

## Implementation of Village Information System (SID) as a Form of Village Government Digital Governance

Farid Anfasa Muluk<sup>1</sup>, Isna Fitria Agustina<sup>2</sup>

<sup>1,2</sup> Muhammadiyah University of Sidoarjo, Indonesia



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### ABSTRACT

**Objective:** This study aims to evaluate the implementation of the Village Information System (SID) as a form of digital governance in Sugihwaras Village, Candi Sub-district, Sidoarjo Regency. **Method:** Descriptive qualitative approach using semi-structured interviews with village officials (village head, village secretary, SID operator), direct observation of activities in the village office and SID website, and documentation study of village regulations, financial reports, and population data. Data analysis followed a cycle of reduction, presentation, and verification according to Miles & Huberman. **Results:** The results showed that the SID began operating in 2022 and has replaced manual processes with a website platform that provides modules on village profiles, news/announcements, self-service, documentation, and superior products. The implementation of SID improves administrative efficiency, budget transparency, and citizen participation, especially the younger generation, although community digital literacy and the quality of internet connections are still major obstacles. Support from the local government and village institutions plays an important role in the smooth implementation. **Novelty:** The novelty of this study lies in the use of the New Public Management (NPM) framework to assess the integration of the principles of efficiency, transparency, accountability, and public orientation in the implementation of SID at the village level. In addition, this study maps the challenges of digital literacy and infrastructure in villages, and formulates applicable policy recommendations for sustainable information technology-based institutional capacity building.

## INTRODUCTION

In the growing digital era, technological transformation has penetrated into various aspects of life, including governance [1]. Village government as the smallest unit in the state structure has not escaped the influence of this digital revolution [2]. The implementation of the Village Information System (SID) is one of the important breakthroughs in realizing transparent, accountable, and participatory village governance [3]. This initiative is in line with the spirit of Village Law No. 6/2014, which emphasizes the importance of strengthening village capacity through the use of information technology [4]. SID is not only an administrative tool, but also a symbol of a paradigm shift towards village governance that is inclusive and responsive to community needs [5].

This initiative is explicitly supported by Law No. 6/2014 on Villages, specifically in Article 86 paragraph (1) which states that "The Village Government has the right to access information through the Village Information System developed by the Regency/City Government." Furthermore, paragraph (2) states that "The Village Information System as referred to in paragraph (1) is managed by the Village Government and can be accessed by the village community." This provision emphasizes that villages are not only given the right to access and manage information systems, but

are also required to provide the widest possible access to information to the community as a form of public information disclosure.

The development of SID in Indonesia is motivated by the need to overcome classic challenges of village governance, such as weak documentation systems, slow public services, and lack of transparency in village fund management [6]. So far, many villages still rely on manual systems that are prone to data errors, duplication of information, and process inefficiencies [7]. On the other hand, village communities are increasingly demanding fast and accurate services, especially in the context of managing social assistance programs, infrastructure development, and financial reporting [8]. SID comes as a solution to mitigate these problems by integrating population data, village assets, budget planning, and public services in one unified platform [9].

The implementation of SID not only involves technical aspects, but also touches on social, cultural, and ethical dimensions [10]. The application of technology in village governance must consider community readiness, digital literacy, and inherent local wisdom values [11]. For example, in some areas, the adoption of SID faces resistance due to distrust of digital systems or lack of understanding of their benefits [12]. On the other hand, the success of SID in increasing citizen participation through online complaint features or virtual discussion forums shows the potential of technology to strengthen participatory democracy at the grassroots level [13].

