

Improving the Quality of Services for Rawalo Village Apparatus Through Information Technology Training and Assistance

Deny Nugroho Triwibowo¹, Raden Bagus Bambang Sumantri ^{2,a)}

¹ Information Technology Study Program, Universitas Harapan Bangsa, Purwokerto, Indonesia

² Information Systems Study Program, Universitas Harapan Bangsa, Purwokerto, Indonesia

^{a)} Corresponding author: bagusbambang@uhb.ac.id

ABSTRACT

This community service journal aims to improve the quality of service in the Rawalo Village Apparatus through training and mentoring strategies in the application of information technology. Rawalo Village, as a government unit that is currently entering the digital era, needs to improve service quality to provide efficient and responsive services to the community. The research method used was technology training and assistance in Rawalo Village. The research results show that training and mentoring in the application of information technology significantly increases the competency of village staff in using the village information system. The application of information technology also has a positive impact on administrative efficiency and services to the community. In addition, public participation in utilizing digital services has increased significantly. this research makes an important contribution to understanding how training and mentoring in information technology can improve the quality of services at the village level. Recommendations are given for further development regarding sustainability of training, improving information technology infrastructure, and continuing to encourage active community participation in utilizing digital services to achieve better services in the Rawalo Village Apparatus

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INTRODUCTION

Current Indonesian government This give great attention and appreciation to development village. Giving subsidy village by the government to every public is commitment and obligation government to development village. Various demographic, institutional, and specific data village required for manage finance village To use help with the planning process development village. (Ikhsan et al., 2022) . Village data used for prepare the program and carry out analysis To use plan development village with way that can be accepted and responsive to need public. Village data is very important its use for the planning process development and realization, therefore government village must endeavor provide relevant data with condition public. Village Profile is one of them method for making village data accessible anytime. In accordance with Minister of Home Affairs Regulation Number 12 of 2007 concerning Standard Administration and Utilization Information profile village, profile village is reflection and image equally condition encompassing villages basic data information family, ability source Power nature, source Power human, institutional, infrastructure as well as facilities and developments progress as well as problems experienced village (Mugiarso et al., 2020) .

As it develops technology so fast, system information computer based has influence great in place work, and information web- based is used For access more Lots information (Sulasmoro et al., 2021). Work become more easy with utilization this, which speeds things up data processing, retrieval decisions, as well savings time and money. Additionally, system information web- based can works as tool Effective marketing and sourcing information available accessed by increasingly Lots Internet user. In activity daily use system information Very computer based beneficial. Government village as form lowest level of government as well as direct relate and intersect with citizens, are required to get it give quality and best service in accordance with need its people. That's why, authorities village, was also sued For can understand in application his job in application tasks administration government, in addition strengthen participation inhabitant as well as institutional and other aspects. Regarding that means a lot, because government village along with the apparatus is as organizing administrator main activity governance, development and society or as builder peace as well as discipline in the area his power. Therefore it is needed apparatus village that is capable and capable Work The same in application the task becomes not quite enough he answered.

Existence apparatus villages are also given task in the field administration, occupying very meaningful position as the very basic core of government recognize in a way all over circumstances as well as cases in the area, up to input to the government concerned sub - district various explanation and very data required in taking regional policy or national for needs development in a way equally. In connection with matter mentioned above (Setiawan et al., 2022). states that "Villages are information materials and sources of data and information materials obtained from villages are often used for regional plans, therefore round data or information data must be avoided because they can defeat the State's objectives." Therefore, village level officials in carrying out their daily tasks, especially those related to presenting the necessary data and information, are increasingly required to be able to work hard and be competent in their efforts to create conditions that are conducive to the implementation of government duties (Andayani & Ndibau, 2023). In context maintenance government village, the main thing is How role government village can improve and advance well-being society, giving optimal service to all over layer public village, and able increase productivity and power competition in the village. This matter only can done If activity services in village areas held in accordance existing mechanisms. It can't be avoided that in the implementation process Lots very problem in support implementation duties at the agency government village. Apart from that, village data must updated order chief village can identify hindering problems rate growth society and avoid error in choose track development village. As provider service to society, government village must increase quality their services give. Maintenance service public guided

by ideals accessibility and accuracy(Sumantri et al., 2023). Accessibility is very important Because makes it easier government region and community get information.

