

## Implementation of Village Digitalization Through Application OpenSID for Quality and Quality Improvement Public Service

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### ABSTRACT

This study aims to evaluate the implementation of village digitization using the OpenSID system as an effort to improve the quality and quality of public services in Tambakrejo Village. The method used is qualitative research with a case study approach. Research data were collected through observation, interviews, and analysis of related documents. The data was analyzed using qualitative analysis techniques to gain a deep understanding of the implementation of village digitization through OpenSID . The results of the study show that the implementation of village digitization through OpenSID in Tambakrejo Village has had a positive impact on improving the quality and quality of public services. Digitizing population administration through OpenSID has facilitated the accessibility of population data, reduced administrative errors, and accelerated the process of population administration services such as population registration, updating data, and issuing population documents. In addition, the implementation of OpenSID administration has also increased transparency and accountability in population governance. However, this study also identified several challenges faced in implementing village digitization through OpenSID .

**Keywords:** OpenSID ; Public Services; Quality; Village Digitalization

### INTRODUCTION

Ease of access to technology, information and communication is part of the flow of *globalization* that cannot be separated from the existence of modern society today, the number of *gadget users* which increases every year is proof that ease of access to services through information and communication technology is developing rapidly.

Digitalization is the process of changing information , data, or object physique to in digital format, namely form that can accessed , stored , processed and managed use digital technologies , such as computers and devices electronics . Village digitalization is use technology digital based in various aspect life in rural areas . This includes use technology information and communication , internet, mobile devices , and solution technology other For increase quality and quality services provided to resident village as well as For advance development economy , social , and government in the village .

Various type features contained in the *gadget* is one of the means convenience that can be used by users technology For help finish various type type jobs . The government too follow as well as in utilization development information and communication technology through service based on *e-government* , as form optimization service public based on electronic to society . This is is a management process good governance For reach *good governance* . One of the examples that have been carried out by the government that is with use *OpenSID platform* For give a tool that allows villages in Indonesia for own system open and accessible information accessible to the public in a way *on line*.

*OpenSID* is application administration that works on nature administration public that relies on innovation and correspondence For fulfil demand and needs people in need Handling fast information and accurate data . *OpenSID* expected Can develop productivity , openness , and responsibility answer

organization government village that aims For build trust public to description organizations supported by the community , especially administration . (Jalma et al., 2019) .

In general general *OpenSID* Can it is said as a application based on computers and internet used by the government village For increase interaction or connection as well as service to its people or what is called with term *Government to Citizen*. *Government to Citizen* is A type from connection government with society , where connection This aiming For Can repair connection interaction between government with public as well as For make it easier public in look for various information about government . *OpenSID* is all activities that utilize technology information and communication For increase efficiency , effectiveness , transparency and accountability government village .

The purpose of *e-government* government to citizen ( *Government to Citizen*) is For offer various service technology information and communication (ICT) to citizens in general efficient and economical , and to strengthen connection between government and citizens use technology . The government's objectives under *Government-to-citizen* (G2C) *scheme* in *e-governance* is For give service technology different information and communication (ICT) to citizens with the economical way cost .

The G2C model is like government is provider services and citizens are customers . However , the goal the main thing is For overcome problem customer . The model similar with business and customers they . Customers Can get his complaint fixed within the time limit certain . This is give transparency to in system , and provide clarity to customer about application they For overcome problem the .

Every village is required Have A website or network information , which has been listed in Constitution Number 6 of 2014 Concerning Villages. The following is quote Constitution Number 6 of 2014 concerning Villages which requires Every village has Network Information /Websites contained in Chapter IX of development village and development area rural , part third about System Information on Village Development and Rural Area Development (Article 86). Other legal basis for village websites contained in the Regulation of the Minister of Communication and Information of the Republic of Indonesia Number 5 of 2015 concerning Agency Domain Name Registration State Organizer . Declares that System Village Information with the domain (name)desa.id, equivalent with go.id ( government ) , mil.id ( military ) and .id ( national web ) owned by the Government of the Republic of Indonesia and the Regulation of the Minister of Villages, Development of Disadvantaged Regions and Transmigration of the Republic of Indonesia Number 16 of 2018 Concerning Priority Use of Village Funds in 2019. Attachment I, Chapter II Policy Arrangement And Village Point B Number 2 ( page 34) states that procurement , construction , utilization and maintenance facilities and infrastructure information and communication including village websites .

