

## The Urgency of Information Technology and Village Administration Services (Study on SILDEKAN)

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### ABSTRACT

This study examines the role of Information and Communication Technology (ICT) in village-level administrative and communication services, with a specific focus on implementing SILDEKAN (Digital Technology Application through Information System and Services of Babakan Village) in Lumajang district. Motivated by identified service deficiencies and stakeholder complaints, we conducted a literature study to uncover relevant scientific research on service and information applications in village government, including SILDEKAN. Findings highlight the paramount importance of applying digital technology via SILDEKAN in Babakan village, Padang sub-district, Lumajang, East Java. Urgent implementation is warranted due to identified service deficiencies, emphasizing the need for enhanced service quality. This study emphasizes ICT's critical role in transforming village-level service delivery. SILDEKAN offers a promising solution to address administrative and communication service gaps, ultimately enhancing service quality. This research underscores the urgency of implementation and contributes to ongoing discussions about leveraging digital technology for improved local service quality.

Keywords: Information Technology, Service, SILDEKAN



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## INTRODUCTION

Currently, the progress of information technology is so fast growing, this is evidenced by the increasing need for computer-based information systems offline and online. Almost all fields and jobs in managing information data use computer technology. The development of technology and information is very important in today's world, because at this time information technology is increasingly sophisticated and full of dynamic changes that continuously lead us to be in the increasing quality of information services. The development of information technology and computer technology in the fields of science, education, business, office administration, communication, government and other activities, in everyday life plays a significant role in this country in the overall development process. Information and Communication Technology contains a broad sense of all activities related to the processing, manipulation, management, and transfer of information between media (Huda, 2020).

The presence of the internet is one of the means that supports the community to find or find out all the information needed. including websites that are currently popular. Website is an information page provided through the internet, so that it can be accessed anywhere as long as it is connected to the internet network (Rochman, Hanafri, & Wandira, 2020). This development is caused by the high demand for easy and fast technology. In addition to information technology, internet-based technology is also needed to provide convenience in receiving and accessing information in various formats from all over the world (Styawati, Oktaviani, & Lathifah, 2021). Development in villages today is strongly influenced by the development of information technology, ranging from the use of simple mobile phones to smartphones or smartphones and also the use of the internet with its various features to help people both in urban and rural areas in carrying out their daily activities (Asmara, 2019). Information technology is a tool that serves to assist humans in solving problems (Nasir, 2013), Information technology also has advantages in the ability to process data both internally and externally, which can be integrated between parts of the organisation (Rahmanto, 2021). Therefore, information technology has a very important role in providing improved quality of village services.

Furthermore, the use of information technology and computers continues to expand in various service sectors (Styawati, Ariany, Alita, & Susanto, 2020). The utilisation of this technology can facilitate community services (Styawati et al., 2020) . With the presence of the Village Information System, documentation of the existence and orderliness of data in the village is more assured (Sulistiyowati & Dibyorin, 2013). While in other real conditions, the existence of applications to improve government services for the community is not as expected. Application of Information Technology in Improving the Quality of Public Services The application of information technology in improving the quality of public services has not been fully optimised. (Suprianto, 2023). Of course, this opens up opportunities to further examine the urgency of administrative service applications in villages, especially those that have been running in various regions.

Babakan is one of the villages in Padang sub-district, Lumajang, East Java. The village continues to grow and is committed to becoming an advanced village in the field of information technology. The Babakan village government continues to strive to provide excellent services to its citizens. One of them is by following the development of the digital and millineal era. The need for access to information technology in the digitalisation era is needed by the community. In addition to daily needs, the use of technology can also help facilitate public services for both the government and the community. The Digital Age has provided various good changes as a positive impact that can be used as well as possible. But at the same time, the digital era also brings many negative impacts, thus becoming a new challenge in human life in this digital era. Nevertheless, Babakan village is one of the villages in Lumajang district that has problems accessing information technology. The access to information technology in this village is considered to be inefficient, so the community does not directly inform the village officials about village damages. In addition, the community also experienced problems related to river cleanliness, because many residents still do not comply with the regulations that have been listed.

