

Innovation of an Application Based Independent Village Information System (SI EMAN) in the Development of E-Government in Ketimang Village

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ABSTRACT

Objective: This study aims to analyze and describe the innovation of the application-based Independent Village Information System (Si Eman) in supporting the development of e-government in Ketimang Village. The research focuses on evaluating the system's effectiveness in improving administrative processes and public service delivery at the village level. **Method:** The research uses a descriptive qualitative approach. Data were collected through in-depth interviews with village officials, direct observations of system usage, and documentation review. Both primary and secondary data sources were utilized to ensure comprehensive insights. **Results:** The findings reveal that the Si Eman application has several innovative attributes. First, it offers a *relative advantage* by simplifying data management and reducing the risk of data loss. Second, its *compatibility* with existing village needs and work processes facilitates easier adoption. Third, *complexity* is still a challenge due to limited digital literacy among staff and occasional technical issues. Fourth, *observability* is enhanced through regular training programs that improve user understanding and encourage system utilization. **Novelty:** The study contributes to the literature on rural e-government by showcasing how a locally developed application like Si Eman can effectively bridge digital gaps in village administration. It highlights the importance of context-specific innovations that are aligned with local capacities and emphasizes the role of digital training in ensuring successful implementation.

INTRODUCTION

Innovation in the government sector is growing rapidly, fueled by the implementation of the New Public Management (NPM) paradigm, which demands that bureaucracies become more adaptive and competitive (Osborne & Gaebler 1993). Innovation, once closely associated with private management practices, has now become a core value in public service delivery. To strengthen these efforts, local governments are referring to the mandate of Government Regulation Number 38 of 2017 concerning Regional Innovation as a foundation for encouraging development modernization at the provincial, district, and village levels. Villages, as the smallest units within the government structure, are directed to be able to keep up with technological developments while improving their skills in managing administration and population data professionally [1].

The implementation of e-government began following the issuance of a Presidential Instruction containing policy directions and a national strategy for its development. This regulation serves as the primary foundation for aligning perceptions between agencies in the administration of the government system. The goal is not only to create an effective and efficient bureaucracy but also to open up space for public

participation. In practice, e-government bridges intergovernmental relations (Government-to-Government/G2G), government-to-Employee (G2E), and government-to-Citizen (G2C) interactions (Maulana et al,2019:209-410).

Managing village government information systems using information and communication technology can provide benefits, including supporting decision-making (Saymote, 2014), providing input for village planning and development processes (Maryowan, 2016), and providing a means for village officials to be accountable for government implementation. This step aims to build a professional and independent government while addressing digital inequality to accelerate improvements in community economic welfare (Praditya, 2014).

The use of telematics technology in government systems began to be directed through Presidential Instruction Number 6 of 2001, which emphasized its role in building good governance and promoting democratization. This step was later clarified in Presidential Instruction Number 3 of 2003, which outlined national policies and strategies for developing e-government as a means of modernizing government services.

This initiative reflects the Indonesian government's commitment to improving the quality of public services through the implementation of e-government (Raihan, Amin, and Dama 2017). This implementation is expected to enable village governments to provide fast, accurate services, and align with the objectives mandated in Presidential Instruction No. 3 of 2003, namely building governance based on the principles of good governance.

Real government support has opened up space for new breakthroughs in e-government implementation, as stipulated in Government Regulation No. 38 of 2017 concerning Regional Innovation. This regulation serves as a catalyst for regional governments to create innovations in governance. The implementation of innovation, both in policy formulation and administrative implementation, is crucial. Without innovation, the government system risks becoming ineffective, losing management capacity, and ultimately experiencing total failure (Farazmand, 2004:1).

Data management at the village level often faces challenges, such as processing correspondence and registering indigenous and immigrant residents. The implementation of a village information system is a form of e-government implementation that simplifies these processes [2]. Every village has the right to utilize the information system that has been developed to improve service efficiency. This system not only streamlines administration at the village office but also provides space for the community and village officials to participate democratically in development. Through the use of this software, data and various village activities can be neatly and systematically documented [3].

Given the challenges facing village governments, particularly in information systems, the Sidoarjo Regency government has developed a breakthrough by creating a digital platform based on a village information system, aimed at improving the quality of public services and achieving effective and efficient e-government. The Sidoarjo

Regency Government is developing an application related to an independent village information system called Si Eman, which previously did not exist. Si Eman is a digital solution that assists village officials in managing citizen data recording and reporting village information. This system allows for the efficient generation of various required data, allowing for faster administrative completion and minimizing operational costs. The Si Eman application was created in 2021, but was socialized to village governments in 2022 [4].

