

Utilization of Online Village Administration Services: Training on the use of Cihuni Village Website features

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ABSTRAK

Pelayanan administrasi publik merupakan hal yang penting bagi masyarakat pedesaan. Dengan populasi penduduk yang besar, proses pelayanan administrasi dengan cara konvensional sulit berjalan secara optimal sehingga perlu ditransformasikan ke dalam bentuk digital. Teknologi yang ada saat ini seharusnya dapat mendukung optimalisasi pelayanan administrasi dari petugas desa kepada masyarakat; Namun keterbatasan terkait pemanfaatan teknologi menjadi kendala bagi petugas desa. Oleh karena itu, diperlukan pelatihan bagi petugas desa dalam menggunakan fitur pelayanan administrasi melalui website desa Cihuni yang dihasilkan dari penelitian sebelumnya. Kegiatan pelatihan menggunakan metode pendekatan demonstrasi dan uji coba yang dilaksanakan di Desa Cihuni, desa binaan Universitas Multimedia Nusantara. Proses pelatihan melibatkan Tim Dosen UMN sebagai anggota pengabdian masyarakat dan petugas Desa Cihuni. Kegiatan ini bertujuan untuk menambah pemahaman petugas desa tentang pemanfaatan website desa Cihuni yang memiliki berbagai fitur untuk meningkatkan pelayanan administrasi publik. Hasil dari kegiatan ini berkontribusi dalam peningkatan pemahaman petugas desa dalam menggunakan website desa cihuni.

Kata kunci: Administrasi; Desa; Digitalisasi; Pelayanan; Website.

ABSTRACT

Public administration services are important for rural communities. With a large population, it is difficult for administrative service processes using conventional methods to run optimally, so they need to be transformed into digital form. Current technology should be able to support the optimization of administrative services from village officers to the community; However, limitations related to the use of technology are an obstacle for village officers. Therefore, training is needed for village officers in using administrative service features via the Cihuni village website resulting from previous research. The training activity used a demonstration and trial approach method in Cihuni Village, a village supported by Multimedia Nusantara University. The training process involved the UMN Lecturer Team as community service members and Cihuni Village officers. This activity aims to increase village officers' understanding of using the Cihuni village website, which has various features to improve public administration services. The results of this activity contribute to increasing village officers' understanding of using the Cihuni village website.

Keywords: Administration; Digitalization; Services; Village; Website.

INTRODUCTION

The Community needs public administration services in the Village to take care of population administration, such as Resident Identity Cards (KTP), Family Cards (KK), and Reports of guests who visit more than 1 x 24 hours (Hidayatulloh & Mulyadi,

2015). In the Administrative Service Process in Cihuni Village, Tangerang Regency, there were obstacles regarding less than-optimal services because they still needed to use conventional methods. The large number of people who come to the Village office to get administrative services from Village officers results in slow service processes. With the population of Cihuni Village amounting to approximately 7000 people, it will be challenging to give optimal administration services with the number of village officers, which only numbers less than 50 officers.

It is still possible for the village officers to accommodate the administrative application process by the Community. However, the next stage, namely the progress of the application and the results, cannot be completed quickly because the order of submissions is not structured correctly. Apart from that, the Community needs to make an effort to return to the Village office to get the latest information regarding their administrative applications. Based on studies of several Community Outreach activities that previously existed, optimizing administrative services can be improved by implementing computer-based digital services (Moşteanu & Fathi, 2020). Several villages in Indonesia have implemented computer-based administrative services that village officers can use to provide services to the Community (Supiyandi et al., 2022). Therefore, the Village Website can be a solution to optimize Administrative Services by village officers to the Community (Faizin & Swasono, 2022).

The website from previous research has several main features that can accommodate and process applications for KTP cover letters, Family Card cover letters, Family Card change cover letters, Guest Reports, and monitoring application status (Sarkawi & Andilala, 2021). At the pre-implementation stage of this Village website, training is needed for village officers so they can use this website optimally (Puspasari, 2018). Village officers' limited understanding regarding the use of the Village website is a challenge in implementing the Village website (Sulistyanto et al., 2022). This Community Outreach activity aims to provide understanding to village officers so they can use the Village website optimally.

METHODOLOGY

The training method we implemented in Community Outreach in Cihuni Village involved a demonstration and piloting approach (Yusup et al., 2017). In this training, participants will learn an in-depth understanding of using the Cihuni Village website, which has various essential features for processing applications such as a cover letter for making a Family Card, a cover letter for making a KTP, a cover letter for changing a Family Card, and a Guest Stay Report. This website can be a handy tool for village officials to optimize administrative services to the residents of Cihuni Village.

