

# The Effectiveness of the SIPRAJA Application in Supporting the Implementation of E-Government in Bluru Kidul Village, Sidoarjo Regency

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## ABSTRACT

**Objective:** This study aims to evaluate the effectiveness of the SIPRAJA (Sidoarjo Public Service System) application in supporting the implementation of e-government in Bluru Kidul Village, Sidoarjo Regency. **Method:** A qualitative descriptive approach was employed, with data collected through interviews, observations, and documentation involving service officers and community members as informants. **Results:** The findings reveal that SIPRAJA has improved accessibility and efficiency in public services, with a significant shift from manual to online submissions. Public satisfaction levels are relatively high, indicating success in providing fast and transparent services. Nonetheless, challenges persist, including limited public understanding of the application's features and technical disruptions during periods of high demand. **Novelty:** This study contributes by offering an empirical evaluation of SIPRAJA's role in advancing village-level e-government, highlighting not only its success in enhancing service delivery but also the critical need for continuous public socialization and infrastructure improvements to ensure sustainable and inclusive digital governance.

## INTRODUCTION

As time goes by, there has been very rapid development in the field of information technology, especially with the presence of the internet which encourages various areas of life to utilize this technology optimally. Therefore, the implementation of e-government is a concrete step that must be taken. E-government is a technology system developed by the government to improve public services by providing easy access to public information to the public. Presidential Instruction Number 3 of 2003 is the gateway to the development of e-government in Indonesia. As an effort to support the implementation of e-government, Indonesia also embraces e-government as part of efforts to improve the quality of public and government services through various initiatives such as smart cities and electronic-based government systems (SPBE). The Electronic-Based Government System (SPBE) is regulated in Presidential Regulation Number 95 of 2019. This regulation aims to realize clean, effective, transparent, and accountable governance. In addition, it is also to realize quality and reliable public services [1]. Implementation is shown in various services that enable digital information and digital government services, such as e-KTP, online tax services, and public service portals. Governments from the central to regional levels, including the Sidoarjo Regency Government, have implemented e-government. The SIPRAJA service was launched by the Sidoarjo Regent on Wednesday 25/09/2019 and began to be introduced to the public

in February 2020, covering 18 sub-districts, 322 villages and 31 sub-districts, it is hoped that this SIPRAJA service can help simplify procedures and meet the basic needs of the Sidoarjo community. The Sidoarjo Regent said that the emergence of the SIPRAJA service aims to erode complicated, slow, expensive, uncertain and tiring government services.

In accordance with Presidential Instruction Number 3 of 2003, which states that e-Government aims to ensure the integration of information management and processing systems and electronic documents in the development of a transparent public service system [2] and according to "Regent Regulation Number 46 of 2018" concerning the management of information and communication technology within the framework of Smart City in Sidoarjo Regency, the goal is to improve the quality, effectiveness, efficiency, accountability, and transparency in the implementation of public services and meet the requirements of Good Governance [3], The Sidoarjo Regency Government presents a public service innovation, namely the Sipraja application. Sipraja stands for the Sidoarjo People's Service System. The Sipraja application is an e-government utilization for the bureaucracy which is expected to be an alternative for bureaucratic reform towards better service, and is a real manifestation of the Sidoarjo Regency government in implementing the optimization of equal use of technology. This application continues to experience service updates, namely 32 services can be accessed by the public consisting of 4 types of services, namely starting from the village or sub-district level (type A), the services that can be accessed are birth certificates, inheritance certificates, death certificates, business domicile certificates, village poverty certificates, population biodata certificates, and village general certificates. Sub-district level letter services (Type C), the services that can be accessed are job seeker cards (AK 1), 2-storey IMB with a maximum area of 400M<sup>2</sup>, 200 M<sup>2</sup> IMB, Maximum IMB of 400M<sup>2</sup>, micro business registration certificate, and Micro and Small Business Permit (IUMK). Services from related UPT (type D) the services that can be accessed are the District Attorney's Office, DPMPSTP, ATR/BPN, Juanda Class 1 Immigration Office, Bank Jatim, LHK, BPBD, PLN, BPJS Employment, Sidoarjo Police, BPDD (Tax), Sidoarjo Regional Hospital, Manpower Office, Samsat, Trade Office, and Telkom.

