Gampong Information System Service Innovation in Improving Apparatus Performance in Bener Meriah Regency

Muryali [1,] Mauludi[2], Ahmad Yani[3], Asrul Fahmi[4], Syamsuddin[5], Arinanda[6]
[1] Social and Political Science Faculty, UNIMAL. Lhokseumawe, Aceh, Indonesia muryali@unimal.ac.id
[2]Social and Political Science Faculty, UNIMAL. Lhokseumawe, Aceh, Indonesia, mauludi@unimal.ac.id
[3] Social and Political Science Faculty, UNIMAL. Lhokseumawe, Aceh, Indonesia, ahamadyani@unimal.ac.id
[4] Social and Political Science Faculty, UNIMAL. Lhokseumawe, Aceh, Indonesia, asrulfahmi@unimal.ac.id
[5] Social and Political Science Faculty, UNIMAL. Lhokseumawe, Aceh, Indonesia,syamsuddin@unimal.ac.id
[6] Social and Political Science Faculty, UNIMAL. Lhokseumawe, Aceh, Indonesia, arinanda@unimal.ac.id

ABSTRACT

Gampong Information System Innovation (SIGAP) and who are the actors involved in innovating gampong information systems as well as obstacles to gampong officials in managing SIGAP. Bukit District, Bener Meriah Regency. Not getting optimal information about SIGAP and inadequate resources in the SIGAP management process are one of the problems that arise. Qualitative research method with a descriptive approach and data collection techniques through: observation, interviews and documentation as well as data analysis techniques starting from, data reduction, data presentation and drawing conclusions. The results of the research show that the village information system innovation in Bukit District, Bener Meriah Regency has not run optimally, starting from the policies issued and implementation has not been optimal so that the innovation that is to be implemented cannot be communicated well, the benefits of village information system service innovation cannot be felt to the fullest. , human resources owned by the sub-district and gampong, operator officers have undergone training so that they can carry out SIGAP in accordance with their main duties and functions but there are no facilities and infrastructure that support public service innovation, information system equipment often has problems. Gampong information system innovation is a special task for the gampong operator, it is the operator who will update the data into the SIGAP application. The actors involved in village information system innovation are DISKOMINSA, DPMG Aceh, DPMK Bener Meriah, KOMINFO Bener Meriah, KOMPAK, sub-district operators, gampong operators, village officials, cadres, midwives and the community.

Introduction

The Gampong Information System (SIGAP) application was developed by the Aceh Community and Gampong Empowerment Service (DPMG) together with the Aceh Communication, Informatics and Encryption Service through the support of Community Collaboration and Services for Welfare (KOMPAK). The development of this application is a form of implementing the mandate of Law Number 6 of 2014 concerning Villages, as well as being part of the Aceh Government's efforts to build an integrated information system, from Gampong, District, Regency and Province through the Integrated Aceh Information System (SIAT).

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This public service innovation still has many problems, such as a lack of understanding from the sub-district to the gampong government and gampong operators about the SIGAP program, so that the benefits of SIGAP are not yet felt by the community, besides that SIGAP is a new program launched by the government as a public service innovation , this program is not adequate in the process of public services by gampong officials, the gampong community specifically in Bukit District has not received the benefits of the innovative SIGAP program which was just launched by the Bener Meriah Government, the public complains about getting gampong information in getting services through this SIGAP program. The Bener Meriah government will continue to innovate in improving public services through SIGAP.

The Gampong Information System (SIGAP) needs to be developed in accordance with the vision of the Village Law, namely to make villages strong, independent, peaceful and democratic. And its management is carried out by the village government, so that it can be accessed by the village community and other stakeholders. In relation to the local government, this implies that carrying out village affairs, carrying out guidance, community development, and fostering village economic development must be carried out by village officials because the village community has developed with various activities that increasingly require professional government officials. Along with the development of society, the need for increasingly complex services as well as services that are better, faster and more precise is really needed by the community to improve public services at the village government level.