**Table1 .** Number of Villages by Base Transceiver Station (Bts), Cellular Phone Signal, and Cellular Phone/Handphone Internet Signal

Number of Villages according to the presence of Base Transceiver Station (Bts), Cellular Phone Signal, and Cellular Phone/ Mobile Internet Signal

Year	BTS Presence		Cell Phone Signal Strength			
	Available	None	Very strong	Strong	Weak	No signal
2018	4.062	4.434	1.784	5.429	1.276	7
2021	4.826	3.670	2.447	5.334	714	1
2024	5.121	3.373	3.178	4.924	390	2

Source: BPS East Java. Village Potential Statistics of East Java Province 2018, 2021, 2024

**Table 2 .** Number of Villages by Village Information System in East Java

Number of Villages by Village Information System in East Java

Year	Existing, updated	Existing, not updated	Does not exist
2018	5.883	783	1.055
2021	6.095	748	878
2024	6.718	540	463

Source: BPS East Java. Village Potential Statistics of East Java Province 2018, 2021, 2024

Equally important is the wide digital divide between urban and rural areas. Although the central government has launched various strategic initiatives such as the construction of the Palapa Ring fiber optic backbone, the reality on the ground shows that the accessibility and quality of internet connections in many villages, especially those located in remote and mountainous areas, are still far from ideal [14]. Based on table 1 and table 2 data from the Central Bureau of Statistics (BPS) of East Java Province (Podes) in 2024, out of a total of 8,494 villages/sub-districts, 390 villages/sub-districts have weak cellular phone signals and even 2 villages/sub-districts have no signal at all. As for the existence of Village Information Systems (SIDs), only 6,718 villages/kelurahan have them, and among these, there are still 540 SIDs that are not updated [15]. This suggests that despite progress, the digital divide and system maintenance challenges remain crucial barriers to SID implementation.

Fluctuating speeds, network disruptions, and relatively high internet costs often limit the ability of village officials to access and utilize the Village Information System (SID) to its full potential [16]. On the other hand, non-technical challenges such as low digital literacy and lack of technical experience among village officials also weaken the effectiveness of SID implementation [17]. Therefore, strengthening the capacity of human resources through continuous training programs ranging from the introduction of the SID interface, database management, to the analysis of village financial reports is a crucial step that must be integrated in each implementation phase [18]. The village website operational training program succeeded in building a dynamic website and increasing the effectiveness of village officials in disseminating public information [19]. Intensive training and mentoring of village officials is essential, as it can significantly improve their knowledge and skills in managing SID [20]. Without the support of reliable infrastructure and simultaneous improvement of human resource competencies, the potential for digital transformation in village governance will only stop at partial efforts, so that the main objectives of increasing transparency, accountability, and public participation in village development are difficult to realize optimally [21].

Based on observations and literature review of the implementation of the Village Information System (SID), it was found that digitization efforts have shown progress but with varying challenges. Mail and data management through the digital service system has been achieved, but this achievement still requires an increase in the digital literacy of the community so that the benefits can be more widely felt. Regular updates to the village agenda remain a crucial area to ensure information is relevant and comprehensive. Furthermore, the community's ability to monitor reports and file complaints online needs more intensive socialization to improve understanding of digital access. Finally, the self-service and open access features for the community, although available, are considered to be not optimally utilized, indicating that increased socialization focused on the elderly is needed to ensure the inclusiveness of digital public services in the Village.

This research uses *New Public Management* (NPM) theory as the main analytical framework in assessing the extent to which modern managerial principles have been integrated into the village governance process through the implementation of the Village

Information System (SID) [22]. NPM emphasizes the importance of efficiency, transparency, accountability, and public service orientation as the main foundations of modern public sector administration. In the context of village governance, these principles are very relevant to examine how information technology innovations such as SID can replace conventional bureaucratic practices that have been considered slow, inefficient, and less open. Through NPM theory, this study evaluates the implementation of SID not only from the technical operational side, but also from the managerial and cultural aspects that reflect the work patterns of government organizations that are adaptive to the needs of the community.

The implementation of SID should also be seen as an effort to achieve the Sustainable Development Goals (SDGs), particularly point 16 on inclusive and accountable governance [23]. With SID, villages can ensure that every policy and budget is based on valid data, so that development is more focused and targeted [24]. Concrete examples can be found in several villages in East Java, where SID has successfully increased the transparency of village fund allocations and facilitated citizen participation in planning meetings through digital platforms [25].