The research that will be conducted related to the effectiveness of the SIPRAJA application is based on several previous studies: first, from the research of Felicia Oribel, and Sri Wibawani examined the effectiveness of SIPRAJA in Sugihwaras Village, Sidoarjo Regency. By using quantitative descriptive research methods and collecting data from 100 respondents. The results of the study showed that the relative advantage index was in the "very effective" category, the compatibility index was in the "very effective" category, the complexity index was in the "very effective" category, and the testability index was in the "very effective" category. The observability indicator was in the "effective" category, while the observability indicator was in the "very effective" category. Category. Thus it can be concluded that the effectiveness of SIPRAJA in Sugiwaras Village, Sidoarjo Regency is classified as very effective with a percentage value of 78% [3] Although it shows very effective results, there are still people in Sugihwaras Village who

experience obstacles in the form of a lack of understanding and knowledge in accessing SIPRAJA so that its implementation is still not optimal. The Sugihwaras Village Government must ensure easy access to services by immediately realizing free wifi facilities for all people in Sugihwaras Village [4].

Second, from the research of Daniella Elisandra, and Endang Indartuti entitled "Effectiveness of Villages in Assisting the SIPRAJA Program in Pucanganom Village, Sidoarjo District, Sidoarjo Regency" This research employs an exploratory qualitative approach utilizing observation, interview interactions, and documentary data collection. The results of this study indicate that in its implementation, village employees still do not understand the SIPRAJA program so that it is difficult to socialize it to the community, in addition there are still employees who do not fully understand how to use computers properly [5].

Third, from the research of Angela Christiana Yosephine, and Tukiman entitled "Effectiveness of the Sidoarjo Public Service System (SIPRAJA) as a Public Service in Gempolsari Village, Sidoarjo Regency" This study uses a quantitative method. The results of the study indicate that based on the findings and discussions of the five indicators of SIPRAJA application innovation in Gempolsari Village, Sidoarjo Regency, the level of application effectiveness is 69%, but several obstacles are still found, especially in the complexity indicator. Therefore, it is recommended that Gempolsari Village continue to improve and increase accessibility and hold routine socialization to ensure wider and more effective use of SIPRAJA [6].

In the implementation of the SIPRAJA application in Bluru Kidul Village, the SIPRAJA application provides many benefits for the community in particular, but there are still several obstacles in the process of providing services to the community due to service providers who do not understand the service standards in the SIPRAJA application and the lack of in-depth socialization regarding the procedures and procedures for services so that the community still chooses to submit population administration files offline [7]. This research was conducted using the theory of effectiveness according to Campbell. According to Campbell J.P. (1990), there are several ways to measure effectiveness in general, namely: 1) program success, 2) target achievement, 3) level of program satisfaction, 4) input-to-output ratio, and 5) overall goal achievement. Program effectiveness can be effectively implemented through operational capabilities in executing work programs in accordance with predetermined targets. Effectiveness can be defined as the extent to which an institution or organization is able to carry out all its primary functions or achieve its predetermined goals [8]. Based on these problems, a research problem formulation can be formulated on the effectiveness of the SIPRAJA Application in Supporting the Implementation of E-Government in Bluru Kidul Village, Sidoarjo Regency.