So to overcome the existing problems, we innovate by creating applications that can help accelerate access to information in the village, and help control community activities by providing surveillance cameras around the bridge. Therefore, there is an innovation to create a means of Applying Digital Technology Through Information Systems and Services in Babakan Village (SILDEKAN). SILDEKAN is the answer to the inefficiency in accessing village information. This application supports the smooth access of this information, village officials can facilitate in the form of information media and suggestions and infrastructure such as applications or websites on smartphones that can be accessed easily by the community.

This information media makes it easier for the community to get information. Meanwhile, the related facilities and infrastructure are in the form of 3 features, among others: 1) emergency button, where this feature is useful for conveying emergency information about health, security and disasters

quickly. 2) Village damage, this feature is a special service for information on damaged village facilities, and can be submitted quickly. 3) Correspondence services, which functions as, if the community needs to make / renew letters such as (KTP, SKCK, inheritance letter, etc.) this feature can be used for reports or orders that can help make it easier for the community to make. Information media, this application is a media for managing the system and accessing village information.

In addition, in improving the comfort and cleanliness of the community environment in Babakan village and in addition to continuing to optimise community service activities in the village., SILDEKAN An effort that can help village officials in dealing with this is by utilising technology, one of which is installing surveillance cameras or CCTV (Closed Circuit Television) around the bridge area. Hopefully, after the installation of CCTV will be able to minimise the level of littering by the community in the bridge area.

## METHODS

This research uses the literature research method (literature study), which involves searching for relevant literature sources according to the topic discussed, with the aim of finding related scientific and theoretical studies. This study focuses on theories that are appropriate to the subject, namely the role of using the conceptual change model, cognitive conflict approach, and reduction of misunderstanding. The data used in this study are secondary and consist of research results, scientific books, scientific articles, as well as information sources from the internet and others, which are relevant to the topic of discussion on cognitive conflict. Data collection is done randomly within a certain period of time. The data that has been collected is then analyzed (Rachmawati & Supardi, 2021).

In its analysis, this research may try to understand how the conceptual change model, cognitive conflict approach, and reduction of misunderstanding affect the understanding and cognitive processes of individuals in a particular context. This may help identify the impact and theoretical relevance of these concepts to the research subject under discussion.

## RESULTS AND DISCUSSION

The implementation of SILDEKAN is basically an effort on the part of the village government to provide maximum services to its citizens. Various villages in other regions in this country in particular also continue to provide similar services using various applications. Everything boils down to providing convenience to the community in administrative management. Several applications to facilitate access to information and services have various acronyms or designations. Among others, the Village Information System, Village Administration Application, Village Service System and Village Administration Tracking System. All of this is done as an effort to eliminate and anticipate various complaints about administrative services in the village.

Therefore, the existence of applications at the village level is urgent. Therefore, it needs to be supported by literature articles from various academic journals. In this research, various titles of articles and journals will be presented and with various durations of publication. The existence of various academic sources will further provide a real picture of the degree of urgency.

**Table 1. Article data**

(Author, Year)	Title	Conclusion
1- (Hermansyah, Wahyuni, & Akbar, 2022)	Perancangan Sarana Media Informasi Berbasis Web desa Klambir Lima Menggunakan Metode Waterfall	With this website-based information system, it can improve Klambir Lima Kebun village services to the community so that

