Effectiveness of OpenSID Application in Improving Services in Kemamang Village Bojonegoro

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ABSTRACT

The Bojonegoro District Government, together with the Bojonegoro District Communication and Information Office (KOMINFO), had implemented the use of the OpenSID application as a means of providing better public services. One of the areas where this initiative was being carried out was in Kemamang Village, Balen Sub-district, Bojonegoro District. The objective of this research was to describe the Effectiveness of Implementing the OpenSID Application in Improving Document Services in Kemamang Village. This study employed a qualitative descriptive research method, focusing on effectiveness measurement based on Subagyo’s criteria, which included program targeting accuracy, program socialisation, program goal achievement, and program monitoring. The research findings indicated that the OpenSID programme in Kemamang Village had effectively achieved its goals and objectives. OpenSID had facilitated access and enhanced citizen satisfaction. However, the programme’s socialisation aspect had not been effective, leading to low citizen participation. Intensive socialisation involving the community was necessary. Programme monitoring needed enhancement to identify issues and improve programme quality. The challenge of application maintenance also required attention to ensure programme performance. By undertaking these measures, the OpenSID programme could become more effective and optimal. The implementation of the OpenSID application in Kemamang Village was ineffective in terms of the socialisation and programme monitoring indicators. The lack of citizen engagement in socialisation had resulted in a lack of awareness regarding document creation requirements. Therefore, the Village Government needed to actively participate in planned socialisation methods. Ineffective monitoring has also led to system maintenance issues. Therefore, the Village Government should conduct regular monitoring to address problems and enhance programme
INTRODUCTION

One of the basic roles in governance is the provision of public services, which includes activities to fulfil community needs in the form of services or administrative services by public service officers. Law of the Republic of Indonesia Number 25 of 2009 on Public Services requires the government to provide public services at the central and local levels. In the era of decentralisation, village governments are also responsible for providing transparent, efficient, effective and accountable public services. Oktariyanda and Meirinawati (2018) explain that public service is an effort to provide services by government agencies through the apparatus in it, fulfilling community needs related to goods or services organised by the government bureaucracy. The village government must prepare several aspects in carrying out the duties and responsibilities of providing public services, namely regulating and setting service standards, compiling and announcing regulations on services, obtaining skilled implementing personnel, and providing adequate infrastructure and facilities. The utilisation of information technology is important as the need for fast and accurate information increases. According to Putro, advances in information technology allow for shared access to data through internet networks, which is important for village communities to stay connected and advance the village. In the context of village development, communication and information play a central role in designing development projects.

The percentage of the population accessing the internet is increasing. In 2017 it was 32.34 per cent, in 2018 it was 39.9 per cent, in 2019 it was 47.69 per cent, in 2020 it was 53.73 per cent and in 2021 it was 62.1 per cent. Internet usage in East Java has also increased from year to year. The following is data on internet usage in East Java in urban and rural areas (BPS, 2021). Internet usage in East Java from 2017 to 2021 is increasing. In 2017 internet users in East Java were 40.21 per cent, in 2018 48.15 per cent, in 2019 56.04 per cent, in 2020 62.07 per cent, and in 2021 67.14 per cent of users (BPS, 2021).

The concrete form of public welfare is health, which must be organised properly so that the Indonesian people get fair and useful health services, which is one way to improve the quality of government services (Oktariyanda & Rahaju, 2018). The Indonesian government needs to keep up with the times, including the use of the OpenSID application developed since May 2016 by GitHub to digitally manage village data and information (opendesa.id, 2023). OpenSID, part of the Village Information System (SID) program, helps villages organise data, design development plans, manage development processes, and allocate village funds appropriately to achieve village Sustainable Development Goals (SDGs) (sid.kemedesa.go.id, 2023). The Bojonegoro government views this application as important for village progress and facilitating services, so on 20 November 2019, together with KOMINFO Bojonegoro, held an evaluation and mentoring of 100 SID Pilot Villages (dinkominfo.bojonegorokab.go.id, 2019). However, according to initial interviews with several Village Heads in Balen Sub-district, only Kemamang Village has implemented OpenSID for mail services, while other villages are still using manual methods because the updating of population data has not been completed.
The OpenSID application is a Village Information System (SID) that enables the management of village data and information by the government and villagers. OpenSID is available in two modes: offline and online. In offline mode, the application is installed on a computer server in the village office and functions as a local data centre that can only be accessed within the local network, so it is recommended for daily use. Data from the offline mode can be uploaded to the online system on a regular basis. The online mode, which is connected to the internet, functions as a village website with two segments: a front section for public access and an internal section for system managers. The SID application is designed to manage basic data and village-related information, with the village government responsible for the management of this data. Access rights to the system are granted to users from the village government and the team coordinated by them, while outside users have limited access to the information functions on the village website.