## RESEARCH METHOD

This study uses a qualitative research method. Sugiyono (2015) explains that qualitative research methods are described as methods or approaches intended to learn using natural objects [9]. This study focuses on the effectiveness of the SIPRAJA application in Bluru Kidul Village by considering the indicators of effectiveness measurement according to Campbell J.P (1990) which include 1) program success, 2) target success, 3) satisfaction with the program, 4) input and output levels and 5) achievement of overall goals. The location of this study was in Bluru Kidul Village, Sidoarjo District, Sidoarjo Regency. The informant determination technique used purposive sampling. Purposive sampling is a random sampling methodology that aims to allow sample groups to have specific attributes [10]. The research informants consisted of the TU & general office and service staff responsible for the SIPRAJA application service in Bluru Kidul Village. The types of data collected include primary data and secondary data. Data collection techniques in this study were interviews, observations, and documentation. Data collection techniques are a strategic stage of research to obtain data in research [11]. The data processing technique utilizing Miles and Huberman's interactive model is a method that involves selecting, focusing, simplifying, abstracting, and transforming data into field notes in a study. Data analysis techniques by Miles and Huberman (1994:12) include 1) data collection techniques are collection techniques such as interviews, observations, and documentation, 2) data reduction is a selective process that focuses on simplifying abstractions and transforming raw data in research so as to obtain a summary of important data, 3) data presentation is all information obtained in the field in a consistent and easy-to-read format, 4) drawing conclusions is uniting all data obtained by researchers in the field [12].

## RESULTS AND DISCUSSION

### *Results*

The results and discussion of research, the implementation of SIPRAJA in Bluru Kidul Village shows a positive direction in supporting the realization of transparent, fast, and efficient public services. However, the full success of the program's objectives still requires increasing digital literacy in the community, one of which is through more intensive socialization activities. This statement is in line with the findings of several previous studies which show that the work culture of Bluru Kidul Village officials is still less than optimal, especially in terms of socialization and approaching residents. This can be seen from the fact that many people still do not know about the existence of the SIPRAJA system, as well as the lack of training related to its use.

### *Discussion*

From the research results obtained, the researcher measured the effectiveness of the SIPRAJA application in supporting the implementation of e-government in Bluru Kidul Village using the theory of measuring effectiveness according to Campbell J. P, namely to measure effectiveness there are 5 indicators, including: 1) program success, 2)

target success, 3) satisfaction with the program, 4) input and output levels, 5) achievement of overall goals.

### 1. Program Success

According to Campbell, program success is a measure of effectiveness in the sense that previously determined target goals are achieved. Effectiveness is used as a benchmark to compare planning and processes with the achievement of results [13]. The effectiveness of a program can be achieved through operational capability to carry out activities in accordance with predetermined targets. The success of a program can be evaluated based on the processes and systems implemented in its activities [14].

The implementation process of Sipraja innovation is carried out by implementing online-based Sipraja Services that are easily accessible to anyone, applicants who encounter obstacles can contact the village/sub-district operator who will be happy to help. In addition, the stages of using the Sipraja innovation are 1) applicants can open the Sipraja website or download the application on the Google Play Store, 2) fill in their identity and choose the type of service available, 3) for administrative completeness such as KTP and KK, applicants only need to upload them via the application, 4) the completed letter is sent via application notification and can be downloaded and printed independently.

The service mechanism through the SIPRAJA application in Bluru Kidul Village is socialized to the community through the distribution of leaflets containing the procedures for submitting online services through the application. To access the service, first download the SIPRAJA Sidoarjo application via the Play Store. After that, register an account by filling in the applicant's NIK and changing the area data to Sidoarjo District and Bluru Kidul Village. Next, complete the biodata in the registration form column and upload a photo of your original KTP and KK, then save. After registration, wait for the account activation process by the village operator. If the account has been activated, log in using the NIK and password that have been registered. Select the desired service, then click the "+New" button to start the application. Fill in the requested supporting data, then upload the required documents by clicking "+New Document", then click the blue folder icon, and select photos or images of the required documents one by one. Repeat the process until all required documents have been uploaded. After all documents have been uploaded, click the "Save" button to complete the application, and you can exit the application. Finally, take the submitted documents at the Bluru Kidul Village Office by bringing all the requirements that have been uploaded, after receiving notification via SMS or email that the letter has been processed. The informant for TU & General Affairs stated *"Although the village administrative service uses an application, we still monitor it by providing a service number so that people who submit files from home can ask questions via WhatsApp. So there is no need to come here and we can also easily confirm if there are incomplete files when submitting letters."*

