



Assistance in the Use of the *Sigenduk* Application in Lamongan Regency to Improve Public Services

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Article History:

Received: Aug 17th 2024

Revised: Oct 15th 2024

Accepted: Nov30th 2024

Abstract: *The implementation of a Village Information System (SID) in public services is regulated in Law Number 6 of 2014 concerning Villages. However, many villages in Lamongan regency have yet to use the application due to various factors, even though there is an SID application called SIGENDUK (Superior Village Movement Information System with Character) in Lamongan. This article discusses the assistance of the SIGENDUK application in improving public services in the Lamongan district. Assistance was carried out in three villages in the Lamongan regency, namely RejoTengah, Kendalkemlagi, and Menongo because the three villages have yet to use the SIGENDUK application in public services. Assistance is carried out using the Participatory Action Research (PAR) method. The assistance results concluded that the village government did not use the SID application because there was no socialization and training on SID, there was a lack of human resources who were technology experts, and because of costs. On the other hand, the Lamongan Regency Government has a SID application called SIGENDUK, which can be used for free. Based on this, socialization and training on the SIGENDUK application were held for residents and village officials. With this socialization and training, the village government has access rights to use the SIGENDUK application and devices to serve various administrative and data storage services.*

Keywords: *Public services, applications, Village Information System, SIGENDUK, Community.*



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Introduction

Village development today is closely related to information technology. Using the internet in public services with various features can help the public take care of essential files.¹ Therefore, in the Law on Villages, there is a discussion of village information

¹ Jimi Asmara, "Rancang Bangun Sistem Informasi Desa Berbasis Website (Studi Kasus Desa

systems.² Villagers have the right to access information about their village through this village information system. This is as explained in the third part of Law 6 of 2014 concerning Village Article 86. Local governments are obliged to develop village information systems.³ Village information systems include Village data, Village Development data, Rural Areas, and other information related to Village Development and Rural Area development.⁴ Through a unique village website, residents can get up-to-date information about the village online⁵ and can provide village information services and disclosure to all villagers.⁶

By implementing SID, village officials are expected to serve the community well, and the community can easily and quickly take care of its affairs.⁷ However, many villages still need to implement this SID optimally, and some still need a website, which makes the service unoptimized.⁸ In addition, many villagers still have not used it, even though there is already an SID in their village. Many village and community officials do not know how to utilize existing technology, and many village public services are still done manually.⁹ It indicates that the implementation of the Village Law is, in fact, different from reality. Among the barrier factors to the application of SID is the need for more human resources in understanding and applying SID.¹⁰

In addition to limited human resources, less supportive facilities and infrastructure can also hamper public services when using SID. The lack of computer facilities and internet networks dramatically affects the use of SID, even though rural areas should be a top priority in efforts to accelerate so that people in rural areas can be connected to the internet.¹¹

Netpala),” *Jurnal Pendidikan Teknologi Informasi (JUKANTI)* 2, no. 1 (2019): 1.

² Muhammad Ullil Fahri, “Sistem Informasi Desa,” *Sid.Kemendesa.Go.Id* (2020): 6, <https://sid.kemendesa.go.id/home/sdgs/3322012009>.

³ Deden Ardiansyah et al., “Development of a Village Information System for Acceleration of Village Services in Desa Tegal Kecamatan Kemang Bogor,” *JISA (Jurnal Informatika dan Sains)* 5, no. 1 (2022): 54–57.

⁴ Presiden Republik Indonesia, *Undang-Undang Republik Indonesia Nomor 6 Tahun 2014 Tentang Desa, Pemerintah Republik Indonesia* (Indonesia, 2014), 49, <https://peraturan.bpk.go.id/Home/Details/38582/uu-no-6-tahun-2014>.

⁵ Ajib Susanto et al., “Implementasi Sistem Informasi Desa (SID) Untuk Peningkatan Layanan Dan Keterbukaan Informasi Di Desa Hulosobo, Kaligesing, Purworejo,” *Abdimasku: Jurnal Pengabdian Masyarakat* 4, no. 2 (2021): 39.

⁶ *Ibid.*, 38.

⁷ Ardiansyah et al., “Development of a Village Information System for Acceleration of Village Services in Desa Tegal Kecamatan Kemang Bogor.”

⁸ Asmara, “Rancang Bangun Sistem Informasi Desa Berbasis Website (Studi Kasus Desa Netpala),” 1.

