

Implementation of E-government through the Sidoarjo People's Service System (SIPRAJA) in Sidokerto Village, Buduran District, Sidoarjo Regency

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ABSTRACT

Objective: The use of information technology in public services represents a strategic initiative in bureaucratic reform, and the Sidoarjo Regency Government has introduced the SIPRAJA (Sidoarjo People's Service System) application as an e-government innovation to enhance service quality. This study aims to examine the implementation of the SIPRAJA application in Sidokerto Village, Buduran District, Sidoarjo Regency, and to analyze the factors influencing its effectiveness. **Method:** A qualitative descriptive approach was employed with purposive sampling to determine research subjects, focusing on the Sidokerto Village Hall as the research locus. Data were collected through observation, interviews, and documentation, and analyzed using Edward III's policy implementation indicators. **Results:** The findings reveal that SIPRAJA implementation in Sidokerto Village is relatively effective, with two-way communication established between the government and community, although challenges persist among elderly users. Human resources and infrastructure are generally adequate, yet limitations such as the absence of dedicated computers and recurring technical issues remain. The implementers demonstrate positive attitudes, and bureaucratic structures are functional but lack specific SOPs for SIPRAJA operations. **Novelty:** This research contributes by highlighting the practical challenges of e-government implementation at the village level and emphasizing the urgency of both technical and administrative improvements to optimize digital public services.

INTRODUCTION

In order to realize public services that are good governance, the government established Law Number 25 of 2009 concerning public services, which is intended as an instrument to protect the rights of the community in obtaining services. This law also aims to create a fast, easily accessible, and free public service system from discriminatory practices, so that every citizen can obtain the same right to receive services from the government. With this regulation, it is hoped that the government can be more responsive in meeting the needs of the community and encouraging the creation of a clean, professional, and service-oriented government that is excellent public service. Excellent service will be a benchmark for the community in providing satisfaction that will continue to provide an assessment of the quality of service that has an impact on a program [1].

Public Service is the fulfillment of the state's obligations in terms of bureaucracy that must be able to improve the welfare of the community in the form of meeting the needs that are actually expected by the community, especially at the lower level or village level [2]. In addition, the bureaucracy also needs to establish good cooperation between the central and regional governments, so that the policies taken can be more appropriate

in accordance with the specific needs of the people in each region. With synergy between various levels of government, public services can be more effective and efficient, and can increase community participation in development.

In Law No. 6/2014 on Villages, villages are given great authority in the form of authority based on the right of origin and local authority on the village scale (Article 19). In Articles 82-86, villages mandate the government to develop and make policies to facilitate the implementation of public services by fulfilling hardware and software infrastructure along with networks and human resources (HR) to utilize Information and Communication Technology (ICT). Reviewing these obligations, the government introduced an information and communication technology-based system called e-government. E-government has the concept of an administrative service that uses information technology with division into several levels, the first is preparation, the second is maturation, third stabilization and the last is application utilization. With the emergence of this e-government system, it is hoped that it will be able to improve the government system that runs in accordance with the direction of efficiency, effectiveness, transparency and accountability [3].

E-government is the use of information and communication technology empowerment to achieve public services effectively, efficiently, accountably and transparently to users as well as the community. In other words, every public action and process will be seen and observed by the public at large and can be a function of the public service performance structure [4]. E-government provides public services according to its system that can be accessed 24 hours, anytime and anywhere. So that E-government also allows services to be more efficient because they do not have to be done face-to-face.



Figure 1. SIPRAJA application login page
Source: Sidokerto Village Government (2025)

The innovation background of the SIPRAJA program is to strive to accelerate public services, which avoids losses from any party as a service recipient [5]. With this program, it is hoped that the government can create innovations that will not be many doors from the village or lower levels. So, with the launch of the Sipraja application, people can apply for services from home using smartphones and using only 1 application so that people can do their research independently. If the community does not have a printing machine/printer, it can be printed to the village office for free.