Based on the results of the interview, if associated with the theory of effectiveness measurement according to Campbell J. P, then the indicator of the success of the program

in implementing the SIPRAJA application in Bluru Kidul Village can be said to be successful. This is in line with the statement of the service staff who stated "*in my opinion the implementation of the SIPRAJA application in Bluru Kidul Village has been successful because on average those who come here now use the SIPRAJA application. It can be seen from the comparison of manual certificates issued with letters from the SIPRAJA application*". This shows that the implementation of public services through the SIPRAJA application in Bluru Kidul Village is said to be effective as seen from the increasing number of people who come to the village office and have used the application in administrative management can be seen from the comparison of the number of certificates issued manually with those processed through the SIPRAJA application, where applications through the application show a higher number. These results are in line with Campbell J. P's theory of effectiveness measurement which emphasizes that the success of this program includes components related to the system carried out by delivery (socialization), the process of capturing orders, and the speed of public understanding [15].

## **2. Target Success**

Target success according to Campbell is the achievement of goals that focus on the results of target elements and is seen from how far the recipient targets that have been previously set by the government have been achieved [16]. Target success is a measurement of effectiveness viewed from the perspective of goal achievement, An organization's success is not only determined by the goals it seeks to achieve, but also by the means by which it maintains those achievements. In this regard, evaluation of effectiveness must be linked to the issues of existing goals and objectives.

The goal of implementing SIPRAJA is to improve the accessibility of public services so that they are more easily accessible to the public. Through this system, services are carried out quickly, accurately, and transparently in order to create a more efficient and uncomplicated bureaucratic process. SIPRAJA also aims to improve the efficiency and effectiveness of government officials. This statement is in line with the informant Kaur TU & Umum who stated "*Compared to manual services, we are more helped by online services, miss, although sometimes, for example, when there is a date program from the Regency, the application is being accessed by one regency, so it is a bit error-prone, thus hampering the implementation of services through the application*". From the interview results, it can be obtained that in general, the community and apparatus of Bluru Kidul Village feel that online services provide significant convenience compared to manual services. With an online system, the administrative process becomes faster, more efficient, and does not require physical presence at the village or sub-district office. This is very helpful, especially for residents who have limited time or access to transportation. However, experience in the field also shows that there are still obstacles in the implementation of the digital system, especially when large-scale programs involving many villages are taking place at one time. An example is when the Kurma program (Ease of People's Affairs Through Administrative Services) was implemented by the Sidoarjo Regency Government. This program aims to facilitate administrative services digitally, but when

this program was opened to all villages in the district simultaneously, including Bluru Kidul Village, there was a spike in access to the service application. As a result, the system became unstable, slow, and even experienced errors, thus hampering the service process being carried out in Bluru Kidul Village. This disruption caused delays in data input, document printing, or processing community requests that should have been completed quickly through the application. This condition shows that although in principle the digitalization of village services has been very helpful, the technological infrastructure that supports the system is not yet fully ready to handle mass use simultaneously. This is an important challenge for the Sidoarjo Regency Government so that in the future it can increase server capacity, strengthen networks, and manage more reliable systems, especially to support active and densely populated villages such as Bluru Kidul which have a fairly high level of administrative service requests.