OpenSID is an advancement in information and communication technology for villages, but not all villages in Bojonegoro Regency have implemented it. Kemamang village in Balen sub-district is one that has used OpenSID for village services (opensid.bojonegorokab, 2023). This programme received funding of IDR 7,200,000, which was budgeted in the Kemamang village budget for 2021, 2022, and 2023. This application provides benefits for village officials by facilitating and accelerating the process of making letters, as well as for villagers who can apply for letters online through the "Kemamang Village Self Service" web. In 2022, Kemamang Village printed 863 letters in 33 types through OpenSID (opensid.bojonegorokab, 2023). However, obstacles include the lack of utilisation of self-service by residents due to a lack of socialisation, so they still come directly to the village office to process letters.

Another obstacle in implementing OpenSID in Kemamang Village is that residents who are not IT literate cannot use the letter-making service from home. The procedure requires residents to create an account on the "Kemamang Village Self Service" website first, which can only be done by those who are tech-savvy. Another problem is the lengthy OpenSID "maintenance" process, which can last for more than a month every six months, making the letter service manual again during this period. The greatest benefit of this application is felt by the village service admin, while villagers have not been able to fully utilise it. Therefore, the author is interested in researching "The Effectiveness of OpenSID Application in Improving Mail Services in Kemamang Village, Balen Sub-district, Bojonegoro Regency."
the OpenSID programme in Kemamang Village.

4. Monitoring, which refers to monitoring the results achieved in the implementation of the OpenSID programme in Kemamang Village.

METHODOLOGY

The method used in this final writing is a qualitative research approach with a descriptive research type. The researcher chose a study location in Kemamang Village, Balen Sub-district, Bojonegoro Regency. The reasons for choosing this location are because: a) Kemamang Village is one of the villages that applies the OpenSID application in Balen Sub-district; b) No one has examined the application of the OpenSID application in Kemamang Village; c) Lack of socialisation to Kemamang Village residents; d) Can only be enjoyed by IT literate residents; e) There are still many residents who come directly to the Kemamang Village office. Determination of research subjects or informants in this study was drawn using purposive sampling technique, which is a sampling technique with certain considerations in (Sugiyono, 2016). In this case, the intended consideration is informants who understand and are experts on the application of the OpenSID application in improving mail services in Kemamang village. The following is a list of informants in this study (1) Kemamang Village Head (Hj. Khusnul Khotimah); (2) OpenSID Manager (Alhmad Budi Prasetyo, Basuki); (3) Kemamang Villagers (Cicik Suryani, Iswatun Khasanah, Riyan Dwi Maulana).

The data analysis technique in this research uses the Qualitative Interactive analysis method, which involves several stages according to Miles and Huberman (2014). The first stage is data reduction, which includes simplifying, grouping core elements, and finding themes and patterns in the data. The researcher consolidates information from the field and focuses on important elements to identify themes and patterns. The second stage is data presentation, where the simplified data is structured and explained in narrative form based on information from observations, interviews, and documentation. The final stage is conclusion drawing and verification, where initial conclusions are formulated and verified through additional data collection if needed. The conclusions drawn should be tested to assess their veracity, robustness, and validity so that the resulting interpretations have clarity regarding truth and relevance (Miles, Huberman, & Saldana, 2014).

RESULTS AND DISCUSSION

The results of the study refer to the theory of effectiveness measures proposed by Subagyo. This theory is used to measure the extent of program success in terms of effectiveness through several indicators, such as the suitability of program objectives, the process of program socialisation, the achievement of program objectives, and monitoring of program implementation.

