

## Effectiveness of Village Information Systems in the Larangan Village Government

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DOI : <https://doi.org/10.61796/icoss.v2i2.284>

### Sections Info

#### Article history:

Submitted: April 15, 2025

Final Revised: May 01, 2025

Accepted: May 11, 2025

Published: May 24, 2025

#### Keywords:

Village information system

Effectiveness

Human resources

Community participation

Village government Larangan

### ABSTRACT

**Objective:** This study aims to analyze and describe the effectiveness of the Village Information System (SID) in supporting governance and public services in the Larangan Village Government. **Method:** A qualitative approach was employed, with data collected through in-depth interviews and direct observations to capture the performance of SID in practice. **Results:** Findings reveal that the effectiveness of SID can be explained through three main approaches: the source approach, where the quality of human resource management significantly influences system performance, though challenges remain for elderly users with limited digital literacy; the process approach, which highlights community satisfaction as a measure of service quality and alignment with public needs; and the goal approach, which emphasizes the achievement of organizational objectives through transparency, adaptability, and community participation in village development. **Novelty:** This study provides a comprehensive evaluation of SID effectiveness by integrating three theoretical approaches to organizational effectiveness, offering practical insights into digital governance at the village level and highlighting the importance of inclusivity and adaptability in the era of technological transformation.

## INTRODUCTION

An information system is a combination of various components such as people, computers, and information technology, which work together to process data into information to achieve certain goals [1]. It can also be interpreted as a collection of elements that are interconnected to integrate, process, store, and distribute information. In short, information systems are elements that interact systematically to create and shape the flow of information that supports decision making and operational control in an organization [2]. Currently, information technology is a very effective support, making it easier for people in various aspects of life. Technology is widely used as a means of promotion and information dissemination, especially through websites [3]. Websites play an important role because they are able to convey information efficiently and up-to-date, and are easily accessible to people in various regions with only the internet. For example, websites can be used for marketing, education, communication, and promotion [4]. In addition, a website is also an ideal medium to introduce the potential and advantages of a product to a wide audience. A village is an area inhabited by a group of people who have legal unity and the lowest government organization under the sub-district head, although they are not able to manage their own households [5]. Knowledge information in the villages.

Based on Law No. 6/2014 on Villages, every village in Indonesia is required to

have a website or information system to improve transparency and access to information for its citizens. However, in its implementation, villages are faced with obstacles related to the use of domain names [6]. The go.id domain, which is usually used by government institutions, cannot be used by villages. As a result, many villages are forced to use the .or.id domain, which is actually reserved for non-profit organizations. This is a problem, considering that villages are government units, not non-profit organizations [7]. This condition triggered the emergence of initiatives from various villages, such as the Village Development Movement (GDM), which proposed a specific domain for villages. The hope is that this special domain can provide a more precise identity for village websites, as well as make it easier for people to find information related to their village [8].

The benefits of the SID for the community and Larangan Village: Firstly, through village articles published in the SID, the community can learn about the activities that take place in Larangan Village. Secondly, the SID also provides up-to-date information on the development of the population, boundaries, education levels, and other aspects of Larangan Village. Thirdly, the SID serves as a key reference for the Village Head in making policy, as it provides detailed data and information about the profile of Desa Larangan. The community can obtain comprehensive demographic data on the population, including age, gender, and livelihoods. Information on the administrative boundaries of Larangan Village is also available, providing spatial clarity. Furthermore, the SID displays data related to the education level of the community, existing educational facilities, as well as other important information related to village development. The availability of this data is crucial for more targeted and effective village development planning. In terms of support from the Larangan village government, the SID admin and village operators routinely update the data every year with the help of regional operators [9], [10].

Since its implementation, the Village Information System (SID) has brought significant transparency to the Larangan Village community. It is now easier for residents to find out everything that happens in the village, including the various activities that have been implemented [11]. Thanks to the SID, information on village activities is documented and published, allowing the community to monitor and evaluate the performance of the village government. It also opens up space for the community to provide input and suggestions regarding future activities. Not only as a source of information, SID also serves as a forum for active community participation. Residents can even contribute directly by uploading activities in their respective areas to the SID. This shows that SID does not only deliver information, but also empowers the community to provide information about activities in their neighborhood, identify problems, and propose solutions. To facilitate this, each RT and RW is given login access to upload data on activities in their respective areas.