### 3. Satisfaction with the Program

According to Campbell, Satisfaction is a measure of success related to how well a program meets user needs. Beneficiaries experience satisfaction based on the quality of the program they receive. Higher program quality will result in greater levels of satisfaction among beneficiaries, which in turn can positively impact assessments of program or policy makers and implementers, in this case the government. Indicators of community satisfaction in a program are measures used to assess the extent to which the community is satisfied with the services or policies provided by the government or program organizers. Some of the main indicators that are often used include speed of service, ease of access, clarity of information, attitudes and competence of officers, affordability, and suitability of service results with community expectations. In addition, the level of complaints or complaints from the community, active participation in the program, and the sustainability of service use are also important indicators. The high level of community satisfaction indicates that the program has been running according to needs and expectations, while the low level of satisfaction can be used as evaluation material for improvement and development of better services in the future. Based on the results of observations conducted by researchers, it was found that:

**Table 1.** SIPRAJA application user satisfaction survey report

Year	Indicators of community satisfaction			
	Very satisfied	Satisfied	Less satisfied	Not satisfied
2021	874	182	13	2
2022	1892	42	1	0
2023	21470	4	0	0
2024	21381	3	0	0

**Source:** SIPRAJA system, Bluru Kidul village

In line with the statement of the service staff who stated "*many people are satisfied and the time spent on administrative management through SIPRAJA is not too long, so they don't*

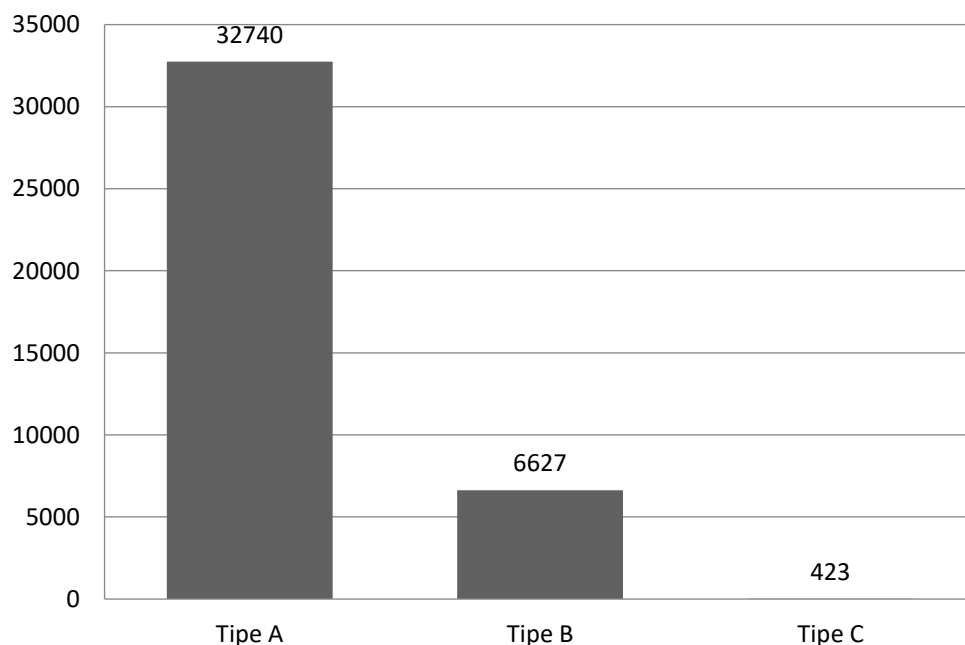
*have to wait for a signature anymore, just wait a moment and the letter is ready"*. Based on the results of the interview, it was found that the community considered that the existence of SIPRAJA had simplified and accelerated the public service process, especially those related to administrative documents such as cover letters, domicile certificates, or statements. Before SIPRAJA, the process of managing letters in Bluru Kidul Village tended to take longer because people had to come directly to the village office, fill out manual forms, and wait for the verification process and signature from the village apparatus or village head. However, with the SIPRAJA system, the process becomes faster and more practical. People simply submit an application online or come to the service with a digital system, and no longer need to wait long to get a physical signature. This shows that in Bluru Kidul Village, administrative procedures have become much more efficient—letters can be processed immediately once the data is verified, and in a short time the documents are printed and ready to be given to the applicant. This efficiency not only increases the convenience of the community, but also shows that the village apparatus has been able to optimize the use of technology in providing public services. In other words, the existence of SIPRAJA in Bluru Kidul Village has become a concrete and effective solution in answering the community's need for fast, transparent, and uncomplicated services. This also strengthens the image of Bluru Kidul Village as a village that is responsive and adaptive to the development of public service technology..