1) Targeted accuracy of the programme

The accuracy of programme targets is the first indicator that must be considered because the right target will make it easier to formulate the objectives and activity plans to be carried out. Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services Article 1 has indicated that the target of public services is every citizen and resident of Indonesia. In
the context of OpenSID services in Kemamang Village, the target is all residents of Kemamang Village. The target of the programme is the target or target of the Kemamang Village government who wants to be used as programme participants in the use of the OpenSID application, with the intention that this programme becomes a programme that can help all the people of Kemamang Village regardless of status.

In this study, based on the results of research according to the theory of effectiveness measures put forward by Subagyo, it shows that the target target in this OpenSID programme is someone who uses letter-making services in Kemamang Village, in this case meaning all Kemamang Villagers. From the screenshot of the OpenSID application, it can be seen that to date there have been 2,308 letters printed using the Kemamang Village OpenSID. From the research results, it can be concluded that the accuracy of the target of the OpenSID programme in Kemamang Village has been running well where residents who will request mail services are all residents in Kemamang Village, while other than Kemamang Village residents cannot request correspondence services through the Kemamang Village Government. From observations made by researchers, it appears that the implementation of the OpenSID programme has been successful. This can be seen from the accuracy of the implementation of the programme in accordance with its objectives, namely providing mail services to all residents of Kemamang Village. For this reason, it can be said that the indicator of the accuracy of programme targets in the implementation of OpenSID in Kemamang Village can be said to be effective. According to the results of the researcher's observations related to the accuracy of the programme target, it shows that the implementation of the OpenSID application in Kemamang Village has met the target of the programme, because according to the observations of researchers who use this OpenSID service, all of them are residents of Kemamang Village.

2) Programme Socialisation

The outreach process is the cornerstone of the programme's success. This step is carried out to evaluate the competence of the organisers in promoting the OpenSID programme, with the aim of conveying information about the programme to the community or intended targets. Based on the results of the research, it can be concluded that the socialisation of the OpenSID programme did not go well because there was no socialisation at all to the residents of Kemamang Village. This is because there was no agenda or scheduling of OpenSID socialisation activities and no budget for this activity. As a result, residents do not know what OpenSID is at all. Even for correspondence services, Kemamang Village has never socialised the requirements that must be brought so that there are
applicants who do not bring the requirements when they want to apply for a letter. If this happens, the OpenSID Operator will look at the KK data in the Kemamang Village archives. For this reason, it can be said that the indicator of program socialisation in the implementation of OpenSID in Kemamang Village cannot be said to be effective. According to the researcher's observations related to program socialisation, there is no socialisation media for the program or the use of OpenSID, such as leaflets attached in front of the baladesa or at the Rt head's house or even at residents' houses.

3) Achievement of Programme Objectives

Goals are a key element in assessing the effectiveness of a programme, namely the extent to which the achievement of goals that have been pursued in its implementation. The purpose of OpenSID is found in the OpenSID application on the Letter Creation Guide menu. One of the functions of the Village Information System (SID) application is to optimise data-based public administration services. Public administration services that can be carried out with the SID application include data processing services and document or letter processing services. According to the objectives stated above, the implementation of OpenSID in Kemamang Village is appropriate, as evidenced by the mail service using OpenSID carried out by the Kemamang Village Government. Other objectives are listed in the Village Administration and Information System Smart Book. The objectives of OpenSID according to the Smart Book of Village Administration and Information Systems by the village renewal development forum include:

a. Maintaining and updating a secure and accurate database of citizens. In its implementation, OpenSID in Kemamang Village has fulfilled this objective. This is because updating the citizen database is one of the activities carried out by the Kemamang Village OpenSID Manager.

b. Improving the quality of public services based on local needs. In its implementation, OpenSID in Kemamang Village has fulfilled this objective. This is because the quality of mail services in Kemamang Village has become faster.

c. Assisting the village planning process. However, for this purpose, Kemamang Village did not use OpenSID for village planning purposes.

d. To be a tool for villagers to participate in village development. This goal has also not been achieved due to the lack of socialisation of OpenSID to Kemamang villagers.