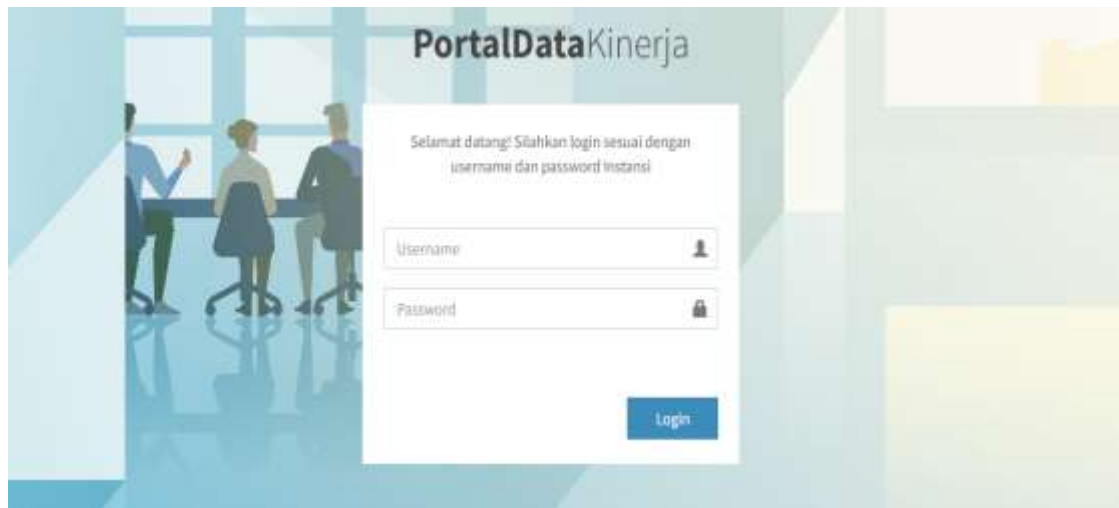


Figure 1. Si Eman Application

The image above shows the initial login process for the Si Eman application. One of the villages that has implemented the Si Eman application in Sidoarjo is Ketimang Village. The application is used to manage village community data, such as data on lost items, job openings, property tax (PBB) payments, and community activities during meetings. The Si Eman application has several menu features, as shown in the image below:

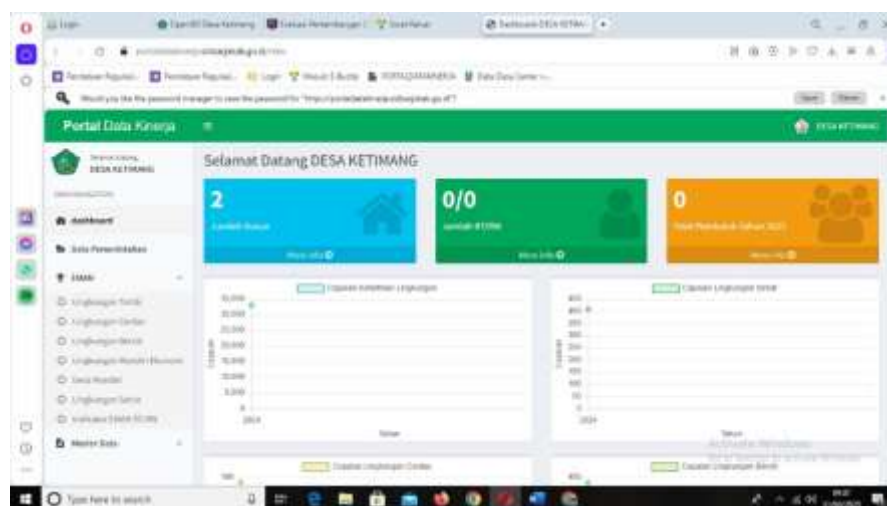


Figure 2. Menu in the Si Eman Application

The image above shows the menu in the Si Eman application. It features several features, such as orderly eman, clean eman, economically independent eman, independent village eman, and healthy eman. Some of these menus require monthly data input. This application can help village officials manage community data effectively, but it's not yet fully operational.

Based on the research above, several problems were still found in the Ketimang Village Government related to the Si Eman application, such as problems or errors still occurring during the data input process, which slows down data collection, unclear information, data inaccuracy and low human resources.

