

Implementation of Village Information System in Increasing Public Information Disclosure in Kendalpecabean Village Candi District, Sidoarjo Regency

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ABSTRACT

Objective: This study aims to analyze the Implementation of Village Information System (SID) in improving Public Information Disclosure in Kendalpecabean Village, Candi District, Sidoarjo Regency. **Method:** This study uses a descriptive qualitative approach with data collection techniques through observation, interviews and documentation. **Results:** The results of the study show that SID contributes significantly in improving transparency, public services and efficiency of village administration. However, there are still several obstacles such as limited human resources who do not fully understand technology, and the preparation of standard operating procedures (SOPs) is not optimal. Policy implementation is analyzed using the theory of Erward III which includes indicators of communication, resources, disposition and bureaucratic structure. **Novelty:** The findings of the study show that although the infrastructure and commitment of the implementers have been supportive, training, the preparation of SOPs and efforts to increase public trust in SID still need to be improved. This research emphasizes the importance of strengthening capacity and support from local governments so that the implementation of SID is more optimal in village governance.

INTRODUCTION

As an autonomous entity, villages can manage government affairs and community needs themselves, especially in the implementation of public services in their administrative areas. These services include the provision of public goods and services as well as administrative services [1]. Public services in the form of goods include the provision of village facilities and infrastructure, such as the construction of roads and bridges. The service-based public services include various village government programs, such as assistance for MSMEs and the provision of health services for the underprivileged. Meanwhile, administrative services are a form of mandatory services organized by the village government in accordance with the provisions of laws and regulations, which aim to protect individuals, families, honor, dignity and property. As a service provider, the village government must prepare various aspects to provide the best service to the community, which includes the provision of public service facilities, the placement of competent human resources, and the preparation and determination of service standards [2].

According to Law Number 6 of 2014 concerning villages, the government currently pays special attention to rural development by allocating village funds of 10% of the state budget, so the government requires every village to develop a Village Information System (SID) [3]. SID is a platform used to manage various data in the village [4]. The SID contains information related to population data, public services, legal products and information about village activities and programs managed by the village

government [5]. The implementation of the Village Information System (SID) improves the efficiency of village administration through the integration of population, financial and service data electronically. This minimizes slow and error-prone manual processes, making data processing faster, more accurate, and more efficient in resource usage [6].

The creation of a village website (SID) is the first step in developing *e-government*, with the aim of providing access to information and services of village government offices to the community. The implementation of *the e-government system* in Indonesia is regulated in the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 regarding the National Policy and Strategy in the Development of *E-Government*. The *impres* stipulates that every government institution, both at the central and regional levels, is obliged to design, develop and implement *the concept of e-government* in each agency, especially in terms of providing information to the public. Through Governor's Regulation Number 53 of 2021 concerning Electronic-Based Government Systems (SPBE), the East Java Provincial Government encourages the implementation of village governance that is integrated with the use of information technology [7]. *E-government* is a system that aims to integrate various government agencies and facilitate public access to the information they need. The presence of *e-government* is expected to further strengthen government organizations and management and increase effectiveness and efficiency [8].

The development of the democratic era requires information disclosure for the public, so the government stipulated Law Number 14 of 2008 concerning Public Information Disclosure. At the beginning of its implementation, the Public Information Disclosure Law was intended to build good governance, also known as *good governance*[9]. The application of the principle of good governance in line with Law Number 14 of 2008 is manifested in public services, especially in the field of administration, which shows the development of the era of globalization and digitalization through the application of advanced technology in governance. Since 2010, every government agency and public organization has been required to provide an official website as a form of good governance implementation.

Public information disclosure is increasingly encouraged every year as it develops. The main thing to realize an open country is to provide convenience for the public to access information. The more open a public body is, the better its accountability will be. Many government agencies at the central level have official websites with domains. go.id. Public information disclosure is not only applied in the central government, but also applied at the regional level, either at the provincial, district or city levels. The implementation of public information disclosure extends to the lowest government unit, namely the village, with the aim of providing easy access to information for the community. Based on Village Law Number 6 of 2014, the implementation of public information disclosure has been implemented at the village level since 2014 [10].

