who are open and willing to receive assistance is an important factor supporting the implementation and capacity-building of SID management. In addition, the high potential for community participation opens opportunities for SID to be utilized not only as an administrative tool but also as a communication medium and a platform for citizen involvement in village governance. Geographically and institutionally, Pampang Village also has



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good accessibility and adequate institutional support, enabling the implementation of empowerment programs to be carried out effectively and sustainably.

IMPLEMENTATION METHOD

The implementation of the Village Information System (SID) in Pampang Village, Gunungkidul Regency, was carried out through a participatory and collaborative approach. The process began with a needs assessment involving village officials and community representatives to identify the main challenges in administrative services and data management. From this stage, it became clear that the village required a system capable of integrating population data, correspondence services, and statistical reporting into a single platform.

Once the needs were identified, the SID platform was designed and customized to align with the administrative workflows of Pampang Village. The customization process ensured that the system was not only technically functional but also responsive to the social and economic characteristics of the community. Following the system design, a series of training sessions and mentoring activities were conducted to strengthen the digital literacy and technical skills of village officials. These activities were essential to ensure that the officials could operate and maintain the system independently, thereby reducing reliance on external facilitators.

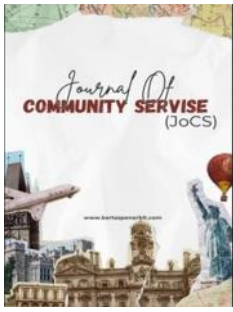
Community engagement was also an integral part of the implementation. Socialization activities were organized to introduce SID to the villagers, emphasizing its role in improving access to public services, enhancing transparency in governance, and creating opportunities for citizen participation. Through these activities, the community was encouraged to utilize SID not only as a tool for administrative services but also as a medium for communication and interaction with the village government.

Methodologically, the program adopted a descriptive qualitative approach combined with elements of action research. This allowed the implementation team to continuously refine the system based on feedback from both officials and community members. Data collection was conducted through interviews, observation, and documentation, while evaluation focused on indicators such as service efficiency, transparency, and community participation. The iterative nature of the method ensured that improvements could be made in real time, particularly in enhancing system usability, data accuracy, and accessibility.

In summary, the implementation and method of SID in Pampang Village were designed to integrate technical innovation with social empowerment. By combining system development, capacity building, and community engagement, the program sought to establish a sustainable model of digital governance that could support administrative efficiency, strengthen transparency, and foster active community participation in rural development.

RESULTS AND DISCUSSION

The implementation of the Village Information System (SID) in Pampang Village produced several notable outcomes. First, the system significantly improved the efficiency of administrative services. Processes that were previously conducted manually, such as correspondence and document management, could now be handled digitally, reducing the time required for service delivery and minimizing administrative errors. Village officials reported that the workload became more manageable, and service records were better organized, allowing for easier retrieval and evaluation.



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Second, the integration of population and statistical data into SID enhanced the accuracy and comprehensiveness of village-level information. Data related to age, education, occupation, and economic conditions were consolidated into a single platform, providing a stronger basis for development planning. This improvement aligns with the principle of evidence-based governance, as village leaders could rely on updated and reliable data to design programs that better reflect community needs.

Third, SID contributed to greater transparency and accountability in village governance. Information about programs, activities, and policies was more widely disseminated through the system, enabling villagers to access public information more easily. This transparency fostered trust between the government and the community, while also encouraging citizens to monitor and evaluate the performance of village officials.

In terms of community participation, SID opened new opportunities for villagers to engage in governance processes. The system provided digital channels for submitting aspirations, feedback, and complaints, which had previously been limited. Although the level of participation was still developing, the availability of such channels marked an important step toward more inclusive governance. This finding supports earlier studies emphasizing the role of digital platforms in strengthening citizen engagement in rural areas.

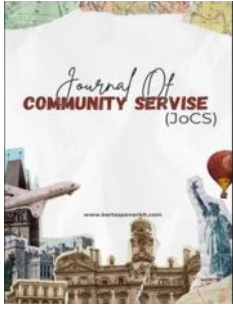
Nevertheless, several challenges were identified during implementation. The limited digital literacy of some villagers and the varying capacity of village officials posed obstacles to the optimal use of SID. Technical support and continuous mentoring were required to ensure that the system could be fully utilized. Additionally, infrastructure constraints, such as internet connectivity in certain hamlets, affected the consistency of SID usage. These challenges highlight the importance of combining technological innovation with capacity-building initiatives to achieve sustainable outcomes.

Overall, the results demonstrate that SID has the potential to transform village governance by improving service quality, strengthening transparency, and fostering community participation. However, the discussion also underscores that technology alone is not sufficient; it must be accompanied by institutional readiness, adequate infrastructure, and continuous community engagement.

CONCLUSION

The implementation of the Village Information System (SID) in Pampang Village has demonstrated its potential to transform village governance and public service delivery. The results show that SID improved administrative efficiency, enhanced the accuracy of population and statistical data, and strengthened transparency in village governance. Moreover, the system created new opportunities for community participation by providing digital channels for communication and feedback. These achievements highlight the importance of integrating digital technology into rural governance as a means of supporting evidence-based planning and inclusive development.

However, the study also revealed several challenges, particularly related to the limited digital literacy of villagers, the varying capacity of village officials, and infrastructure constraints such as internet connectivity. These issues indicate that technological innovation alone is not



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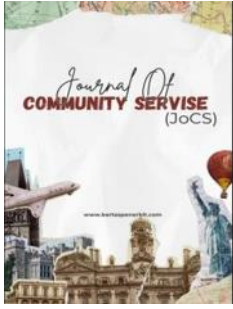
sufficient; it must be accompanied by continuous capacity building, institutional readiness, and community engagement to ensure sustainable outcomes.

Based on these findings, several recommendations can be made. First, capacity building for village officials should be prioritized through regular training and mentoring programs to strengthen their ability to manage and utilize SID effectively. Second, community education and digital literacy initiatives are needed to encourage wider adoption of SID and to empower villagers to actively participate in governance processes. Third, investment in infrastructure, particularly internet connectivity, should be pursued to ensure consistent access to SID across all hamlets. Fourth, integration of SID with broader regional and national information systems would enhance data consistency and support coordinated development planning. Finally, continuous monitoring and evaluation should be conducted to identify areas for improvement and to adapt the system to the evolving needs of the community.

In conclusion, the experience of Pampang Village demonstrates that SID can serve as a model for other villages in Indonesia seeking to modernize their governance systems. By combining technological innovation with social empowerment, SID has the potential to strengthen public service quality, promote transparency, and foster meaningful community participation in rural development.

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