The results of the field research present data on the population of Desa Larangan, grouped by region;

**Table 1.** Population of Larangan Village

No	Area/Head	RW	Number				Total
			Number of RT	Number of households	Number of Men	Number of Women	
1	Larangan-Barat Settlement Hamlet	01	3	150	240	234	474
2	Larangan-Selatan Settlement Hamlet	02	5	330	525	524	1.049
3	Larangan-Utara Settlement Hamlet	03	5	219	340	339	679
4	Minggir-Timur Settlement Hamlet	04	3	254	399	409	808
5	Park Jenggala-Utara Housing Hamlet	05	4	151	235	242	477
6	Park Jenggala-Tengah Housing Hamlet	06	5	141	226	221	447
7	Park Jenggala-Selatan Housing Hamlet	07	5	176	244	281	525
8	Larangan Mega Asri Housing Hamlet	08	9	242	428	446	874
9	Mutiara Citra Graha Housing Hamlet	09	8	254	453	450	903

Source: Official website of the Larangan Village Government (2024) [12]

This data shows that Larangan Village is divided into 9 (RW) areas. Each RW functions as an organizational unit that oversees a number of (RT), based on neighborhoods [13]. Each RW also houses several households, which reflects the diversity and social interaction within the community. The formation of these groups aims to simplify administrative affairs and public services, as well as encourage community participation in social activities and village development [14]. In addition, the data also details the number of residents in each RW, separated by gender, namely male (L) and female (P). This information is crucial for understanding the demographic makeup of Larangan Village, which can later be used to design more targeted development strategies and public service provision. By knowing the number of households and individuals in each RT and RW, the village government can more easily formulate policies that are aligned with the needs of local residents [15].

Some previous research conducted by [16] with the title Village Information System in Improving Web-Based Public Services. The results of this study found that the Village Information System with a computerized system. The system can provide report information and administrative services more effectively so that village officials can be

easier in serving the community. A mobile web-based village information system that can facilitate the community in finding the information needed so that it can improve services, it is proven that the services provided by the Lesung Batu Village government are effective, fast and precise. In addition, there is also previous research conducted by [17] with the title Effectiveness of the Village Information System (SID) in Improving Administrative Services. The research proves that the human resources in charge of operating the SID have shown satisfactory performance and are in line with the vision of the village government. However, there are still significant challenges, especially regarding the technological capabilities of senior citizens. This underscores the importance of more inclusive socialization efforts from the village government to ensure that the system is utilized by all levels of society. In addition, there was also a previous study conducted by [18] with the title Effectiveness of Website Use in the Village as an Information Service for the Community. This study aims to determine the effectiveness of using the Dasok Village website to disseminate information to the entire community. The research subjects were village officials and Dasok villagers. This research uses descriptive qualitative research. The aim is to describe what happened as it should be at the time of the research. The results show that: (a) the quality of the system can be easily used and the information on the website is in accordance with the actual situation; (b) user satisfaction with the system is not quite satisfied and the lack of socialization evenly to the community in the village; (c) the quality of information is easy to understand, the completeness of the system has not been fulfilled, security is quite good and has good accuracy [19].

Field observations revealed several problems related to the implementation of the web-based village information system in Desa Larangan: First, there is a lack of uniformity in human resource (HR) capabilities among village officials. Varying educational backgrounds, experiences, and ages lead to differences in the mastery of information technology and the ability to operate the SID. Some village officials are proficient, while others may still struggle with computer basics, depending on the individual. Second, although the SID has very complete features, such as online correspondence services, land data, assets, and poverty data, these features have not been maximized. This is because there are various similar applications provided by local governments for the community, such as Sipraja, Prodeskel, Sipades, Siks-NG, and others. The existence of various applications with overlapping functions confuses village officials and the community, and causes duplication of work [10].

