

TRANSFORMATION OF VILLAGE SERVICES THROUGH IMPLEMENTATION OF THE VILLAGE INFORMATION SYSTEM WEB

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ABSTRACT

Public services are one of the important tasks that cannot be ignored by local governments because if the service component experiences stagnation, it is almost certain that all sectors will impact congestion. Therefore, there needs to be good planning and even needs to be formulated service standards for the community in accordance with the authority given by central government to local government. By providing positive and quality services, empirically, on the one hand, it will create satisfaction, happiness, and welfare of the community, which in turn will be able to realize village development goals. The purpose of this community service is to find out the role of service through Service Transformation by Implementing the Village Information System Web towards the people of Cipayung village. In community service in Cipayung village, East Cikarang district, there are 4 methods used, namely observation, interviews, training, and counseling. Implementation of the Cipayung Village Information System Web plays a role in informing the existence of Cipayung village, improving online village services, inputting data digitally, providing information on the wall, and having a neat file storage layout.

Keywords: Information System; Service Transformation; Web Implementation

INTRODUCTION

Cipayung Village Government Basis No. 19/1965 Replacement of Inlansche Gemeente Ordonantie, Minister of Home Affairs Regulation no. 1 of 1968 and West Java Provincial Regulation no. 5/PD DPRD-GR 1967 with Governor's Decree No. 89/BV/Pen/SK/67 The Village Wali (Village Head) is elected by the village residents and then this

election is ratified by the Governor and its implementation is delegated to the Regent. The Village Guardian (Village Head) is assisted by the Deputy Village Head who is appointed by the village guardian and validated by the Assistant Wedana (Camat) who assists with Administration in the village. (Cipayung, 2023).

The current area (680, 67 Ha) consists of; rice fields : 368.42 Ha,

land 300.65 Ha, others 11.60 Ha.

Vision, Mission of Cipayung Village:

Vision

Serving the Cipayung Village Community for the sake of creating a developed, Independent, Healthy and Prosperous Cipayung Village

Mission

1. Optimize the performance of village officials optimally according to the main tasks and functions of village officials to achieve good service for the community.
2. Carrying out coordination between work partners.
3. Increasing Human Resources and utilizing Natural Resources to achieve community welfare.
4. Increasing existing institutional capacity in Cipayung Village.
5. Improving the quality of Public Health.
6. Improving the welfare of the Cipayung Village Community in various forms of activities.

Implementation of development activities that are honest, good, transparent, and accountable optimally optimizing the performance of village officials

according to the main tasks and functions of village officials to achieve good service for the community.

Public services are one of the important tasks that cannot be ignored by local governments because if the service component experiences stagnation, it is almost certain that all sectors will impact congestion. Therefore, there needs to be good planning and even needs to be formulated service standards for the community in accordance with the authority given by central government to local government. Because of the implementation of Regional Autonomy, especially after the enactment of Law number 32 of 2004 concerning Regional Government, where Regional Governments were given broad authority by the central government to regulate their own regional households, including the provision of services to the people in their regions (Indonesia Government, 2004).

However, various issues have arisen among the community, it turns out that the service rights received by the community have not met the

expectations of all parties, both in the community. Improving service quality is a very crucial issue where this happens because on the one hand, society's demands for service quality are getting bigger from year to year. Meanwhile, the practice of service providers has not experienced any significant changes. The public all the time demands quality public services from bureaucrats, although these demands often do not meet expectations because empirically the public services that have occurred so far still tend to be slow, expensive, and complicated.

Therefore, public service reform is needed. Positive and quality service, empirically, on the one hand, will create satisfaction, happiness, and welfare of the community, which in turn will be able to realize village development goals. This service needs to be done correctly and quickly so that residents become customers feel you have received satisfactory service. (Mayowan, 2016)

The description of the phenomenon above shows that there

is a condition in the village which cannot be played optimally as a modern organization which should have authority in providing public services in the region and can effectively act as a leading organization, because of the resistance response. Widjaja, (2003:3) said the aim of granting regional autonomy and regional existence is to increase the effectiveness and results of government administration in the regions, especially in the implementation of development and community services as well as to increase the stability of village services.