Google Forms is helpful service user organize events, send survey , and collect information with fast and effective(Setiawan et al., 2022). Because Google Forms use a computer for electronic data processing, Google Forms can used as internet based media for need its users, in particular moment develop online survey. This matter ensure more data processing safe and integrated with Good. Place guidance team writer is in Rawalo Village which is included within the District area Rawalo. Own partners, devices village Rawalo, request this site for increase knowledge they about Google Forms and Microsoft Office.

Village officials have a central role in carrying out administrative functions and providing services to local communities. In the era of globalization and digital transformation, mastery of information technology is the key to improving the efficiency and quality of village officials' services.

Based on the initial findings of the accompanying team, the village government still needs to develop and receive training because village officials have not yet made optimal use of computers and other technology available at the village office due to a lack of understanding. Therefore, through training and assistance with software in the form of Microsoft Office and Google Forms, the aim is to increase the capacity of Densa equipment in carrying out tasks related to government administration in Rawalo village. One of the manifestations of the Tri Dharma activities of a lecturer at a university is community service which provides services and assistance to village communities and has the ability to advance and develop the competitiveness of their village. This can be done if the work in the village area is carried out well. It cannot be denied that its implementation gives rise to various problems which often arise directly or indirectly and can hamper performance in government affairs. Therefore, efforts are needed to increase the skills of village officials in operating Microsoft Office to be able to carry out village administration activities and use Google Forms to help create online data collection forms.

METHOD

Devotion This held with help party third and namely in the computer laboratory of SMA Negeri 1 Rawalo as learning to devices village. Instructor give exercises and materials as part from the training process beginning. After material presented, there is time for ask and answer. Then for measure enhancement knowledge every participant after training, provided the online test is in the form of a pretest and is used as test at the end session.

In carrying out Community Service activities, service team from Harapan Bangsa University has design several stages that will be carried out done as following :

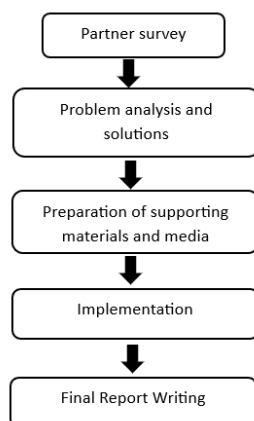


FIGURE 1. Stage implementation

From Figure 1, the PKM activities carried out This consists of five stages with details as following :

- Partner Survey
Stages first thing to do is conduct a survey or visitation direct to office village Rawalo.
- Analysis Problems and Solutions
After team do visits and searches field, team find a number of problem that is apparatus village still minimal knowledge and skills regarding IT, in particular in matter administration carried out in the office village.
- Material and Support Preparation
In stages here, team prepare related material with problems faced in the field that is about Use of Microsoft Office & Google Forms for implementation devotion walk with fluent.
- Implementation of PKM
At stage here, team devotion Harapan Bangsa University community do activity directly at the Rawalo State High School Laboratory in accordance with the schedule that has been made scheduled namely on June 19 2023 at 09.00 WIB.
- Writing Final report
In stage this activities performed is creation and arrangement report from implementation activities in the village Rawalo is documentation important that summarizes the entire process, achievements and impacts from activity This. Report This No only works as document end, but also as tool evaluation and learning for activity similar in the future.

METHODS AND EVALUATION.

Training modules and Microsoft Word are used in the mentoring and training process. The Lecturer Team made Microsoft Excel useful makes it easier teaching computer operation as well make it easier for participants understand and practice Microsoft Word and Excel on a computer.

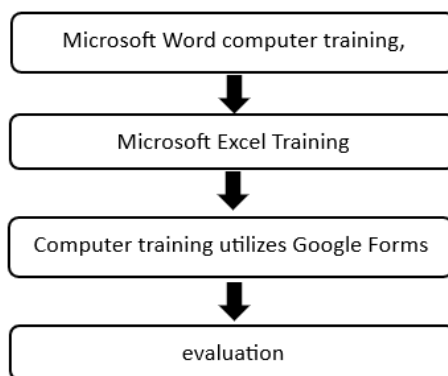


FIGURE 2. Method and Evaluation

From this training, it can be seen that the Rawalo village leaders are very enthusiastic about participating this training. Modules are used to convey these instructions. Type of training following has resolved:

- Microsoft Word computer training, which involves using the program to create letter forms to support village officials' activities.
- Training in using Microsoft Excel for table creation purposes.
- Computer training uses Google Forms to create population data.