Foundation legal about obligation government For give service This to public is right social the basis that is shared by all Indonesian citizens , with or without discrimination or differences in life daily and also in advance law namely Article 18A Paragraph (2) and Article 34 Paragraph (3) of the 1945 Constitution . that , is applied to Indonesian government *electronic government* or government with management based on electronics . In case This government sued For switch from government very identical traditional with *paper based administration* or government based with paper or all task completed with manual way , change become *electronic government administration* or digitization in all field business and work in sector government .

The size not quite enough responsibility borne government village Can seen from role government village in realize governance government good village . Giving not quite enough big answer If No balanced with preparation source Power good human being , no will Can give birth to governance government good village . Giving service the best to public is one of results from performance carried out by the government village For reach the goals that have been set in standard service national , namely quality service public . Efforts made by the government village the own objective For do acceleration in effort realize governance government good village .

As one of them form initiative development *e-government* , Tambakrejo Village own initiative in form use application web based namely application *OpenSID* . But in its implementation , still there is Lots shortcomings and problems in the implementation process *OpenSID* . *OpenSID* web usage expected can increase quality service public , especially in service letter correspondence and transparency information about government village .

Impact from service the public can felt from use application *OpenSID* in Tambakrejo Village is the more easy public get information in Tambakrejo Village , information about the service process public and services the public can completed with fast due to population data resident Already is on the *OpenSID* server . However , the use of the *OpenSID* website in Tambakrejo Village Still Not yet walk optimally . This is because a number of information contained in content or system is information that is not updated in a way periodic and some information Not yet There is or Not yet complete .

For example namely population data in Tambakrejo Village , although Already There is application *OpenSID* , however until moment This the amount of population data covered in the application *OpenSID* Not yet in accordance with *real* data in the field . This is because of Not yet implementation population data update (KK residents of Tambakrejo Village ) which should be at least implemented every One month once , good in the field carried out by the RT head and also within application *OpenSID* by Village Operators, as well as lack of awareness public For quick deposit latest KK photocopy if inhabitant the renew KK to Chairman RT , must Already appealed by officers moment take care of the KK at the Village Office. Even though main main For smoothness use application *OpenSID* is population data . Where with organizing population data in application *OpenSID* will make it easier in service to society , good That For activity management letter correspondence , administration payment tax land and buildings and also and also in matter equalization development in Tambakrejo Village .

Although government village has using the village website , but management administration population Still Not yet organized with good . With the existence of a village website should level trust public the more increased , but Because lack of knowledge public village as well as lack of socialization government village result in public consider that apparatus village not enough transparent in governance government . For example : when public want to look after administration population like Act Birth , Resident Identity Card , Cover Letter from the Village and the like which should be with existence application *OpenSID* so matter like This will fast and with easy known by the public , but what happened public Still many have not know terms and conditions What just what is needed if want to look after administration . Conditions that occur in the era of autonomy area This Still Not yet reach the purpose that is give effective and efficient service to public .

With thus problem about lack of transparency of governance government village to public is problem that must be given solution Because can cause not enough its effectiveness organization government village . All villages in the sub- district Tambakrejo has have a village website , even though in its implementation Not yet in a way maximum Because related with readiness source Power the human being Good apparatus village and also its people Still need guide and practice learning For running village web program the .

## METHOD

As for the types research used that is study qualitative and research descriptive . Research This done with objective For understand and describe implementation system information village web based as well evaluate the impact to improvement quality service public at the level village . The research method used by the author is method studies case . Yin (2018) stated that studies case is approach research used For understand complex phenomenon in context real .

Study This carried out in Tambakrejo Village , which is one of the village in the sub-district area Tambakrejo Regency Bojonegoro , East Java Province , Indonesia. Tambakrejo Village was chosen as location study Because village This has implementing digitalization programs with objective For increase quality and quality service public . With choose the village that has apply digitalization , research This can evaluate how far has digitalization gone? has impact on service public at the level village .

## RESULTS AND DISCUSSION

### Overview of Research Location

Tambakrejo Village is one of the village within the sub-district area Tambakrejo Regency Bojonegoro consists of of 5 (five) hamlets , 23 RT and 7 RW, located in the capital city subdistrict Tambakrejo . The area of Tambakrejo Village is 971.92 Ha, with the village boundaries adjacent north of Bakalan Village , south of the Perhutani Forest Area , next to east of Malingmati Village and west of Bakalan Village .