In the context of the OpenSID programme, the goal set is to improve the quality of services, especially correspondence in Kemamang Village. Based on the results of the research, it can be concluded that the suitability of the
results with the objectives of the OpenSID programme is going well because from the statements of the Kemamang Village Government, OpenSID application managers and Kemamang Village residents, it can be said that the results are in accordance with the objectives of the OpenSID programme, namely cutting the time for making letters and making it easier for OpenSID application operators to make letters. For this reason, it can be said that the indicator of achieving programme objectives in the implementation of OpenSID in Kemamang Village can be said to have been effective. According to the results of the researcher's observations regarding the achievement of programme objectives, the implementation of OpenSID in Kemamang Village has met the programme objectives, namely the short waiting time experienced by Kemamang Village residents who use the mail service in Kemamang Village.

4) Programme Monitoring

Monitoring is carried out on OpenSID programmes as a form of attention to the community. The main objective of monitoring is to detect discrepancies between the implementation of the programme and the plans that have been developed previously. This helps to recognise potential shortcomings that may arise and contributes to finding solutions to overcome any problems that arise. Based on the research results, it can be concluded that the Village Government has never carried out monitoring activities for the OpenSID programme, this is because there is no SOP for monitoring and evaluation in the use of OpenSID, but if there are problems or obstacles in using the OpenSID application, the application manager will report to the Village Head to find a solution. However, there are still obstacles, from the statement of the OpenSID application manager it can be seen that if there is ever maintenance of the OpenSID application, it can occur up to 2 months and once a year. For this reason, it can be said that the indicators of programme monitoring in the implementation of OpenSID in Kemamang Village cannot be said to be effective. According to researcher observations about programme monitoring, monitoring has never been carried out with evidence of the absence of documents on the results of monitoring and evaluation of the OpenSID application carried out by the Kemamang Village Government.

POLICY IMPLICATIONS AND RECOMMENDATIONS

Based on the previous summary and findings from the research, there are several recommendations that the researcher would like to convey to the Kemamang Village Government in order to maintain the effectiveness of the OpenSID programme. These suggestions are as follows:

1. In the program socialisation indicator, the implementation of the OpenSID application in Kemamang Village was not
effective. This is because there was no socialisation of the OpenSID application to the Kemamang Village community. This resulted in the Kemamang Village community not knowing the requirements for making letters. In order for this indicator to be effective again, the researcher suggests that the Kemamang Village Government take an active role in conducting socialisation to Kemamang Village residents and strive so that information related to the OpenSID application can be conveyed to all Kemamang Village residents by planning the socialisation method in advance.

2. In the programme monitoring indicator, the implementation of the OpenSID application in Kemamang Village is not effective. This is because there is no evaluation monitoring or supervision from the Village Government for the use of the OpenSID application, even though there are many obstacles that occur, namely the maintenance of the old OpenSID system, the non-appearance of the letter logo automatically, and the non-appearance of the month name in the letter month column. In order for this indicator to be effective again, the researchers suggest that the Kemamang Village Government also conduct regular monitoring at least once every three months to anticipate obstacles that may arise and overcome obstacles that often arise.

CONCLUSION

Indicators of targeting accuracy The OpenSID programme in Kemamang Village is effective and has successfully achieved its goals. The letter-making service is only for local residents, preventing misuse. OpenSID makes it easier for residents to get a letter quickly. Also, it helps the village government manage population data, supporting decisions and programmes. Evaluation and monitoring are important for sustainability and maximum benefit. OpenSID socialisation in Kemamang Village has not been effective. Lack of socialisation efforts has made the majority of residents unaware of the programme. Scheduling and budget are absent. Lack of information reduces community participation. Intensive socialisation, active communication, social media, and community involvement are needed to achieve programme goals.

Indicators of conformity of results with objectives OpenSID in Kemamang Village was successful and effective. The letter-making process is fast and efficient, increasing resident satisfaction. OpenSID helps manage population data. Although successful, it needs to be improved. Evaluation and community feedback are important for programme optimisation and benefits.

The indicator for monitoring the implementation of OpenSID in Kemamang Village is considered ineffective due to the lack of monitoring efforts by the Village Government. Monitoring is essential to ensure programme success, identify problems, and maintain application functionality. Lack of monitoring hinders programme assessment and improvement, impacting on overall quality. Efficient and timely maintenance is important for technology-based programmes such as
OpenSID to function properly. Addressing maintenance challenges and engaging all relevant parties can improve monitoring effectiveness and programme outcomes.

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