Training will begin with an introduction to the functions and benefits of each feature on the website. Participants will receive a detailed explanation of accessing, filling out, and submitting documents via the website. Next, we will involve a demonstration session where the instructor will show practical steps in using the website and how to avoid common mistakes (Sakthy et al., 2021). After that, there will

be a pilot session where participants will practice directly to submit applications via the website. The instructor will provide individual guidance and supervise participants in performing this task. Thus, participants can experience using the website directly and get helpful feedback (Lee & Markey, 2014).

This training method will ensure that village officials have the skills necessary to optimize administrative services through the Cihuni Village website effectively and efficiently so that the people of Cihuni Village will feel the maximum benefits from this technological innovation (Nuradhawati, 2020). The Community Outreach programme was conducted from March to October 2023 at Cihuni Village, Tangerang, Banten, Indonesia.

RESULTS AND DISCUSSION

This Community Outreach activity began with a visit to Cihuni Village, a village supported by the Universitas Multimedia Nusantara (UMN) Campus. Figure 1 shows documentation of when the Lecturer Team, consisting of 5 UMN Information Systems Study Program lecturers, visited to interview Village officers, namely the Village Head and Village Secretary (Siman, K. F. ., & Wiratama, J. 2023). Several questions about the administrative service processes running in Cihuni Village were asked in this interview session with the village officers. The results of the interviews were then analyzed to get a hypothesis. The hypothesis was obtained that the administrative services that are currently running are not running optimally due to several obstacles, namely, Limited number of village officers who provide administrative services to the community and understanding regarding the use of technology in the form of village websites that can be used by village officers' to optimize administrative services.



Figure 1. Cihuni village officials' initial visit and interview

After going through a series of designing the Cihuni village website through previous research with students guided by the UMN Information Systems Study Lecturer Team, a website with several main features was produced . The users of the Cihuni Village website can access it online via a browser with the URL desacihuni.com,

which has four features that the community can use in implementing this website. The four features are 1) Family Card (KK), 2) Resident Identity Card (KTP), 3) Change KK, 4) and Guest Report. The website's user interface (UI) is shown in Figure 2.

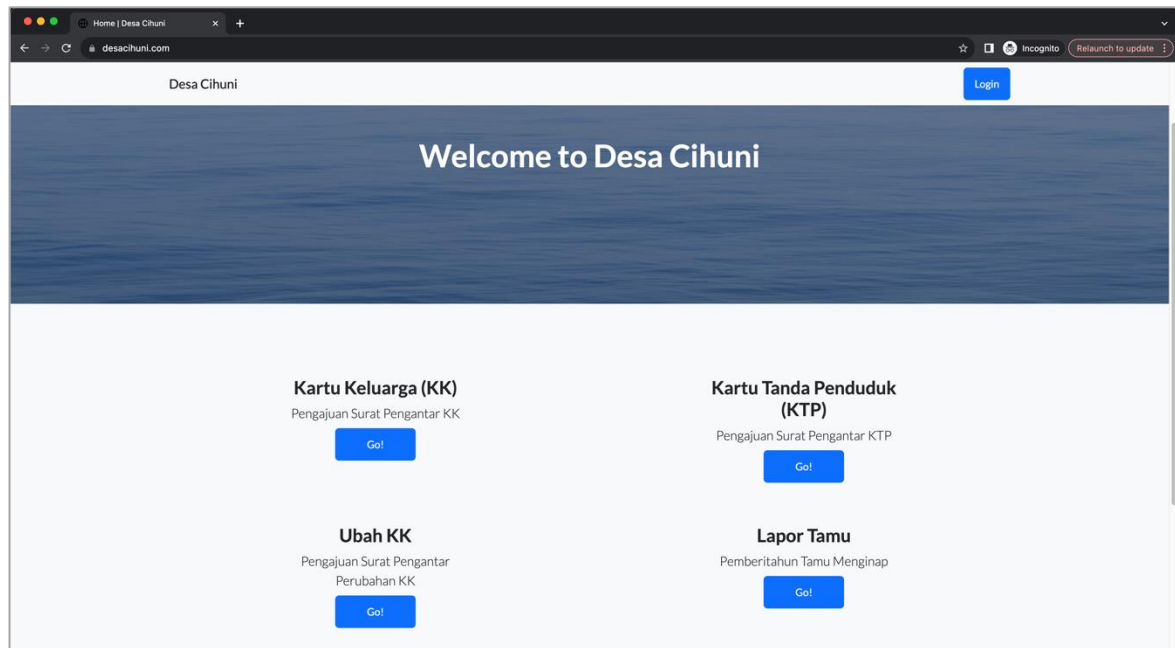
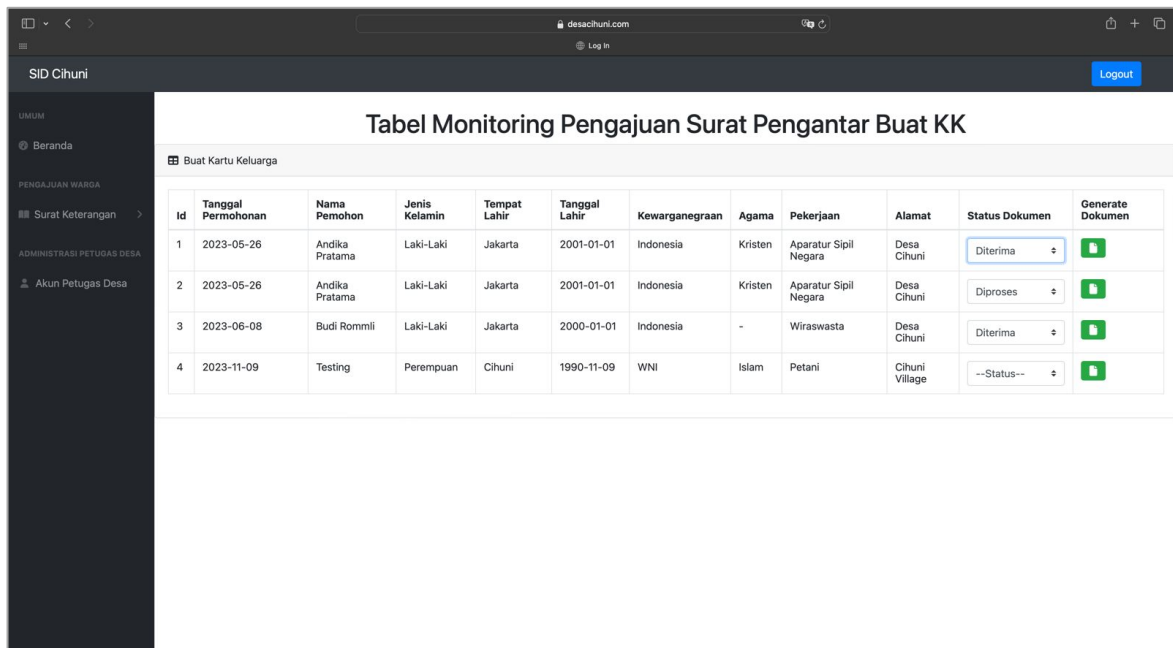