⁹ R Kurniawan, M Y Puriza, and F Arkan, “Membangun Sistem Informasi Desa Untuk Pelayanan Publik Prima Berbasis Cloud Server Di Desa Pagarawan Kabupaten Bangka,” *Panrita_Abdi Jurnal Pengabdian Kepada Masyarakat* 5, no. 2 (2021): 194, <https://journal.unhas.ac.id/index.php/panritaabdi/article/view/7793>.

¹⁰ Dewi Amanatun Suryani, “Peran Pemerintah Desa Panggungharjo Bantul Dalam Mewujudkan Good Governance Melalui Pengembangan Sistem Informasi Desa,” *Journal of Public Administration and Local Governance* 3, no. 1 (2019): 44.

¹¹ Asep Nurdin Rosihan Anwar and Ii Sujai, “Analisis Implementasi Sistem Informasi Desa Terintegrasi Di Kabupaten Pangandaran,” *Moderat: Jurnal Ilmiah Ilmu Pemerintahan* 6, no. 4 (2020): 2,

In East Java, many villages, including the Lamongan Regency, have not implemented SIDs properly. Many villages still do not have SIDs, so public services and information are carried out manually. Among the 439 villages in Lamongan, only 70 have SIDs.¹² In Lamongan, there is a SID application called SIGENDUK, although only six villages use it. Based on this, it is necessary to assist in using the Sigenduk Application in the Lamongan Regency to improve public services. Assistance was carried out in Rejotengah, Kendalkemlagi, and Menongo villages. The three have not used the SID / *SIGENDUK* application, so services for the community have yet to be maximized.

Several previous studies have been related to SID, but no one has examined *SIGENDUK*. Among these studies is "Tomuan Holbung Village Information System Design Using Waterfall Method," written by Supiyandi et al.,¹³ "Analysis of the Impact of Village Information System (SID) Implementation on Governance" by Yani Iriani et al.,¹⁴ "Training on Village Tools in the Application of the Waterfall Method in Village Information Systems" by Supiyandi et al.,¹⁵ And "Citizen Participation in Village Information System" written by Fadjarini Sulistyowati et al.¹⁶ Based on previous research data, this is the first time anyone has researched the *SIGENDUK* application. Hence, dedication to the use of the *SIGENDUK* application in the Lamongan district is essential.

Method

Assistance activities for using the *SIGENDUK* application to improve public services are carried out in the Lamongan district using *Participatory Action Research* (PAR) techniques. The assistance will be carried out in April-August 2023 in 3 villages in Lamongan regency: RejoTengah, Kendalkemlagi, and Menongo Villages. The three assisted locations were selected because the three villages have yet to use the *SIGENDUK* application to serve the village community. The parties involved in this assistance are researchers/assistants, the Lamongan district government (Communication and Information Office), village officials, and village communities.

The stages of this mentoring activity include Planning, Action, and Evaluation. In the planning stage, mentors with the community map existing problems related to SID implementation, analyze important actors and social relations and identify supporting and inhibiting factors. This planning is carried out by sharing methods, in-depth

<https://jurnal.unigal.ac.id/index.php/moderat/article/view/4550>.

¹² "Lamongan," <https://pantau.opensid.my.id/laporan/desa>.

¹³ Supiyandi et al., "Perancangan Sistem Informasi Desa Tomuan Holbung Menggunakan Metode Waterfall," *JURIKOM (Jurnal Riset Komputer)* 9, no. 2 (2022): 274–280.

¹⁴ Yani Iriani, Ucu Nugraha, and Riki Ridwan Margana, "Analisis Dampak Implementasi Sistem Informasi Desa (SID) Terhadap Tata Kelola Pemerintahan," *JITTER: Jurnal Ilmiah Teknologi Informasi Terapan* 8, no. 2 (2022): 260–264.

¹⁵ Supiyandi et al., "Pelatihan Perangkat Desa Dalam Penerapan Metode Waterfall Pada Sistem Informasi Desa," *JMM (Jurnal Masyarakat Mandiri)* 6, no. 3 (2022): 2346–2356.

¹⁶ Fadjarini Sulistyowati and Candra Rasmala Dibyorin, "Partisipasi Warga Terhadap Sistem Informasi Desa," *Jurnal ASPIKOM* 2, no. 1 (2013): 579–587.

interviews, and *focus group discussions* / FGDs.

In the action stage of mentoring activities, mentors and the community prepare action plans to solve existing problems related to optimizing the use of SID in public services. Meanwhile, the evaluation was conducted to determine whether implementing the jointly planned SID system could run well in the Lamongan district. If there is a shortage, a solution can be found together.