The free application-based SIGAP program from the central government through regional governments, the SIGAP program for gampong governments to obtain information for the community in improving the quality of services at the gampong level. Programs that target service quality at the village level, without adequate facilities and infrastructure and human resources that do not have the skills to operate the program, especially program operators, will hinder the implementation of activities at the village level. Solving these challenges requires a comprehensive approach that addresses technological, human, and organizational aspects, taking into account the unique context and needs of each gampong.

Names of Villages that Implement the SIGAP Application in Bener Meriah

No	Year	Gampong Name	Total population		Keuchik	subdistrict
			male	female		
1.	2022	Uning Teritit	561	593	Rawakim Alatas, S.PD.I	Bukit
2.	2022	Babussalam	237	242	Alfata	Bukit
3.	2022	Batin Wih Pongas	311	329	Mahdi	Bukit
4.	2022	Ujung Gele	304	276	Rahmandi	Bukit
5.	2022	Pasar Simpang Tiga	607	575	Qudsi	Bukit
6.	2022	Bale Redelong	835	788	Amiruddin, S	Bukit
7.	2022	Blang Sentang	71	88	Jamaluddin	Bukit
8.	2022	Rembele	589	593	Suhaili	Bukit
9.	2022	Tingkem Bersatu	601	650	Idham Watan, S.PD.I	Bukit
10	2022	Mupakat Jadi	274	263	Junaidi	Bukit
11.	2022	Delung Asli	403	356	Juanda, H.S	Bukit

Source : https://kecbukit.sigapaceh.id/

The Gampong Information System (SIGAP) needs to be developed in accordance with the vision and mission of the Village/Gampong Law, namely making gampongs strong, independent, prosperous and democratic. And its management is carried out by the village government, so that it can be accessed by the village community and other stakeholders. In connection with these provisions, this implies that carrying out gampong affairs, carrying out guidance, community development, and fostering the village economy must be carried out by gampong officials because gampong communities have developed with various activities that increasingly require professional government officials. Along with the development of society, the need for increasingly complex services as well as better, faster and more precise services is really needed by the community.

Bukit District must understand the Gampong Information System (SIGAP), so that the implementation of the gampong information system can run well. Based on the background above and through considerations, it can be concluded that there are still problems such as the SIGAP application not being widely known by the public or a lack of information about SIGAP, because SIGAP is a new program and resources are still inadequate in the process of managing SIGAP by village officials.

Literature Review

Definition of Gampong Information System (SIGAP)

SIGAP is a Gampong Information System which contains information related to population, Integrated Social Welfare and Information Data (DTKS), Siskudels, budget planning, finances and other important information. territorial boundaries that have the authority to regulate and administer government affairs, local community interests based on community initiatives, original rights and traditional rights recognized and respected in the government system of the Republic of Indonesia. Law Number 6 of 2014 concerning Delsa has changed and encouraged the village community to be more aggressive in developing their village. Delsa has the right to access information through the Delsa information system which has been developed by the district/city regional government.

According to the Regulation of the Governor of Acelh Number 33 of 2021 regarding the Gampong Information System (SIGAP), it is explained that Acelh is a provincial region which is a special legal community unit and is endowed with special authority to regulate and manage its own government affairs and community affairs in accordance with the regulations of the Republic of Indonesia. law The invitation to the system and principles of the Unitary State of the Republic of Indonesia is based on the 1945 Constitution of the State of the Republic of Indonesia, which is led by a Governor. This governor's regulation is intended as a guide for the Acelh government, district/city government and village government in the implementation of SIGAP. This governor's regulation aims to realize an integrated information system consisting of an information system, data management, public information disclosure services for sustainable and quality development and services in the village. The Gampong Information System (SIGAP) application was developed by the Acelh Community and Gampong Development Service (DPMG) together with the Acelh communications, informatics and encryption service through the support of Community Collaboration and Services for Welfare (KOMPAK).