The result of community service that has been done held is results end from effort increase Rawalo village government computer capabilities so that village officials can serve public in a way effective. One

of the approach to evaluating villages is to provide impact positive and keep going give advice so service public quality high levels can be provided and the public can be served quickly and accurately.

RESULTS AND DISCUSSION

Implementation activity devotion to community implemented in the village Rawalo through dua stage activity, first survey to location For devotion with contact Mr. Artan as representative device village in space village Rawalo. After discuss with him, activities training use of Microsoft Office and Google Forms is required for devices in the village Rawalo with objective for utilise use technology information for support work device village. Furthermore group carry out devotion public with theme “Training Microsoft Office and Google Forms skills for increase quality service devices in the village Rawalo”. Then Stage second is Training and mentoring direct with device village Rawalo will held with help party third.

Furthermore For Community service activities were carried out through two sessions, which were delivered by two presenters in a way alternating, sessions First presentation of *Microsoft Office and Google Forms* material and sessions both practice using office and *google forms*. Implementation This activity was carried out in the Computer Laboratory of SMA N 1 Rawalo and was attended by 29 participants. First material covers computer functions connected to Word and Excel. Microsoft Word is software from Microsoft Office which I to resolve and deal with texts, papers, reports, and other materials. It's more automated and quite comprehensive. Microsoft Word is a word processing application that is intended to help organizing documents, writing, and production quality. Most of the almost global computer population Certain using the Microsoft Excel application, which is tool always simple improved in all sectors involved number. Delivery of the first material by R. Bagus Bambang Sumantri, ST, M.Kom. Second material that is about Google Forms, in create and practice data collection resident using the Google Form feature from Google which can be utilized and used for things administration and surveys for free. Second material delivered by Deny Nugroho Triwibowo, S.Kom . M. Kom. and finally continue practice session.

In ongoing activities This Rawalo Village Work The same with the other party for help provide facilities and infrastructure training includes LCD, Laptop, Mic, Office applications as well supporter other. Technical implementation Activities are also carried out by parties village with good and systematic, like place, time and consumption. As object activity namely the participants in matter This device village give sufficient support Good so that as speaker feel exists *bait come back* very fun. Whereas as subject activities of the participants willing provide and provide time and energy as participant training and actively discuss and ask questions in follow activity.

Request party village for continue training from participant become reason Why training This designed in a way gradual and continuous. Training this is also as a means of transferring knowledge, and is also a a means of technology transfer obligations of the presenters.



FIGURE 3. Atmosphere Participant Training



FIGURE 4. Atmosphere Submission of Material

Evaluation result

Implementation from activity This evaluate a number of matter covers implementation, advantages, disadvantages, and evaluation instructor.

- Implementation

Implementation activities carried out by the village Rawalo walk with smoothly and well, participants looks active inside ask and discuss at the moment speaker convey material and practice directly, besides all participants listening with thorough and enthusiastic in do practice and assigned tasks speaker.

- Advantage

Participant show enhancement in understanding about Microsoft Office and Google Forms. Participant can identify features key from application the besides participants can apply learned skills in situation work daily

- Lack

Lack of activities This that is participant Not yet used to in using google form, participants Still feel difficulty in operate google forms.

- Evaluation Instructor

Participant give bait come back positive related ability instructor in delivery material with clear and giving guidance when There is problem at time practice

CONCLUSION

Conclusions of activity This that is give positive impact for participant among them increase understanding material, knowledge technology, and skills in using and operating *Microsoft Word*, *Excel* and *Google Forms*. Use device This can reduce burden work done manually, speed up processes, and improve accuracy in data management. Change policy government, often demand quick adaptation and understanding from device village. Ability use device soft like Microsoft Office allows they for with easy compile reports, documents policies, and presentations that support the implementation of new policies. Utilization of Google Forms for data collection and surveys can increase transparency and accountability. With online forms, devices village can more easy gather opinion community, monitoring and evaluating success of the program that has been implemented.

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