

PKM Training on Implementation of Information Systems for Administration of Letters and Public Complaints

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Abstract— *This study aims to implement the Community Service Program (PKM) with a focus on the implementation of an information system for the administration of letters and public complaints in Demung Besuki Situbondo Village. The main problem faced by Demung Village is the administrative process which is still carried out manually, causing delays in handling correspondence and public complaints, as well as low transparency and efficiency in village administration services. The form of community service carried out is by training village administration staff and local communities in the use of the designed information system. This training includes an introduction to the system, use of applications, and data management to support a more efficient and transparent administration process. The proposed solution includes designing a technology-based information system that is in accordance with the needs and conditions of Demung Village. This system is designed to accelerate the process of managing correspondence and complaints, increase data accuracy, and enable easier access to information for the community. The conclusion of this PKM activity is the successful implementation of an information system for village administration that can improve the quality of public services. With an integrated information system, it is hoped that bureaucratic efficiency, increased transparency, and public satisfaction with administrative services in Demung Village can be achieved.*

Keywords— *village administration, community service,; information Systems*

1 Introduction

Demung Village, located in Besuki, Situbondo, is a community with great potential for economic development, especially in the tourism and natural resources sectors. This village has a fairly heterogeneous population, consisting of various levels of society who are active in various economic and social activities at the local level. Correspondence such as permits, notifications, and other requests are still managed manually in Demung Village. This causes the administrative process to be slow and prone to errors in filing and distribution. The lack of a centralized system also makes it difficult to track the status of letters, resulting in uncertainty among the community regarding the ongoing administrative process.

Complaints from the community regarding various problems such as infrastructure, social, and public services are often not well documented. The lack of a structured system makes the response from the village government slow and unresponsive. The ambiguity in the complaint resolution process can reduce public trust in public services in the village.

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Demung Village faces limited human resources trained in information technology, thus hampering the village's ability to adopt technological solutions to improve administrative efficiency. Limited technological infrastructure is also an obstacle to the implementation of a more modern and effective information system.

In order to overcome these challenges, the Community Service Program (PKM) aims to introduce and train the use of an information system specifically designed for the administration of letters and public complaints in Demung Village. Through this effort, it is hoped that it can increase transparency, efficiency, and responsiveness in public services, as well as support sustainable development at the local level.

2 Method

The implementation method of this activity includes systematic stages to ensure the success of the implementation of the information system in Demung Village. This activity is divided into several interrelated stages. The first stage is the initial preparation, which involves the formation of a PKM implementation team consisting of supervising lecturers, IT experts, and students. In addition, the preparation of module-based training materials and identification of the technological infrastructure available in Demung Village as a basis for designing an information system that suits local needs.

In the second stage, special training is conducted for administrative staff. The focus of this training is to equip village administrative staff with skills in the use of information systems, data management, and application operations to support their daily work. The third stage involves open training for the Demung Village community. This session is designed so that the community can understand how to use the information system to report and monitor complaints and actively participate in the village administration transparency process.

Furthermore, in the fourth stage, the implementation of the information system is carried out. This process includes the development of a system prototype, configuration according to village needs, and system testing in a real environment. This stage is crucial to ensure that the system runs well and can be adapted by end users. The fifth stage is monitoring and evaluation, where the implementation team will monitor the use of the information system, collect feedback from administrative staff and the community, and evaluate the effectiveness of the system in supporting village administration. This process also includes measuring the level of success from technical and social aspects.

Finally, the sixth stage is the preparation of the final report. This report includes the results of each stage of the activity, including training, implementation, and monitoring and evaluation results. This report also contains recommendations for further development of the information system in the future.

In the implementation of this activity, partner participation plays an important role. The PKM implementation team is responsible for preparing training modules, developing information systems, and monitoring and evaluating activities. The administrative staff of Demung Village play an active role in every stage of training and system implementation to ensure effective implementation. They are trained to understand, operate, and maintain the information system properly. Meanwhile, the Demung Village community, which consists of a representative sample, is involved in open training and system trials. Their participation aims to provide direct input

regarding user experience and ensure that the implemented system is in accordance with the needs and expectations of the community.

The division of roles is also an important factor in the success of this activity. Administrative staff are responsible for ensuring that the system is implemented optimally and sustainably after the program is completed. They will learn how to manage data, process reports, and respond to public complaints more systematically. Meanwhile, the Demung Village community is expected to provide constructive input during the system trial process, help identify obstacles, and understand the benefits of using information technology in increasing transparency and efficiency of public services in their village.

With a systematic approach and active involvement of all parties, it is hoped that this program will not only succeed in implementing the information system but also create a positive sustainable impact on the management of administration and public services in Demung Village.

3 Findings And Discussion

3.1 Finding

The results of the PKM activity of Information System Implementation Training for Letter Administration and Public Complaints in Demung Besuki Village, Situbondo. These results include a description of the implementation of several solutions that have been planned in the proposal.



Fig. 1. *Information System Implementation Training for Letter Administration and Public Complaints*

The training for village administration staff was conducted in several sessions aimed at improving their understanding and skills in using the new information system. The training included:

- a. Use of Information System: Staff were introduced to the interface and main features of the designed information system. They were taught how to enter correspondence data, track letter status, and manage public complaints with this system.
- b. Data Management: This session focused on how administration staff can manage letter and complaint data more efficiently, including the digital archiving process and data retrieval.

- c. **Technical Troubleshooting:** Staff were also trained to identify and resolve basic technical problems that may occur during the use of the system.

In addition to administrative staff, the Demung Village community was also involved in open training to ensure they could utilize the implemented information system. The public is taught how to access and use the application to report their complaints. This includes how to fill out the complaint form, attach supporting evidence, and monitor the status of the complaint. The public is asked to provide feedback on their experience using the system. Trials are conducted to ensure the system works according to their needs.



Fig. 2. *Implementation of Information System Interface*

A prototype of the information system has been developed and implemented for testing by administrative staff and the community. This implementation involves:

- a. **System Configuration:** Adjustment of the system based on the technological infrastructure available in Demung Village.
- b. **System Trial:** Trials are conducted to ensure that all features function properly and as planned.

3.2 Discussion

The monitoring and evaluation stage is carried out to assess the effectiveness of training and implementation of information systems. Some of the activities carried out include:

- a. **System Usage Monitoring:** The use of the system by administrative staff and the community is monitored to identify obstacles and successes experienced.
- b. **System Performance Evaluation:** The system is evaluated based on user feedback and operational data to determine whether the goals of administrative efficiency and transparency are achieved.



Fig. 3. *Monitoring the Implementation of Information Systems*

The results of the implementation of this PKM show that the training provided has succeeded in improving the understanding and skills of village administration staff in using the new information system. The community involved in the training also showed a positive response and began to use the system to report complaints. The prototype of the information system that was implemented showed good performance and helped speed up the administration process and improve data accuracy. Initial monitoring and evaluation showed an increase in the efficiency and transparency of public services in Demung Besuki Village, Situbondo. All activities that have been implemented can contribute to sustainable development and improving the quality of public services at the village level.

4 Conclusion

This Community Service (PKM) activity shows that the implementation of an information system for the administration of letters and public complaints in Demung Besuki Village, Situbondo has succeeded in increasing the efficiency, transparency, and quality of public services. Although there are limitations in terms of technological infrastructure and initial staff skills, the training provided has succeeded in overcoming these obstacles. In the future, it is recommended that the village continue to update and adjust the information system according to evolving needs and provide ongoing training to village staff. Another recommendation is to involve more parties in the evaluation of the system to ensure sustainability and continuous improvement in public services.

5 References

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