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Evaluation of the Digides Application System in Public Services in Gebang Ilir Village, Cirebon Regency

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ABSTRACT

This study aims to assess the effectiveness of the implementation of the Digital Village Application(DIGIDES) in improving public services in Gebang Ilir Village,Cirebon Regency.The problems faced include low digital literacy of the community,limited internet infrastructure,and a lack of experts within the village apparatus. This study used a descriptive qualilative approach with data collection techniques throught in-depth interviews with village heads,operators,and comunity.Research analysisuses the DeLone and McLean Information system Success model (2003) which includes system quality, information quality,Usage,User Satisfaction and benefits.The results of the study indicated that DIGIDES has a fairly good system and information quality and is able to increase the efficiency of public services in the village.However,the level of use by the community is still relatively low and user satisfaction is not optimal due to technical and social constraints.In addition.there is a gap between e-Government policies at the national level and implementation at the local level. The conclusion of this study shows that DIGIDES is quite effective,but still requires increased training,socialization, internet network improvements,and the provision of self- service facilities to support more transparent,effective and efficient public services

Keywords: DIGIDES, E-Government, Public Services, System Evaluation, Society

INTRODUCTION

The development of information and communication technology in the era of the Fourth Industrial Revolution has had a significant impact on public service systems in various countries, including Indonesia. The transformation of the bureaucracy from manual to digital has become an urgent necessity for creating a more transparent, efficient, and accountable government. The Indonesian government has long implemented the concept of e-government as a key strategy in building a modern, public-service-oriented bureaucracy (Rojak, 2025; Saputra & Pratama, 2025).

Through e-government, public administrative processes that were previously complex and manual are expected to be streamlined through digital technology, thereby accelerating public access to services. This policy is supported by various national regulations, such as Article 86 of Law No. 6 of 2014 on Villages (Rahmat et al., 2014), which requires village governments to establish an information system to support the planning, implementation, and reporting of village development. In addition, Presidential Regulation No. 82 of 2023 on the Acceleration of Digital Transformation and the Integration of National Digital Services (Komunikasi et al., 2024) emphasizes the comprehensive digitization of public services from the central to the local government level.

This application is a tangible manifestation of e-government at the lowest level of government, with estimates suggesting that its implementation can expedite public services, reduce manual bureaucracy, and increase community participation in government oversight (Muridzi, 2019; Nguyen et al., 2017; Riany, 2021). However, in practice, challenges arise because many village officials have not yet mastered the technical skills required to operate the online system. Internet infrastructure in rural areas

is also limited and unstable, while the public is not yet fully comfortable with digital services. As a result, the use of the *Digitalisasi Desa* (DIGIDES) application is often suboptimal, and public services are still conducted manually. A similar situation exists in Cirebon Regency, which has been actively implementing DIGIDES since 2022; public awareness remains low, with only approximately 38 percent of residents being aware of the application, and the majority still prefer to visit the village office in person.

These issues can be further identified in Gebang Ilir Village, Cirebon Regency, which has adopted DIGIDES as part of its efforts to improve the quality of public services. Although this system facilitates administrative processes, challenges such as low utilization of certain features, a lack of outreach to the community, insufficient support from village leaders, and limited supporting equipment at the village office still persist. Additionally, the low participation of village officials in updating information on the application has prevented DIGIDES from functioning optimally. The scope of this study therefore focuses on evaluating the effectiveness of DIGIDES specifically in Gebang Ilir Village as one of the areas that has actively implemented this system since 2024.

These issues are not only technical in nature such as those relating to infrastructure and skills but also social, encompassing community and government participation, as well as institutional factors such as support from local regulations.

A clear gap exists between the objectives of village digitization policies driven by national regulations aimed at modernizing bureaucracy and public services and their implementation at the local level, where progress remains slow and suboptimal. The central and local governments have sought to establish modern village governance, but this has not yet been fully realized on the ground. This gap is further exacerbated by a lack of comprehensive evaluative studies grounded in solid theoretical frameworks. Most previous studies have focused primarily on technical or foundational aspects without comprehensively evaluating system quality, user satisfaction levels, and the resulting social benefits.