Based on the research issues that have been described, the author wishes to analyze the results of a study entitled The Effectiveness of Web-Based Information Systems in Larangan Village through the perspective of Martin and Lubis' theory. According to [11], the effectiveness of a Village Information System (SID) can be evaluated through three main perspectives: 1) Resource Approach: Focuses on the human resources that manage the SID. The performance of operators and staff greatly influences the effectiveness of the system. However, challenges arise when people, especially the elderly, have difficulty accessing technology. 2) Process Approach: Measures the quality

of services provided by the village government to the community. Effectiveness is measured by community satisfaction with the services received. 3) Goals Approach: Assesses the extent to which the SID achieves predetermined goals, such as information transparency and community participation in village development.

## RESEARCH METHOD

This research applies a qualitative descriptive method. The descriptive method itself is a research approach that aims to describe problems that occur at this time or are ongoing. The main objective is to describe events as they are during the research period. In line with that, [12] explains that qualitative research focuses on understanding phenomena related to the experiences of research subjects, such as behavior, motivation, perception, action, and other aspects. The collection of information in this study was conducted in a narrative manner, mainly through interviews. The research location was conducted in the government of Larangan Village, Candi Subdistrict, Sidoarjo Regency, which will be the main focus in data collection.

The focus of the research uses the theoretical concepts of [13] which evaluate the effectiveness of information systems. This study uses Martin and Lubis' theory, which includes three main indicators, namely: 1) Source approach (operator performance evaluation), 2) Process Approach (service quality), and 3) Target Approach (accuracy of program targets). The data collection techniques used were collected through three main methods: direct observation, interviews with key informants, and literature study. Purposive sampling is a method of selecting informants based on specific criteria that are closely related to the research objectives. The selected participants should ideally have a comprehensive understanding and direct experience of the village information system, in order to provide valid and in-depth data. According to Sugiyono, purposive sampling is a sample selection method based on specific objectives, namely selecting individuals who are considered to best understand the information needed. The process of determining informants was carried out deliberately based on criteria relevant to the research needs, where the informant in this study was the head of planning in Larangan Village. Direct observation was conducted to see firsthand how the system runs, while interviews aimed to obtain in-depth information from those involved. Literature study was used to collect theories relevant to the research [14].

## RESULTS AND DISCUSSION

### *Results*

Effectiveness has two dimensions, namely theoretical and practical, which emphasize a thorough and in-depth analysis in a study. As a determinant of the success of an action, effectiveness serves as a benchmark to evaluate the extent to which the targets set by an agency or institution are achieved. It aims to observe the development and progress that has been achieved. In line with the thoughts of Etzioni and his colleagues (1985: 54-55) in their work, *Modern Organization*, effectiveness is defined as

the level of organizational success in realizing its goals (as cited in [15]. This research uses the direct interview method with informants to collect as much information as possible that is relevant to the research objectives. Therefore, through interviews, information is obtained as expected by the author according to the theory of [16] as follows:

### 1. Source Approach

Measuring organizational effectiveness can be done by evaluating its capacity to secure and optimize the use of resources needed to realize its targets. This method emphasizes how the organization obtains and empowers inputs from the external environment in order to produce the expected outputs. According to [17], the source approach is the human resources that manage the SID. The performance of operators and staff greatly influences the effectiveness of the system. However, challenges arise when people, especially the elderly, have difficulty accessing technology. This approach measures the effectiveness of inputs by prioritizing the organization's success in obtaining the necessary resources, both physical and non-physical, in accordance with organizational needs. The following is information from an interview with Mr. Achmad Solifudin as the Head of Planning in Larangan Village, Candi Sub-district, Sidoarjo District.