Figure 1. Mentoring Process

Result

Problems in the Application of SIGENDUK Application in Lamongan Regency

The Village Information System makes it easy for villages to compile digital data and information about the objective conditions of the town, compile village development plans based on detailed and accurate data, direct village development work in a systematic, measurable, directed, sustainable manner, and focus on the priority of Village Fund utilization, in accordance with the needs of citizenship and village territory to accelerate the achievement of the 18 Village SDGs goals.¹⁷

Lamongan Regency is a regency in East Java Province, Indonesia. Its capital is Lamongan. The Java Sea borders the Lamongan Regency to the north, Gresik Regency to the east, Mojokerto Regency and Jombang Regency to the south, and Bojonegoro Regency and Tuban Regency to the west. The administrative center of Lamongan Regency is located 50 km west of Surabaya City, the capital of East Java Province. Lamongan Regency is one of the areas included in the Surabaya metropolitan area, namely Kertosusila Gate.

Geographically, Lamongan Regency is located at 6°51' - 7°23' South Latitude and 112°33' - 112°34 East Longitude. Lamongan Regency has an area of approximately 1,812.8 km² or ±3.78% of the area of East Java Province. With a coastline length of 47 km, the seawater area of Lamongan Regency is 902.4 km², if calculated 12 miles above sea level. Lamongan Regency consists of 27 sub-districts and 439 villages.¹⁸

Based on the results of mapping public service problems using SID with the Lamongan Regency Communication and Information Office, it is known that SID is part of a government work program to facilitate application-based community services. This application allows villagers to access village information and apply for administrative

¹⁷ Kemendesa, "Apa Itu Sistem Informasi Desa?," <https://Sid.Kemendesa.Go.Id/>, <https://sid.kemendesa.go.id/>.

¹⁸ "Kabupaten Lamongan," *Desakami.Com*, <https://desakami.com/daerah/detail/3524/kabupaten-lamongan>.

services through SID. Although this application can be learned and used in general, its use still costs money. To use the SID application, the village government must subscribe and pay for the application. To overcome this, the Lamongan district government made a separate SID application called SI GENDUK, which stands for Information System for Superior Village Movement with Character.¹⁹

This SI GENDUK application can be used for free by the village government. A few years ago, before the pandemic, the Communication and Information Agency (KOMINFO) of Lamongan Regency had gathered operators of each village to get usernames and passwords to use this application. However, of the 439 villages that have used SI GENDUK, only six have used it, namely Jatirenggo, Mungli, Telogoagung, Kendal, Kembangan, and Deketagung. Of the six villages, several villages could be more optimal in their use. Among the factors are the need for more socialization of this GENDUK SI to the community and the lack of optimal human resources in managing this GENDUK SI. Another problem is that the operator needs to remember the password or there is a change of operator.²⁰

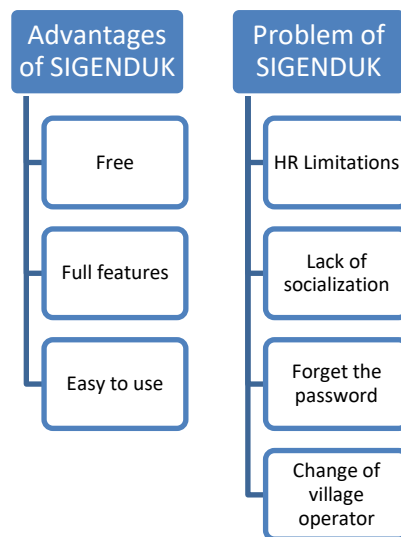


Figure 2. Advantages and Problems of Using SIGENDUK

¹⁹ <http://sigenduk.lamongankab.go.id/index.php/siteman>

²⁰ Anton, "Staff KOMINFO Lamongan," *Wawancara* (Lamongan, 2023).



Figure 3. Trick of the Genduk Application Webview

Based on the results of the FGD with RejoTengah, Kendalkemlagi, and Menongo village officials regarding village community services using the SIGENDUK application, it is known that they have not implemented SIGENDUK in public services because they are not aware of the application and because there has been no socialization from the Lamongan district government. In addition, they need more human resources and costs to avoid using the *SIGENDUK* application.