The implementation of an Electronic-Based Government System (*e-government*) is an important step in supporting the realization of *smart cities*. Through the use of Information and Communication Technology (ICT), the public service process can be carried out more efficiently, on target and transparently. The *smart city concept* aims to create effective interaction between the government and the community, so that the

aspirations and needs of residents can be met through efficient, adaptive and interconnected services. In order to realize a smart city, Sidoarjo Regency stipulated Regent Regulation Number 46 of 2018 which regulates the governance of information and communication technology as part of the implementation of *e-government* [11]. Kendalpecabean Village, Candi District is one of the areas in Sidoarjo Regency that has implemented the Regent Regulation by developing a Village Information System (SID). This system can be accessed through www.kendalpecabean.com to facilitate services and the dissemination of information effectively and efficiently.



Figure 1. Front Page of Kendalpecabean Village Information System, Candi District
Source: www.kendalpecabean.com, 2025

Based on Figure 1, the main page of the website of Kendalpecabean Village, Candi District, displays the Village Information System (SID) which is designed to support good governance practices. This system utilizes information technology in accordance with applicable regulations in Indonesia. With the existence of SID in Kendalpecabean Village, the community gets ease in accessing village information through the official website, which includes population data, social conditions, village activities to financial information that is always updated. The village information system has various benefits, one of which is the results of statistical data processing that can be used as a basis for formulating and perfecting policies, strategies and programs for village government organizers and implementers. In addition, this system also supports improving the quality of policy implementation resources and supports development in rural areas.



Figure 2. Statistical Data on Visitors to the Kendalpecabean Village SID Website in 2022-2024
Source: Kendalpecabean Village Apparatus, 2025

Based on the graph data above, it can be seen that in 2024 Kendalpecabean Village has a Village Information System (SID) which has been visited 63,607 times. This number has increased compared to 2023, the Village Information System recorded 47,236 visitors. This figure also far exceeds the relatively low number of visitors in 2022, which was 2,674 visitors. It is clear that the Village Information System (SID) in Kendalpecabean Village plays an important role and is needed by the community. The increase in the number of visitors reflects that SID plays a key pillar in realizing public information disclosure in the village.

Kendalpecabean Village, located in Candi District, Sidoarjo Regency, was chosen as the object of study in this study for certain reasons. The implementation of the Village Information System is inseparable from the obstacles faced by the village government and the community, especially related to the capacity of human resources, both in terms of managers and recipients of information. The results of observations in the field regarding the implementation of SID in Kendalpecabean Village show that there are several obstacles faced by the village government. The main problem faced is that not all village apparatus master information technology well, so they experience difficulties in managing the Village Information System (SID). The second problem faced is the lack of trust of residents in providing their personal data to the village government. This is due to concerns that the data could be misused, such as being used to register online loans without their knowledge. If these obstacles are not immediately addressed, then the great potential offered by digital transformation in village government will be difficult to realize [12].

The problems that arise in the Kendalpecabean Village Government are in line with several previous studies that discussed the Implementation of the Village Information System (SID) to Increase Public Information Disclosure. First, research conducted by Titis Ayu Angganten in 2024 entitled "The Implementation of E-Government to Support Transparency and Public Information Disclosure in Tapak Village, Magetan Regency". The research uses a qualitative approach with a descriptive type of research. The obstacle in the implementation of the Village Information System (SID) in Tapak Village, namely human resources (HR) is still inadequate, as can be seen from the educational history and the average age of the village apparatus who are elderly. Conditions like this can be an obstacle in the management of official websites and the smooth dissemination of information online. However, with the recruitment of new devices, there is now a new hope to bring updates in village digital management [13].