The survey stated that there were five sectors experiencing problems including 1). The existence of Cipayung village is not yet well known to all communities in Bekasi Regency. 2). Not all village population data sources have been digitally input on the Ministry of Home Affairs website, so the information is not yet well known to all communities throughout Bekasi Regency. 3). Village services still use conventional or offline methods. 4). Lack of delivery of information on

madding. 5). The file storage layout is inadequate so that sources of information regarding village data are difficult to find and are not neatly arranged. This survey was conducted on 25 July - 01 September 2023 using the interview method with non-probability sampling.

Based on the description of the background to the problem above, it is considered quite important that the Pelita Bangsa University community service team is interested in holding community service activities with the title:

Transforming Village Services Through Implementation of the Village Information System Web

RESULTS AND DISCUSSION

After carrying out theoretical and practical training, the participants have additional knowledge, and if this knowledge is developed well, it will obtain and improve the performance of village employees who are already active. in Cipayung Village, including:

1. Increase awareness and information about the existence of Cipayung Village with the Cipayung Village SID website

link: <https://desacipayung.com>.

2. By inputting data digitally, it can be collected systematically.
3. Increased village services both offline and online.
4. There is information on madding.
5. The file storage layout is neatly arranged on the filing cabinet.



Figure 1. Cipayung Village Web Creation Training

Training on the Web is given by UPB students:

1. Providing training to village website managers and the community regarding use and website management. This training can improve understanding and skills in managing content, updating information, and maintaining the security of village websites.
2. Encourage cooperation between village website managers, village

government and related parties in obtaining accurate and relevant information to be submitted on the website. This collaboration can enrich the content of the village website and improve the quality of the information conveyed.

3. Providing a feedback mechanism from the public regarding information submitted via the website. With this mechanism, village website managers can better respond to community needs and input, such as a suggestion box. (UPB, 2023)

The creation of a village information system website received a good response from village officials and the Cipayung village community, because the website was also one of the unrealized hopes for village officials. Contributions are also carried out in the process of collecting data needed to complete the website amidst busy activities in carrying out the main duties as village government service administrators.

Apart from the community, village government or village apparatus, the website creation program is enthusiastically supported

by the community.

The success of this can be seen from the implementation and use of a web-based village information system which can improve the exchange of information and services in the village, thus increasing the existence of the village and the entire scope of the Cipayung Village and making this website a forum for conveying crucial information in an efficient manner. transparent. (Abbas & Sutrisno, 2022)



Figure 2. Tidying Up the File/Document Storage Layout with Village Officials Assisted By UPB Students

Documents/files are arranged in archival storage cabinets.

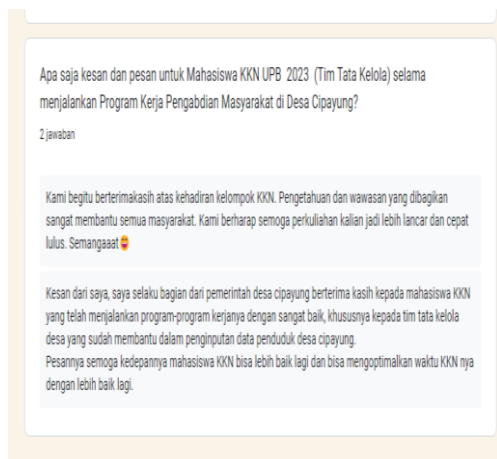


Figure 3. Results of Measuring Community Satisfaction in Cipayung Village

1. Thank you from Cipayung village officials.
2. Thank you from the Cipayung village community.

Measurement is an important element in the performance evaluation process where the final goal to be achieved is to provide public services that can provide convenient facilities for the Cipayung village community.

CONCLUSIONS

Conclusion

Service activities: The Pelita Bangsa University Community, which consists of a team of lecturers and students who focus on improving service transformation through web implementation, digital services for the Cipayung Village Community, East Cikarang District, Bekasi Regency, obtained the following

results: (1) increased awareness and information about the existence of Cipayung Village by creating a link to the Cipayung Village SID website: <https://desacipayung.com>. (2) by inputting data digitally, it can be collected systematically. (3) Increased village services both offline and online. (4) There is information on madding. (5) The file storage layout is neatly arranged on the filing cabinet.

Suggestion

For Cipayung Village Employees It is hoped that it can improve the provision of digital services to the Cipayung village community (2) For the Cipayung Village Community it is hoped that the people of Cipayung Village, with the transformation of services through digital web implementation, can make the best use of various facilities and conveniences.

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