When associated with the measurement of effectiveness according to Campbell J.P, the indicator of satisfaction with the program in the implementation of the SIPRAJA application in Bluru Kidul Village has been effective and successful. Experts such as Kotler and Keller (2012) suggest that satisfaction is a positive or negative emotion that arises after evaluating the performance or outcome of a product or service compared to expectations. Zeithaml, Bitner, and Gremler (2009) added that public satisfaction with public services is influenced by the quality of services received, including speed, ease, and clarity of information. Based on the results of the analysis of the implementation of the SIPRAJA application in Bluru Kidul Village, it can be seen that most people are satisfied because this application provides convenience in accessing various village administration services online. This application is considered capable of accelerating the service process, reducing bureaucracy, and providing transparency that was previously difficult to achieve through manual services. This is in line with the theory of Parasuraman et al. which states that satisfaction is influenced by dimensions of service quality such as reliability and responsiveness. Therefore, the implementation of the SIPRAJA application has been proven to increase the satisfaction of the Bluru Kidul Village community because it is able to answer the need for faster, more effective, and more efficient public services according to residents' expectations.

#### **4. Input and Output Levels**

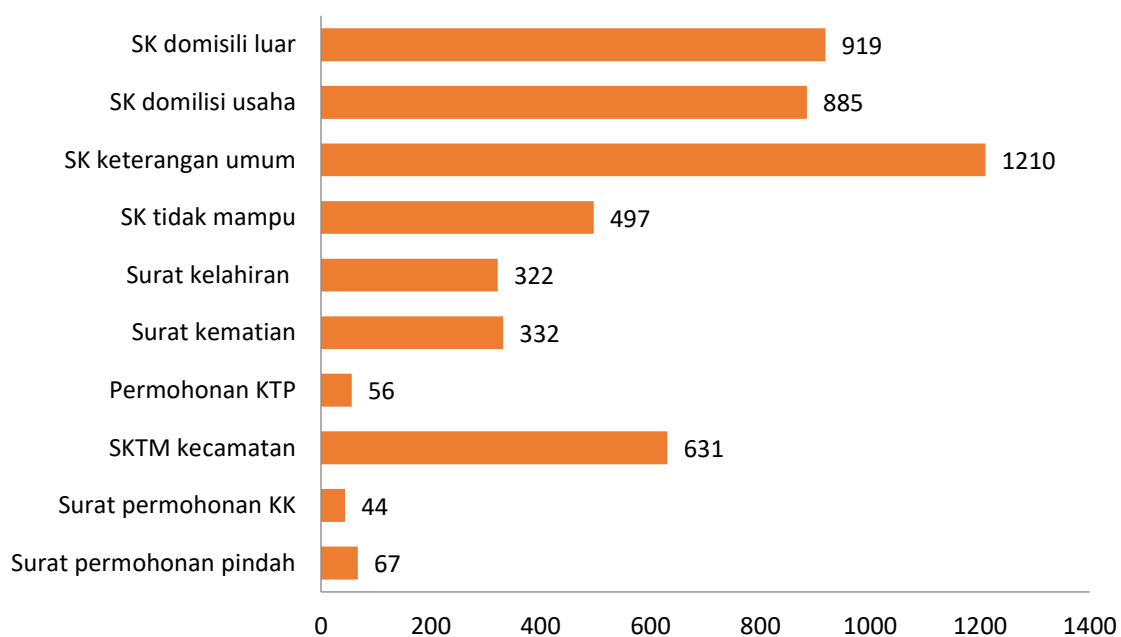
According to Campbell, the effectiveness of input and output can be analyzed by comparing the two. Input level refers to all forms of resources used to run a program or activity. This can include funds, labor, time, facilities, and other materials used to