From the presentation of the results of the FGD with the village apparatus of RejoTengah, Kendalkemlagi, and Menongo in the problem of village community services using the *SIGENDUK* application, it can be described as the following problem tree:

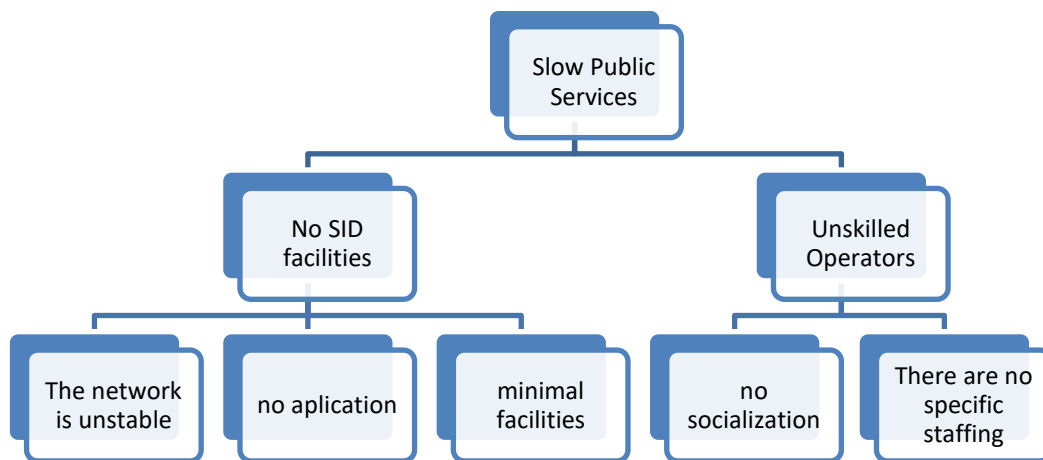


Figure 4. Problem Tree on Public Service Problems with SID Application in Villages

From the problem tree, it can be explained that public services in Menongo, Rejotengah, and Kendalkemlagi villages are still not manually using SID applications, so services have become slow. People have to set aside a special time to come to the village office and have to wait a long time to get services. This is because the village government has yet to use the SID application, and no special operator can handle the service. There is no application of SID because the internet network is unstable and does not have a SID, and the facilities still need to be supported. Meanwhile, in terms of operators, there has yet to be socialization and special operators in implementing the application.

To solve this problem, a hope tree can be made, as shown below.

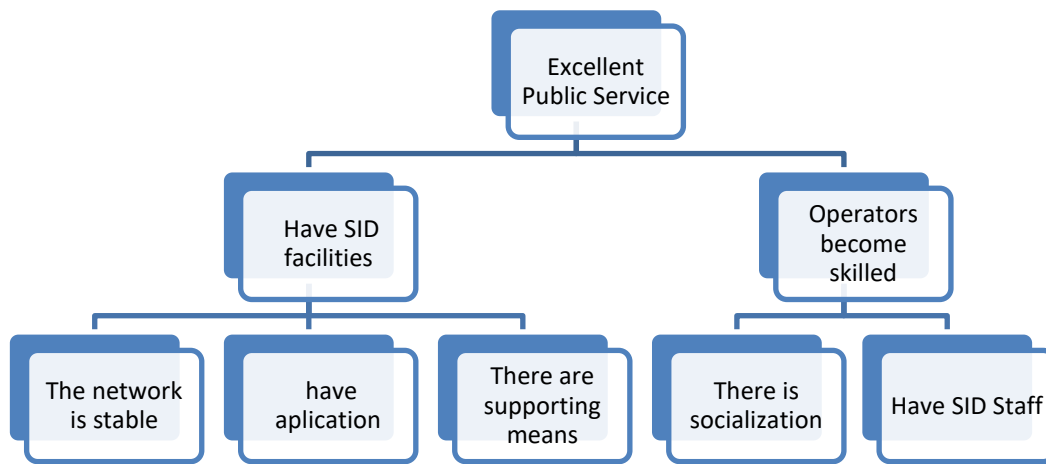


Figure 5. Public Service Hope Tree with SID Application

Based on the picture of the hope tree, it is known that to create excellent public services, SID facilities and skilled operators are needed. A stable internet network must support SID facilities; there are SID applications and supporting facilities. Meanwhile, regarding human resources, there must be socialization and special personnel trained to use SID.