*"Resource management here is the village apparatus, Rw, and the community appointed by the local Rw. InshaAllah, in 2025 we will have an additional resource, namely from the Rt, but it is still being discussed with the BPD, if it is a deal, maybe later the data collection is usually carried out by the community, it will be handled by the local Rt so that it is more updated if there are residents who move in or out directly from the Rt, so they don't wait for the data collection time."*

**Table 2.** Resource Management

No	Main Duties	Manager/Person in Charge
1	News Content	Head of Planning, Village Secretary, and Village Staff
2	Updating Population Data	RT/RW
3	Managing or Monitoring SID Activities	Village Secretary and Village Staff
4	Data Supervisor	Head of Planning

Source: Information from Larangan Village Government [18]

Natural resources (HR) means something that exists in nature that is useful and has value in the conditions in which we find it. It cannot be said to be a natural resource if something that is found has no known use so that it has no value, or something that is useful but is not available in large quantities compared to its demand so that it is considered worthless. Natural resource management policies that include exploration, exploitation, conservation and rehabilitation of natural resources are the authority of the Regional Government. In addition to this, natural resource management policies are also carried out with the aim of further developing the people's economy in the form of sharing results for the regions more proportionally, and creating a balance to support

sustainable development. Thus, the main issue regarding natural resource management in the regions is how to create a natural resource management policy so that it can be used to strengthen the economy of a region optimally. economy of a region optimally. There is information from Mr. Achmad Solifudin as the Head of Planning in Larangan Village, Candi District, Sidoarjo Regency. Regarding the operator capabilities of each village tool [19].

*“regarding what capabilities are available to the operators or admin friends of this village.”* So before I explain, I want to tell you that in Larangan Village there is something called SID (Larangan Village Information System), well I have a village operator team consisting of 3 people. The 3 people are 1. the chairman Mrs. Astrid (Kasun Larangan Barat), 2. Mr. Jarwo (Kasun Larangan Timur) who was 3. Mas Jhon, the village staff. Those who help me in the village, if in the scope of the RW area per-region, so those in the village recap the results of the RW input earlier, now regarding what abilities must be possessed, it is clear that these friends can at least operate a computer and know at least online things. So the most important thing is that friends or operators in the village or region know the situation in their respective areas. The situation includes the population, for example, what kind of worker the population is, age, area division, facilities, and date of birth or other social conditions".

The above facts when associated with the theory of Martin and Lubis (1987) regarding the source approach from the results of resource management are appropriate because they assess the organization's ability to secure and utilize resources optimally to achieve goals. [20] state that the organization's ability to obtain and empower input from the external environment, which is in accordance with the idea that effectiveness is measured by the organization's ability to obtain the necessary resources, both material and non-material. Based on the results, the resource management research in Desa Larangan also reflects this approach, where village staff and residents play a role in data collection and maintenance. This shows how local organizations strive to make the most of human potential to achieve their goals, including in the management of the Village Information System (SID) [21]. The constraints of access to technology for the community, especially the elderly, are also relevant, as this can affect the success of the system run by the organization. Thus, the statement reflects an appropriate understanding of the resource approach in the context of organizational effectiveness according to Martin and Lubis [22].

## **2. Process Approach**

In HR management, the Process Approach is a method that focuses on structured and procedural workflows. This approach aims to optimize various internal organizational processes in order to achieve higher efficiency and effectiveness in realizing goals. According to [23] Process Approach: Measures the quality of services provided by the village government to the community. Effectiveness is measured by public satisfaction with the services received. Sourced from the results of information through interviews with Mr. Achmad Solifudin as the Head of Planning in Larangan Village, Candi District, Sidoarjo Regency, that the services provided by the government and the village to the community are as follows.

*"related to management for the sequence related to data collection, so our staff has SID data collection, I as the head of planning here coordinate with BPD first, this means that I go to BPD to explain, after I go to BPD coordination I inform the village secretary, madam I am still in BPD, later the activities will be explained on the date and month for example, then the village secretary is clarified, later the village secretary confirms to the village head if so, the village head will confirm to the village secretary then to me again. Later, the village secretary and I went to the BPD to have an internal meeting first, the preparation in the sense that the BPD was finalized again for the schedule, then later if For example, we budgeted for SID in one Rw, which input 3 people for example, but because of the update, usually there are only two people in the Rw, it means that we take two people each, after the meeting we continue to determine how long it will take. well that was while the BPD agreed to make minutes of when to be in the Musdes to form the team, after it was agreed together with the BPD, we informed the village head, after the village head, finally the village head also went to the BPD. It has been three months since the completion, but we are trying our best in the sense that it is not possible if the data collection time runs out, maybe in November, but in December there are usually also residents who move in and out, die, and are born, so we consider it to be the maximum because it is impossible for us to still be at the end of the year still rotating with data collection, because the APBD must be completed a week before the closing of the village budget year".*