produce a result. Based on observations of researchers in the field, the implementation of the SIPRAJA (Sidoarjo Public Service System) application requires the use of various resources as a form of input to support the success of the program. In terms of funding, the local government allocates a special budget through the APBD for system development, maintenance of digital infrastructure, and training of the human resources involved. This is in line with the statement of the service staff who stated "*if the budget has been budgeted from the district, the village government only carries out instructions according to direction*". while the workforce involved consists of state civil servants (ASN), village and sub-district operators, and a technical team managing information systems tasked with ensuring that the application runs optimally. In its implementation in Bluru Kidul Village, the SIPRAJA application is managed by 2 operators. The time used covers all stages from planning, socialization, application development, to training and periodic evaluation to improve service quality. The facilities used include hardware such as computers, servers, internet networks, and other supporting software available at each public service office. In addition, other materials such as training modules, application usage guides, and socialization materials are also important parts in supporting the effective and efficient operation of SIPRAJA. All of these components work in an integrated manner to ensure that public services can be provided quickly, easily, and transparently to the public. **Output level is the direct result of a process or activity carried out using the input. Output is usually quantitative, such as the number of services provided, the number of products produced, or the number of people served in a program.** If the output exceeds the input, it can be considered efficient. However, if the input is greater than the output, it is considered inefficient. **Based on the results of the researcher's observations, the number of services through the SIPRAJA application in Bluru Kidul Village as of December 2024 was 39,790 with details:**



**Figure 1.** Recapitulation of letters per type for 2022-2024

Based on the bar chart regarding the number of services carried out through the SIPRAJA application in Bluru Kidul Village, it can be seen that Type A is the type of service most frequently used by the community, with a total of 32,740 services. This shows that Type A has a dominant role in meeting the administrative needs of village communities which include basic services such as certificates, population data requests, or social assistance applications. In second place, Type B recorded a total of 6,627 services, which although much lower than Type A, still shows a fairly high level of use. As for Type C, with only 423 services, is the type of service that is least frequently used, perhaps because of its more specific nature or is rarely needed by most people. The striking differences between these three types of services reflect the variation in community needs and the effectiveness of the SIPRAJA application's function in accommodating mass and specific services. The dominance of Type A can also be used as evaluation material for the village in terms of providing resources and optimizing service features that are most frequently used by the community.



**Figure 2.** Recapitulation of letters per service year 2022-2024

Based on the bar chart showing the number of services through the SIPRAJA application in Bluru Kidul Village, it can be concluded that the most widely used service is the General Information Decree, with a total of 1,210 services, indicating that this letter has a fairly broad function and is often needed by the community. Followed by the Outer Domicile Decree with 919 services and the Business Domicile Decree with 885 services, indicating the high need of the community for legal documents for residence and business. The Sub-district SKTM service also showed a fairly high number, namely 631 services, which is most likely related to the needs of residents for a certificate of poverty for education, health, or social assistance purposes. Furthermore, the Unable Decree itself recorded 497 services, strengthening the indication of the high demand for supporting

documents for social assistance. For civil registration services, Birth Certificates and Death Certificates recorded 322 and 332 services respectively, which are quite balanced. Meanwhile, the services that are least used are Family Card Application Letters (44 services), KTP Application Letters (56 services), and Relocation Application Letters (67 services), indicating that these types of services are not accessed very often via the application, possibly because the process requires direct verification or is already done more manually/offline.

The input and output levels according to Campbell J. P. highlight the relationship between the resources used (input) and the results achieved (output) in assessing the effectiveness of a program or organization. In the context of implementing the SIPRAJA application in Bluru Kidul Village, this theory can be used to analyze the extent to which the use of inputs such as village budgets, technological infrastructure, village apparatus training, and community involvement, is able to produce output in the form of improving the quality of public services. Evaluation of the effectiveness of this program according to Campbell does not only look at the quantity of output, but also its quality and suitability to the initial objectives. Therefore, in implementing SIPRAJA, it is important for the village government to balance the allocation of input with monitoring the results achieved, so that this application truly becomes an efficient and beneficial service solution for Bluru Kidul residents.