In fact, the success of digital systems depends heavily on human capacity and institutional support, as demonstrated by Bharoto et al. (2023) in their study of the *e-Surat* application in Palimanan Timur Village, where the key elements of e-government success were found to be influenced by service quality and user satisfaction. Without ongoing training and appropriate technical support, digital systems do not function as expected even when the infrastructure is in place. Thus, the main challenges are not only technical but also involve structural and social dimensions.

The significance of this study lies in both its practical and academic aspects. Practically, the evaluation of DIGIDES in Gebang Ilir Village can provide valuable information for local governments in formulating strategies to improve the implementation of digitalization, such as human resource training, infrastructure improvements, and increased community participation. If the results show that the system is not yet optimal, targeted interventions can be made; conversely, if it is found to be effective, these results serve as evidence of the success of the Digital Village program in Cirebon Regency. Academically, this study contributes to the development of public administration science, particularly in the evaluation of government information systems at the village level a domain that remains relatively understudied compared to national or regional research. The study employs the DeLone and McLean (2003) Information System Success Model (as adapted in Jogiyanto, 2007) as a theoretical framework that evaluates success through six indicators: system quality, information quality, service quality, use, user satisfaction, and net benefits. This approach enables a comprehensive

assessment not only from a technological perspective but also with regard to social impact. Overall, this study is crucial to ensuring that digitization programs deliver tangible benefits to the community and serve as a foundation for sustainable *desa cerdas* (smart village) management, addressing persistent challenges such as insufficient outreach and limited community participation.

This study aims to evaluate the implementation of the DIGIDES application in supporting the delivery of public services in Gebang Ilir Village, Cirebon Regency. Through this study, we seek to determine the extent to which the DIGIDES application can help make public service processes more effective, faster, and better organized compared to the previous manual service system (Sangwa & Mutabazi, 2025). Additionally, this study aims to identify various obstacles and factors influencing the implementation of DIGIDES, including those related to human resources, infrastructure availability, and the level of understanding among village officials regarding the use of digital systems in public services. This study was also conducted to evaluate the village government's efforts to optimize the use of the DIGIDES application and its contribution to improving the quality of public services in the village, particularly in creating services that are more efficient, transparent, and easily accessible to the community.

This study comprehensively evaluates the implementation of the *Digitalisasi Desa* (DIGIDES) application in supporting public service delivery in Gebang Ilir Village, Cirebon Regency. Specifically, this research aims to: (1) determine the extent to which DIGIDES enhances the speed, transparency, and effectiveness of administrative processes compared to manual systems; (2) identify the socio-technical barriers influencing its implementation, including human resource capacity, infrastructure, and community digital literacy; and (3) measure the satisfaction levels of both village officials and the community. By identifying these supporting and inhibiting factors, this study provides strategic recommendations to close the gap between national e-government policies and localized village implementation, ensuring DIGIDES truly adds value to rural governance.

METHOD

This study employed a qualitative approach using descriptive methods (Waddington et al., 2019). A qualitative approach is defined as a research method aimed at deeply understanding and interpreting the meanings behind social phenomena based on the perspectives of the individuals being studied. According to Saldaña (Sugiyono, 2023), qualitative research encompasses a variety of naturalistic research methods within the context of social life. The data or information obtained which includes interview transcripts, field notes, documents, and visual materials such as artifacts, photographs, online videos, and records of human experiences is analyzed using a qualitative rather than quantitative approach (Chand, 2025; Cohen et al., 2017).

The descriptive method in qualitative research is used to present a systematic, factual, and accurate account of the facts and characteristics of the phenomenon under study. Sugiyono (2019) explains that descriptive research aims to describe ongoing phenomena whether natural or social without altering or manipulating the research subjects. Therefore, a qualitative approach using descriptive methods is considered appropriate for examining the implementation and effectiveness of the *Digitalisasi Desa* (DIGIDES) application system in public services in Gebang Ilir Village, Cirebon Regency.