Second, in 2024 Muhammad Hamdi Mutazir, Toto Kushartono and Bayu Septiansyah conducted a research entitled "Implementation of the Village Information System (SID) in the Context of Realizing Public Information Disclosure in Warung Bambu Village, East Karawang District, Karawang Regency". In the implementation of SID in Warung Bambu Village, the obstacles faced include the lack of socialization related to SID by the Warung Bambu Village government, as well as the lack of clarity of information provided to the community. In addition, not all officers have an adequate understanding of SID due to age limitations and the quality of human resources (HR). This causes difficulties in maintaining system management facilities and infrastructure [14.]

Third, research conducted by Arief Setyawan, Achluddin Ibnu Rochim and Bambang Kusbandrijo in 2022 entitled "The Use of Village Information Systems in Public Services in the Wonokerto Village Government, Lumajang Regency, East Java Province". In this study, it can be concluded that the implementation of the Village Information System (SID) in public services in the Wonokerto Village Government, Tekung District is still not optimal because its implementation has not been effective. The use of SID is influenced by several inhibiting factors which include limited expertise or understanding of technology due to lack of available training, as well as the lack of human resources at the Wonokerto Village Office in operating SID [15]

Based on this background description, the researcher is interested in conducting an in-depth study on the implementation of the Village Information System (SID) in Kendalpecabean Village, Candi District, Sidoarjo Regency. The purpose of this research is to identify various problems that arise in the implementation of the Village Information System (SID). The theoretical basis used is the implementation theory of Edward III, which consists of communication indicators, resources, disposition and bureaucratic structure.

RESEARCH METHOD

This study uses a qualitative approach with a descriptive method. The location of the research is in Kendalpecabean Village, Candi District, Sidoarjo Regency, with consideration to analyze the challenges in the implementation of the Village Information System (SID). The data collection technique was carried out through observation in the field and conducting interviews with local village officials. The type of data used consists of primary data and secondary data. Primary data are obtained through direct observation and interviews, while secondary data are sourced from relevant documentation and literature review.

The technique of taking informants was carried out by purposive sampling by involving the village head and village officials as the main informants. The data obtained was analyzed using the Miles and Huberman model, which includes four core stages. First, data collection is carried out through documentation, observation and interviews during the research process. Second, data reduction is carried out to summarize, focus and transform the data that has been collected, starting from the moment the researcher determines the focus of the research area. Third, the presentation of data is carried out systematically and logically to facilitate the drawing of conclusions. Fourth, drawing conclusions is carried out by recording, decomposing, and grouping data based on various proportions so that it can produce conclusions from research findings. This research focuses on the application of the Village Information System (SID) using the Edward III theoretical framework, which emphasizes four main indicators, namely communication, resources, disposition, and bureaucratic structure.

RESULTS AND DISCUSSION

Currently, the Kendalpecabean Village Government is implementing the Village Information System, which is the application of computer-based technology used to organize and manage data and administrative activities in the village office. The important role of this system can be seen in supporting village government activities, such as asset management, village financial management and services to the community. The main advantage of this system is to encourage the creation of effective, efficient, transparent and accountable performance in village offices. On the other hand, people get convenience in obtaining information about their villages. Based on its contents, the Village Information System (SID) includes the following features:

1. Village Profile (village history, village area profile, village community profile and village potential profile)
2. Village Data (administrative area data, education data and employment data).
3. Village administration and information services related to government, village development, and rural area development.



Figure 3. Service Menu on the Kendalpecabean Village Information System Website
Source: www.kendalpecabean.com, 2025

In order to understand the application of the Village Information System (SID) in Kendalpecabean Village, Candi District, Sidoarjo Regency, there are a number of aspects that need to be considered based on the theory of Implementation. In this study, the author refers to the theory of Edward III, which states that there are four main indicators in the implementation process. The four indicators are as follows:

1. Communication, with the following indicators:
 - a. Transmission (information channeling)
 - b. Clarity of Information Delivery
 - c. Consistency
2. Resources, with the following indicators:
 - a. Human Resources (HR)
 - b. Non-Human Resources
3. Attitude of the Implementer, with the following indicators:
 - a. Characteristics of the Implementer (attitude of the policy implementer)
4. Bureaucratic Structure, with the following indicators:
 - a. SOP (working mechanism)
 - b. Fragmentation (spread of responsibility)

Communication

Communication plays an important role in policy implementation. This relates to how policy information is conveyed to the public and stakeholders, as well as how they respond to the policy. In addition, communication between institutions also plays an important role in the process of dissemination and changes related to public policy. In the implementation of policies, an important aspect in communication that must be considered is the way of delivery and the clarity of the content of the message. According to George C. Erward III as quoted by Deddy Mulyadi (2018:68), success in implementing policies depends on the implementation of the implementation of what they have to do. Effective communication is very important in supporting the successful implementation of the Village Information System (SID) in Kendalpecabean Village. Through clear communication, implementers can accurately understand the applicable policies and regulations. Thus, policies and technical rules related to the Village Information System (SID) are expected to be implemented consistently in accordance with the initial planning objectives. Therefore, every policy that will be implemented needs to be conveyed effectively and clearly, so that it can be implemented consistently and in line with the goals that have been set from the beginning.

1. Transmission

An important role in the implementation of policies lies in how information is conveyed by the implementing party. In the implementation of SID in Kendalpecabean Village, community groups are the main target of the delivery of this information. Communication is carried out through socialization activities. This was conveyed by Mochamad Junaidi as the SID Operator on April 11, 2025 as follows:

"At that time, after the term of office of the Head of Kendalpecabean Village ends, the election of the Village Head will be held. In this process, I was asked to update the data, at that moment I also used it to socialize the importance of data in the Village Information System to the community".

Good and appropriate information distribution is very important to ensure that the implementers or implementers have a clear understanding of the policies to be implemented. Thus, the implementation process can take place optimally. On the other hand, the lack of understanding from the implementers of the policies to be implemented can hinder the success of the implementation of the policy, this can have a negative impact on the implementation of programs and the quality of services to the community.



Figure 4. Documentation of SID Socialization to the Community

Source: Kendalpecabean Village Apparatus, 2025

2. Clarity

A clear understanding of the implementers of the content of a policy plays an important role in determining the success of the implementation of the policy. In the context of the Implementation of the Village Information System (SID), it is very important for implementers to have a deep understanding of how to use the various features available in the web-based Village Information System (SID). If the implementer does not understand these features, this can be an obstacle and even slow down the process of implementing policies and community services.

Table 1. Understanding of Village Apparatus related to SID

Indicators	Number of Implementers (SID Operators)
Understand	1
Not Understood Yet	2

Source: Kendalpecabean Village Apparatus, 2025

Based on the table presented, it appears that the policy implementers have not fully understood the Village Information System (SID). This condition indicates that they do not have adequate readiness and information regarding the SID implementation mechanism. Therefore, it is very important for the party in charge to convey policy information clearly so that the understanding of the implementers of the policy can increase. In addition, training or technical guidance also needs to be provided to policy implementers so that they can master the applications used in the implementation of the Village Information System (SID).

3. Consistency

The success of a policy or program is greatly influenced by consistency in the application of rules. When rules are applied consistently and consistently, policymakers on the ground will find it easier to understand and implement them. Therefore, cooperation between the government and policy actors is needed to establish firm and easy-to-understand rules to ensure effective implementation and minimize errors in its implementation. Based on the explanation from the SID Operator, that the training related to the Village Information System Website from the Sidoarjo Regency Government or Diskominfo has not been fully maximized. This was conveyed by Mochamad Junaidi as the SID Operator on April 11, 2025, as follows:

"The training organized by the district government to Village Information System (SID) operators has not been carried out optimally. In the initial stage, the activity was only in the form of socialization or appeals, without being accompanied by direct use practices. Therefore, SID operators in Kendalpecabean Village are forced to learn independently through YouTube and assistance from other village leaders".



