

The Effectiveness of E-Buddy in Accelerating Administrative Services in Wonoayu Village

Figo Dwi Saputra¹, Ilmi Usrotin Choiriyah²

^{1,2} Muhammadiyah University of Sidoarjo, Indonesia



DOI : <https://doi.org/10.61796/icossh.v2i2.416>



Sections Info

Article history:

Submitted: April 15, 2025

Final Revised: May 01, 2025

Accepted: May 11, 2025

Published: May 24, 2025

Keywords:

Village Administration

E-Buddy

Effectiveness

Digitalization

Public Service

ABSTRACT

Objective: This study aims to evaluate the effectiveness of the E-Buddy application in accelerating administrative services and strengthening digital governance in Wonoayu Village. **Method:** A descriptive qualitative approach was adopted, with data collected through interviews, observations, and documentation to provide an in-depth understanding of the application's implementation. **Results:** The findings reveal that E-Buddy has successfully improved the efficiency of correspondence delivery and record management, thereby enhancing the productivity of village officials and contributing to more transparent administrative practices. However, the utilization of available features remains suboptimal due to limited adaptability among users and technical disruptions during system updates, which constrain its full potential. **Novelty:** This study highlights the dual role of E-Buddy as both an enabler of administrative modernization and a reflection of the challenges inherent in digital transformation at the village level. The novelty lies in uncovering the gap between system design and practical use, emphasizing the need for continuous training, user adaptation, and technical reinforcement to fully optimize digital administrative tools in rural governance.

INTRODUCTION

Government administration is a fundamental aspect of governance at both the central and local levels. Good administration enables government organizations to operate effectively, efficiently, and transparently in delivering public services. In the context of village governance, administration plays a crucial role in ensuring the smooth implementation of various activities such as document recording, correspondence services, and the management of personnel and other resources [12]. The digitalization of administration has become a necessity in the modern era, as the application of information technology has been proven to enhance efficiency in document management and accelerate public service delivery [13], [14]. One form of this digital transformation is the utilization of electronic systems in document management and employee attendance monitoring. According to [15], village governments must adapt to digital technology systems to support transparency, work effectiveness, and accountability in public services.

In line with the development of information and communication technology (ICT), local governments have begun adopting digital systems to enhance the quality and effectiveness of village administrative governance. One of the digital systems implemented in several villages in Sidoarjo Regency is the E-Buddy application. This application is an electronic official document system that has been developed since 2020,

based on Sidoarjo Regent Regulation No. 30 of 2020 concerning the Management of Electronic Official Documents [16]. E-Buddy is designed to support the effectiveness of village administrative management, particularly in correspondence and employee attendance recording [17]. Through the implementation of this application, village governments are able to reduce reliance on physical documents and accelerate administrative service processes for the community. At the initial stage of use, each village apparatus is required to authenticate through the main login page. This login process is integrated with the SKP account and the Sidoarjo Regency Single Sign-On (SSO), ensuring safer, more structured, and well-documented access to administrative features.

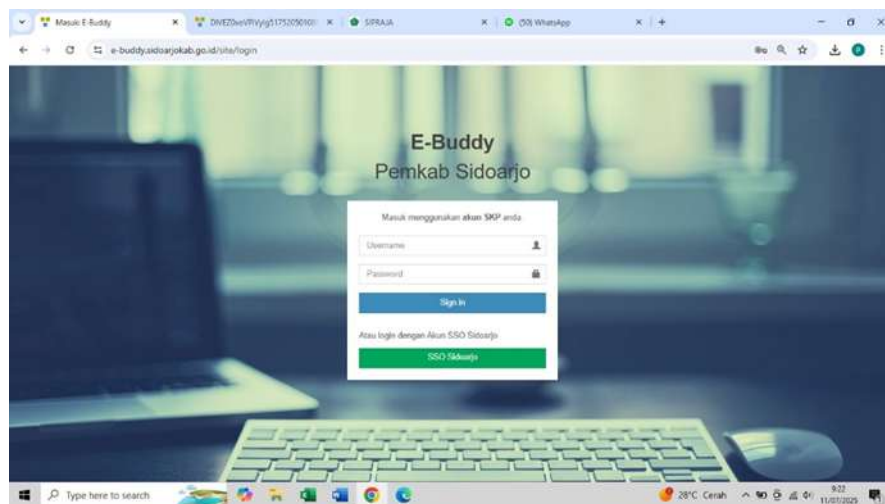


Figure 1. Initial Login Page of the E-Buddy Application
Source: Wonoayu Village Government

The login page serves an essential function in safeguarding the security and validity of village administrative data. Through an authentication system based on official user accounts, every administrative activity can be accounted for according to the authorized user accessing the system. In addition, the integrated login process supports data consistency across village apparatus, as all documents and records can only be managed by verified users. This means that the login interface functions not merely as an entry point to the application but also as an initial control mechanism that ensures accountability and transparency in administrative processes through E-Buddy.