Service quality is created when there is positive interaction between those who receive and those who provide services, whether in the form of services or direct assistance. If the service received meets expectations, then the service is considered to be of high quality. Conversely, if it does not meet expectations, then the quality is low. Service quality can be seen from how service officers act in accordance with the rules. For example, being friendly and helping customers who are in difficulty. In the context of the Village Information System (SID), staff must have good technical skills in operating computers [24], [25]. Additionally, they must be responsive in providing information and addressing feedback from the community. Measuring the quality of service provided by the village government to the community. Effectiveness is measured by community satisfaction with the services received. Based on information obtained through an interview with Mr. Achmad Solifudin, Head of Planning in Larangan Village, Candi District, Sidoarjo Regency, the services provided by the government and village to the community are as follows. Regarding the application related to the website in Larangan Village, the information obtained from Mr. Achmad Solifudin, the Planning Officer in Larangan Village, Candi Sub-district, Sidoarjo Regency, is as follows.

*"This SID covers almost everything in the village. This SID can actually be used for correspondence, but since there is SIPRAJA and E-BUDDY, we use E-BUDDY. The second aspect relates to population data, even though the data is managed by the district government. For example, there are other applications related to electronic documents, but what we prioritize here or what we use is SID, because our SID data is collected in every area. So, insha'Allah, we guarantee the validity of the data at 95% because the team members directly go out and take photos. So, I'll show you here what's included in the village and mosque tables. As mentioned earlier, the SID for the village covers various aspects, including population data and others. Therefore, the priority in the SID is the population data."*

The above facts, when linked to Martin and Lubis' (1987) theory regarding the process approach to service quality, are consistent because the workflow in human resource management (HRM) is consistent with the theory proposed by Martin and Lubis [26]. This view highlights the importance of organized work stages to achieve efficiency and effectiveness in an organization. According to Martin and Lubis, service quality is assessed based on the level of public satisfaction with the services received, which aligns with the explanation that good interaction between service providers and recipients determines the quality of the service [27]. Based on the research findings, the data collection process in Larangan Village follows structured procedures, including collaboration between various parties such as the Village Council (BPD) and the village head. These procedures reflect the workflow approach proposed by Martin and Lubis, where each stage in the workflow is carefully considered to ensure the quality of services provided to the community [28]. Service quality is also related to the technical expertise of officers in operating the Village Information System (SID), which is part of efforts to improve the efficiency of public services. Thus, this statement reflects the basic principles of the workflow approach in human resource management emphasized by Martin and Lubis.

### **3. Target Approach**

In the context of the Village Information System (SID), the Goals Approach is used to evaluate the success of the system in achieving its stated objectives, such as information transparency and community involvement in village development. Experts argue that this approach focuses on the output and final impact of the programs implemented. Effectiveness can be measured through the realization of established goals, taking into account factors such as organizational characteristics and the ability to adapt to environmental changes [29]. According to [30], the Goals Approach assesses the extent to which the SID achieves its established goals, such as information transparency and community participation in village development. The following are the results of an interview regarding the objectives and community participation in SID with Mr. Achmad Solifudin, the Planning Officer in Larangan Village, Candi Subdistrict, Sidoarjo District, as follows.