In general general eye search inhabitant Tambakrejo Village Community can identified in a number of field eye livelihood , such as farmer / gardener , employee private , employee honorary , laborers , civil servants, TNI, traders and self-employed . Tambakrejo Village Area consists of of 5 ( four ) hamlets , namely Tambakrejo Hamlet , Sambong Hamlet , Watang Hamlet , Wadeng Hamlet and Ngembak Hamlet . Each is led by a Hamlet head . The position of the Hamlet Head is very strategic along the amount overflow task from village to apparatus This . In maximizing function service to society , then Under 5 hamlets there are 7 ( seven ) Citizens' Associations (RW) and 23 (twenty ) three ) Pillars Neighbors (RT).

### Village Digitalization Implementation Process with Application OpenSID In Tambakrejo Village

In the era of digitalization and progress technology information , application technology in administration government has become the more important . Government village as responsible entity answer on management administration and services to society , faced with demands efficiency , transparency and participation a more society high . In order to overcome challenge said , appears alternative solution technology like application *OpenSID* .

Basiman stated , "We are aware that that need public will accurate and easy information accessed the more increased . With adoption *OpenSID* , we want to give access direct to inhabitant For to obtain information about activity village , budget , project development , and everything matter related administration village . This will help avoid misunderstanding and improve trust public to management village . In addition , through application *OpenSID* , we can more easy manage population data , track statistics , and produce reports required by the government center . This will make it easier for us in take decision based on accurate and up-to-date data " ( Basiman , interview , April 11, 2023).

System administration village conventional often face limitations in matter efficiency , accessibility , and transparency . Manual processes involving Lots document physical and interaction look at advance can cause delay in service , difficulty in data management , and the lack of easy information accessible to the public .

Application *OpenSID* is a device platform soft source open designed special For facilitate administration government village . Through application this , the government village own ability For managing population data , finance village , development programs , and information public other in a way efficient . In addition , *OpenSID* can also give accessibility information to public through the online portal, allowing participation active and monitoring direct to activity village .

Sofianita Kusuma Wardani said , " The use of application *OpenSID* in our village we have bring significant changes in service public . Now information about activity village , budget , and projects

development can accessed with easy by the community through this platform . We feel more involved and have access direct to relevant information with life our daily lives " ( Interview , April 14, 2023).

Although its potential big , implementation technology new like *OpenSID* also faces challenges certain . Limitations internet accessibility in some areas, lack of digital literacy among public certain , and need training for staff government village is a number of necessary factors be noticed in taking decision For adopt application This .

Implementation digitalization village with use application *OpenSID* in Tambakrejo Village involving a series steps For introduce , adopt , and use digital technology in manage information and services at the level village .

English as the Tambakrejo Village Operator stated , " The decision to implement application *OpenSID* in Tambakrejo Village is results from various consideration and evaluation . We as village operators Tambakrejo has see that use technology information and communication can in a way significant increase transparency , participation society , and efficiency in organization service public . Based on background behind this , we try look for appropriate solution with condition our village . Of course , the initial process implementation No always smooth . We are facing challenge in matter training public in use application this , especially for those who have not used to with technology . However , we are committed For give the support and training needed for all inhabitant can feel benefit from *OpenSID* " ( Jumariyanto , interview , April 4, 2023).

*OpenSID* is A application web based designed special For help data and information management at the level village . Here is stages general that can followed in the implementation process digitalization village use application *OpenSID* :

- a. Understanding and Preparation :
  - The team consists of from staff village , IT officers , and other parties related other need understand goals , benefits , and potential from digitalization village use *OpenSID* .
  - Planning implementation , including allocation budget , resources Power people , IT infrastructure , and schedules implementation .
- b. Installation and Configuration :
  - Installation application *OpenSID* on server or IT infrastructure in the village .
  - Configuration application in accordance with needs and characteristics of Tambakrejo Village .
- c. Training :
  - Stage training for staff village and parties related about use application *OpenSID* .
  - Training covering method input data, manage information , and access services provided by the application .
- d. Data collection :
  - Collecting data and information related population , administration village , finance , village programs , and others .
  - Importing existing data There is previously to in application *OpenSID* .
- e. Daily Use :
  - Start use application *OpenSID* in activity everyday in the village , such as recording administration , population data management , creation reports , and so on .
- f. Development Content :
  - Develop content relevant information For village , such as profile village , programs, news and activities public .
  - Integrating media such as images , videos and documents related .