Sidoarjo Regency is one of the regions that has implemented the use of the SIPRAJA (Sidoarjo People's Service System) program which was officially launched at the end of February 2020 by the Sidoarjo Regency/City Government as a form of Regent Regulation No. 46 of 2018 concerning Technology and Communication Governance Towards a Smart City in Sidoarjo Regency, with one of the goals being to improve the quality of public services through the use of ICT (Information Technology and Technology). Communication) in the process of implementing government with efficiency, effectiveness, transparency and accountability.

SIPRAJA is an integrated service site that provides information, interpretation, and dissemination services of laws and regulations in the field of procurement of government goods/services starting from the village/sub-district, sub-district and district levels that provide convenience of service at hand. The service system using an android application or website is implemented in 18 sub-districts and all villages in Sidoarjo Regency. SIPRAJA has been officially developed and can print independently for 22 services divided into 3 types and can be printed independently by the applicant only by accessing through the online application of the Sidoarjo People's Service System (Sidoarjo Regency Government, 2020)

In the implementation process, policy is not solely related to the actions of the administrative institution in charge of running the program and generating compliance with something targeted, but also related to the behavior of all parties involved either directly or indirectly, such as a network of political, economic and social forces to direct that public policy goals can be achieved as a result of government activities. Implementation is not just an activity, but an activity that is well designed and carried out seriously based on certain standards to achieve the desired goals. Therefore, implementation does not run alone, but is influenced by other factors. Meanwhile, policy is essentially an action that aims to achieve a certain outcome and not just a choice to do something. Policies are aimed at what is actually applied [6].

One of the villages in Sidoarjo Regency that has implemented the SIPRAJA program is Sidokerto village. Sidokerto Village is located in Buduran District, Sidoarjo District, which is one of the villages that has implemented the SIPRAJA system. This village is recognized as one of the villages with good public services, shown through the quick response of the village apparatus, easy access to information, and friendly and efficient administrative services to the community. To carry out structured and transparent services, Sidokerto Village has started implementing the SIPRAJA program

since 2020. This program is used to facilitate the digital management of village assets. In its implementation, the Head of Administration (TU) and the General Government have an important role as operators who are responsible for inputting data and managing village asset data through the SIPADES application. With this system, village asset management becomes more structured, transparent, and efficient.

Based on observations, several significant problems were found that hindered the implementation of the Sidoarjo People's Service System (SIPRAJA). First, the lack of socialization results in a lack of understanding from the public, especially among the elderly, which leads to a low level of independent use of SIPRAJA. Second, there are no community-specific computers available in the village office, so operators attach more importance to manual use, which leads to less than optimal application implementation for the community. Third, there are frequent technical glitches in SIPRAJA, especially during working hours, due to the high number of users accessing the system at the same time. This causes applications to slow down, often encounter errors, or even become inaccessible at all, hindering operators' working time in carrying out village administrative tasks and risking delaying the overall public service process. This condition shows the need for comprehensive evaluation and improvement, both in terms of providing facilities, increasing the capacity of human resources through continuous training, and optimizing the application system so that it can support the maximum performance of village apparatus.

In compiling this study, the author refers to previous research to be used as a reference in this study. Previous research that has been used as a reference in reviewing the latest research includes: First, this research was conducted by Annas, et al (2024) with the title "Implementation of the Sidoarjo People's Service System (SIPRAJA) Policy in Banjarwungu Village, Sidoarjo Regency". This study uses Edward III's implementation theory with indicators consisting of communication, resources, disposition, and bureaucratic structure. The findings of this study are the low level of public understanding of the use of applications, the limited number of staff who master technology, and the lack of supporting infrastructure. Only about 1% of the population has a SIPRAJA account, while the socialization of usage procedures is still ineffective, causing confusion among residents (Annas 2024). Second, this research was also conducted by Ningtias & Lailul (2023) with the title "Implementation of the Sidoarjo People's Service System (SiPraja) in Boro Village, Sidoarjo Regency". This study uses Edward III's implementation theory with indicators consisting of communication, resources, disposition, and bureaucratic structure. The findings of the study were the lack of understanding of the public, especially the elderly, and the absence of Standard Operating Procedures (SOPs) for applications. In addition, technical constraints such as long loading times and new menus that are not optimal are also identified [7]. Second, this research was also conducted by Ningtias & Lailul (2023) with the title "Implementation of the Sidoarjo People's Service System (SiPraja) in Boro Village, Sidoarjo Regency". This study uses Edward III's implementation theory with indicators