The study by Maisaroh and Rodiyah [17] indicates that the implementation of E-Buddy in several villages has improved administrative productivity and the efficiency of correspondence workflows. However, a number of challenges remain in its implementation. Some villages reported that village officials had not yet fully mastered the E-Buddy system, resulting in correspondence processes still being carried out manually or through alternative media such as WhatsApp [18]. Other technical constraints, including limited internet access and insufficient technical support from the Department of Communication and Informatics, have also posed obstacles to system

operation [19]. Furthermore, there is an uneven adoption of E-Buddy across villages, largely due to disparities in training and the readiness of human resources [20].

Based on Presidential Regulation No. 95 of 2018 concerning the Electronic-Based Government System (Sistem Pemerintahan Berbasis Elektronik/SPBE), the implementation of e-government aims to establish governance that is open, participatory, and efficient through the support of digital technology [21]. Therefore, evaluating the effectiveness of E-Buddy implementation at the village level is essential to ensure the sustainability of digitalized public administrative services in local areas.

In Wonoayu Village, E-Buddy has been utilized since 2020 to support village administration, particularly in employee attendance monitoring and correspondence management. The system enables documents to be sent directly from the central office to all villages, thereby improving efficiency in document management and reducing delays in bureaucratic processes. Moreover, the application facilitates the monitoring of village employees' attendance, as all staff members are required to record their presence through the system. In practice, E-Buddy is primarily operated by the main administrator, Ms. Yeni, who is responsible for managing and overseeing the application. Nonetheless, in general, village staff perceive the system as user-friendly after participating in two rounds of training. The main challenge frequently encountered, however, is system disruption during application updates. Although such issues are usually announced in advance, they still temporarily hinder administrative processes.

Table 1. E-Buddy Usage Data in Village Administration of Wonoayu (2021–2024)

No	Category	2021	2022	2023	2024
1	Surat Umum	43	69	71	86
2	Laporan	34	44	46	32
3	Surat Perintah	6	24	2	0
4	Surat Edaran	3	7	3	6
5	Notulen	0	0	0	0
6	Undangan	33	0	0	0
7	Pengumuman	0	0	0	0
8	Surat Perjalanan Dinas	1	61	81	86
9	Rekomendasi	0	0	0	0
10	Surat Biasa	1	2	0	1
11	Surat Perintah Tugas	43	12	8	4
12	Surat Keterangan	0	0	1	0
13	Surat Pengantar	0	0	0	0
14	Surat Izin	0	1	1	0
15	Surat Keputusan	0	0	0	0
16	Surat Panggilan	1	0	0	0
17	Absensi	0	0	0	0
	Total	165	220	213	215

Source: Wonoayu Village Government

Based on these data, the use of the E-Buddy application in Wonoayu Village has experienced fluctuations that reflect the dynamics of adapting digital systems in village administration. Although the total number of letters processed in 2024 (215 letters) did not show a significant increase compared to the previous year, there was growth in certain categories such as general correspondence and official travel letters, indicating a more complex and active intensity of village administrative activities. However, several types of documents, such as meeting minutes, announcements, and recommendations, remained unused in the system, suggesting that the features of E-Buddy have not been fully optimized. Meanwhile, the sharp decline in categories such as invitations and assignment letters may indicate a shift in the village's internal communication strategies or the transfer of administrative functions to other platforms. Digitalization at the village level still faces challenges from conventional bureaucratic practices that are slow to adapt to new systems [34]. This condition demonstrates that although E-Buddy has become an integral part of administrative workflows, the success of its implementation continues to depend heavily on the readiness of human resources and sustained technical support.

However, in its implementation, several issues continue to hinder the effectiveness of E-Buddy in Wonoayu Village. One of the main obstacles is the frequent occurrence of technical disruptions during system updates. When updates are carried out, E-Buddy often encounters errors that delay document management processes. Although notifications are provided prior to updates, administrative activities are still hampered during the repair period. In addition, some village staff members still struggle to operate the application, particularly those who are less familiar with technology. As a result, certain administrative documents are still managed manually or through alternative media such as WhatsApp, which contradicts the primary objective of administrative digitalization.