- g. empowerment :
  - Educating public village about benefit use application *OpenSID* and how they can access information as well as participate in village programs through application the .
- h. Monitoring and Evaluation :
  - Do monitoring to use applications , quality of input data , and engagement public .
  - Evaluate success implementation , identifying problems , and designing repair If required .
- i. Development Continued :
  - Based on experience and input , do development continued on the application *OpenSID* in accordance with needs that arise .
- j. Development Village Digital Ecosystem :
  - Integrate application *OpenSID* with other digital solutions , such as local e-commerce services , online payments , or reporting problem through application .
- k. Dissemination :
  - Use application *OpenSID* as a platform for spread information to society , such as announcement important , activities , and village programs .
- l. Continuity and Maintenance :
  - Ensure continuity use application *OpenSID* with do routine maintenance , updates , and repairs .

During this whole process , it is important For involving participation active from staff village , community , and all parties involved . In addition , adaptation to needs and dynamics local Tambakrejo Village also became factor important in success implementation digitalization village .

### **Implementation constraints Implementation of Village Digitalization with Application OpenSID In Tambakrejo Village**

Use application *OpenSID* in the governance process administration population in the village No always walk smooth and able experience a number of constraints . Rowi Ma'shum as Secretary of Tambakrejo Village said , " *OpenSID* of course own great potential For increase efficiency administration population in Tambakrejo Village , but we are facing a number of constraint in its use . One of them is limitations internet network in our village . The internet signal is not stable and sometimes No available make use application *OpenSID* become obstructed . Sometimes , we experience difficulty in upload population data or to obtain access to required information Because slow internet connection or intermittent . This is influence efficiency and speed service to our society ." ( Rowi Ma'shum , interview , April 11, 2023).

Jumariyanto also said something similar as Tambakrejo Village Staff , " Use of *OpenSID* in Tambakrejo Village Still faced with obstacles internet network that is not stable . Weak internet signal make difficult for us to access application *OpenSID* with smooth . Sometimes , the data input process is interrupted Because frequent connections separated or slow . In addition , other obstacles that we face is completeness of data. Some inhabitant village Not yet understand that's right importance submit population data in a way accurate and precise time . This is cause existence gap in the data available in *OpenSID* . In some case , we still face difficulty in collect complete data For needs administration population ." ( Jumariyanto , interview , April 7, 2023).

Following This is a number of frequent obstacles faced in the governance process administration population with use application *OpenSID* in the village :

- a. **Lack of understanding and skills officer village in use application *OpenSID*** . Frequent problems faced in use application *OpenSID* is lack of understanding and skills officer village in use application said . Officer underdeveloped village understanding and skills in use application

*OpenSID* will complicate the governance process administration population and impacts the quality of the data produced .

- b. **Limitations internet network in the area rural** . Limitations internet network in the area rural be one of constraint in use application *OpenSID* . Slow internet network can disrupt the access process applications and slow down the data input process.
- c. **Problem in maintenance and care device the computer used For operate application *OpenSID*** . Maintenance and care device the computer used For operate application *OpenSID* is important thing in guard smooth governance process administration Population . Problems in maintenance and care device computer will cause disruption of the data input process and resulting in population data No recorded with Good .
- d. **There are changes in population data that are not noted in a way accurate and orderly by officers village** . Changes in population data that are not noted in a way accurate and orderly by officers village will causes population data to be generated No accurate . The accuracy of population data is very important. in the governance process administration population in order to be able to used as base in taking policy .

This is in accordance with results interview to a number of source person from apparatus village as following , Jumariyanto said , " As apparatus government village , we realize that digitalization is step important For increase efficiency and transparency service public . However , during the implementation process digitalization , we are facing a number of constraint technical like limitations internet access in some village areas . For overcome here , we collaborate with provider local internet service For ensure availability more access good " ( Jumariyanto , interview , April 4, 2023).