Several previous studies have highlighted the topic of village information system innovation as part of e-government development. One such study is the study by Dhia Najmi, Joyce, and Rully (2022) entitled "Innovation in Service (A Study of the Online Service System at the Manado City Population and Civil Registration Office)." This study revealed that implementing an online service system through the official website is a strategy to improve the quality of public services, thereby minimizing obstacles in service delivery amidst various limitations. However, the implementation of this innovation has not been entirely smooth. In practice, a number of new problems have emerged, triggered by the use of these online services. Based on public complaints, online services are considered not to fully provide the convenience expected. Some residents experience difficulties accessing and utilizing these services, resulting in their needs not being optimally met.

Several previous studies have examined innovative efforts in managing village information systems as part of strengthening e-government. One such study was conducted by Muhammad Farhan Firmansyah, Muhammad Hasby, Fajar Dewi Ayuni, and Ajeng Sri Sundanis (2021) entitled "Village Information System Innovation in E-Government Development in Kertayasa Village, Panawangan District, Ciamis Regency." The existence of a village information system in the modern era is considered crucial, as it is an indicator of the professionalism of the village government in providing public services according to official procedures. The community service activities carried out focused on increasing human resource capacity and optimizing institutional instruments, including the development of programs and work guidelines that support the operation of the Kertayasa Village website. Furthermore, this activity also played a role in creating innovative media that encourages the development of village potential, improves website management to make the information displayed more useful, and offers solutions to overcome the limitations of website management capabilities as a means of village government innovation.

Several previous studies have highlighted the development of e-government through innovation in village information systems. One of them is research conducted by Nahda Alfira with Dita Fisdian Adni in 2024 with the title "Innovation of Public Services Based on Digital Village Applications (Digidesa) in Pandau Jaya Village, Siak Hulu District" that the DIGIDESSA application innovation launched by the Pandau Jaya Village

Office has been running as it should, only what may need to be done so that this DIGIDESa application innovation can run optimally is to further improve public understanding of the DIGIDESa application. This also cannot be separated from the role of the Pandau Jaya Village Office in providing more even and comprehensive counseling or socialization to the community about the existence of the DIGIDESa application. It is hoped that the Pandau Jaya Village community will understand and be able to access and use the DIGIDESa application.

Everett Rogers' theory defines innovation as the achievement of achieving, increasing, and improving effectiveness, efficiency, and accountability through four indicators: 1) Relative Advantage, which is the extent to which the innovation provides greater benefits compared to the previous system or method. 2) Compatibility, which is the innovation's ability to align with the existing system so that the transition runs smoothly without incurring excessive costs. 3) Complexity, where new innovations typically have a certain level of difficulty that requires adjustment from their users. 4) Observability, which is the extent to which the results of the innovation can be clearly seen, thus increasing the confidence of others to adopt it [5].

RESEARCH METHOD

This research utilizes a qualitative approach with a descriptive method. The descriptive method itself is defined as a series of research steps that present results in the form of narrative data collected through interviews and observations of people and observed behavior [6]. This method was used because the researcher attempted to observe and uncover field events regarding the Innovation of the Application-Based Independent Village Information System (SI EMAN) in the Development of E-Government in Ketimang Village. By using the concept of Everett Rogers' theory which includes 1) Relative Advantage or the value of the benefits obtained, 2) Compatibility or the level of suitability, 3) Complexity or the level of complexity, and 4) Observability or ease of observation. The selection of informants was carried out by purposive sampling, namely by determining respondents who were deemed to have an adequate understanding of the issues being studied.

The data collection technique in this study was carried out by means of interviews, namely this activity was carried out by researchers by formulating relevant questions. which will be submitted to informants, namely Mrs. Ridha as the TU Officer who manages the SI EMAN application in the Village and Mrs. Nisha as a Service Provider in Ketimang Village. So that researchers get meaning in the topic. The next method is by means of observation where researchers observe and record regarding the Innovation of the Application-Based Independent Village Information System (SI EMAN) in the Development of E-Government in Ketimang Village. The last method is by means of documentation where in this stage researchers collect and conclude data obtained from interviews and observations which are used as material for the research topic. This research is based on an analytical approach that refers to the theory of Miles and

Huberman, where the theory is divided into four parts, namely collecting data, reducing or filtering data, displaying information that has been processed, and concluding the results of the analysis [7]. Data reduction in this study was carried out by selecting the data obtained during data collection. Both data presentations were selected, with the primary data displayed and the conclusions drawn [8].