Figure 5. SID Training Documentation
Source: Kendalpecabean Village Apparatus, 2025

Consistency in the implementation of rules is an important factor for the successful implementation of a policy. Therefore, it is important for policymakers and implementers to work together in formulating clear and harmonious rules in implementing programs. In its implementation, the SID program needs to be supported by structured socialization and information delivery activities as well as regular training, so that the implementers have an appropriate understanding of the procedures and conditions for using the SID website.

Based on the results of observations in the field, a number of findings were found on the communication dimension related to the Implementation of the Village Information System (SID) in Kendalpecabean Village, such as the transmission indicators that have been running well. Meanwhile, in the clarity indicator, it was found that not all policy implementers understood the features in the SID. Furthermore, the consistency indicator has also not been maximized due to the lack of training or technical guidance (Technical Guidance) by the Sidoarjo Regency Government and the Sidoarjo Diskominfo.

Resources

Resources are an important element to support the operations of an organization. The availability of resources and their placement in the implementation of policies has a very important role, because the lack or lack of optimal resources can result in failure in policy implementation. According to George C. Erward III quoted by Deddy Mulyadi (2018:68), even though a policy has been conveyed clearly and consistently, its implementation will still not run effectively if the implementer lacks the necessary resources. Thus, various efforts are needed to ensure the availability of human resources, budget allocation, physical facilities, accurate information or data, and adequate networks in the policy implementation process. By looking at the following elements:

1. Human Resources

Human resources are interpreted as the capacity and quality of individuals who carry out their duties in the implementation of public policies in Kendalpecabean Village. The success of policy implementation is highly dependent on the presence of competent staff. If the policy implementers are incompetent or the number is insufficient, then the effectiveness of policy implementation can be hampered. As a result of the interview conducted on April 11, 2025, Mochamad Junaidi as the SID Operator revealed:

"SID operators in Kendalpecabean Village consist of two people, but only one fully understands the management and maintenance of SID, besides that he also serves as the main admin of SID in this village. One other operator is more focused on data input due to their limited understanding".

Skilled staff who have sufficient understanding of the Village Information System (SID) will greatly contribute to ensuring the successful implementation of policies in the village. Therefore, there is a need to make efforts to provide training to staff so that they can acquire the skills and knowledge needed to carry out their duties optimally, so that policies can be implemented effectively and efficiently.

Table 2. List of Village Information System Website Managers

Name	Position	Information
Mochamad Junaidi	Kaur Planning	Main Admin SID
Khusen	Head of Government	User/User SID

Source : Kendalpecabean Village Apparatus, 2025

Referring to the data presented in table 3, it can be seen that the management of the Village Information System (SID) website is carried out by two village officials who in their duties, principals and functions do not have the responsibility to carry out services and the public. However, based on the information obtained, Mochamad Junaidi, who serves as the Head of Planning and acts as the main admin of the Village Information System (SID), is considered competent in the management and maintenance of the SID. Meanwhile, Khusen who serves as the Head of Government plays the role of a user or user of the Village Information System (SID) who also assists in the data input process.

2. Non-Human Resources

In addition to human resources, the Kendalpecabean Village Government also budgets funds annually for the management of the Village Information System (SID) website, which includes the maintenance and renewal of hosting services and domains related to the village's SID website. However, the budget does not include the provision of honorariums for website managers.

Table 3. Budget of the Kendalpecabean Village SID Website

Year	Budget	Source of Funds
2024	IDR 2,000,000,-	Village Fund
2023	Rp. 3.293.962,-	Village Fund
2022	IDR 3,000,000,-	Village Fund

Source: Kendalpecabean Village Finance Department, 2025

Based on the data in the table above, it can be seen that the management of the Village Information System (SID) website of Kendalpecabean Village has received a budget allocation that is in accordance with the whole, such as for the cost of extending hosting or domain. This statement was conveyed by the Head of Planning of

Kendalpecabean Village, Mochamad Junaidi, in an interview conducted on April 11, 2025:

"The management of SID in Kendalpecabean Village is currently only limited to maintenance, such as the hosting arrangement that is budgeted every year. Additional incentives for SID operators are not allowed because they are included in the village apparatus's tupoksi. In the future, budgeting is planned for the Chairman of RT who has assisted in updating data, with notes through deliberation and budget availability".