Figure 2. User Interface of Dashboard Cihuni Village websites

The image shows a web browser window displaying the 'Desa Cihuni' website at the URL 'desachuni.com/permohonanBuatKK'. The page title is 'Pengajuan Surat Pengantar Pembuatan KK'. The form contains several input fields: 'Tanggal Permohonan' (dd/mm/yyyy), 'Nama', 'Jenis Kelamin' (dropdown), 'Kewarganegaraan' (dropdown), 'Tempat lahir', 'Tanggal lahir' (dd/mm/yyyy), 'Agama' (dropdown), 'Pekerjaan', and 'Alamat'. A green 'Submit' button is at the bottom of the form. The footer of the page reads '© Tim PKM Internal 2023 - Dosen Universitas Multimedia Nusantara'.

Figure 3. Villagers input form of Kartu Keluarga (KK) Recommendation Letters

On the second visit to Cihuni Village, an example of a scenario was carried out, which was tested in a demonstration during the training session, namely an access trial for submitting a Family Card (KK) Cover Letter. The application process can be accessed by clicking the "Go!" In the Family Card feature, as shown in Figure 2. After the Go! Successfully clicked, the page will move and display a digital form to be filled out by the community to submit a cover letter for making a KK, as seen in Figure 3.



Tabel Monitoring Pengajuan Surat Pengantar Buat KK											
Buat Kartu Keluarga											
	Tanggal Permohonan	Nama Pemohon	Jenis Kelamin	Tempat Lahir	Tanggal Lahir	Kewarganegaraan	Agama	Pekerjaan	Alamat	Status Dokumen	Generate Dokumen
1	2023-05-26	Andika Pratama	Laki-Laki	Jakarta	2001-01-01	Indonesia	Kristen	Aparatur Sipil Negara	Desa Cihuni	Diterima	
2	2023-05-26	Andika Pratama	Laki-Laki	Jakarta	2001-01-01	Indonesia	Kristen	Aparatur Sipil Negara	Desa Cihuni	Diproses	
3	2023-06-08	Budi Rommli	Laki-Laki	Jakarta	2000-01-01	Indonesia	-	Wirawasta	Desa Cihuni	Diterima	
4	2023-11-09	Testing	Perempuan	Cihuni	1990-11-09	WNI	Islam	Petani	Cihuni Village	--Status--	