Table 1. Public Service Ranking Matrix with SID Application

No	Problem	Reason	Result	Scoring			Amount of scoring	Ranking	
				HR	Fund	Important Possibility			
1	Inadequate Network	- Bandwidth is not enough yet - Internet network is still standard	Cannot use online services	6	6	9	7	28	3
2.	Application Procurement	- Limited infrastructure - No public service application	Cannot perform online-based services	7	8	9	8	32	2
3	Procurement of facilities and infrastructure	- Limited infrastructure - No public service application	Public services are still manual	6	5	9	6	26	4
4	Kurangnya pemahaman IT	- There is no special officer who handles IT (Operator) - lack of IT-savvy human resources - the use of IT has not been maximized	Public services are still manual.		10	10	9	37	1

Table 2. Public Service Program Planning with SID Application

No	Problem	Potential	How to solve	Activities	Result
1.	Inadequate Network	- Human Resource -Collaborate	Cooperation with Kominfo Lamongan Regency	Sustainability program	Adequacy of network facilities
2	Application Procurement	- HR -Tool -	Cooperation with Kominfo Lamongan Regency	Sustainability program	Availability of SID application
3	Procurement of facilities and infrastructure	- HR -Tool	Utilizing village funds	Village Priority Program	Fulfillment of adequate facilities
4	Lack of IT understanding	- HR -Tool	1. Training 2. Learning 3. Mentoring Against SID	-Socialization activities	Can practice -participants understand about SID -get enough provisions - Excellent public service

From the analysis of the author who conducted FGD with the community, tools, and related stakeholders, it can be concluded that the most urgent problem to be addressed in implementing SID is assistance and training to village officials who are appointed and given special tasks to be able to operationalize SID so that when these devices become more qualified human resources in the use of SID, public services will automatically increase in quality. Providing assistance and preparing the application needed to use SID can be done in collaboration with the Communication and Information Department of Lamongan Regency, which is happy to provide the SID application.

Based on mapping the problem and identifying the actors above, it is known that implementing the *SIGENDUK* application involves various parties, namely the Lamongan district government, the Communication and Information Office, village officials, and village communities. The relationship can be described as follows:

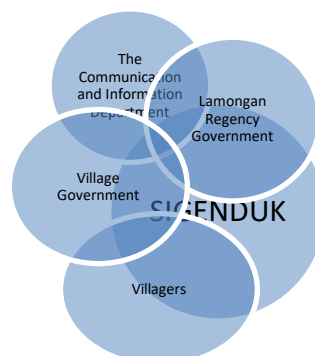


Figure 6. The Role of Government and Society in Public Services with SID / *SIGENDUK* Application

Based on the picture above, it can be seen that the implementation of the *SIGENDUK* application involves various parties; the Lamongan district government has a significant role in making policies and authorizing the Lamongan district Communication and Information Office to make applications and socialize them to village governments and the community. The village government has a significant role in implementing the *SIGENDUK* application because it deals directly with its residents in public services.

Socialization and Training on the Use of the SIGENDUK Application

Based on the results of problem identification, the actors involved, and supporting and inhibiting factors, the activities carried out to assist the use of the *SIGENDUK* application in public services include conducting socialization and training on the use of the *SIGENDUK* application. The activity was carried out on August 4, 2024, in Menongo village, Sukodadi District, Lamongan Regency. The activity involved equipment and residents of RejoTengah, Sukodadi, and Menongo villages, a team from the Communication and Information Office of Lamongan Regency, and a team of mentors.

The activity conveyed that villages in Lamongan regency should use the *SIGENDUK* application in public services to implement Law Number 6 of 2014 concerning Villages. With this training, each village has access rights to use the *SIGENDUK* application because it already has a username and password created by the Communication and Information Office. Furthermore, village officials or operator teams can fill in the data in *SIGENDUK*. It is to succeed in one of the Lamongan district government's work programs: realizing a *Smart Village*.

Smart Village is a concept of developing and implementing community-based Information and Communication Technology (ICT) at the village level initiated by the Ministry of Communication and Information Technology (now the Ministry of Communication and Information Technology of the Republic of Indonesia). This concept aims to create an independent and cooperative village community through ICT.²¹ *Smart Village* refers to efforts to integrate information and communication technology in various aspects of village life, such as education, health, agriculture, infrastructure, and governance. This concept focuses on empowering rural communities to be more active in managing local resources, increasing access to information, increasing productivity, and reducing the gap between villages and cities.

The *Smart Village* program has several benefits for rural communities, namely developing innovation and creativity among rural communities, realizing harmony and balance between environmental, social, and economic aspects at the village level, making governance more participatory, opening access to information, and stimulating economic stimulation at the village level.²²

²¹ Anton Purnawirawan, *Smart Village, FGD* (Lamongan, 2023).