Previous research from Kurniawati & Mursyidah examined the title (*The Effectiveness of Information Systems in Public Service in Kalidawir Village Sidoarjo Regency: The Effectiveness of Information Systems in Public Service in Kalidawir Village Sidoarjo Regency*). Through a descriptive qualitative approach and Sutrisno's effectiveness measurement theory, they found major obstacles such as the inactivity of the SID application, the lack of socialization to the community, and village officials who are burdened with managing many applications at once. The recommendations of this study emphasize the need to increase the capacity of village human resources and a structured socialization strategy so that SID truly supports transparency and accountability of public services [26].

Novianti & Agustina examined "Village Information System (Sid) Effectiveness In Improving Village Administrative Services." The results showed that the service was effective. However, the web-based SID has not been said to be effective because many elderly people have difficulties with this online system due to the lack of socialization from the local government [27].

Anggraeni, Haryati, & Ferriswara (2025) (*Implementation of Smart Governance in Smart Villages*) examined the implementation of smart governance in the concept of smart villages in Sidoarjo Regency. The study focuses on three aspects of public services, village information systems, and village fund management, all of which utilize ICT. The results show that the integration of SID with e-government accelerates administrative services, facilitates access to information for citizens, and creates transparency in village budget management [28].

Nofita & Hariyanto (2022) (*The Use of E-Gov Through the Village Financial Information System (Siskeudes) and the Village Information System (SID) as a Means of Transparency of Financial Planning and Management in Sidoarjo Regency*) evaluated the use of e-government through Siskeudes and SID in financial planning and management in

Tanggulangin District. Their qualitative study revealed that Siskeudes acts as the "heart" of village financial governance, while SID becomes the main medium for the community to monitor and verify financial reports, thereby improving the timeliness, accuracy, and level of transparency of village financial management [29].

Overall, the four previous studies have strong links to theory, both by measuring the results of implementation and by identifying constraints and prerequisites. This makes them a solid theoretical and empirical foundation for studying the implementation of SID in Sugihwaras Village. It is important to conduct an in-depth study of the implementation of the Village Information System (SID) as a form of digital governance innovation at the village level. This research specifically focuses on finding out how well the implementation of SID with website media in Sugihwaras Village, Candi Subdistrict, Sidoarjo Regency.



**Figure 1.** Sugihwaras Village SID Website, Sidoarjo. Accessed April 16, 2025  
*Source: SID website Sugihwaras Village, Sidoarjo*

Based on this description, it is important to conduct an in-depth study of the implementation of the Village Information System (SID) as a form of digital governance innovation at the village level. Therefore, this study is interested in analyzing the extent of SID implementation in Sugihwaras Village, Candi Subdistrict, Sidoarjo Regency. To measure the success of the SID implementation, this study will use NPM indicators which include efficiency, transparency, accountability, and public service orientation. The purpose of this research is to evaluate the extent to which the implementation of SID in Sugihwaras Village has achieved the four NPM indicators.

## RESEARCH METHOD

This research fundamentally adopts a descriptive qualitative approach, a strategic methodological choice to explore in depth the complexities of implementing the Village Information System (SID) as a manifestation of digital governance innovation at the village level. This approach was chosen for its capability to reveal the layered social

reality, inherent organizational dynamics, and diverse perceptions of key actors in Sugihwaras Village, Candi Sub-district, Sidoarjo District. The research location was determined purposively, considering that the village has implemented SID but still faces a series of relevant technical and non-technical challenges. The research subjects included village officials and those who interacted directly or indirectly with village digital services. Data collection was conducted through triangulation of three main techniques: semi-structured in-depth interviews, direct observation of public service activities and SID website interactions, and documentation studies of regulations, financial reports, and population data. Data were analyzed using reduction, presentation, and verification techniques, as proposed by Miles and Huberman [30]. The entire analysis process was deeply interpreted and linked to the NPM theoretical framework, serving as the main analytical lens to evaluate the implementation of the SID from the perspectives of operational efficiency, effectiveness of goal achievement, accountability of resource management, and orientation towards improving the quality of public services. This NPM approach allowed the researcher to assess the extent to which digital governance practices in the village reflect modern managerial principles that are results- and performance-oriented, while identifying areas of continuous improvement.