Another issue that arises is the lack of technical support from the Department of Communication and Informatics of Sidoarjo Regency. When technical problems occur, the response from the relevant agency is often slow, forcing village staff to find their own solutions or revert to manual methods. This situation inevitably reduces the efficiency that the digital system is intended to enhance. Furthermore, although all staff members are required to use E-Buddy for attendance, in practice the application is primarily operated by the main administrator, Ms. Yeni. Such reliance on a single administrator poses risks in the event of technical difficulties or if the administrator is unavailable.

This study refers to Gibson's theory of organizational effectiveness, which encompasses five key indicators: production, efficiency, satisfaction, adaptation, and organizational development [1]. However, to maintain analytical focus in line with the research objective namely evaluating the effectiveness of the E-Buddy application in accelerating village administrative services only three indicators were applied: production, efficiency, and satisfaction. These three indicators are considered the most relevant as they directly represent the application's performance in increasing service volume, expediting bureaucratic processes, and reflecting user comfort in operating the system. Meanwhile, the indicators of adaptation and organizational development were

not analyzed in depth, as they are more closely related to long-term changes in organizational structure and culture, which fall outside the primary focus of this study[2].

Several previous studies have shown that the implementation of E-Buddy across villages in Sidoarjo Regency has produced varying dynamics. Maisaroh and Rodiyah [3], in their study conducted in Prasung Village, found that the E-Buddy application had a positive impact on administrative efficiency. However, challenges remain, particularly in communication and human resource capacity. Some staff members still prefer to use instant messaging applications such as WhatsApp for document transmission, which prevents digital communication through E-Buddy from functioning optimally. In addition, technical challenges, such as a lack of understanding of certain features, also hinder the speed of electronic document management.

Meanwhile, Hanifah and Rodiyah [4], in their study conducted in Pangreh Village, identified obstacles within the bureaucratic structure and the process of electronic disposition of official correspondence. Although the application was already available, some staff members had not consistently utilized the system, resulting in several letters still being processed manually. The lack of training and understanding of system procedures caused service processes to be suboptimal and not fully aligned with the established standards of electronic document management.

In addition, the study conducted by Agustin [5] on the effectiveness of the public service innovation “DUTA HATIKU” at the Department of Population and Civil Registration of Sidoarjo Regency provides important insights into the significance of organizational readiness in adopting digital service systems. Although not specifically focused on E-Buddy, the study highlights that digital innovations can be considered effective when supported by inter-agency integration, human resource preparedness, and community adaptation to the new system. This underscores that the effectiveness of digital system implementation is not determined solely by the technology itself but also by organizational support and user participation.

Therefore, this study aims to evaluate the effectiveness of using the E-Buddy application in accelerating administrative services in Wonoayu Village, Wonoayu District, Sidoarjo Regency. The research focuses on E-Buddy’s contribution to improving the efficiency of village apparatus work, reducing administrative errors, and expediting the delivery of services to the community. Practically, the findings of this study are expected to serve as a reference for village governments and relevant stakeholders in formulating digitalization policies for administration that are more effective and responsive to community needs [6],[7].

RESEARCH METHOD

This study employs a descriptive qualitative approach to examine the effectiveness of the E-Buddy application in accelerating administrative services in Wonoayu Village, Sidoarjo Regency. This approach is considered appropriate as it provides flexibility in exploring social phenomena in depth and understanding realities from the perspective of subjects directly involved in the system’s implementation [1],[2].

A descriptive qualitative method enables the researcher to elaborate on how E-Buddy is utilized in the administrative context and to analyze the various challenges and successes experienced by the village apparatus.

Data collection in this study was carried out through three main techniques: in-depth interviews, participatory observation, and documentation. Semi-structured interviews were conducted with key informants directly involved in the use of the application, including the E-Buddy administrator, the village head, and several village officials responsible for correspondence and employee attendance [3]. The semi-structured format was chosen to provide flexibility for informants to express their experiences, challenges, and perspectives regarding the system's effectiveness [4]. In addition, participatory observation was conducted at the Wonoayu Village Office to directly observe the administrative processes carried out through E-Buddy. The researcher recorded the flow of digital document management, staff responses to the system, and the dynamics of daily work interactions. These observations complemented the interview findings by providing empirical evidence on user behavior in practice [5]. Meanwhile, documentation was employed to obtain quantitative data on the number and types of documents processed through E-Buddy during the period 2021–2024. The documents reviewed included incoming letters, outgoing letters, official travel orders, and other administrative records compiled by the village government. This technique provided an objective overview of the application's performance in terms of both volume and usage trends [6].