RESULTS AND DISCUSSION

Results

Given the rapid development of modern society and the times, the government is continually innovating to ensure accurate and timely governance, while minimizing data loss. Therefore, as part of the implementation of e-Government and a means of accelerating governance, the application of information technology is necessary, ensuring that innovations are implemented more effectively and efficiently [9].

The Independent Village Information System (Si Eman) application has been implemented in various regions, one of which is Ketimang Village, Sidoarjo Regency. The following is an innovation in the application-based independent village information system (SI EMAN) in the development of e-government in Ketimang Village, Sidoarjo Regency, which refers to Everett Rogers' innovation theory [10].

Discussion

1. Relative Advantage or Profit

The presence of an innovation requires added value and superiority compared to previous innovations, accompanied by elements of novelty that become a distinguishing identity from other innovations. The use of digital technology in the Si Eman application for Ketimang Village has shown significant progress, one of which is seen in the superiority of the information system, which is now more modern compared to the previous system which was still done manually, seemed complicated, and less efficient. Now with the application, it is no longer done manually and is more efficient. This was conveyed by Mrs. Ridha, who manages the Si Eman application for Ketimang Village as follows:

"Previously, it was still manual, still using books, so I had to write in books first. If I wrote it, it would take a long time, right, ma'am. I'm writing a lot of data and writing it manually in books, it's inefficient, it takes a lot of time. With this Si Eman application, it's easier, ma'am. No need to write in books, just type it directly and it's saved, and the data will not be lost. For example, if someone asks how many residents there are in Ketimang Village, they can immediately see it in the Si Eman application, no need to look it up in books"

In addition to the interview with Mrs. Ridha, Mrs. Nisa also conveyed this as a form of service. She said that:

"Previously it was manual, but then there was this innovation from Eman, the data related to many residents, and residents with disabilities were in Eman's system, so the database was not lost, and filling it in with this application was more effective, making it easier for me"

Through the data obtained from the interview session, it was found that the benefits of the village information system innovation (Si Eman) can make it easier for village government officers to manage community data which was previously done manually and took a lot of time, now it is more efficient and effective, also the database will not be lost, the following is a picture of the benefits in the Si Eman application.

Table 1. Data Format in the Si Eman Application

No	Hamlet Name	RT	Number of Households
1	Peganggong Hamlet	1	118
2	Peganggong Hamlet	2	93
3	Peganggong Hamlet	3	102
4	Peganggong Hamlet	4	90
5	Ketimang Hamlet	5	133
6	Ketimang Hamlet	6	88
7	Ketimang Hamlet	7	169
8	Ketimang Hamlet	8	93
9	Ketimang Hamlet	9	9
Total			895

From the results of the research above, there are similarities with previous research entitled Public Service Innovation Based on Digital Village Applications (Digidesa) in Pandau Jaya Village, Siak Hulu District, which was conducted by Nahda Alfira and Dita Fisdian Adni in 2024. The research resulted in findings that the advantages of digital-based services or DIGIDESA in Pandau Jaya Village are clearly visible, one of which is the advantage through the use of digital technology which brings a novelty from previous services which were still carried out manually with procedures that were quite complicated and less efficient [11].

2. Compatibility or Compliance

Compatibility refers to the extent to which an innovation aligns with the values, norms, and needs prevailing among its recipients. If an innovation is inconsistent with existing principles and customs, its acceptance process will face obstacles. Conversely, innovations that are consistent with previous values and experiences will be more easily adopted. Suwarno in Tri Yuningsih emphasized that compatibility is an important characteristic of innovation, where new innovations need to have a harmonious relationship with previous innovations, values, experiences, and the needs of their users. In this study, the suitability of the village information system application (Si Eman) can be seen from its suitability to the required needs. This application was developed with a series of features tailored to meet the basic needs of village government, such as managing community data and community data reports. This was conveyed by Mrs. Ridha as the manager of the Si Eman application in Ketimang Village as follows:

"This application is in accordance with the needs of the Ketimang village government, the features in the application are also in accordance with our expectations"

In addition to the interview with Mrs. Ridha, Mrs. Nisa also conveyed this as a form of service. She said that:

"In my opinion, the Si Eman application is suitable for your needs, and it also makes it easier to process data. If more features were added, it might be better"

Based on the interview findings, it can be concluded that, in terms of suitability, the Si Eman application meets the actual needs of the Ketimang Village government, both in terms of functionality and ease of use, thus supporting the effectiveness of e-Government implementation at the village level.