Temporary That Basiman said , " One of the the obstacles we face is lack of knowledge technology among a number of staff government village . For overcome this , we held training regular and session learning For increase their digital literacy . We also bring in IT expert from outside For give guide technical and support in operate digital system " ( Basiman , interview , April 11, 2023).

Whereas Rowi Ma'shum stated , " As apparatus government village , we are aware that digital transformation requires commitment and work The same from all over team. We build Spirit collaboration and team strong work For overcome obstacles that arise . We also open channel communication open with society , so that they feel comfortable share problem or the obstacles they face meet " ( Rowi Ma'shum , interview , April 11, 2023).

One of inhabitant village , Sri Murtiah give his suggestion , he said , "Of course, we have some suggestions and recommendations For government village and parties related in develop and improve implementation digitalization village through application *OpenSID* :

Training and Education : Government village should provide training regular to citizens , especially those who are less experienced in use technology . This will help increase acceptance and participation public in use application *OpenSID* .

Support : Make sure existence support technical that can accessible to the public If they experience problem or difficulty in use application . This will help overcome obstacle possible technicalities appear .

Responsive to Input : Government village should open channel clear communication For accept input and suggestions from public about development and improvement application *OpenSID* . This will help ensure that application the truly fulfil needs and expectations society .” Sri Murtiah , interview , April 20, 2023).

With overcome obstacles said , it is hoped that the governance process administration population with application *OpenSID* in the village can walk more effective and efficient . This is will impact on



increasing population data quality and facilitate access public in to obtain service administration population in the village .

### **Benefits of Implementing Village Digitalization with Application OpenSID In Tambakrejo Village**

*OpenSID* is application system information village open that can used For assist in administrative processes population in the village . Application This own complete and easy features used by officers administration population and also public village . With use *OpenSID* , registration process population , population data recording , and population data management in villages can done with more fast , effective and efficient .

According to opinion Basiman as Head of Tambakrejo Village moment This , Application *OpenSID* this is very helpful device village in do service to society , he said , " when Formerly I Still take office as secretary village need long enough time to give service letter to write to society , but now with existence application *OpenSID* This service letter to write to public become the more easy and fast " ( Basiman , interview , April 11, 2023).

This matter similar with results interview to Sutrisno as Head Sexy Tambakrejo Village Government , He said " Before use *OpenSID* , administrative process our population is more complicated and time consuming long time . However , with adoption application *OpenSID* , we can with easy manage population data , carry out recording birth , death , migration population , and various incident population other in a way fast and accurate " (Sutrisno, interview , April 7, 2023).

Based on results interview with one of inhabitant village namely Jeni Tyo Ramadani, he said , "Of course , digitalization village through application *OpenSID* has been very helpful make it easier our access to information and services from government village . In the past , we had to come direct to office village For look for know about activities , budgets , or announcement important . Now , all information the can accessed with easy through application , when anywhere and everywhere . This is really save our time and effort " (Jeni Tyo Ramadani, interview , April 26, 2023).

Implementation digitalization village with application *OpenSID* in Tambakrejo Village own a number of significant benefits . Here are is a number of benefit main from use application *OpenSID* in Tambakrejo Village context :

- a. **Improvement Efficiency Administration** . With application *OpenSID* , administrative process village can done digitally , reducing dependence on time- consuming manual processes time . This will help staff government village more focus on tasks important others , such as planning development and service public .
- b. **Transparency Village Fund Management** . Application *OpenSID* allow recording and tracking of village funds in a way detailed . This helps in ensure that management finance village done in a way transparent and accountable , and allow public For access information related budget and expenses village .
- c. **Accessibility Public Information** . Tambakrejo Village Community can with easy access information important , such as development programs , policies village , and population data through the online portal provided by the application *OpenSID* . This provides chance to public For more involved under construction village .
- d. **empowerment** . With existence accessibility information , society can more active in follow and give input to village policies and programs . Participation a more society big can push planning more development sustainable and appropriate with need local .
- e. **More Population Data Recording Accurate** . Application *OpenSID* allow more accurate population data recording accurate and structured . This is beneficial in planning development , service health , and various social programs that require valid population data .