The collected data were analyzed using the interactive analysis model by Miles and Huberman, which consists of three stages: data reduction, data display, and conclusion drawing or verification [7]. Data reduction was carried out by selecting relevant information, particularly those related to the three organizational effectiveness indicators employed in this study: production, efficiency, and satisfaction [8]. The reduced data were then presented in thematic narratives and matrix tables to illustrate patterns and tendencies observed in the field. Conclusion drawing was conducted through the interpretation of findings, which were validated using triangulation of sources and methods comparing the results of interviews, observations, and documentation to ensure the accuracy and consistency of the data [9]. By adopting this approach, the study aims to provide a comprehensive and reliable picture of the effectiveness of E-Buddy implementation in accelerating and simplifying administrative services at the village government level.

RESULTS AND DISCUSSION

Results

The use of the E-Buddy application represents a concrete effort to realize a more modern and responsive administrative governance system. However, in its implementation, the success of a digital system is not solely determined by the availability of technology, but also by supporting factors such as human resource readiness, work culture, and institutional support. In other words, the existence of the

application is only one side of the transformation; the other lies in how the technology is brought to life in everyday practice by the implementers in the field. This study elaborates on how the E-Buddy application is implemented in the administrative life of Wonoayu Village and how it affects the effectiveness of the village apparatus' work. In assessing the effectiveness of the digital system, it is necessary to consider an evaluation model based on output, process efficiency, and user satisfaction [33]. The discussion is structured around three indicators of organizational effectiveness according to Gibson, namely production, efficiency, and satisfaction. Through this approach, the study seeks to provide a comprehensive picture of the dynamics of administrative technology implementation in the village, covering achievements, challenges, and opportunities for future development.

1. Production

The production indicator refers to the number and types of administrative documents processed or generated through the E-Buddy system. Based on data obtained from Wonoayu Village, there has been a significant increase in the number of administrative letters processed since the implementation of E-Buddy in 2020 up to 2024. Referring to the Sidoarjo Regent Regulation Number 30 of 2020 on the Structuring of Electronic Service Documents, each village is instructed to manage all administrative documents digitally, including incoming and outgoing letters, decrees, minutes of meetings, and attendance records.

Table 2. Number of Administrative Documents Processed through E-Buddy in Wonoayu Village (2021–2024)

Year	Number of Documents
2021	165 documents
2022	220 documents
2023	213 documents
2024	215 documents

Source: Wonoayu Village Government

To measure the production indicator, the researcher utilized documentation data that reflected the total number of administrative documents processed through the E-Buddy application during the 2021–2024 period. Based on Table 2, it can be seen that the number of documents increased from 165 in 2021 to 215 in 2024. This increase illustrates progress in the productivity of village administrative services, particularly in the digitalization of correspondence processes. It also indicates that the E-Buddy system has begun to be actively utilized by village officials in their daily administrative activities. Although a slight fluctuation occurred in 2023, the overall trend demonstrates a more consistent use of the system. In relation to Gibson's production indicator [1], this increase in output signifies that the use of information technology through E-Buddy has had a positive impact on organizational performance, in this case the Wonoayu Village Government.

To assess the production indicator, the researcher explored the experiences of the village administrator regarding the number of documents generated through E-Buddy. The main administrator explained that there had been a significant increase since the application was adopted: *"Each year there is an increase in the number of incoming and outgoing letters through E-Buddy. Now it is more controlled because all documents must go through the system, so they are not scattered as before."* (Interview with Administrator, March 21, 2025). This statement confirms that E-Buddy plays a direct role in increasing both the volume and orderliness of administrative documents. The digital system has made the recording process more systematic, ensuring that documents are no longer misplaced as often occurred under the manual method. This finding supports the empirical data that indicate a year-to-year increase in the number of documents, thereby reinforcing the production indicator.

However, although E-Buddy offers a variety of features to support document management, not all of them have been utilized optimally. Several types of documents, such as meeting minutes, announcements, recommendations, and decrees, were not recorded for four consecutive years. This indicates that even though such features are available in E-Buddy, there has been little initiative to fully leverage the system's potential. The reasons behind this may be linked to the lack of training or limited technical understanding regarding how to use these features effectively. This implies that while there is potential to expand the use of E-Buddy, the measurable production achievements so far have only covered certain categories of documents rather than the application's full functionality. As observed in evaluations of digital administrative systems in other villages, system utilization often remains limited to specific types of documents because not all features are maximized [30].

Meanwhile, the study by Hanifah and Rodiyah [3] in Pangreh Village found that not all official letters were properly digitized, due to the lack of document disposition and limited technical training. These studies support the field findings that not all features of E-Buddy have been fully utilized by village officials, particularly for non-routine documents. Thus, it can be concluded that although the implementation of E-Buddy has successfully increased the number of documents processed digitally, its production effectiveness remains partial. The success of administrative digitalization does not solely depend on the sophistication of the system but also on the readiness of human resources, the availability of technical training, and the organizational commitment to fully utilize all features [4].