The Aceh government launched the Gampong Information System or SIGAP and provided awards to three districts, namely West Acelh, Bener Meriah and Bireuen. These three districts are considered successful in developing innovation and new approaches to overcome poverty and inequality through inclusive planning and budgeting, improving service provision, and through local economic development initiatives.

This award was given at the Aceh 2022 inspiration forum, an event created by the Aceh government together with the Community Collaboration and Services for Welfare (KOMPAK) program to promote and share the benefits and good practices of innovations in Acelh. This Acelh inspiration forum carries the theme 'Innovation and synergy in overcoming poverty towards a Great Acelh'. It is hoped that this inspiration forum can inspire other districts/cities in Aceh to be able to replicate these innovations to overcome similar challenges or problems.

Several other innovations are Gampong Authority Based Administration Services (LABKG) and market intermediaries. LABKG was implemented in the districts of West Aceh, Bener Meriah and Bireuen, to mobilize village facilitators to assist the community or residents in obtaining documents or population data for free and without having to go to the government center. LABKG specifically targets the elderly and people with disabilities so that these basic services also meet the needs of these community groups. These innovations are the result of collaboration between the Aceh Provincial Government, West Aceh District Government, Bener Meriah and Bireuen, together with the Community Collaboration and Services for Welfare (KOMPAK) program, which began in 2016.

Technological developments are currently increasingly rapid, so the need for information is increasingly needed by everyone. Considering the need for information, it is necessary to create a system as an information provider in a village called a village information system. Having a gampong information system as an information provider can make it easier

for village residents to obtain information in a gampong. So that important news in the village can be accessed by everyone.

Since 2018-2019, KOMPAK together with DPMG Aceh and KOMINSA Aceh have developed the Gampong Information System (SIGAP) application versions 1.1 and 1.5 to support the village development planning process and village administration. This development was carried out as a follow-up to the mandate of Law of the Republic of Indonesia Number 6 of 2014 concerning Villages, in the third part of article 86, namely the Village Information System and development of rural areas.

The development and expansion of application use will continue to be carried out by DPMG Aceh and DISKOMINSA Aceh until 2020, with a commitment to increasing the functions and benefits that will be obtained by gampong, sub-district, district/city governments and the Aceh government through the re-development of the SIGAP Aceh application from version 1.5 to version 1.7.5. This development aims to optimize menus, sub menus, features and datasets as well as support the sharing of data utilization through importing Integrated Social Welfare Data (DTKS), and Village Development Information System (SIPElDEl) data, as well as complete population data from the Population Parent Book (BIP) into the SIGAP application version 1.7.5 which continues to be in the process of optimizing services to the community.

The development of menus, sub menus, features, datasets and templates available in the SIGAP application version 1.7.5, has consequences for changes to the user guide/manual. To help districts/cities and users at every level of SIGAP application version 1.7.5, a usage guide is provided to make it easier for village/gampong officials to understand the flow, appearance of each page, and the function of all available features. Guide to using the SIGAP application version 1.7.5 has 4 (four) user levels, namely Village/Gampong Admin, District Admin, Regency/City Admin (DPMG), and Provincial Admin (DPMG Aceh).

As explained in Law Number 6 of 2014 concerning Villages as stated in article 86 concerning Village Development Information Systems and Rural Development Areas, it is stated:

a. Villages have the right to access information through the Village information system developed by the Regency/City regional government.
b. Regional Governments are obliged to develop Village information systems and Rural Area Development.
c. The Village information system as in paragraph (2) includes hardware and software facilities, networks, and human resources.
d. Paragraph (2) includes Village data, Village development data, rural areas, as well as other information related to Village development and rural area development.
e. In paragraph (2) it is managed by the Village government and can be accessed by the Village community and stakeholders.
f. The Regency/City Regional Government provides information on Regency/City development planning for Villages.

The Gampong Information System (SIGAP) exists as an information tool for services at the village office. Its function is to provide information on population administration, planning, reporting, inventory of village office assets, inventory of village infrastructure, village budget management and public services.