Based on the findings of several previous studies, in the era of the Industrial Revolution 4.0 towards Society 5.0, digitalization is crucial to develop in order to encourage more transparent and open government performance. In this context, the delegation of authority through decentralization policies provides flexibility for village governments to carry out services directly without having to go through the sub-district. [7]. This can speed up and simplify the population administration process, especially in submitting service documents which can now be done more practically. So based on the supporting data in this study, it can be concluded that the services provided through the SIPRAJA application have received a positive response from the community. This shows that the effectiveness of the implementation of the SIPRAJA application in Bluru Kidul Village is running efficiently and is able to meet the needs of the community optimally.

## **5. Achievement of Overall Goals**

According to Campbell, the achievement of the Program Objectives is reviewed from the extent of success in implementing the tasks and responsibilities of the program in achieving the goals that have been set. The implementation of the SIPRAJA (Sidoarjo Public Service System) application task is carried out through the integration of digital public administration services at the village to district levels.

Based on the results of the analysis of the implementation of the SIPRAJA (Sidoarjo Public Service System) application in Bluru Kidul Village, it can be concluded that the objectives of this program have begun to be achieved, especially in terms of accelerating and efficacious digital-based public services. SIPRAJA is implemented as a means of integrating public administration services from the village to district levels, and in Bluru

Kidul Village, this application has become the main tool in managing various administrative documents such as general information letters, domicile letters, SKTM, and other population documents. Implementation of tasks in the field shows that village officials have been able to carry out their roles quite well, starting from the application input process, data validation, to document printing. This service process is also supported by sub-district officers and related agencies that function in the process of further verification and determination of document legality. The existing bureaucratic structure has been able to adapt to the digital system, although in the early stages there is still a need for technical adaptation and human resource training. SIPRAJA also provides features for tracking service status, public complaints, and feedback space that provide opportunities for continuous improvement of service quality. In Bluru Kidul Village, these features have begun to be utilized by residents, although the level of participation still needs to be increased through more intensive socialization. The village government together with the local government have also shown their responsibility in providing basic infrastructure such as internet networks and other supporting devices, although in practice there are still technical obstacles at several points.

Overall, the implementation of SIPRAJA in Bluru Kidul Village shows a positive direction in supporting the realization of transparent, fast, and efficient public services. However, the full success of the program's objectives still requires increasing digital literacy in the community, one of which is through more intensive socialization activities. This statement is in line with the findings of several previous studies which show that the work culture of Bluru Kidul Village officials is still less than optimal, especially in terms of socialization and approaching residents. This can be seen from the fact that many people still do not know about the existence of the SIPRAJA system, as well as the lack of training related to its use..

## CONCLUSION

**Fundamental Finding** : This study concluded that the SIPRAJA application has proven effective in supporting e-government implementation in Bluru Kidul Village. This service has increased efficiency, accessibility, and public satisfaction with public services. Despite technical challenges and low digital literacy, overall, SIPRAJA has succeeded in delivering fast, transparent, and efficient services, and is worthy of further development. **Implication** : This research shows that the SIPRAJA application helps improve public services in villages. However, for optimal results, support is needed, such as training for officials, community outreach, and infrastructure improvements. If implemented effectively, this application could serve as a model for other villages in implementing digital services. **Limitation** : This research is limited by its focus on Bluru Kidul Village, so the results may not be representative of conditions in other villages. Furthermore, the limited number of informants and technical challenges during data collection may also have impacted the completeness of the information obtained. **Future research** : Future research could be conducted on a broader scale to compare the

effectiveness of the SIPRAJA application in other villages or sub-districts. Furthermore, further research is needed into the long-term impact of application use on village official performance and community satisfaction, as well as how strategies to improve digital literacy can strengthen e-government implementation at the local level.

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