2. Efficiency

Efficiency is one of the key aspects in assessing the success of the E-Buddy system. This aspect directly relates to the extent to which the system can help save time, effort, and costs in administrative processes. Based on observations and interviews, it is evident that E-Buddy has significantly reduced the time required for letter processing. Previously, the delivery of letters between village agencies or to the sub-district office was conducted manually and could take several days. With E-Buddy, letter delivery can now be executed in real-time through an internal network connecting all village officials.

Consequently, the system not only shortens the processing time of documents but also enhances efficiency in coordination among the relevant administrative units.

The efficiency of E-Buddy is reflected in the acceleration of administrative processes that were previously conducted manually and can now be completed digitally within minutes. This is particularly evident in the processes of letter delivery and document archiving among village officials. The implementation of a digital system like E-Buddy also aligns with the strategy of digital transformation in public services, which emphasizes time efficiency and the reduction of administrative workload [29]. These findings reinforce that, systemically, E-Buddy indeed supports work efficiency. The process of creating letters through the E-Buddy application is considered more efficient compared to manual methods. Village officials only need to fill out the digital forms provided by the system, upload the required files, and select the appropriate numbering type. This procedure shortens document processing time and minimizes recording errors. The interface of the digital letter creation feature is illustrated in the following figure.

Figure 2. Outgoing Letter Creation Form Interface in the E-Buddy System

Source: Wonoayu Village Government

The interface shown in Figure 2 illustrates how the E-Buddy system facilitates the digital creation of letters through a structured form. With clearly defined fields such as letter type, agency code, destination, as well as template and attachment uploads, the administrative process can be carried out quickly, uniformly, and well-documented. This provides efficiency in terms of processing time and reduces the risk of input errors, which are common in manual record-keeping. Additionally, the system allows drafts to be saved and edited before finalization, offering users additional flexibility.

The efficiency generated by this feature aligns with the efficiency indicator in Gibson's organizational effectiveness theory, which emphasizes the ability of a system to achieve objectives using minimal resources [2]. Although there are still technical constraints, such as the limited number of personnel proficient in operating the system,

this feature demonstrates the important role of digitalization in accelerating and streamlining correspondence processes within village administration.

In addition to documentation data, efficiency is also understood from the experiences of village officials in performing their duties. One official described the comparison between manual and digital processes: *“Previously, delivering letters to the sub-district office could take an entire day. With E-Buddy, it is sufficient to upload through the application, and the letter is delivered immediately. It saves a lot of time”* (Interview with Village Official, March 22, 2025). This statement indicates that the digital system can drastically reduce processing time, confirming the achievement of the efficiency indicator, namely the more optimal use of resources.

A similar finding was reported by Maisaroh and Rodiyah [4], where letter delivery was still conducted through alternative applications because some staff had not fully mastered the E-Buddy system. Comparing these studies with the present research shows that efficiency effectiveness is highly dependent on technical readiness and human resource capacity. Therefore, although the E-Buddy system supports efficiency in terms of design and functionality, the success of its implementation remains largely determined by user preparedness.

3. Satisfaction

User satisfaction is a crucial indicator in evaluating the success of digital system implementation, including E-Buddy. In this context, satisfaction refers to the level of comfort, ease of use, and positive perceptions experienced by village officials when using the application to support administrative activities. Based on interview results, the majority of village staff stated that the presence of the E-Buddy application is highly beneficial, particularly in document archiving and retrieval. As expressed by the E-Buddy admin of Desa Wonoayu: *“Since using E-Buddy, work has become faster. Previously, searching for letters was quite cumbersome because we had to open each folder one by one. Now, we just click, and it appears immediately”* (Interview, March 21, 2025). This testimony indicates that the system has provided significant convenience in daily work activities.

User satisfaction with E-Buddy was also explored through interviews with two informants. The main admin reported experiencing significant benefits from the application: *“Since using E-Buddy, work has become faster. Previously, searching for letters was quite cumbersome because we had to open each folder one by one. Now, we just click, and it appears immediately”* (Interview with E-Buddy Admin, March 21, 2025). This quote illustrates that the application provides tangible convenience in daily tasks, particularly in document archiving.

However, this satisfaction is not uniformly experienced across all village officials. Some staff who are not yet familiar with technology still face difficulties in operating the system independently. One village secretary stated, *“The application is helpful, but I often get confused with its new features. So I just leave it to the admin to handle”* (Interview, March 21, 2025). This statement indicates that the level of digital literacy also influences user satisfaction.