*"The village community, even the school kids who are doing internships, use the population data. If they want to access it, we give them access, like these interns, so they can write articles. But he was embarrassed. From my perspective, I have no objection to creating access for RW 3 or any other RW for article submissions. However, since he was shy, I did not insist. Nevertheless, he remains active to this day. Regarding community involvement, they create articles but are shy about accessing them themselves, so they send them to me, and I submit the articles to the website. In the articles, I also include the names of the residents who created them."*

In Larangan Village, the success of the Village Information System (SID) depends heavily on active community participation. This concept is in line with Martin and Lubis' theory, which emphasizes the importance of achieving organizational goals. Villagers play a central role in the SID [31]. They can help identify problems, provide suggestions for ongoing programs, and support data collection. This active involvement ensures that

the data produced is accurate and up to date. Resident participation can be realized in various ways, such as attending SID socialization and training sessions, providing input on programs, and directly participating in data collection. As a result, residents can utilize the SID to obtain the information they need. Resident involvement in SID offers numerous benefits, including improved understanding of information technology, faster decision-making, and enhanced transparency and accountability of the village government. Additionally, the quality of the data and information collected also improves. To increase resident participation, the village government can conduct regular outreach and awareness campaigns, utilize communication technologies such as messaging apps, and involve residents in the development of SID through discussion forums [32]. However, several factors can influence community participation, such as technology literacy levels, infrastructure availability, and trust in the village government. By understanding and addressing these factors, Larangan Village can maximize the benefits of SID for collective progress. The following is information from Mr. Achmad Solifudin, the Planning Officer at Larangan Village, Candi Subdistrict, Sidoarjo District, regarding the objectives of SID in Larangan Village.

*"So, regarding the purpose of SID, we are more focused on policy making. This is because there is already an application for public services (correspondence) from the local government. SID is more for decision-making at this time. For example, the Regent's Regulation on BPD (No. 47 of 2017) states that if the population is 3,000-4,999, the BPD is only 5, if the population is 5,000-9,999 the number of BPD members is 7, and if the population exceeds 10,000, the number of BPD members is 9. From there, we can see that the total population is 6,000, so the village head can make a decision based on the regulations in the regulation that the total number of BPD members is 7. Another example of decision-making is the poverty data in the SID application. After the Social Affairs Officer conducts data collection and we input it into SID, if there is a limitation on the number of recipients, the village can simply retrieve the data from SID and clarify it based on the individual's poverty level. For example, after being surveyed by the Social Affairs Officer, it turns out that in Larangan Village there are 100 poor or underprivileged residents, but on the ground, there is assistance from the local government in the form of food packages only for 25 people. so we take the 100 data points from the Social Affairs Officer that have been entered into SID and clarify who among the 25 people are the least capable or poorest and therefore eligible for the assistance. This is an example of a policy that the village can adopt based on the data we have entered into SID".*

### **Discussion**

The above facts, when linked to Martin and Lubis theory regarding the target-oriented approach to the success of village information systems and community participation, are consistent because the system has been successful in achieving its set targets, such as information transparency and community involvement in village development [33]. This aligns with Martin and Lubis perspective that effectiveness is measured by the achievement of set targets, considering organizational characteristics and adaptability to change [34], [35]. Research findings indicate that active citizen participation is crucial for the success of the SID. Citizens are involved in data collection

and provide suggestions, supporting the achievement of transparency and participation objectives. This involvement reflects the principles of the goal-oriented approach, where the final results and impacts of the program are the primary focus. Thus, this statement reflects the basic principles of the goal-oriented approach in management, as explained by Martin and Lubis, which emphasizes the importance of achieving organizational targets through community involvement.

## CONCLUSION

**Fundamental Finding :** This study concludes that the effectiveness of the Village Information System (SID) in the Larangan Village Government is determined by three main dimensions: the resource approach, which emphasizes the optimization of human resource management and community involvement in maintaining accurate data; the process approach, which highlights structured workflows and the technical expertise of staff in improving service quality and community satisfaction; and the goal approach, which focuses on achieving transparency, community participation, and adaptability to change. **Implication :** These findings imply that strengthening human resources, enhancing digital literacy, and fostering active community engagement are essential strategies to improve the sustainability and inclusivity of SID in supporting village governance. **Limitation :** However, this study is limited to one village context and relies primarily on qualitative data, which may restrict the generalizability of the results to broader settings. **Future Research :** Further studies are recommended to employ comparative and quantitative analyses across multiple villages to measure system performance more comprehensively and to identify best practices that can be scaled to other regional contexts.

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