²² Anton Purnawirawan, *Smart Village, FGD*

The *Smart Village Program* has a number of objectives that cover various important aspects of village development, namely realizing economic independence at the village level, developing Information and Communication Technology (ICT) in multiple fields, realizing villages with science and technology (Science and Technology) insight, and encouraging the development of a sustainable village development spirit.

Smart Village is a holistic concept that includes several essential dimensions to improve the quality of life and sustainable development at the village level. To achieve this goal, *Smart Village* consists of several main pillars, including innovative village finance, intelligent services, smart performance, smart economy, and smart branding.



Figure 7. Smart Village Pillar

The *Smart Village concept* in Lamongan Regency, East Java, is implemented with the "Desaku Pintar" program. On August 3, 2018, the Lamongan Regency Government circulated Lamongan Regent Regulation Number 31 of 2018 concerning the Concept of Superior and Smart Character Village (also known as the 'Desaku Pintar' program). After 28 days had passed, the Regent of Lamongan issued two decrees to complete the regulation. Lamongan Regent Decree Number: 188/202/Kep/413.013/2018 discusses the Establishment of an Implementation Team for Superior and Smart Character Villages in Lamongan Regency, while Lamongan Regent Decree Number: 188/203/Kep/413.013/2018 discusses the Determination of the Location for the Implementation of the Superior and Smart Character Village Program in Lamongan Regency. As a result of these measures, a program known as 'Village of Superior and Smart Characters' was formed.

Of the various criteria for the 'Desaku Pintar' program implemented in Lamongan Regency, there are two (2) programs whose *leading sector* is the Communication and Information Service, namely public service programs and information technology literacy.²³ The objectives of this public service program include realizing a representative service space; there are service facilities and infrastructure, there is wifi and internet pursued at least 5 Mbps, there are human resources or service operators; there are forms

²³ Anton Purnawirawan, *Smart Village, FGD*.

of services in online and offline forms, the existence of electricity in village halls of at least 1,300 watts, villages that have *Standard Operating Procedures* (SOP) services, as well as the number of service applications owned by more than one.

While the objectives of the information technology literacy program include the availability of an internet connection with a minimum capacity of 5 Mbps, the number of applications owned by more than one, an updated website, and qualified human resources in the field of Information Technology, there are regulations or SOPs related to Information Technology activities and financial support from the APBDesa.

To follow up on village community access to efficiency and effectiveness in services, the Lamongan Regency Communication and Information Agency built an application called '*SIGENDUK*.' *SIGENDUK* (Information System for Superior Village Movement with Character) is a development of the Dusun Reporting application (Dusun Net), which has been integrated with population data so that efficiency and effectiveness are expected to be achieved optimally. The *SIGENDUK* application has several prominent features, including:

1. Village Info includes village identity, village administrative area, and village government.
2. Population includes residents, families, households, groups, supplement data, and data on prospective voters.
3. Population statistics include age, education, occupation, marital status, religion, gender, citizen, resident status, blood type, people with disabilities, chronic illness, birth control acceptors, and KTP ownership.
4. Monthly Population Growth Report covering residents/families earlier and later this month, deaths, migrants, displaced residents, and missing residents.
5. Correspondence Services include printing various residence cover letters and others if needed, digital mail archives, and letter template management.
6. The secretariat includes incoming and outgoing mail registers, Village Head Decrees, village regulations, inventory of goods and services, and mail classification.

Using the *SIGENDUK* application, one way to become a *Smart Village* will be fulfilled, and public services will be maximized.

Discussion

Community Assistance is part of the tri-darma of higher education.²⁴ Assistance is carried out related to SID-based public services because in the era of the Industrial Revolution 4.0 to the current society 5.0 era, the government is obliged to provide good

²⁴ Iis Ismawati et al., "Less-Crowded Tourism as Applied to Reviving Tourism Post-Covid-19 in Taram Village, Lima Puluh Kota Regency, West Sumatra through Asset-Based Community Development," *Engagement: Jurnal Pengabdian Kepada Masyarakat* 07, no. 1 (2023): 5, <http://engagement.fkdp.or.id/index.php/engagement/article/view/1310>.

public services. It is stated in Law Number 25 of 2009 concerning Public Services, Government Administration Law passed in 2014,²⁵ and Law No. 6 of 2014 on villages. Good public services for villagers aim to realize general welfare.²⁶ Therefore, this assistance is carried out with a Participatory Action Research (PAR) approach so that village governments can solve the problem of using SID in public services in accordance with applicable laws because the principle of PAR is that the community as the primary agent of social change. At the same time, the companion is another party who facilitates the change process.²⁷