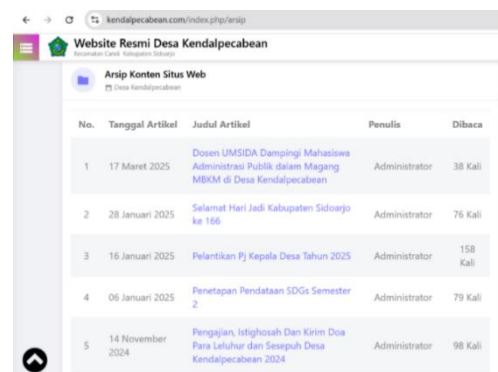
In addition to human resources and budget, supporting facilities such as facilities and infrastructure are also needed to support the implementation of SID in Kendalpecabean Village. As a SID admin, the need for facilities that include internet and computer networks is very important to support effective policy implementation. Complete facilities can facilitate policy implementation and increase the efficiency and effectiveness of work. This statement is supported by Moch. Junaidi Junaidi, as the main admin of SID, in an interview conducted on April 11, 2025:

"At the time, broken computers and printers were budgeted to support the SID program. Along with the upgrade to the online system, servers and hosting are needed, so the village treasurer allocates the budget and asks for the approval of the Village Head and Village Secretary. If the internet has been available for a long time, but recently the speed has been increased again".

The results of observations in the field show that the resource dimension has been optimally met. This is reflected in the availability of human resources, budget allocation, and facilities and infrastructure that support the implementation of the Village Information System (SID) in Kendalpecabean Village, Candi District, Sidoarjo Regency.

Disposition

The attitude of the implementer is one of the important factors that determine the effectiveness of the implementation of the policy. Important qualities that should be possessed by implementers include honesty and strong commitment. This statement is in line with the opinion of George C. Erward III quoted in Deddy Mulyadi's work (2018:68), that disposition refers to the traits or character possessed by policy implementers such as commitment, honesty and democratic attitude.



No.	Tanggal Artikel	Judul Artikel	Penulis	Dibaca
1	17 Maret 2025	Dosen UMSIDA Dumpingi Mahasiswa Administrasi Publik dalam Mengajar MBKM di Desa Kendalpecabean	Administrator	38 Kali
2	28 Januari 2025	Selamat Hari Jadi Kabupaten Sidoarjo ke 166	Administrator	76 Kali
3	16 Januari 2025	Pelantikan PJ Kepala Desa Tahun 2025	Administrator	158 Kali
4	06 Januari 2025	Penetapan Pendataan SDGs Semester 2	Administrator	79 Kali
5	14 November 2024	Pengajian, Istighosah Dan Kirim Doa Para Leluhur dan Sesepuh Desa Kendalpecabean 2024	Administrator	98 Kali

Figure 6. Kendalpecabean Village Information System (SID) Article Menu Page

Source: www.kendalpecabean.com, 2025

Based on the picture above, in the implementation of SID in Kendalpecabean Village, SID operators show a high commitment to honesty. This can be seen from the attitude of the operator who also plays the role of a news compiler, who always conveys information or reports based on actual facts without manipulating data. Meanwhile, the high commitment of policy implementers will encourage them to carry out their duties, authorities, functions and responsibilities in accordance with applicable regulations. The results of the interview conducted on April 11, 2025, Mochamad Junaidi as the SID operator revealed:

"The initial commitment of the village apparatus (SID operator) to keep the data from being lost and can be sustainable according to its function. Usually related to data updates is carried out on Sundays or free time, in the form of checking data and inputting activities that have been then by the village which is then uploaded as a news article".