The Gampong Information System (SIGAP) that can be accessed by the public is as follows:

1. People can easily see village developments through data or information displayed on their village website.
2. Administrative services and correspondence can be accessed online by the community without needing to go to the village office.
3. There is a system for synchronizing village development planning and rural area development between the community and the government. So, the community can easily provide input regarding updating village data, content and information appropriately and regularly.

The Gampong Information System (SIGAP) also has a website-based village governance platform, and offers a number of services such as village profile information systems, village development, administration, population, public

services, posyandu, APBDes reports, and various other services. Apart from the system, village governments can also use village service applications, with features including:

a. Village administration feature, a village application that can be used independently by village officials. It is very useful to support the functions and duties of the village office, including population administration and budget management.

b. Village service features, online village applications that can be used independently by the community. Make it easier for the community to provide administrative services, both population administration, marriage, and assistance to the less fortunate.

c. Social assistance feature, a special service for storing and processing data on recipients of social assistance from the government.

d. Digital presence, Android-based application integrated with SID. Functions to make it easier for village governments to obtain attendance reports, because village apparatus data can be automatically integrated with digital attendance.

e. Profile website, a website page that contains a village profile, the village's superior products, as well as several tourist destinations in the village.

f. Android application, unlimited service that can be used by residents with an Android application that contains news, marketplace and exclusive letter requests for village residents.

Benefits of the Gampong Information System (SIGAP)

Based on the provisions of article 86 paragraph 2 of Law Number 6 of 2014 concerning villages, these are:

1. Village Information System Development: Developing SIGAP as an application used by gampong officials throughout Aceh to collect data and information related to government administration and development in gampongs.

2. Planning and Budgeting Basis: Provides hope that the gampong government can use the data and information available in the application as a basis for planning and budgeting. The implementation of the SIGAP application is expected to become one of the foundations for supporting the overall implementation of the Integrated Aceh System (SIAT) in Aceh.

3. Strengthening the Integrated Aceh System (SIAT): Increasing SIAT capabilities by involving data and information from the gampong, sub-district and district levels that can be accessed at the provincial level. The Aceh government, through the governor, hopes that SIGAP can become basic data in determining the direction of development from gampong to provincial level according to the needs of each region.

4. Accountability and Transparency: Become a tool to increase accountability and transparency in government governance. Through reporting the data and information contained in this application, it is hoped that government governance will be more open and accountable.

5. Gampong Data Management Efficiency: Helping gampong officials manage gampong data efficiently. This application allows access to village data without having to come directly to a village, making it easier for anyone who wants to access village data that has been held.

Thus, SIGAP not only acts as a tool for collecting data, but also as a foundation for increasing efficiency, transparency and accountability in the administration of government and development at the gampong to provincial levels. (sumber: https://dpmg.acehprov.go.id)

Based on the Aceh Governor's Regulations in article 5 regarding the function of the Gampong Information System (SIGAP), namely that SIGAP functions as:

1. Media for managing population data, APBG planning and budgeting, managing Baitul Mal Gampong data and other sectoral data in accordance with Gampong needs.

2. Media to support Gampong Government services to the community quickly and precisely.

3. Gampong Development Information Media that is accountable, transparent and inclusive.

4. Media for managing information, resources and Gampong potential.

5. Media for community participation in needs-based Gampong Development in accordance with Gampong authority.

6. Media integration for other applications in Gampong.

The information system is a system based on information technology and is useful for speeding up the collection, processing and presentation of data and information at the village level. This aims to help manage information in villages to make decision making easier and improve the quality of public services. Its use is very important because the village is the smallest unit in the government structure in Indonesia. As the smallest unit, villages play a very important role in implementing national development, especially in terms of public services and community empowerment. In its implementation, villages need accurate, up-to-date and easily accessible data and information to speed up decision making and optimize the use of available resources.

Information systems have very important benefits for villages in managing resources and improving the quality of life of village residents. Utilizing the system in villages can provide various benefits such as: speeding up the collection and processing of data and information, improving the quality and effectiveness of public services, speeding up decision making, facilitating coordination and integration between parties involved in village development, and increasing transparency and accountability in resource management in the village. village.