This approach was chosen because it allows researchers to explore in depth the meanings, perceptions, and experiences of village officials and community members as service users regarding the implementation of digital systems in village governance. Through a qualitative approach, researchers can obtain rich, contextual, and in-depth data regarding the level of success and the obstacles that arise during the implementation of the DIGIDES program. Additionally, this approach enables researchers to trace the interconnections between the system's technical aspects, human resource capacity, and local policy support that influence the effectiveness of the digital village application implementation. The research findings are expected to provide an empirical picture of the extent to which the implementation of DIGIDES supports the realization of transparent, efficient, and participatory village governance.

The subjects of this study were selected using a purposive sampling technique, focusing on individuals directly involved in the implementation and utilization of the DIGIDES application in Gebang Ilir Village. The key informants consist of the Village Head of Gebang Ilir as the policymaker and [*isi jumlah*] DIGIDES application operators responsible for daily system management. Furthermore, the study involved [*isi jumlah*] residents of Gebang Ilir Village who have utilized the application-based administrative services. These community informants were selected to represent diverse demographic groups, ensuring a comprehensive evaluation of administrative efficiency, data transparency, and ease of access from the user's perspective.

This study was conducted in Gebang Ilir Village, Gebang Subdistrict, Cirebon Regency. The selection of this location was based on the fact that Gebang Ilir Village is one of the villages that has adopted the DIGIDES application system since the inception of the village digital services program. However, various challenges in the utilization of digital technology have been encountered during implementation, making this location a relevant subject for research. The research was conducted from January 2026 to February 2026, covering the stages of field observation, in-depth interviews, data collection and analysis, and the preparation of the research report.

In qualitative research, the researcher serves as the primary instrument, directly involved in the process of collecting, processing, and interpreting information. Samosir (2021) defines qualitative research as a type of research that aims to understand phenomena related to the experiences of research subjects such as behavior, perceptions, motivations, actions, and so on in their entirety, through descriptions in words and language, within a specific natural context, and by employing various naturalistic methods.

In the course of the study, the researchers conducted observations and in-depth interviews with the research subjects to gain a comprehensive understanding of the implementation process and user experience with the DIGIDES application in Gebang Ilir Village. To enhance accuracy and validate the data, the researchers also utilized tools such as an interview guide, research observation sheets, audio recording devices, and visual documentation, including photographs, application screenshots, and village administrative records.

Data analysis in this study was conducted using a thematic approach based on DeLone and McLean's (1992/2003) Information System Success Model (as adapted in Jogiyanto, 2007). This model is designed to assess the success of a system's implementation through six core dimensions: system quality, information quality, service quality, system use, user satisfaction, and net benefits. The data analysis process was carried out through several interconnected stages, beginning with data reduction the

process of selecting, grouping, and simplifying data obtained from interviews, observations, and documentation to align with the study's focus. The next stage is data presentation, which involves organizing the research findings into themes aligned with the indicators of the DeLone and McLean model. The final stage is drawing conclusions, which involves analyzing the data to assess the effectiveness of the DIGIDES implementation and its impact on improving the quality of public services in Gebang Ilir Village.

RESULTS AND DISCUSSION

The results of a study evaluating the DIGIDES application system in public services in Gebang Ilir Village, Cirebon Regency, indicate that the DIGIDES application has been actively implemented since 2024 and is used as a tool to support village administrative services. The Village Head and DIGIDES operators stated that, overall, the system is fairly easy to use and helps expedite service processes, particularly regarding correspondence and the management of population data. However, there are several challenges related to human resources, the limited number of operators, and system integration with other ministry applications. In term of reliability, the application is quite stable and rarely experiences issues, although under certain circumstances services still need to be switched to manual systems or during office hours. The information in the applications is generally accurate and reflects village data, but regular data updates remain a challenge in their own right.

Meanwhile, preliminary data indicates that the community is benefiting from the DIGIDES app, which simplifies access to public services without the need to visit the village office in person. The community finds the app easy to use and the services provided to be quite fast, particularly when it comes to processing administrative documents; however, the community's use of the app remains limited. Some of the main obstacles faced include a lack of devices, limited smartphone memory, internet connectivity issues, and high barriers.

In an effort to improve the quality of public services, the village of Gebang Ilir has adopted the DIGIDES app, which is designed to make it easier for residents to access administrative services. The village head, who has been in office since December 2023, noted that the DIGIDES app is, at its core, easy for village officials and residents to use.