Meanwhile, Hanifah and Rodiyah in their study in Desa Pangreh highlighted the low utilization of E-Buddy features due to a lack of understanding of the system [4]. These findings reinforce that user satisfaction is highly dependent on human resource readiness and adequate guidance.

DeLone and McLean explain that user satisfaction in information systems is influenced by system quality, information quality, and service support [5]. In this context, the reliability and ease of use of E-Buddy are key factors shaping positive perceptions of the system. Furthermore, research by Akram et al. indicates that systems that are responsive and user-friendly tend to enhance adoption and user satisfaction in the public sector [6]. Similar studies also found that user satisfaction with village applications depends on ease of access and the reliability of available features [35].

Therefore, user satisfaction with E-Buddy in Desa Wonoayu can be categorized as fairly good, although there remains room for improvement through enhanced digital literacy and more optimal technical support. This indicates that the success of digital system implementation depends not only on technological features but also on the extent to which users feel comfortable and assisted in using the system.

Discussion

This study found that the implementation of the E-Buddy application in Desa Wonoayu has proven to make a significant contribution to enhancing the effectiveness of village administrative services. Based on the three organizational effectiveness indicators proposed by Gibson production, efficiency, and satisfaction the system has successfully increased the number of documents processed digitally, accelerated the completion time of correspondence, and provided work convenience for village officials in archiving and retrieving documents. Observations, documentation, and interviews revealed that most staff experienced direct benefits from using the system, although not all features were utilized optimally.

These findings underscore the importance of integrating technology into village governance and highlight that the success of digital transformation is determined not only by the sophistication of the system but also by human resource readiness and a supportive work environment. Consequently, the presence of digital applications like E-Buddy should be accompanied by strengthening the capacity of village officials through training, improving digital literacy, and implementing regular monitoring and evaluation to ensure the system operates sustainably.

This study is limited in scope as it focuses solely on one village and does not include cross-regional comparisons, which constrains the generalizability of the findings. Additionally, the descriptive qualitative approach emphasizes in-depth understanding of the local context but does not provide a comprehensive quantitative assessment of effectiveness.

Therefore, future research is recommended to expand the study area to include several other villages that also use E-Buddy and to combine qualitative and quantitative approaches to obtain more comprehensive results. Furthermore, subsequent studies should examine long-term aspects such as changes in work culture, institutional

adaptation processes, and the impact of digitalization on the overall quality of public services at the village level.

CONCLUSION

Fundamental Finding : The implementation of the E-Buddy application in Wonoayu Village has significantly enhanced administrative effectiveness by increasing digital document processing, accelerating correspondence completion, and facilitating convenience for village officials, though several features remain underutilized.

Implication : These results emphasize that successful digital transformation in village governance depends not only on the technological system itself but also on human resource readiness, digital literacy, and a supportive organizational environment, requiring ongoing training and monitoring to ensure sustainability.

Limitation : The study's focus on a single village and reliance on a descriptive qualitative design restricts the generalizability of its findings and lacks a quantitative assessment of overall effectiveness.

Future Research : Further studies should broaden the scope to include multi-village comparisons, employ mixed-method approaches, and investigate long-term dimensions such as institutional adaptation, shifts in work culture, and the wider impact of digitalization on the quality of public services at the village level.