consisting of communication, resources, disposition, and bureaucratic structure. The findings of the study were the lack of understanding of the public, especially the elderly, and the absence of Standard Operating Procedures (SOPs) for applications. In addition, technical constraints such as long loading and new menus that are not optimal are also identified as obstacles [8]. Third, research has also been conducted by Nisak & Hendra (2023) with the title "Implementation of the SIPRAJA Program in Realizing E-Government-Based Services in Mining Village Governments". This study uses T.B. Smith's implementation theory, which identifies four variables that affect policy implementation, namely idealized policies, target groups, implementing organizations, and environmental factors. The findings of this study are the lack of socialization to the community, unstable internet networks, and the dependence of some residents on manual service methods. The public shows high enthusiasm for this service, but their understanding and knowledge in using the application still needs to be improved [9].

In the study entitled "Implementation of E-government through the Sidoarjo People's Service System (SIPRAJA) in Sidokerto Village, Buduran District, Sidoarjo Regency", the researchers used the implementation theory according to Edward III. Implementation is an action by an individual, official, government group or private entity directed to achieve the goals outlined in a particular decision. This agency performs government work that impacts citizens. However, in practice, government agencies often face work under legal mandates, making it unclear for them to decide what to do and what not to do (Meter and Horn in Wahab, 2004:65) in [10], where there are several indicators of successful implementation according to Edward III (1980), including: First, Communication is the process of conveying information from communicators to communicators. Effective communication is that those who implement decisions should know what they have to do. Second, Resources is a condition for the running of government is the ownership of resources. Policy implementation will not be effective if the implementer does not have the necessary resources to implement the policy. Third, disposition is an attitude possessed by policy implementers such as support, commitment, indifference and even rejection of policies. The implementation of policy implementation also needs to be supported by adequate incentives. Fourth, the bureaucratic structure is one of the most often and even overall policy implementers. Bureaucracy is the dominant institution in policy implementation.

Based on the explanation that has been mentioned, the author decided to conduct research in Sidokerto Village to explore the problems experienced in the implementation of the Sidoarjo People's Service System (SIPRAJA) program. Therefore, the researcher conducted a study published in the form of a journal entitled "Implementation of E-government through the Sidoarjo People's Service System (SIPRAJA) in Sidokerto Village, Buduran District, Sidoarjo Regency". The purpose of this study is to describe and analyze how the implementation of e-government through the Sidoarjo People's Service System (SIPRAJA) in Sidokerto Village.

RESEARCH METHOD

This study uses a qualitative method with a descriptive analysis approach. Qualitative research is a research method that aims to understand the key of a phenomenon or context in a structured manner with a descriptive approach. The main focus lies in an in-depth understanding of meaning, perception, and context in which informants are involved in the situation under scrutiny with an emphasis on understanding social concepts and processes [11]. The researchers chose to use a qualitative approach in order to obtain detailed information about the implementation of the SIPRAJA application in Sidokerto Village. Thus, this study allows researchers to collect accurate data related to the implementation of the Sidoarjo People's Service System (SIPRAJA) in Sidokerto Village. The location of this research is the Sidokerto Village Government, Buduran District, Sidoarjo Regency.