Public service is an activity carried out by public service providers to provide basic needs to citizens and residents of goods, services, and/or administrative services.²⁸ Public services through SID are part of the responsibility of local governments to utilize Information and Communication Technology (ICT) in developing public services at the village level.²⁹ This is a good strategy for creating a good government by meeting the people's needs quickly and precisely.³⁰ Therefore, revamping the area at the village level must be a top priority that needs attention. Improving the information system in the village will help village officials serve the community well by providing ease of access to information and services in accordance with the community's wishes.³¹

In Lamongan Regency, many villages still need to carry out services using SID, even though Lamongan Regency has provided a free SID application called *SIGENDUK* (Information System for Superior Village Movement with Character). This affects community services in the village. The obstruction of information systems in the town is a problem for every village official who wants to publish or develop the potentials contained in their city using existing applications, especially coupled with very minimal

²⁵ Pemerintah RI, *Undang-Undang Republik Indonesia Nomor 30 Tahun 2014 Tentang Administrasi Pemerintahan*, 2014, <https://peraturan.bpk.go.id/Home/Details/38695/uu-no-30-tahun-2014>.

²⁶ Yuniadi Mayowan, "Penerapan Teknologi Informasi Dan Komunikasi Di Desa (Studi Kasus Di Kabupaten Lamongan)," *Profit: Jurnal Administrasi Bisnis* 10, no. 01 (2016): 16.

²⁷ Agus Afandi, *Articipatory Action Research (PAR) Metodologi Alternatif Riset Dan Pengabdian Kepada Masyarakat Transformatif, Workshop Pengabdian Berbasis Riset Di LP2M UIN Maulana Malik Ibrahim Malang* (Malang, 2013), 4.

²⁸ Apriyansyah, Isnaini Maullidina, and Eko Priyo Purnomo, "Efektivitas Sistem Informasi Desa (SID) Dalam Pelayanan Publik Di Desa Dlingo, Kecamatan Dlingo, Kabupaten Bantul," *Jurnal Analisis Kebijakan & Pelayanan Publik* 4, no. 1 (2018): 10–24; Presiden Republik Indonesia, *Undang-Undang Republik Indonesia Nomor 25 Tahun 2009 Tentang Pelayanan Publik* (Indonesia, 2009), <https://peraturan.bpk.go.id/Home/Details/38748/uu-no-25-tahun-2009>.

²⁹ Rini Nofita and Wiwit Hariyanto, "The Use of E-Gov Through the Village Financial Information System (Siskeudes) and the Village Information System (SID) as a Means of Transparency of Financial Planning and Management in Sidoarjo Regency," *Indonesian Journal of Cultural and Community Development* 11, no. March (2022): 7.

³⁰ Aristoni and Any Ismayawati, "Implementasi Pemerintah Daerah Dalam Pengembangan Model Pelayanan Publik Berbasis Sistem Informasi Desa Pada Pemerintahan Desa Di Kabupaten Jepara Perspektif Islam Terapan," *YUDISIA: Jurnal Pemikiran Hukum dan Hukum Islam* 11, no. 1 (2020): 68.

³¹ Wahyu Nurvita Afnani et al., "Pengembangan Sistem Informasi Desa (SID) Guna Meningkatkan Good Government Di Desa Gondosuli Kecamatan Gondang Kabupaten Tulungagung," *Jurnal Praksis dan Dedikasi (JPDS)* 3, no. 2 (2020): 48.

internet network access.³² In these conditions, intensive assistance from various parties is needed so that the problem can be resolved.

Implementing village information systems is an inseparable part of the local government's responsibility in developing public services at the village level by utilizing Information and Communication Technology (ICT). Public services using SID are useful for meeting the needs of the community and all stakeholders and building good governance practices.³³ In this case, the Lamongan district government has developed the application through the Lamongan Regency Communication and Information Office, so the SIGENDUK application is included. However, due to problems with human resources, funds, and infrastructure, only six villages in Lamongan Regency have used the *SIGENDUK* application. Therefore, this assistance involves the Communication and Information Office of Lamongan regency conducting socialization and training of SIGENDUK so that assisted villages can utilize the application to create excellent public services. Good public service must be based on exceptional service to the community according to fast, timely, accurate, transparent, professional, cheap, friendly, and adaptive service standards. The implementation of excellent service provided by the government is an effort to provide satisfaction for the community as a user of services in accordance with the principles of *good governance*.³⁴