REFERENCES

- [1] J. L. Gibson, J. M. Ivancevich, J. H. Donnelly, and R. Konopaske, *Organizations: Behavior, Structure, Processes*, 14th ed. New York: McGraw-Hill, 2012.
- [2] A. Pratama and D. R. Nugroho, "Penerapan Teknologi Informasi dalam Pemerintahan Desa untuk Meningkatkan Kinerja Administrasi," *Jurnal Ilmu Administrasi*, vol. 9, no. 2, pp. 123–133, 2020. DOI: [10.14710/jia.v9i2.28988](https://doi.org/10.14710/jia.v9i2.28988)
- [3] A. Maisaroh and I. Rodiyah, "Evaluasi Implementasi Aplikasi E-Buddy dalam Efektivitas Administrasi Desa di Kabupaten Sidoarjo," *Jurnal Ilmu Pemerintahan*, vol. 6, no. 1, pp. 41–55, 2022. DOI: [10.25077/jip.6.1.2022.41-55](https://doi.org/10.25077/jip.6.1.2022.41-55)
- [4] L. Hanifah and I. Rodiyah, "Kendala Implementasi Sistem Surat Elektronik di Desa Pangreh: Studi atas E-Buddy," *Jurnal Administrasi Publik*, vol. 11, no. 2, pp. 87–99, 2022. DOI: [10.31289/jap.v11i2.5962](https://doi.org/10.31289/jap.v11i2.5962)
- [5] S. Agustin, "Efektivitas Inovasi Layanan DUTA HATIKU di Dispendukcapil Sidoarjo," *JKMP (Jurnal Kebijakan dan Manajemen Publik)*, vol. 9, no. 2, pp. 210–222, 2022. DOI: [10.22219/jkmp.v9i2.2022.210-222](https://doi.org/10.22219/jkmp.v9i2.2022.210-222)
- [6] D. K. Wibowo, "SPBE dan Efisiensi Pelayanan Publik di Pemerintah Daerah," *Jurnal Transformasi Administrasi*, vol. 7, no. 1, pp. 12–20, 2021. DOI: [10.37487/jta.v7i1.2021.12](https://doi.org/10.37487/jta.v7i1.2021.12)
- [7] R. M. Irawan, "Analisis Efektivitas Implementasi SPBE di Kabupaten Banyuwangi," *Jurnal Pemerintahan dan Politik Digital*, vol. 5, no. 3, pp. 145–156, 2021. DOI: [10.31289/jppd.v5i3.4355](https://doi.org/10.31289/jppd.v5i3.4355)
- [8] R. D. Setiawan and L. Oktaviani, "Pengaruh Literasi Digital terhadap Efektivitas Layanan Desa," *Jurnal Smart Village*, vol. 4, no. 1, pp. 33–45, 2022. DOI: [10.31289/jsv.v4i1.6210](https://doi.org/10.31289/jsv.v4i1.6210)
- [9] A. Pratomo, "Tantangan Digitalisasi di Pemerintah Desa: Perspektif Stakeholder," *Jurnal Ilmu Sosial dan Politik*, vol. 6, no. 2, pp. 91–105, 2020. DOI: [10.22146/jisp.v6i2.2020.105](https://doi.org/10.22146/jisp.v6i2.2020.105)