This research focuses on the Implementation of E-government through the Sidoarjo People's Service System (SIPRAJA) in Sidokerto Village, Buduran District, Sidoarjo Regency using the implementation theory according to Edward III which consists of 4 variables in it, namely: communication, resources, disposition, and bureaucratic structure. The locus in this study is Sidokerto Village, Buduran District, Sidoarjo Regency. And to determine the subject, the researcher used a purposive sampling technique. The purposive sampling technique is a method to show the research subject based on the criteria used and determined by the researcher (Kumara, 2018). In this study, using the purposive sampling method to determine the informants, namely Mr. Harry Kurniawan as the Head of Administration & General Affairs and the SIPRAJA Application Operator as the informant who can provide information related to the implementation of the Sipraja Application in Sidokerto Village, Buduran District, Sidoarjo Regency to the researcher and help the researcher to explore the problems that exist in the Sipraja application. Meanwhile, the data sources in this study are divided into two, namely primary and secondary data. Primary Data is data/explanations obtained directly from the results of interviews with the Sidokerto Village Government. Meanwhile, secondary data is data/explanations obtained indirectly from sources obtained such as library research, books, scientific articles, and news related to the implementation of SIPRAJA

The data analysis technique used in this study uses analytical techniques from Miles and Huberman. The two experts said that qualitative data analysis activities can be carried out interactively and processed sequentially until they are completed with appropriate and sufficient data. This technique starts from observations, interviews which are then written in the form of field notes and documenting images, photos and so on as support for the research. From the large amount of data obtained, it is necessary to summarize the data that has been obtained, then it will be selected and focused on the main problem, as well as looking for patterns and themes that will then be made into a collection of information in the form of presenting data in the form of valid evidence when in the field to support researchers in compiling this research [12].

RESULTS AND DISCUSSION

Results

The factors that affect the implementation of the SiPraja application program are reviewed with the following approach:

1. Communication

Communication consists of 2 (two) types, namely internal communication and external communication. According to Brenan in Effendy (2009: 122) Internal communication is the exchange of ideas or ideas between managers and employees in an organization with a horizontal and vertical structure that causes a work to occur (Operations and Management) [13]. The implementation of internal communication to Sidokerto village staff, there has been a division of special tasks related to application management, but there is only one administrator who manages the SiPraja application. When there is direct mail management (manual) and online mail at the same time, the SiPraja application management staff is assisted by other staff. This is as stated by the Sipraja Application operator as follows:

"Yes, I am part of the SiPraja application holder, so I am administratively in the SiPraja application all I manage, but for manual services I am also assisted by other staff to explain the flow and needs of data or files that need to be brought manually by the community to the Sidokerto Village office." (Interview, April 14, 2025)

External communication is a public relations action that aims to build relationships between institutions and communities that affect institutions in the eyes of the public [13]. Meanwhile, in external communication, namely operators with the community. Sidokerto Village provides socialization in the form of a banner pasted at the village hall, so that every resident who comes to the Sidokerto village office is given a little socialization from the beginning to the end of the SiPraja application. For people who are not familiar with the SiPraja application, the Sidokerto Village government will be responsible for helping to explain to people who do not understand the Sipraja application widely and to refresh the community to download the SiPraja application. Furthermore, village office staff will assist in the registration process from start to finish, so that it is hoped that the community can take advantage of the Sipraja application in the future when they need it and without coming to the village office. This is in accordance with the statement made by the operator of the Sipraja Application as follows:

"Yes, we have conducted socialization to the residents of Sidokerto village through a banner installed at this village office. Then we have also provided information to the community who came to take care of the application at the village hall for a little socialization about the benefits of the SiPraja application from the cadre representatives of each RT. But not all layers of maduarakat, in the hope that people can access each other from home." (Interview, April 14, 2025)