Figure 4. Monitoring table of submission request of Villagers

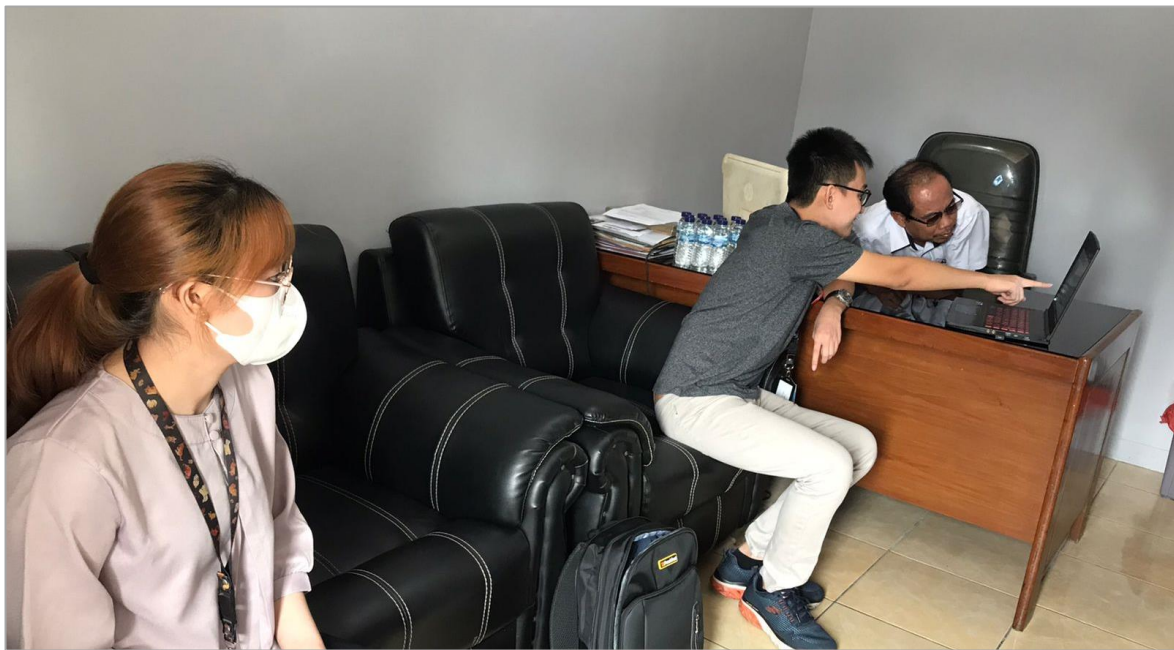


Figure 5. Training and Demonstration Sessions by the Instructor.

In the scenario for submitting a KK cover letter that has been carried out, village officers can then log in via the login button available on the Cihuni Village Websites dashboard page. After the village officers have successfully logged in, the list of submissions for letters of introduction for making a KK can be viewed and processed on the monitoring table page shown in Figure 4. The training process and demonstration of using the Cihuni village website is carried out to the village officers' as seen in Figure 5. At the training stage, the instructors explain and demonstrate the website's flow. Using the Cihuni Village website starts with logging in, which can be accessed using the village officers' cellphone number, and processing incoming applications by providing updated information on the drop-down list menu:

processed, rejected, or accepted. After the application process is submitted, the results of the application can then be generated to produce a receipt document in digital form. They can also be printed according to needs.

Table 1. Evaluation results of Training and Demonstration of Cihuni Village websites

No	Users	Feature 1	Feature 2	Feature 3	Feature 4
1	Village officers 1	3	2	3	2
2	Village officers 2	3	3	3	3
3	Village officers 3	2	3	3	2
4	Village officers 4	3	3	3	2
5	Village officers 5	3	3	3	2

The final stage of this Community Outreach Activity is an evaluation of the results of the training and demonstration of Cihuni Village websites, shown in Table 1. Each village officer will give a score regarding their understanding of using the features on Cihuni Village websites in terms of functionality on a scale of 1 to 3. For scale 1, the function is difficult to use; for scale 2, it means the function is relatively easy to use; for scale 3, it is very easy. The average evaluation results show that village officers can understand and use the features available on the Cihuni Village websites.



Figure 6. Documentation after training and demonstration of Cihuni Village websites

After the evaluation stage, the Cihuni Village website was handed over to the Cihuni Village. Then, this Community Outreach activity closed with photo documentation with village officers. The results of this training will likely be able to optimize administrative services to the Cihuni village community.

CONCLUSION AND RECOMMENDATION

This training activity on using the Cihuni Village websites shows results in village officers' understanding of using the website through the features provided. The features that have been created have functions that suit the needs of Cihuni Village to optimize administrative services to the community. Apart from that, public data can be

stored more securely in the website database, thereby reducing the risk of losing physical documents or accumulating documents, which delays the service process.

Apart from the training results obtained, this Community Outreach activity still needs further development to run more optimally. Therefore, this activity will be ongoing and focus on developing Android-based applications to make it easier for the public to process administrative services.

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