By using this app, residents can process documents without having to visit the village office in person. However, he noted that many residents, including small and medium- sized business owners, prefer to use WhatsApp because they find it more practical and faster, even though the app's services are already available. Furthermore, when discussing the app's usage, the Village Head explained that DIGIDES offers many features that are actually quite user-friendly.

However, the main challenges is the adaption of communities that are not yet accustomed to using technology. Limited resources, such as insufficient phone RAM and unstable internet connections, also hinder effective use. Nevertheless, he emphasized the importance of additional training, particularly for neighborhood association leaders and older adults who are less familiar with technology. The village head also suggested that the government increase public awareness of this app so that it becomes more widely known among the general public.

The DIGIDES operator for Gebang Ilir Village, who has been in the role since February 2024, offered additional insight. He explained that although the application is functioning quite well, there are challenges in adapting to the varying letter formats across

villages. He also highlighted the need for further training for other Gebang Ilir Village officials, as management of the applications is currently handled by a single operator. The Gebang Ilir Village DIGIDES operator hopes for self-services facilities that can assist residents who lack access to smart devices.

Regarding the system, the Village Head and the Operator agreed that although the app has experienced outages, services can be restored using manual procedures or communication via WhatsApp. App users added that Digides operates well, but internet connectivity issues often disrupt consistent usage.

Furthermore, regarding the quality of information, the Village Head stated that the data in DIGIDES accurately reflects village information, but there is still some data that needs to be corrected. The operator emphasized the importance of integrating all issuance services into a single application to make it easier for the public. Male users of the DIGIDES application also noted that a lack of outreach has led to the public not having a full understanding of the application's functions and benefits. However, all informants a greed that there are still many opportunities to improve service quality,particularly in Gebang Ilir Village.

Community feedback highlights a dichotomy between the system's potential and its practical utilization. While the application's interface is deemed clear, consistency in usage remains a hurdle. A resident informant noted: 'The app is actually very helpful for requesting letters without going to the village hall, but the network in our hamlet is often unstable, so I usually just WhatsApp the village staff instead.' Similarly, younger demographic users appreciate the digital integration but demand further optimizations. As one youth informant expressed: 'The features are transparent and practical for uploading village activities, but the data updates aren't always real-time. We need more operators handling the server so it doesn't crash during peak hours.' These testimonies underscore that technological availability must be matched with robust infrastructure and intensive community outreach.

Meanwhile according to the opinions of young users of the DIGIDES application in Gebang Ilir Village, the application is considered helpful for village service because data and information are already digitally integrated. Users noted that the features within the application are easy to use and facilitate the community's access to village administrative services. In terms of reliability, the app is considered fairly stable, although server or internet connection issues occasionally occur. Users also noted that the information within the app is generally accurate, though data updates are not always performed in real time. In daily use, the app is used to update village service data and upload village activities. Young people are quite satisfied with the DIGIDES app because services have become more practical, transparent, and efficient. However,they still suggest increased outreach, the addition of operators, and system development so that digital village services can run more optimally.

This section presents a discussion of the Evaluation of the DIGIDES Application System in Public Services in Gebang Ilir Village, Cirebon Regency. The results and discussion are integrated to provide a more comprehensive analysis of the empirical findings in the field in relation to the theoretical framework used. The analysis is based on six dimensions: System Quality, Information Quality, Service Quality, Use, User Satisfaction, and Net Benefits. It is supplemented by an identification of challenges and improvement efforts that can be undertaken by Gebang Ilir Village, Cirebon Regency.