However, the author found that many people do not understand the use of the SiPraja application, especially the elderly, because the Sidokerto Village village has not carried out socialization evenly, so it is necessary to hold further socialization about the importance of the benefits of the SiPraja application such as inviting RT and RW to come to the Sidokerto village village to take part in the socialization provided by the Sidokerto

village village staff and conduct regular socialization to users, especially the community. The village head as the leader in Sidokerto Village should also be present directly in providing socialization to the community, especially the elderly or those who are not digitally literate to urge them so that public services do not look at the age factor. This is because the village staff of Sidokerto Village have not fully conveyed the results of information or socialization of the SiPraja application to the community. This must be considered and followed up by the local government or sub-district in serving the needs of the community in order to create efficient population services to the community. The following socialization activities through banners were carried out in Sidokerto Village as follows:



Figure 1. Application Socialization
Source: Sidokerto Village Government (2025)

The implementation of E-government through the Sidoarjo People's Service System (SiPraja) in Sidokerto Village, Buduran District, Sidoarjo Regency on communication indicators can be concluded that communication has gone well and there is a reciprocal response from the program implementer, although there are still many residents of Sidokerto Village who until now have not understood and even known the benefits of the SiPraja application. Especially for the elderly who do not fully understand digital technology. If juxtaposed with previous research conducted by musaddad, et al. 2020 [14] with the title "Implementation of the Sidoarjo People's Service System (SIPRAJA) as a public service innovation" using a qualitative method in the form of interviews. This study found the same results, namely where there are still shortcomings in this indicator, precisely socialization about the use of the Sipraja application to RT and RW, there are still many residents who do not know the existence of the application. This is due to the lack of follow-up from RT and RW to residents regarding the socialization.

2. Resources

Resources are an important element that can affect the success or failure of policy implementation because without resources, written policies are not comparable to those implemented in the field. So no matter how well the communication between policymakers and policymakers is not effective in the absence of adequate resources [15]. Resources are an important factor in the effective implementation of policies. Services that are carried out without resources, policies only remain on paper as a document and will not find results. According to Edward III (1980), human resources and facilities are resources that can influence policies. To improve implementation and ensure the expected results, supporting resources are needed, such as financial resources, human resources and equipment resources needed to streamline the implementation process on-site. The policies used in implementation become weak and do not develop if the resources used have not been fulfilled to achieve these goals. When compared to the situation in the field, human resources in the Sidokerto Village Government, Buduran District, Sidoarjo Regency are still insufficient, and not all positions have staff, such as existing positions that do not have staff and the number of staff. Structurally, this is not in line with their work. The following is the structure of the table of the number of employees and their positions in the Sidokerto Village Government, Buduran District, Sidoarjo Regency:

Table 1. Data on the Number of Government Employees in Sidokerto Village

Position	Gender	Sum
Village head	L	1
Village Secretary	L	1
Head of Government Section	L	1
Head of Welfare Section	-	
Head of Service Section	-	
Head of TU and Public Affairs	L	1
Head of Financial Affairs	P	1
Head of Planning Affairs	L	1
Entire		6

Source: Sidokerto Village Government (2025)

From Table 1, it can be concluded that the number of Sidokerto Village Apparatus in terms of service is one person. Where the village apparatus that provides services consists of the head of TU and General Affairs and also functions as service implementers, including SiPraja services. Not all letters can be processed through the

SiPraj application, such as divorce cases that require manual processes. In addition, the implementation of e-government needs to require significant financial resources to support the policy process, so human resources, government officials, and the public must be prepared in terms of everything before implementing the system. However, in the implementation of the SiPraj application program, there is no special budget from the Sidoarjo Regency government to support the success of a policy. As conveyed by the SiPraj application operator as follows:

"For staff, I think it's enough because I can handle my own online services to run the SiPraj application. However, in the budget allocation of funds, both from the region and from the village itself, there is no specificity, only at the launch of the application we received assistance in the form of tablets from the Sidoarjo Government. Meanwhile, it is felt that for Sipraja, only computers and staff are needed to handle it, and we already have everything." (Interview, April 14, 2025)