The results of the above study, which are similar to those of a previous study entitled *"Innovation in Service (Study of the Online Service System at the Manado City Population and Civil Registration Office)"*, conducted by Dhia Najmi, Joyce, and Rully in 2022, indicate that the implementation of online service innovation at the agency has been running as intended, although its implementation has not been optimal. This finding is supported by public responses, who assessed that the online service was adequate in meeting their administrative needs [12].

3. Complexity

Innovations generally bring updates that can create a certain level of complexity compared to previous practices or technologies. This complexity relates to the extent to which the innovation is perceived as difficult to understand and implement by users. In the context of adoption, some innovations are relatively easy to understand and implement, while others require a longer adjustment process. In principle, the lower the level of complexity perceived by the recipient, the higher the chance of the innovation being widely adopted in a short time. In this study, the complexity of the village information system (Si Eman) application was still found, such as frequent network errors, application disruptions, information that is still inconsistent, and some village government employees who are still confused when using the application.

This was conveyed by Mrs. Ridha as the manager of the Si Eman application in Ketimang Village as follows:

"The network sometimes has errors, especially at the end of the month, because the data input is done together with all the villages in Wonoayu sub-district, so the application goes blank. I wasn't used to it before, but now I'm used to it. There are some older employees who have difficulty calculating the presentation, because there is a percentage, so sometimes they are still confused and keep asking questions. When it comes to inputting other data, many of them can do it"

In addition to the interview with Mrs. Ridha, Mrs. Nisa also conveyed this as a form of service. She said that:

"I wasn't used to it before, but over time I got used to it, sometimes the employees are older, so sometimes I ask the younger ones"

From the interview results, it can be concluded that the level of complexity of the Si Eman application in its users is still confusing how to calculate the percentage of data input, but some employees who already understand and are used to it, not only that, errors often occur in the system, because perhaps at one time many people are using it which causes the system to be constrained. The following image of inputting with a percentage.