Legal Basis for Gampong Information Systems (SIGAP)

The legal basis that is a strong reference for the gampong information system, namely Aceh Governor Regulation Number 33 of 2021 concerning Gampong Information Systems, the general provisions are:

a. Aceh is a provincial region which is a special legal community unit and is given special authority to regulate and manage its own government affairs and local community interests in accordance with the laws and regulations in the system and principles of the Unitary State of the Republic of Indonesia based on the Constitution of the Republic of Indonesia. Indonesia in 1945, led by a Governor.

b. The Aceh Government is an element of the administration of the Aceh government which consists of the Governor and Aceh officials.

c. The governor is the head of the Aceh government.

d. Regency/City Government is an element of the administration of Regency/City government which consists of the Mayor/Regent and Regency/City officials.

e. The Regent/Mayor is the head of the Regency/City government in Aceh.

f. The Aceh community and gampong empowerment service, hereinafter referred to as DPMG Aceh, is the Aceh work unit which carries out government affairs in the field of Aceh community and gampong empowerment.

g. The Aceh communication, informatics and coding service, hereinafter referred to as Diskominfo and Aceh coding, is the Aceh work unit which carries out government affairs in the field of communications, informatics and Aceh coding.

h. District/city community and gampong empowerment service or another name hereinafter referred to as district/city community and gampong empowerment service is a regency/city work unit that carries out government affairs in the field of community and gampong empowerment.

i. The district/city communication, informatics and coding service, hereinafter referred to as the district/city communication, informatics and coding service, is the work unit of the district/city apparatus which carries out government affairs in the field of communication, informatics and coding.

j. A sub-district is a working area of the sub-district head as a district/city regional apparatus in administering the sub-district government.

k. Gampong or another name, hereinafter referred to as gampong, is a legal community unit which is under a mukim and is led by a keuchik or other name which has the right to carry out its own household affairs.

l. Gampong government is the administration of government affairs and the interests of local communities in the government system of the unitary state of the Republic of Indonesia.

m. The gampong government is the organizer of the gampong government which consists of the keuchik and gampong officials.

n. Keuchik or another name, hereinafter referred to as keuchik, is the head of a gampong who has the authority to carry out gampong government affairs.

o. Tuha peut or another name is an institution that carries out government functions whose members are representatives of the gampong population based on regional representation and determined democratically.

This governor's regulation is intended as a guideline for the Aceh government, district/city governments and gampong governments in implementing SIGAP. This governor's regulation aims to create an integrated information system consisting of information systems. single data management, public information openness services for quality and sustainable development and services in gampong.

Results and Discussion

SIGAP, which is an abbreviation for Gampong Information System, is an innovation in the provision of public services initiated by the Aceh Province Information and Crypto Communication Service (KOMINSA) together with the Aceh Province Gampong Community Empowerment Service (DPMG). The implementation was carried out entirely by the Village Community Empowerment Service (DPMK) in Bener Meriah. SIGAP is an information system where each village will enter data with the aim of creating a set of data originating from the gampong which is input by gampong officials. SIGAP makes it easy to find out the development of gampongs, and in its application, SIGAP has many features such as gampong profiles, gampong officials, aid recipients, population numbers complete with house numbers and number of children, village budget assistance, and regional boundaries.

SIGAP emerged as a result of the existence of SID or Village Information System. Initially, SID was managed by NGOs or KOMPAK. Aceh has a special law, allowing the creation of its own system. SIGAP was born as a continuation of the KOMPAK program, although similar to SID, SIGAP is owned and managed by the Aceh government. At the provincial level, the responsibility lies with DPMG and KOMINSA, while at the district level, DPMK and KOMINFO are responsible. The aim of SIGAP is to make it easier for the public to access gampong data, by simply opening the official SIGAP website to find out the information they want about a gampong.