Resources in the service process certainly require and have adequate infrastructure, including computers and supporting internet connections. The following infrastructure is owned to support the service process to the people of Sidokerto Village, Buduran District, Sidoarjo Regency as follows:

Table 2. Data on the Number of Facilities and Infrastructure in Sidokerto Village

Yes	Facilities	Sum	Condition
1	Computer	7	Good
2	Printer	7	Good
3	Tab	2	Good
4	Table	7	Good
5	Power	3	Good
6	Waiting Chair	35	Good

Source: Sidokerto Village Government (2025)

From Table 2, it can be concluded that the facilities owned by Sidokerto Village to carry out services are arguably quite adequate. Each service room has air conditioning so that people who apply offline will feel comfortable. In the service room, there are also adequate computers, to allow operators to serve the community better and faster, especially in services through the Sipraja application.

However, the author found that in the Sidokerto Village sub-district office, there are no computers specifically intended for people who do not have gadgets. As a result, community members who come to the sub-district office for their applications are served manually, with no hands-on training provided to them, so they do not understand the importance or benefits of the application. In addition, the SiPraj application sometimes experiences unpredictable technical issues. As conveyed by the SiPraj application operator as follows:

"Yes, there is no special computer for the people in this village. There used to be computer facilities for the community, but it has been stopped because people do not want to use it and prefer to apply manually. Not to mention if the application has a network problem, so I have to report it to the center to be repaired first, because Sipraja has a centralized system, so if there is a problem, you have to report it first, it can't be corrected by yourself" (Interview, April 14, 2025)

The implementation of E-government through the Sidoarjo People's Service System (SiPraja) in Sidokerto Village, Buduran District, Sidoarjo Regency, on the resource indicator, it can be concluded that the resources in Sidokerto Village are quite good, especially human resources. In terms of facilities and infrastructure, there are several problems, namely the lack of computers specifically for the public so that they cannot run the SiPraja Application as it should. However, the implementation of the SiPraja Application in general has been done well. When juxtaposed with previous research conducted by Hanifah 2022 [16] with the title "Implementation of the Sidoarjo People's Service System (SIPRAJA) in Tambaksumur Village, Waru District, Sidoarjo Regency" using a qualitative method in the form of interviews. This study found the same result, namely where there are still shortcomings in the indicators of resources that are precisely in the existing facilities and infrastructure to support the SIPRAJA implementation process, especially in the service room of Tambaksumur Village, is still inadequate, because there is no computer for personal services for people who have difficulty using SIPRAJA and can be assisted directly by existing service staff

3. Disposition

According to Edward III, the third factor in the approach to public policy implementation is disposition. If the implementation of public policy is to be seen as effective, then it is necessary to know what will be done and how to do it in order to reduce the occurrence of conflicts [17]. The disposition in the SiPraja application is identified into 2 (two) types, namely the attitude and reciprocity of the program implementer in responding to the policy process. First, the executor relies more on manual mail processing because it is considered easier and without convoluted. If using the SiPraja application, when there is an error in the data and the letter has been signed by the village head, then the executor must repeat it from the beginning and this is considered more difficult so it takes time. In the manual process, the implementer considers that the time used is more effective than using the Sipraja application. However, with the SiPraja application, there is an advantage in the service process, namely signing documents becomes easier such as admins no longer need to wait for the head of Sidokerto village to be on the spot, because signatures are carried out virtually using barcodes. As conveyed by the SiPraja application operator as follows:

"Using the sipraja application does have its advantages and disadvantages. If there is an error in entering the data, you have to change it from the beginning. Although it seems easy, it has to wait and it takes time. Even though if done manually, it can also be considered minimal if an error occurs, because it only needs to be changed manually without using an application and login. But, the advantage of the sipraja application is that the village head's signature does not

have to wait for the person to come, so it can be done through a barcode" (Interview, April 14, 2025)