## RESULTS AND DISCUSSION

### *Results*

The Sugihwaras Village Government, located in Candi Sub-district, Sidoarjo Regency, is one of the villages that has implemented the Village Information System (SID) application as a supporting tool in efforts to improve village governance management. This application provides convenience for the village government, especially in terms of data collection and updating as well as public services carried out by village officials as application operators.

This section presents key findings from the research on the implementation of the Village Information System (SID) in Sugihwaras Village, Candi Sub-district, Sidoarjo District. The results of observations and in-depth interviews are described systematically, followed by a discussion that analyzes these findings within the framework of New Public Management (NPM) principles. This discussion aims to identify the extent to which the SID has contributed to improving efficiency, transparency, accountability and public service orientation at the village level, while highlighting challenges and opportunities for improvement.

#### **1. Efficiency**

The results showed that Sugihwaras Village, Candi Subdistrict, Sidoarjo Regency, has implemented the Village Information System (SID) since 2022 through a website-based platform. The implementation of SID aims to replace the manual administration system that has been used with a digital system that is more efficient and transparent.

*"Yes, if possible, it should be a digital era, both Sugihwaras Village and Indonesia in general, if we can use a digital system, namely SID, we can monitor it from our cellphones."*

The village head said that the implementation of SID was carried out as an effort to adapt to the times and to improve the quality of accountable and participatory village governance.

Comparison of the research results with the efficiency principles of New Public Management (NPM) shows that the implementation of SID in Sugihwaras Village has successfully achieved the main objectives related to process optimization. The speed of processing letters and data through the digital service system clearly meets the goal of administrative efficiency, which is at the core of NPM in an effort to improve public sector performance. This digitization effectively reduces reliance on slow and error-prone manual systems. The internal readiness of village apparatus to operate the system independently, even without formal training, indicates good adaptation to new technology. However, observations also underscore that full effectiveness still requires improving the digital literacy of the community. Support from the Sidoarjo local government also confirms that SID is in line with local government policy objectives to strengthen digital governance systems at the local level, which in turn contributes to achieving governance efficiency.

## **2. Transparency**

The SID implementation process in Sugihwaras Village was carried out in stages and coordinated through village institutions such as RT / RW, BPD (Village Consultative Body), LPMD (Village Community Empowerment Agency), and Youth Organization.

*"Through village institutions, this village for information, features or others through village institutions because in village institutions there are RT / RW, BPD, youth organizations that represent Sugihwaras village to be forwarded to residents"*

Said Mr. Sugihwaras Village Head. These institutions are an extension of the village government in conveying SID-related information to the community. Observation of the SID website shows that the available features include village profile, news and announcements, self-service (online forms and complaints), documentation in the form of galleries and public archives, and information on village superior products. However, no formal training has been provided to village officials, but they are considered capable of operating the system independently.

In the context of New Public Management (NPM) transparency principles, Sugihwaras Village's efforts to open access to public information through the SID are very relevant. The availability of village profile modules, news, announcements, and public archives allows the community to monitor budget management and village development. The active role of village institutions in information dissemination reinforces this effort, creating a collaborative approach that is an important foundation in strengthening SID implementation in the field. This inter-agency synergy needs to continue to be strengthened so that implementation does not stop at the technical aspects, but truly reaches the social and participatory dimensions of village government digital governance. Nonetheless, the publication of village budgets and news through the SID is still partially achieved, indicating the need for regular updates to the village agenda to ensure information is always relevant and comprehensive.

### **3. Accountability**

Support from the Sidoarjo local government is also an important factor in the success of SID implementation. The village head said

*"Yes, it is fully supported by the local government and even recommended".*

The local government not only encouraged the use of SID, but also provided assistance in terms of infrastructure and technical matters. In general, the implementation of SID in Sugihwaras Village is considered very effective by the village head because it can speed up administrative processes, increase transparency in budget management, and provide easy access to information for the community. The community, especially the younger generation who are familiar with technology, claimed to feel the direct benefits of SID, especially in terms of public services and access to village development information. However, those with low digital literacy still face difficulties in utilizing this service.