This innovative program requires good and continuous socialization, as well as explaining SIGAP to the community. Because the system often experiences glitches or is inaccessible, it has not been introduced to the public. Therefore, it is necessary to update the system first before introducing it to the public. Even though it is innovative, without outreach, only SIGAP operators can access this program, while the public can only access it through the SIGAP website. Only gampong operators have the right to operate the SIGAP program through the application.

The Regional Government has conveyed information to all villages in Bener Meriah Regency regarding the implementation of SIGAP which will be carried out in each village. An explanation has also been given regarding how to convey SIGAP to Gampong officials. Of course, SIGAP provides benefits for the entire community so that there is no longer the assumption that the village government is not transparent in using all its resources. At Musrenbang, SIGAP will be explained to the community at the village office. Lack of socialization causes a lack of understanding regarding the benefits of SIGAP, so training activities are socialized directly by District SIGAP operators, namely from the Village Community Empowerment Service (DPMK), with training taking place directly.

Human resources in Bukit District have an adequate level of education, almost all Gampong officials have bachelor's degrees and some even have master's degrees. However, the most important thing in the SIGAP management process is the Gampong operator. SIGAP is managed by the Gampong operator. Even though the community already understands about SIGAP through village charts, all data on aid recipients such as BPNT, BANSOS, BLT and other aid is already available in the SIGAP application itself.

The network here is good and uses 4G, and WIFI has been provided in the village. However, sometimes there are

problems with the laptop used because the specifications do not support SIGAP management. Another obstacle is the lack of equipment, this is because SIGAP is a new program that has just been launched by the government. Obstacles in managing SIGAP are related to systems that often experience problems or cannot be opened, and sometimes data that has been uploaded or entered is suddenly lost or no longer available.

The actors involved or having an important role are Gampong operators at the Gampong level, and the data obtained by Gampong operators comes from Gampong officials who are related. At the sub-district level, there are sub-district operators as actors involved. Other actors involved are the Aceh Communication, Information and Crypto Agency (KOMINSA) together with the Gampong Community Empowerment Service (DPMG) from the province. Thus, the region only organizes and implements it. If in the regions, SIGAP will be managed by DPMK Bener Meriah. SIGAP is owned by the Aceh Government, with responsibility for the Aceh Communication, Information and Cryptography Service (KOMINSA) together with the Gampong Community Empowerment Service (DPMG). Control of the application is in the hands of DPMG, where DPMG has a specially appointed operator with a provincial ID and password so that they can log in and manage all provincial SIGAP. Each district also has the flexibility to change or delete content in the SIGAP application.

The province also provides a special operator for districts/cities, such as in Bener Meriah which is given to the DPMK with a password and district ID determined by the party concerned. Actors involved in managing the Gampong Information System or SIGAP involve all gampong government officials, who are required to explain SIGAP to the wider community.

Conclusion

In the process of managing the Gampong Information System (SIGAP) in Bukit District, gampong officials face obstacles even though they have a good network, making it easier for the community to access SIGAP and other media easily. However, supporting facilities and resources are still lacking, such as information system equipment which sometimes has problems, especially laptop specifications that do not support SIGAP management. The solution taken is that the Bener Meriah Regency Government will provide undergraduate education to village railjel and all gampong officials who have not yet graduated, so that they understand more about the current era of globalization.

The actors involved in implementing SIGAP in Bukit District involve the Communication and Information Service (KOMINFO) and the Village Community Empowerment Service (DMPK) of Bener Meriah Regency which is tasked with coordinating the development of SIGAP at the district level. Furthermore, at the sub-district level, implementation is carried out by sub-district operators appointed by the sub-district head, and the Community Health Center is also involved because SIGAP requires health data. At the gampong level, SIGAP management is carried out by the gampong operator who is appointed by the gampong reje as the SIGAP Operator.

Actor involvement in implementing the SIGAP program has not yet reached optimal levels, both at the gampong and sub-district levels. An important actor in the management of SIGAP is the gampong level operator. The provision of human resources at the gampong level must be a concern for all at the provincial, district, sub-district and gampong levels, namely the reje/keuchik of each gampong.

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