Second, when the community intends to submit a letter and does not know the SiPraja application program, the village government staff is responsible for introducing and explaining the benefits of the application to the residents concerned. In addition, residents will be assisted and accompanied during the registration process from start to finish with the hope that the public can also use the home diary at a later time. When the SiPraja application experiences an error or interruption while in use, the letter to be submitted will be processed manually. This was conveyed by the operator of the SiPraja Application in Sidokerto Village as follows:

"If there are people who do not understand, we always provide manual guidance and help in processing the use of the application. So that the people who come can also be helped with our explanations and the benefits of the SiPraja application. (Interview, April 14, 2025)

The implementation of E-government through the Sidoarjo People's Service System (SiPraja) in Sidokerto Village, Buduran District, Sidoarjo Regency, in the Disposition dimension, it can be concluded that in the Disposition indicator, the SiPraja application is categorized into two types, namely the attitude and response of the implementation of the application program or policy if there is a problem with the SiPraja application. In its implementation, both went well. When juxtaposed with previous research conducted by choirul annas 2024 [18] with the title "Implementation of the Sidoarjo People's Service System (SIPRAJA) Policy in Banjarwungu Village, Sidoarjo Regency" which uses a qualitative method in the form of interviews. This study found the same result, namely depending on the attitude and commitment of policy implementers who can run effectively and efficiently. In addition, the main challenges in disposition include a lack of understanding of technology among the public, especially the elderly, as well as internet network constraints and damage to the SIPRAJA application server that affects services. The research also emphasized the importance of increasing socialization, strengthening human resource capacity, and improving infrastructure to support the successful implementation of SIPRAJA.

4. Bureaucratic Structure

According to Edward III, the bureaucratic structure is one of the four main factors in the implementation of public policy. The bureaucratic structure consists of two important components, namely: the mechanism or standard operating procedures (SOPs) and the organizational structure or division of labor [19]. Based on Edward III's theory, policy implementation needs to consider the bureaucratic structure regarding the suitability of the bureaucratic organization that functions as the implementer of the policy [20].

The mechanism in the SiPraja application has been disseminated by the Sidokerto Village Government, Buduran District to residents through the installed banner. If any community experiences problems or not during the implementation process, the admin staff will provide instructions on how to use the application from start to finish. It can be seen that Sidokerto village has provided good service in accordance with existing

bureaucratic guidelines. The SiPraja program is carried out hierarchically, by providing guidance for the Sipraja application program to villages or lower levels under the auspices of the Communication and Information Service under the control of the Sidoarjo Regency government. As conveyed by the organizer of the SiPraja Application in Sidokerto Village as follows:

"We all try to carry out our duties as well as possible by helping people who do not understand the use and stages of this application, especially the elderly. So that later people will be able to operate and use the application themselves at home. Thus, people no longer need to go to the village hall to handle the necessary mail manually. Because with the launch of the SiPraja Application, it can help in making letters from home" (Interview, April 14, 2025)

Based on the interview above, it can be concluded that the implementation of E-government through the Sidoarjo People's Implementation System (SiPraja) in Sidokerto Village can be said to be good in terms of bureaucratic structure. Because the Sidokerto Village Government has provided an explanation about the Sipraja Application to people who do not understand and understand the application. When juxtaposed with previous research conducted by the 2024 prameswari [21] with title "Implementation of the SIPRAJA Application Policy as an administrative service program at the village hall office (A Study in Semambung Village, Gedangan District, Sidoarjo Regency)" which uses a qualitative method in the form of interviews. This study found the same result, namely where the SOPs and structures presented are in accordance with the work standards of each position in the Semambung Village government

Discussion

The implementation of the SiPraja application in Sidokerto Village demonstrates that communication plays a crucial role in supporting public service digitalization. Internal communication among village staff has been structured through task division, although the burden still rests primarily on one operator, which creates vulnerability when simultaneous manual and digital services occur. External communication to the community, while carried out through banners and brief explanations, remains limited in scope and has not fully reached vulnerable groups, especially the elderly who lack digital literacy. This condition is consistent with Musaddad et al. (2020), who emphasized that insufficient socialization to RT and RW limited citizens' awareness of the application. Therefore, to strengthen communication, more comprehensive and continuous socialization strategies involving community leaders and direct engagement from the village head are needed to ensure inclusivity.