- f. **More Reporting and Monitoring Easy** . Application *OpenSID* facilitate reporting and monitoring the implementation of development programs village in a way more efficient . Government village can with easy track progress projects and ensure proper implementation time .
- g. **Integration with E-Government**. Implementation application *OpenSID* can become step beginning going to implementation full e-government in Tambakrejo Village . This opens opportunity For more Lots service online public , including service administration , licensing and payments tax .
- h. **Subtraction Cost Operational** . With reduce use paper and manual processes, implementation digitalization village can help reduce cost related operations with administration and documentation .
- i. **Strengthen Village Identity** . Adoption modern technology such as application *OpenSID* can give image positive for Tambakrejo Village as an innovative and adaptive entity to change .
- j. **Increase Quality Community Service** . With reduce bureaucracy and improve accessibility information , government village can give more service fast and quality to public .

The Story of Sofianita Kusuma Wardhani said , " Since existence application *OpenSID* , accessibility to information and services the public in our village has experience change big . In the past , we had to come direct to office village For get information about activities and budget village . Now , all information the can accessed with easy through application , without have to bother to come to office . Quality service the public has also increase in a way significant . Use *OpenSID* help reduce bureaucracy and time required For submit application or report problem . We can report problem or give proposal direct through applications , and responses from party village more fast and structured " ( Sofianita Kusuma Wardhani , interview , April 14, 2023)

Sri Murti share his experience in use application *OpenSID* , He said , "I remember one time when I want to know information about plan development infrastructure in our village . Instead of must go to office village and ask direct to officer , i Enough open application *OpenSID* on mobile I . There, I with easy find project list ongoing development running , budget used , and stages implementation . This is very helpful. I in understand direction development village and feel more involved . Besides that , I also feel that *OpenSID* help us in supervise use of village funds in a way more transparent . I have follow training held by the government village For use feature Related *OpenSID* with budget and finance village . Now, I can see with clear how village funds allocated and used For interest public . This gives us a sense of security and trust that public funds truly used For interest together " (Sri Murtiah , interview , April 20, 2023).

In general overall , implementation digitalization village with application *OpenSID* in Tambakrejo Village own potential For increase efficiency , transparency and participation in management government and services public at the level village .

## CONCLUSION

Based on study about implementation digitalization village For improvement quality and quality service public through application *OpenSID* in Tambakrejo Village , can taken conclusion that is use application *OpenSID* in digitalization village own potential big For increase quality and quality service public . Application This can speed up the administrative process , reduce data errors , and improve efficiency in service to public . Application *OpenSID* allow more access easy and fast to information population for society . This is help increase transparency , accountability and participation public in governance administration population village . Implementation application *OpenSID* No let go from challenges and obstacles . Some of them covering limitations ICT infrastructure in the region rural , lack of

understanding technology among public village , and problem data security and privacy needs overcome with Good . Use application *OpenSID* in digitalization village can bring benefit significant , such as improvement efficiency administration population , reduction bureaucracy , and improvement participation society . These benefits potential bring change positive in service public and improve quality life public village . Implementation application *OpenSID* , requires good coordination between government village , community and stakeholders interest related . Training and mentoring are also important For ensure sufficient understanding and skills for user application . For maximize benefit use application *OpenSID* , need existence support supporting policies and regulations digitalization village as well as investment in adequate ICT infrastructure in the region rural .

With consider the above conclusions , implementation digitalization village through application *OpenSID* be one of effective solution in increase quality and quality service public in Tambakrejo Village , Tambakrejo District , Bojonegoro Regency, East Java . Therefore that , in Implementation of Village Digitalization through Application *OpenSID* For Quality and Quality Improvement Public Services in Tambakrejo Village , as follows is some related suggestions use application *OpenSID* . Implementation intensive socialization to public about benefits and how to use application *OpenSID* with easy approach understood to involve figure community , head village , and staff administration village . Support adequate ICT infrastructure like stable and fast internet access , the existence of device computer or mobile devices that can accessed by staff administration village and community village , and training to staff administration village and community about use device hardware and devices required software . Updating and correcting population data in a way periodic use application *OpenSID* . Ensure population data , documents population and information other always accurate and up to date in system . Implementation evaluation in a way periodic to use application *OpenSID* in Tambakrejo Village and Identification problems and challenges that arise in use application and search solution For fix it . The implementation of village digitalization through the *OpenSID* application requires commitment, cooperation , and support from all related parties. By following the suggestions above, it is expected to improve the quality and quality of public services in Tambakrejo Village .

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