Comparing the research results with New Public Management (NPM) accountability principles shows Sugihwaras Village's commitment to public accountability. The ability of the community to monitor reports and file complaints online is a positive indicator of public participation and accountability mechanisms. These features are essential in NPM practices that encourage accountability for actions and resource management. However, the effectiveness of this accountability is highly dependent on the level of utilization of the features by the public. Therefore, more intensive socialization to improve understanding of digital access is still needed so that the public can make optimal use of these features to encourage stronger accountability.

### **4. Public Service Orientation**

The main obstacle in the implementation of SID in Sugihwaras Village is the low digital literacy of the community.

*"The challenge is to sensitize the community to update so that they can know that there is a website so that the community and PEMDES go hand in hand"*

Said the Village Head. The community still needs to be encouraged and made aware of the importance of accessing information through the village website so that there is synergy between residents and the village government. In addition, although the website interface is quite informative, the use of SID features by residents is still relatively low due to a lack of understanding of digital technology.

Although the SID has been designed to provide easy access to information and services, a comparison with the principle of citizen-oriented in New Public Management (NPM) shows that this aspect has not been fully realized in an inclusive manner. Self-service and open access features for the community, although available, are not optimally utilized. Low digital literacy among the community, especially the older generation, is a crucial challenge that limits full participation from all levels of citizens. This indicates that the success of SID implementation is not only seen from the technical and administrative side, but also needs to be balanced with a social and educational approach. Increased socialization focused on the elderly is needed to ensure the inclusiveness of digital public services in Sugihwaras Village, so that SID truly reaches all levels of society

and reflects the work patterns of government organizations that are more adaptive to community needs.

### **Discussion**

The implementation of the Village Information System (SID) in Sugihwaras Village can be categorized as a progressive first step in building more effective and participatory digital governance at the village level. Since its implementation in 2022, SID has been well integrated into the village administration system. The implementation process was carried out in stages, starting from the introduction of the system to village officials, the utilization of a website-based platform, to the involvement of village institutions such as RT/RW, BPD, LPMD, and Karang Taruna in the process of delivering information to the community. The success of SID implementation in Sugihwaras Village does not solely depend on the village apparatus in terms of structure, but also on the active participation of various village institutions. Each institution has an important role in assisting with information dissemination, digital education, and service monitoring. The following table summarizes the forms of support provided by village institutions in the implementation of SID.

**Table 3.** Role of Village Institutions in Supporting SID Implementation

<b>Village Institution</b>	<b>Role in SID</b>	<b>Communication Media</b>
<b>RT/RW</b>	Socialization of SID information to residents	Community meeting, WhatsApp group
<b>BPD</b>	Monitoring and evaluation of SID implementation	Consultative forum
<b>LPMD</b>	Advocacy for village community needs related to digital services	Village Musrenbang
<b>Youth Organization</b>	Encouraging digital literacy of the younger generation	Training, online educational content

Source: Data from interviews with the head of Sugihwaras Village, 2025

Table 3 shows that the successful implementation of the Village Information System (SID) in Sugihwaras Village relies heavily on collaboration across village institutions that have their own strategic roles. In the context of digital governance, this collaborative approach is an important foundation to ensure that SID does not stop as an administrative innovation, but also reaches the social, participatory and sustainable dimensions of village governance.

The role of RT/RW as actors closest to the community is seen in their function of socializing SID information to residents. Through community meetings and WhatsApp groups, they become the main link between the digital system and the community, enabling public information to be delivered quickly and efficiently. This demonstrates the application of the principles of efficiency and service orientation in the New Public

Management (NPM) framework, where public services are geared towards effectively meeting end-user needs.

The Village Consultative Body (BPD) plays a key role in monitoring and evaluating SID implementation. The deliberative forum becomes a channel to ensure that SID implementation remains within the framework of public accountability. The principles of accountability and transparency as affirmed in the NPM are reflected in this role, as strong oversight is an important element in creating responsive and accountable governance.