In terms of resources, Sidokerto Village benefits from adequate facilities and infrastructure such as computers, printers, and tablets that support the operation of SiPraja. Human resources are present, but the limited number of staff and the absence of a dedicated budget allocation from the regional government weaken sustainability. The findings resonate with Hanifah (2022), who also identified shortcomings in facilities for direct citizen support, particularly for those without personal devices. Although the facilities are generally sufficient, the absence of public-access computers and recurring technical problems in the centralized system limit the effectiveness of service delivery.

This highlights that material resources alone are not enough; financial and adaptive resource planning are equally important to strengthen the digitalization process.

Regarding disposition, the attitudes and commitment of implementers significantly influence the effectiveness of SiPraja. Staff members remain willing to assist citizens, even processing requests manually when technical disruptions occur. However, there is still a tendency to rely on manual services because they are perceived as simpler and less error-prone compared to digital processes, which require full re-entry of data if mistakes happen. These findings mirror the study of Choirul Annas (2024), which underlined that the successful use of SiPraja depends not only on the technology but also on the implementers' willingness and adaptability to engage with the community. The disposition of staff in Sidokerto can thus be considered positive, but further training and motivation are required to enhance their confidence in consistently prioritizing the digital platform over manual practices.

From the bureaucratic structure perspective, the implementation of SiPraja in Sidokerto Village aligns with Edward III's theory that emphasizes the importance of clear SOPs and division of labor. The hierarchical guidance from the Communication and Information Service to the village government, combined with operators' readiness to provide step-by-step assistance to residents, indicates that structural mechanisms are functioning effectively. This is in line with Prameswari (2024), who found that structured SOPs in Semabung Village facilitated smooth adoption of SiPraja at the local level. Nevertheless, the findings also reveal that structural mechanisms alone are insufficient unless accompanied by active and widespread citizen involvement, especially in training elderly populations and marginalized groups. Thus, the bureaucratic structure in Sidokerto can be seen as strong, but it still requires better integration between procedural clarity and community empowerment.

Overall, the findings confirm that while Sidokerto Village has made significant progress in adopting SiPraja, challenges persist across all four dimensions of Edward III's framework. The communication strategy requires wider coverage and more active leadership involvement; resources demand sustained financial and adaptive support; disposition reflects both commitment and hesitation toward digital reliance; and bureaucratic structures show solid SOPs but limited citizen engagement. These results highlight that the implementation of e-government in rural contexts is not merely a technological challenge but also a socio-organizational one, where digital literacy, inclusivity, and consistent socialization become decisive factors for long-term success.

CONCLUSION

Fundamental Findings : The implementation of e-government through the SIPRAJA application in Sidokerto Village demonstrates relatively positive outcomes in communication, human resources, implementer disposition, and bureaucratic structure, although challenges remain in digital literacy among the elderly, lack of SOPs, and limited service facilities. **Implications :** These findings highlight that the digitalization of

public services at the village level has significant potential to improve efficiency and accessibility, provided that continuous socialization, adequate infrastructure, and inclusive community engagement strategies are ensured. **Limitations** : This study is constrained by its qualitative approach that primarily captures the perspectives of village government implementers, thereby limiting insights from service users, especially vulnerable groups, and restricting broader generalizability across different village contexts. **Future Research** : Further studies should prioritize community-centered perspectives, particularly from vulnerable populations, expand to multi-village or cross-regional comparisons, and explore inclusive governance frameworks that integrate both technological and social dimensions to ensure equitable benefits of e-government innovations.

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