With *SIGENDUK*, village governments are expected to manage data and information supporting planning and budgeting based on data or evidence through applications. This application continues to develop, which aims to encourage improvements in village governance through better and inclusive planning and budgeting so that it will benefit the community, especially the poor and vulnerable groups, as mandated by the Village Law. Participatory, accountable, inclusive, and sustainable principles guide village governance.³⁵ *SIGENDUK*, as a village information system, is a complex package of a village application that can help villages manage villages better and more efficiently.³⁶

The development of SID / *SIGENDUK* requires the commitment of regional heads because the SID development model is cross-sectoral and cross-level of government. This model also requires a financing-sharing policy from the Regional Budget (APBD). The

³² Muhammad Adam and Nurhalimah, "Analisis Pengembangan Sistem Informasi Desa Berbasis Website Di Desa Kaleok Kecamatan Binuang Kabupaten Polewali Mandar," *Alhaqiqah: Jurnal Komunikasi Dan Penyiaran Islam* 2, no. 1 (2021): 2.

³³ Aristoni and Ismayawati, "Implementasi Pemerintah Daerah Dalam Pengembangan Model Pelayanan Publik Berbasis Sistem Informasi Desa Pada Pemerintahan Desa Di Kabupaten Jepara Perspektif Islam Terapan," 68.

³⁴ Aristoni and Ismayawati, "Implementasi Pemerintah Daerah Dalam Pengembangan Model Pelayanan Publik Berbasis Sistem Informasi Desa Pada Pemerintahan Desa Di Kabupaten Jepara Perspektif Islam Terapan," 69.

³⁵ Febrianto, *Panduan Fasilitasi Replikasi Dan Pelembagaan Pengembangan Sistem Informasi Desa (SID)* (Jakarta: Kompak, 2021), 3.

³⁶ Muhammad Ullil Fahri, "Sistem Informasi Desa," 8.

commitment of regional heads is also needed to integrate and ensure the *interoperability of data and information systems* comprehensively.

The expected commitments from regional heads in implementing this SID development model include the following: 1. Provide regional head regulations as a legal umbrella for implementation; 2. Direct adequate budgeting from the APBD; 3. Regulate the division of roles among the Regional Apparatus or Local Government Organizations involved, village governments, and other relevant stakeholders; 4. Lead the development and supervision of SID optimization efforts in their area.³⁷ Thus, public services through SID / *SIGENDUK* in the Lamongan regency can run optimally in accordance with applicable laws and regulations.

Conclusion

This assistance concluded that public services in several villages in Lamongan had not used the *SIGENDUK* application due to several factors, namely, the village government still needs to learn the *SIGENDUK* application, there is a lack of human resources who are technology experts, and lack of supporting facilities and The supporting factor in this assistance is that the Communication and Information Office of Lamongan district has made the *SIGENDUK* application that can be used for free and is willing to conduct socialization and training. Based on this, socialization and training were held for equipment and villagers about *SIGENDUK*. This activity aims to enable village officials to understand and use the *SIGENDUK* application well to maximize public services. This assistance gives the village governments of RejoTengah, Kendalkemlagi, and Menongo *SIGENDUK* access rights and allows them to use them for public services.

This assistance has limitations; it was only carried out in three villages even though 400 villages still need to implement SID / *SIGENDUK*. For this reason, the Lamongan district government and related agencies should cooperate to move massively to socialize the importance of public services using SID or *SIGENDUK* so that data reaches the target of all villages becoming smart villages. In addition, the Lamongan district government can cooperate with various parties, especially universities, so that students can intern or help the Lamongan district government to socialize *SIGENDUK* as a public service application.

Acknowledgments

We want to express our gratitude to all parties who helped in this service, namely the Institute for Research and Community Service (LPPM) UIN Sunan Ampel Surabaya, the Center for Constitutional and Legislative Studies (PUSKOLEGIS) Faculty of Sharia and

³⁷ Febrianto, *Panduan Fasilitasi Replikasi Dan Pelembagaan Pengembangan Sistem Informasi Desa (SID)*, 7.

Law UIN Sunan Ampel Surabaya, the Lamongan Regency Government, the Lamongan Regency Communication and Information Office, and the Government and residents of Rejotengah Village, Kendalkemlagi Village and Menongo Village.

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