From this statement, it can be seen that there is a willingness and commitment from the implementers of the Village Information System (SID) policy in Kendalpecabean Village to take time outside of working hours to update data on the SID website. In addition, Mochamad Junaidi as the village official also added:

"Socialization is carried out in every meeting and through the institution's Whatsapp group. In addition, all village institutions are also invited to collaborate in efforts to build villages to be more advanced, especially through supporting devices related to SID".

This shows the commitment of the village apparatus to maintain the sustainability of the Village Information System (SID), by inviting all related parties to collaborate actively. The results of field observations show that the disposition dimension has been well implemented. This is reflected in the honest attitude shown by the SID Operator in conveying information in accordance with real conditions in the field. In addition, there is also a strong commitment from the village apparatus to continue to maintain the sustainability of the Village Information System (SID).

Bureaucratic Structure

One of the important aspects that determines the success of the implementation of the Village Information System (SID) policy is the bureaucratic structure. This structure refers to the pattern of relationships and coordination between the implementing institution (agency) and the party that implements the policy. Based on the theory of Erward III (in Leo Agustino, 2016), there are two characteristics that can strengthen the performance of bureaucratic or organizational structures, namely the existence of Operational Standards (SOPs) and the level of fragmentation.

1. Operational Standards (SOP)

In policy implementation, a clear structure is needed because structure also plays an important role in supporting the successful implementation of policies. Clarity of standard operating procedures will also make it easier for implementers to implement the policy. A good and clear structure is a structure that has Standard Operating Procedures (SOP). According to George C. Erward III in Mulyadi (2018:68), the organizational structure responsible for implementing policies has a very important role

in the successful implementation of the policy. One of the important aspects in every organization is the existence of SOPs, because it provides clarity about the stages or flows in implementing policies, especially related to the management of the Village Information System (SID) website in Kendalpecabean Village so that the process runs optimally. In an interview on April 11, 2024, SID Operator Moch. Junaidi said:

"The SOP in Kendalpecabean Village is currently still limited to data input and reporting activities, and is only applied to the main admin of SID. There is no standard SOP specifically designed for community services related to SID, so it is still a responsibility that needs to be completed in the future".

Based on this statement, it can be seen that the implementation of Standard Operating Procedures (SOP) related to SID in Kendalpecabean Village has not run optimally. This is because the current SOPs are only intended for policy implementers, while SOPs that regulate services to the community have not been realized.

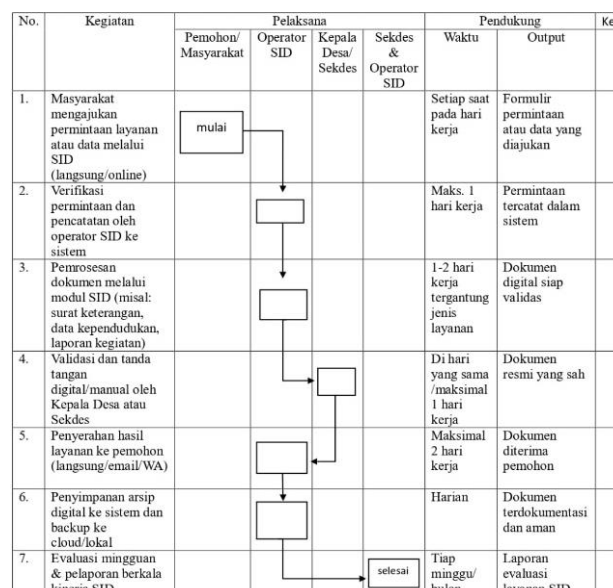


Figure 7. SOP SID Kendalpecabean Village
Source: Kendalpecabean Village Apparatus, 2025

2. Fragmentation

Doing fragmentation will ensure that each activity, program or activity is managed by a work unit that is in accordance with its area of expertise. Thus, the implementation will be more optimal because it is handled by policy implementers who have adequate competence and capability. A fragmented bureaucratic structure supports the effectiveness of policy implementation because it is carried out by competent and capable parties. The results of the interview with SID Operator, Mochamad Junaidi on April 11, 2025 are as follows:

"The division of tasks has been carried out according to the potential expertise they have. The Village Head is the person in charge, the Head of Planning is the main admin, while the other operators are only as users or users".