The Village Community Empowerment Agency (LPMD) prioritizes advocating for the needs of village communities, especially related to digital services. Its involvement in the Village Musrenbang shows how a development planning process based on data and the real needs of residents can be integrated with information technology. This shows the implementation of the result-oriented principle in the NPM, which prioritizes the tangible achievements of public services based on evaluation and field needs.

Meanwhile, Karang Taruna plays an important role in strengthening the digital literacy of the younger generation. Through training and online distribution of educational content, they help develop the capacity of village human resources to be better prepared for the challenges of the digital era. This approach reflects efficiency in the use of local resources and encourages social innovation, which is an important part of NPM-based bureaucratic reform.

Thus, the synergy between village institutions in the implementation of SID proves that digital governance does not only rely on technology, but is also largely determined by inclusive and responsive institutional support. The main principles of New Public Management such as efficiency, accountability, transparency, and public service orientation have been internalized in the practice of SID implementation in Sugihwaras Village. This collaboration reflects that village digital transformation can be achieved if each local actor is optimally empowered according to their respective capacities and roles.

**Table 4.** Application of NPM Principles in Sugihwaras Village SID

<b>NPM Principle</b>	<b>Implementation in Sugihwaras SID</b>	<b>Implementation status</b>	<b>Notes</b>
<b>Efficiency</b>	Faster mail and data processing through digital service system	Achieved	Still need to improve digital literacy
<b>Transparency</b>	Publication of village budget and news through SID	Partially achieved	Needs regular updates on village agenda
<b>Accountability</b>	Public can monitor reports and file complaints online	Achieved	Socialization to increase understanding of digital access

NPM Principle	Implementation in Sugihwaras SID	Implementation status	Notes
Service orientation	Self-service features and open access for the community	Not yet optimal	Increased socialization of the elderly

Source: Data from interviews with the head of Sugihwaras Village, 2025

Table 4 shows that the implementation of SID in Sugihwaras Village has reflected the main principles of NPM, although there is still room for improvement, especially in the aspect of inclusive public service orientation. Sustainability of training programs, updating digital content and increasing accessibility are important keys to improving information technology-based governance practices.

This discussion analyzes the research findings on the implementation of the Village Information System (SID) in Sugihwaras Village, Candi Subdistrict, Sidoarjo Regency. The analysis is conducted by comparing the results of observations and interviews with the indicators of *New Public Management* (NPM), namely Efficiency, Transparency, Accountability, and Public Service Orientation. The aim was to identify the extent to which the SID has contributed to improved village governance, and highlight relevant implications and areas for improvement.

### 1. Efficiency

Comparison of the research results with the efficiency principles of New Public Management (NPM) shows that the implementation of SID in Sugihwaras Village has successfully achieved the main objectives related to process optimization. The speed of processing letters and data through the digital service system clearly meets the goal of administrative efficiency, which is at the core of NPM in an effort to improve public sector performance. The digitization of effectively reduces reliance on slow and error-prone manual systems. The internal readiness of village officials to operate the system independently, even without formal training, indicates good adaptation to new technology. Support from the Sidoarjo local government also confirms that SID is in line with local government policy objectives to strengthen digital governance systems at the local level, which in turn contributes to achieving governance efficiency. Kurniawati & Mursyidah's research findings highlight obstacles such as the inactivity of SID applications and the workload of village officials who have to manage multiple applications at once, which directly hinders efficient work processes. Thus, although the implementation of SID in Sugihwaras Village shows progress in accelerating administrative services, evaluation of the workload of the apparatus and the stability of the SID application is important to ensure sustainable and optimal efficiency, in line with the core of NPM [26].

### 2. Transparency

Sugihwaras Village's efforts to open access to public information through the SID are very relevant. The availability of information modules on the SID website allows the community to monitor budget management and village development. The active role of

village institutions in information dissemination, as expressed by the Village Head, reinforces this effort, creating a collaborative approach that is an important foundation in strengthening SID implementation in the field. This inter-agency synergy needs to continue to be strengthened so that implementation does not stop at the technical aspects, but truly reaches the social and participatory dimensions of village government digital governance. According to Anggraeni, Haryati, & Ferriswara (2025), their research examines how the implementation of smart governance through SID can create transparency in the management of village funds and facilitate access to information for citizens. Sugihwaras Village's efforts to provide a public information module on the SID website, which allows the community to monitor budget development and management, is a tangible manifestation of the transparency principle emphasized in the study [28].