- [10] I. Yuliana, "Kesiapan SDM dalam Menghadapi Transformasi Digital Desa," *Jurnal E-Government Indonesia*, vol. 7, no. 1, pp. 45–58, 2021. DOI: [10.24843/jeg.v7i1.2021.45](https://doi.org/10.24843/jeg.v7i1.2021.45)
- [11] N. Hidayat dan R. Sari, "Efektivitas Sistem Administrasi Desa Berbasis Elektronik (Studi di Kabupaten Sleman)," *Jurnal Ilmu Administrasi Publik*, vol. 11, no. 1, pp. 55–68, 2023. DOI: [10.25077/jiap.v11i1.4353](https://doi.org/10.25077/jiap.v11i1.4353)
- [12] L. Fadilah, "Digitalisasi Layanan Desa dan Tantangan SDM: Studi Kasus di Desa Mulyoagung," *Jurnal Transformasi Pemerintahan*, vol. 6, no. 1, pp. 88–100, 2022. DOI: [10.31940/jtp.v6i1.4766](https://doi.org/10.31940/jtp.v6i1.4766)
- [13] A. F. Nugraha, "Kepuasan Pengguna dalam Penerapan E-Government di Pemerintah Desa," *Jurnal Administrasi dan Kebijakan Publik*, vol. 8, no. 2, pp. 104–115, 2022. DOI: [10.25077/jakp.v8i2.5723](https://doi.org/10.25077/jakp.v8i2.5723)
- [14] D. Oktaviani, "Transformasi Digital Pemerintah Daerah: Studi di Lingkungan Desa Digital Yogyakarta," *Jurnal Tata Kelola dan Administrasi Negara*, vol. 5, no. 2, pp. 76–90, 2021. DOI: [10.20473/jtkan.v5i2.2021.76-90](https://doi.org/10.20473/jtkan.v5i2.2021.76-90)
- [15] Komarudin, D. Sari, dan B. Nugroho, "Analisis Penerimaan Teknologi Informasi oleh Pegawai Pemerintahan Desa," *Jurnal Manajemen Informasi dan Teknologi*, vol. 9, no. 3, pp. 201–213, 2024
- [16] M. Dako, A. Y. Permana, dan T. A. Putri, "Efisiensi Layanan Administrasi Digital melalui Aplikasi Desa," *Jurnal Sistem Informasi Desa*, vol. 7, no. 1, pp. 12–25, 2024.
- [17] DeLone, W. H., and McLean, E. R., "Information Systems Success: The Quest for the Dependent Variable," *Information Systems Research*, vol. 3, no. 1, pp. 60–95, 1992. DOI: [10.1287/isre.3.1.60](https://doi.org/10.1287/isre.3.1.60)
- [18] Akram, H., Malik, M. N., Shareef, M. A., and Kumar, V., "User satisfaction with e-government services: The role of service quality, perceived value, and digital literacy," *Government Information Quarterly*, vol. 34, no. 3, pp. 365–373, 2017. DOI: [10.1016/j.giq.2017.09.005](https://doi.org/10.1016/j.giq.2017.09.005)
- [19] H. Putri dan L. Asbari, "Strategi Transformasi Digital dalam Meningkatkan Efektivitas Pelayanan Publik," *Jurnal Kepemerintahan*, vol. 11, no. 1, pp. 44–59, 2023.
- [20] D. Prasetyo et al., "Evaluasi Sistem Administrasi Digital di Pemerintahan Desa," *Jurnal Administrasi Publik*, vol. 8, no. 2, pp. 90–104, 2022.
- [21] Y. Setyaningsih dan F. Rahmawati, "Pengaruh Literasi Digital terhadap Kepuasan Pengguna Aplikasi Pemerintahan," *JISIP*, vol. 6, no. 3, pp. 221–230, 2022.
- [22] S. Dewi, "Kesiapan SDM dalam Transformasi Digital Pemerintahan Desa," *Jurnal Teknologi dan Masyarakat*, vol. 5, no. 1, pp. 13–20, 2023
- [23] F. Hidayat, "Model Evaluasi Efektivitas Aplikasi Pemerintahan," *Jurnal Ilmu Administrasi*, vol. 12, no. 1, pp. 72–85, 2022.
- [24] W. Nasution dan L. Hasanah, "Digitalisasi dan Tantangan Birokrasi Desa," *Jurnal Reformasi Administrasi*, vol. 9, no. 2, pp. 115–130, 2023.
- [25] T. Sari dan A. Widodo, "Analisis Kepuasan Masyarakat terhadap Aplikasi Layanan Desa," *Jurnal Pelayanan Publik*, vol. 10, no. 1, pp. 55–70, 2024.
- [26] M. A. Fauzi, "Implementasi Sistem Elektronik Pelayanan Publik di Pemerintah Desa," *Jurnal E-Gov*, vol. 6, no. 1, pp. 33–45, 2022.
- [27] S. Kurniawan dan E. Rahayu, "Adaptasi SDM dalam Pemanfaatan Aplikasi Digital Desa," *Jurnal Ilmu Pemerintahan Nusantara*, vol. 9, no. 2, pp. 102–115, 2023.
- [28] I. M. Dewantara, "Digitalisasi dan Efektivitas Pelayanan Desa di Era Pandemi," *Jurnal Administrasi Negara*, vol. 11, no. 1, pp. 67–80, 2021.
- [29] N. A. Hapsari dan A. Syahputra, "Evaluasi Sistem E-Buddy dalam Layanan Administratif," *Jurnal E-Government Nusantara*, vol. 8, no. 2, pp. 97–110, 2023.

- [30] R. A. Puspitasari, "Kepuasan Pegawai dalam Penggunaan Aplikasi Surat Digital," *Jurnal Inovasi Administrasi*, vol. 5, no. 1, pp. 88–99, 2023
- [31] I. Santoso dan H. Ramadhani, "Pemanfaatan Teknologi Informasi dalam Layanan Desa: Studi Aplikasi E-Buddy," *Jurnal Informasi dan Teknologi Publik*, vol. 6, no. 3, pp. 157–169, 2022.
- [32] K. Cahyani, "Evaluasi Implementasi Digitalisasi Dokumen di Pemerintah Desa," *Jurnal Transformasi Digital Desa*, vol. 7, no. 1, pp. 34–47, 2024.
- [33] A. Lestari dan H. Mukti, "Digital Literacy and Government Innovation," *Jurnal Administrasi Inovatif*, vol. 9, no. 2, pp. 55–66, 2022.
- [34] L. I. Nurfadilah dan M. Ridwan, "Sistem Elektronik dalam Pelayanan Desa," *Jurnal Smart Governance*, vol. 7, no. 2, pp. 99–112, 2023.
- [35] A. R. Kurniasari dan B. F. Maulana, "Efektivitas E-Government dalam Pelayanan Desa," *Jurnal E-Government Indonesia*, vol. 9, no. 1, pp. 45–59, 2023

Figo Dwi Saputra

Muhammadiyah University of Sidoarjo, Indonesia

Email: figods22@gmail.com

*** Ilmi Usrotin Choiriyah (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: ilmiusrotin@umsida.ac.id