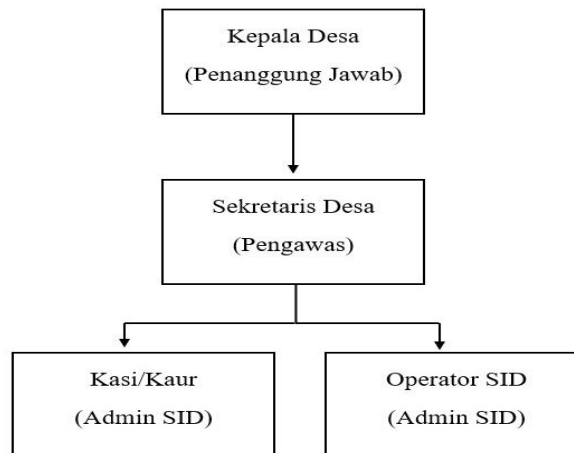


Chart 1. Tupoksi Managing SID of Kendalpecabean Village
Kendalpecabean Village Apparatus Source, 2025

Based on this presentation, it can be seen that the division of tasks in the management of the Village Information System (SID) in Kendalpecabean Village has been running optimally. This is shown by the adjustment of tasks that have been carried out in accordance with the competence of each village apparatus. Although in the duties, principals and functions (tupoksi), the Head of Planning is not responsible for public services, but his duties still support the smooth management of SID.

Based on the results of observations in the field regarding the dimensions of the Bureaucratic Structure, the findings on the Operational Standard Indicators (SOP) have not been carried out optimally. This is shown by the existence of SOPs that only apply to policy implementers, while there is no SOP for services to the community related to SID. Meanwhile, the fragmentation indicator has been running optimally because the division of tasks related to the management of the Village Information System (SID) in Kendalpecabean Village is in accordance with its field of expertise.

CONCLUSION

Fundamental Finding : The implementation of the Village Information System (SID) in Kendalpecabean Village on communication indicators shows quite good efforts in transmitting information through direct socialization to the community. However, there are still obstacles in terms of clarity of delivery, where not all policy implementers understand the features available in the system as a whole. In addition, training activities have not been completely consistent, which results in the implementation process not being optimal. Furthermore, for resource indicators, the availability of human resources (HR) who understand SID technicalities is still limited, but it has been supported by budget allocation and adequate technology facilities such as computers and networks,

although it has not been accompanied by special incentives for managers. In the disposition indicator, there is a strong commitment from the implementers, especially SID operators. In carrying out their duties, they are honest and responsible, even outside of working hours as a form of dedication to the sustainability of SID. Finally, from the indicators of bureaucratic structure, obstacles are still found related to the lack of standard SOPs for services to the community related to SID. However, in the aspect of fragmentation, the implementation system has shown good performance with the division of tasks based on the competence of each village apparatus. **Implication** : These findings affirm the importance of strengthening the capacity of village apparatus in managing information technology to support transparent and accountable village governance. The implementation of SID is not only the provision of information media, but also a strategic instrument in building public trust and realizing the principles of good governance at the village level. **Limitation** : The scope of this study is limited to the local context of Kendalpecabean Village, so the results do not represent the overall condition of the village in Sidoarjo Regency or other areas. This study also highlights the perspective of village officials and observation results, while community participation as direct users of SID has not been studied in depth. **Future Research** : The next study is suggested to compare the implementation of SID in several villages to obtain a more comprehensive picture of the success factors and obstacles that arise. In addition, quantitative research on community satisfaction as direct users of SID is also needed to assess the extent to which this system is able to improve the effectiveness and quality of public services at the village level.

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