### **3. Accountability**

Comparing the research results with New Public Management (NPM) accountability principles shows Sugihwaras Village's commitment to public accountability. The ability of the community to monitor reports and file complaints online is a positive indicator of public participation and accountability mechanisms. These features are essential in NPM practices that encourage accountability for actions and resource management. In Nofita & Hariyanto (2022), their study focused on the role of SID as the main medium for communities to monitor and verify village financial reports. The SID features that allow the community to file complaints and monitor reports online in Sugihwaras Village demonstrate a commitment to public accountability, which is a key element of NPM [29].

### **4. Public Service Orientation**

Comparison with the principle of citizen-oriented public services in the NPM shows that this aspect has not been fully realized in an inclusive manner. Self-service and open access features for the community, although available, are not optimally utilized. The low level of digital literacy among the community, especially the older generation, is a crucial challenge that limits full participation from all levels of citizens, as expressed by the Village Head. This indicates that the success of SID implementation is not only seen from the technical and administrative side, but also needs to be balanced with a social and educational approach. Increased socialization focused on the elderly is needed to ensure the inclusiveness of digital public services in Sugihwaras Village, so that SID truly reaches all levels of society and reflects the work patterns of government organizations that are more adaptive to community needs. The aspect of public service orientation in Sugihwaras Village still faces challenges, which is in line with Novianti & Agustina's research, their research highlights that the web-based SID has not been said to be effective because many elderly people have difficulties with this system due to lack of socialization [27]. The suboptimal utilization of self-service features in Sugihwaras Village indicates the need for a more focused social and educational approach to ensure the inclusiveness of digital public services for all levels of society.

Overall, the implementation of SID in Sugihwaras Village is a progressive step in building more effective and participatory digital governance. The implementation of SID

reflects the value of key NPM principles, although there is still room for improvement, especially in the aspect of inclusive public service orientation. Sustainability of training programs, updating digital content, and improving accessibility are key to improving information technology-based governance practices. The successful implementation of SID at this stage is an important momentum for Sugihwaras Village to continue developing a system that is more responsive and adaptive to community needs. For this reason, local policy design is needed to accommodate digital literacy training, continuous socialization, and strengthening collaboration between village institutions in supporting information dissemination. Periodic evaluation of the SID implementation also needs to be carried out to ensure that the implementation process is on target and has a real impact on improving the quality of public services.

## CONCLUSION

**Fundamental Finding :** This study concludes that the implementation of the Village Information System (SID) in Sugihwaras Village represents a significant step in transforming village governance towards digitalization, transparency, and participation, aligned with the mandate of Law No. 6/2014 and the principles of New Public Management. **Implication :** The findings emphasize that SID serves not only as an administrative tool but also as a strategic instrument to foster efficiency, accountability, and citizen engagement, while highlighting the need for continuous support from local government and village institutions to overcome challenges of low digital literacy and infrastructure gaps. **Limitation :** However, the study is limited by its focus on a single village and its reliance on a qualitative approach, which does not capture statistical data on feature usage or community satisfaction levels. **Future Research :** To advance the understanding of SID's role in village development, future studies should adopt mixed-method approaches across multiple villages, integrating both qualitative and quantitative data to evaluate long-term impacts, particularly in relation to digital inclusion, institutional readiness, and contributions to sustainable development goals.

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**Farid Anfasa Muluk**

Muhammadiyah University of Sidoarjo, Indonesia

Email: [faridanfasamuluk@gmail.com](mailto:faridanfasamuluk@gmail.com)

**\* Isna Fitria Agustina (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: [isnaagustina@umsida.ac.id](mailto:isnaagustina@umsida.ac.id)

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