		information to the community can be accessed easily and accurately.
		to the community so that information to the community can be accessed easily and accurately.
2- (Padilah & Afrianto)	Tinjauan Literatur : Analisis Pengaruh Komputasi Awan dalam Peningkatan Layanan desa Berbasis Teknologi Informasi	The use of the Cloud Computing-based E-Desa system in the village office or hall in accordance with the Population and Civil Registration Standards can be done to assist the government in the implementation of the E-Desa system. and Civil Registry Standards can be done to assist the village.
3 - (El-Haq, 2022)	Penerapan Teknologi Informasi dalam Birokrasi Publik di Kantor desa Kebonagung	Information technology Information technology is intended as additional staff who help ease the performance and tasks of employees in managing requirements and documents.
4- (Suprianto, 2023)	Literature Review: Penerapan Teknologi Informasi dalam Meningkatkan Kualitas Pelayanan Publik	The application of information technology in improving the quality of public services has not been fully optimised.
5- (Sabiq, Hayurani, Febriyanto, & Abror, 2022)	Sistem Layanan Desa Ciseeng Berbasis Web dan Android untuk Meningkatkan Pelayanan desa pada Masyarakat	The digitisation of the service system for Ciseeng Village (Bogor) was successfully implemented in accordance with the Village Government's request and has been able to 7 village services out of 16 services to Ciseeng Village residents.

6 - (Machrus & Farokhah, 2023)	Sistem Pelacakan Administrasi desa Ardimulyo Berbasis Bot Api Telegram	Tracking System Bot Api Telegram-based Ardimulyo Village Administration provides convenience for the community in submitting letters and after submitting letters, in the form of tracking information.
7 - (Bangun et al., 2023)	Pelatihan Pengetahuan Teknologi Informasi Desa N7 Aek Nabara	Knowledge of healthy internet-based information technology is very useful
8 - (Mukhsin, 2020)	Peranan Teknologi Informasi dan Komunikasi Menerapkan Sistem Informasi desa dalam Publikasi Informasi desa di Era Globalisasi	The existence of Information and Communication Technology can improve services and is useful in processing data that can be used for development planning, supporting decision making.
9 - (Martadala, Neneng, Susanto, & Ahmad, 2021)	Model Desa Cerdas Dalam Pelayanan Administrasi (Studi Kasus: desa Kotabaru Barat Kecamatan Martapura Kabupaten OKU Timur)	Smart Village Model in Population Administration Services Population Administration Services in Kotabaru Barat Village, Martapura District Martapura East OKU Regency fulfils the requirements to be implemented with a very good category.

Source: Secondary Data, Processed

From the articles that can be collected, it can be explained that web information systems in the village can improve services to the village community so that information to the community can be accessed easily and accurately. Then the use of a specific system in the office or village hall that adapts to the Population and Civil Registration Standards can be done to help the village government. Information technology is intended as additional staff that helps ease the performance and duties of employees in dealing with requirements and documents. In addition, the application of information technology in improving the quality of public services has not fully run optimally. Digitalisation of the service system was successfully implemented in accordance with the request of the Village Government and has been able to provide seven village services out of sixteen services to villagers.

The application-based Village Administration Tracking System provides convenience for the community in submitting letters and after submitting letters, in the form of tracking information.

Healthy internet-based information technology knowledge is very useful. The existence of Information and Communication Technology can improve services and is useful in processing data that can be used for development planning, supporting decision making. This is supported by applications in Population Administration Services in Villages that meet the requirements to be implemented with a very good category.

From various secondary data collected in the form of various journal articles, the majority shows that various applications to facilitate services to village communities in particular are very important. Apart from being one of the efforts to provide excellent service, this application is able to make the tasks of the apparatus more efficient. This further strengthens the application of digital technology through information systems and services in Babakan Village (SILDEKAN) in Babakan village, Padang sub-district, Lumajang, East Java has become very urgent in its existence. Not only information applications but also services and information connected to social media. Facebook, Instagram and the village website, supported by the existence of a Community Information Group.

## CONCLUSIONS

The application of digital technology through the Babakan Village Information and Service System (SILDEKAN) in Babakan village, Padang sub-district, Lumajang, East Java to provide services and information is urgent. Furthermore, it needs to be implemented immediately as part of efforts to improve service quality. Although it is relevant in its application according to the demands and needs, it must still pay attention to the existing facilities and infrastructure as support. These facilities are technology education, internet connectivity, socialisation and intense mentoring between the user community and managers on an ongoing basis.

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