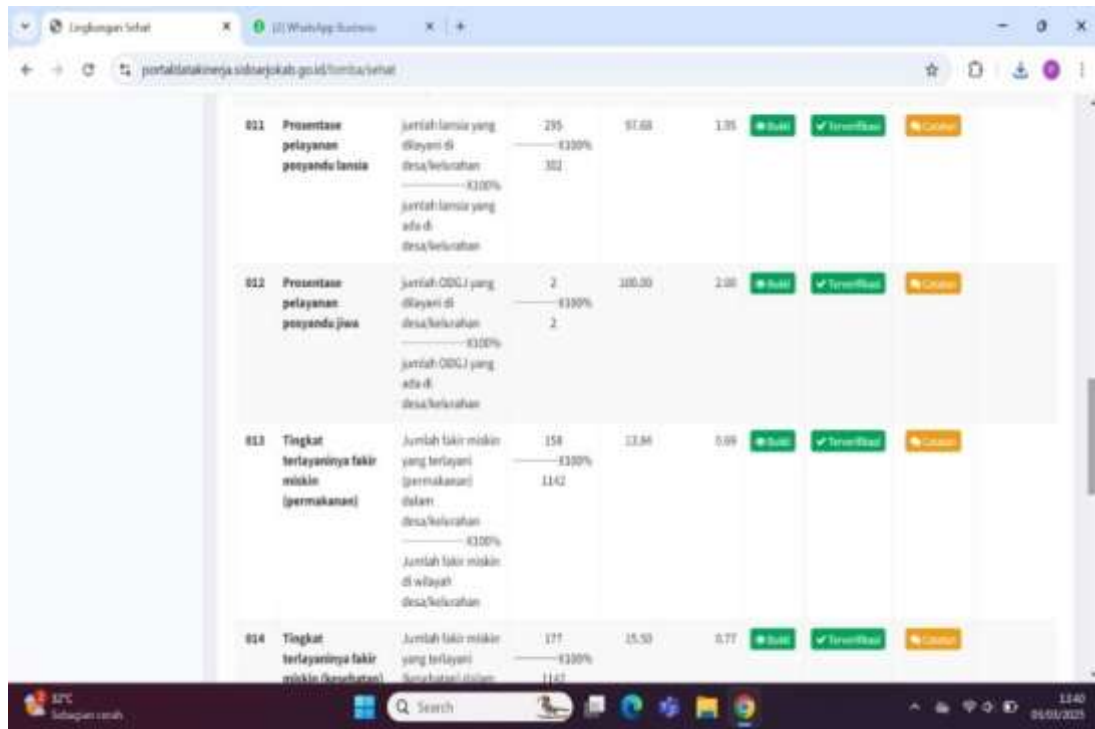


Figure 3. Percentage Data in the Si Eman Application

From the results of the research above, there are similarities with previous research entitled Transformation of public services in Pandau Jaya Village, Siak Hulu District, realized through the implementation of a digital platform called Digidesa. This program was developed and studied by Nahda Alfira with Dita Fisdian Adni in 2024. The results obtained in the study are that although the innovation in Pandau Jaya Village is relatively new, it may require higher learning, so in using the DIGIDESA application it has a higher level of complexity than before the DIGIDESAS application, this is not always an insurmountable obstacle, this innovation depends on how the relative advantages and added value of this innovation and this complexity criterion can be explained by looking at technological developments, the level of difficulty of implementation, management needs, adoption and smooth integration into existing processes or systems without disrupting performance or causing significant inconvenience to community users and village officials [13].

4. Observability or Convenience in Demand

Observability is an important indicator in assessing innovation, where tangible benefits show improvements over previous versions and provide ease of access. Observability is one of the five main characteristics in the theory of diffusion of innovation by Everett Rogers (Rogers in Dita Fisdian Adni, Satrio Abdillah, 2023). This characteristic is based on the level of achievement produced by the innovation, which can be seen and assessed by others. In the context of village government innovation, observability plays a crucial role because it allows the community and other stakeholders to see the tangible benefits of innovations created by the Ministry and developed by the Community Empowerment Service and villages that use this application. In this study, it is possible to try the village information system application (Si Eman) which has been running according to the expected procedures and mechanisms. Because before using this application, the Sidoarjo district government conducted socialization in Wonoayu District, and conducted technical guidance so that the village government could apply the system properly. This was conveyed by Mrs. Ridha as, managing the Si Eman application in Ketimang Village as follows:

"Before the Si Eman application was running, we were told how to do it, and it was socialized to all village government employees, the mechanics were explained, so that it would be easy for us to implement it"

In addition to the interview with Mrs. Ridha, Mrs. Nisa also conveyed this as a form of service. She said that:

"I also participated in the socialization when using the Si Eman application. If there is another socialization regarding the Si Eman application, usually people ask if there are any difficulties when using it, so that it is easy to understand like that"

The interviews revealed that the use of the Si Eman application tends to present no significant difficulties for users, as the system has been structured and aligned with established rules and workflows. The Regency Government was not only provided with technical understanding of the application but also involved in the socialization and evaluation process. This reinforced the positive perception of the Si Eman application, ultimately supporting broader and more sustainable adoption of the innovation [14].

The findings of the above study are similar to a previous study, entitled "Village Information System Innovation in E-Government Development in Kertayasa Village, Panawangan District, Ciamis Regency," conducted by Muhammad Farhan Firmansyah, Muhammad Hasby, Fajar Dewi Ayuni, and Ajeng Sri Sundanis in 2021. That study highlighted a series of activities, including outreach, village profile data collection, village website design, operator training for site management, and mentoring on the use of the website as a means of disseminating information and developing village innovations. The website was created by the resource person, while training was provided to village officials to enable them to operate and manage the site sustainably. This entire process was part of a systematic community service program [15].

CONCLUSION

Fundamental Finding : The main findings of this study indicate that the application-based Independent Village Information System (SI EMAN) innovation in e-government development in Ketimang Village can be categorized as quite good. This is evident from four main indicators: relative advantage, compatibility, complexity, and observability. This application provides significant benefits, especially in community data management, which was previously done manually, slowly, and at risk of data loss. With SI EMAN, the process is faster, more efficient, and data is stored securely. Its features have also proven to be suitable for village administrative needs, thus supporting digital and integrated public service activities. **Implication :** These findings confirm that the implementation of information technology such as SI EMAN is crucial for strengthening modern, transparent, and responsive village governance. The implementation of SI EMAN opens opportunities for other villages to adopt similar innovations to accelerate the digital transformation of public services, while simultaneously strengthening the foundation of e-government from the grassroots level. **Limitation :** This research still has limitations, particularly in terms of human resources. Some village officials, particularly those older or unfamiliar with technology, still experience difficulties operating the application. Furthermore, technical challenges such as network disruptions or system errors also occur in practice. **Future Research :** Further research is recommended to expand the scope of subjects, including the community as service users, to evaluate the impact of the SI EMAN application on accessibility and public satisfaction. Furthermore, the development of a sustainable technology training model for village officials and comparative studies with similar applications in other villages can also be conducted to improve the effectiveness of e-government implementation at the village level

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