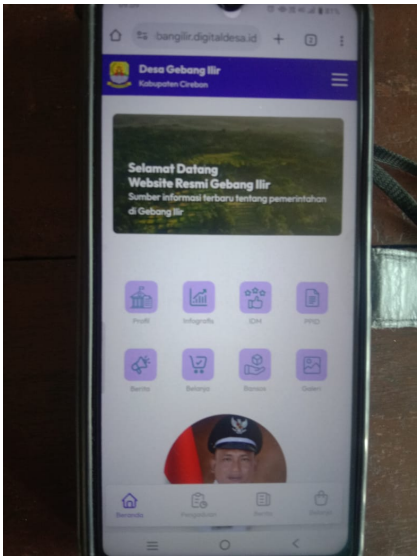

Figure 1. Desa Website: DIGIDES App for Gebang Ilir
Source: Gebang Ilir Village DIGIDES App

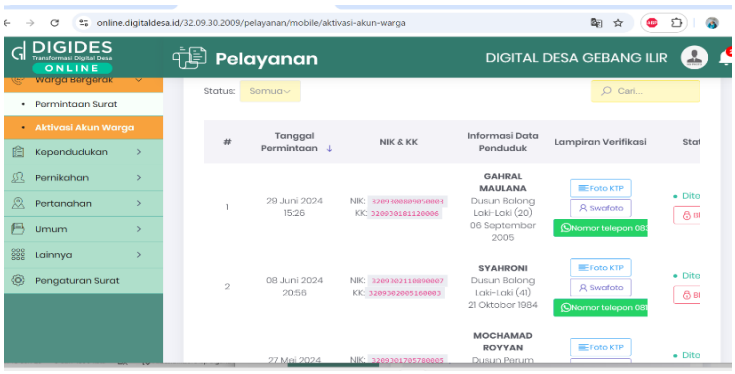

Figure 2. DIGIDES Gebang Ilir App Services
Source: Gebang Ilir Village DIGIDES App

Evaluating the implementation of the Digital Village (DIGIDES) application in supporting the delivery of public services in Gebang Ilir Village, Cirebon Regency

In line with the objective of the first study, the analysis of the effectiveness of DIGIDES information was conducted using the system success model developed by DeLone and McLean in 2003. This model states that the success of a system is determined by system quality, information quality, usage, user satisfaction, and the benefits obtained.

The quality of the DIGIDES system has made operations easier for village officials. The automation of data entry and document digitization directly improves service efficiency. This indicates that the system meets the criteria for a well-functioning information system. However, its effectiveness is not yet fully optimized because the level of public usage remains relatively low. This situation demonstrates that the effectiveness of technology depends not only on technical factors but also on the social readiness of its users.

These findings support the view expressed by DeLone and McLean, who argue that system usage is the primary factor linking system quality to the benefits derived.

System Quality

a. Ease of Use

The results of the interviews indicate that the DIGIDES app is generally easy for village officials to use. Village operators noted that the process of issuing letters has become simpler because the system provides automatic letter templates, digital signatures, and baecodes for verification. The Village Head stated that residents actually have the ability to access services without having to visit the village office in person. However, in practice, many residents still prefer to visit in person or use WhatsApp. This suggests that the convenienece offered by the system has not yet been fully adopted in residents's habits.

The village head stated that residents can actually accesss services without having to visit the village office in person, but in practice, many of them still choose to come in person or use WhatsApp. This indicates that although the systems offers convenience, people's habits have not yet fully adapted. Furthermore, both male and female residents, as well as young people, agree that training and outreach regarding the app's use are still very much needed so that the entire community can fully understand how to use DIGIDES effectively.

b. System Reliability

DIGIDES has experinced several technical issues, particularly during the initial inplementation phase and when the app was updated. These issues are typically caused by limited internet access. However, the operator states that these disruptions are short lived and services can continue using alternative methods. The system can also be used with limited functionality without an internet connection. According to public feedback, the app occasionally experiences errors and maintenace, causing frequent interruptions when the system is inaccessible however,it can be used offline, ensuring data remains secure even if the online system encounters issues.

c. Information Quality

The information provided in DIGIDES is derived from village administrative data, which makes it quite accurate. Data on services and the population are recorded in a systematic manner.

However, some data has not yet been updated regularly, particularly information regarding regions and social assistance. This is due to limited time and human resources available to manage the system. Guidance for app users is provided through training and technical support.

d. Service Quality

Village officials are responsive and helpfull to users; the service is faster and more efficient than the manual system; however, outreach regarding the app's use has not yet been fully optimized. In addition, DIGIDES users have suggested increasing the number of operators and enhancing their skills so that the app's services can run more smoothly. They have even recommended specialized training from the central government and the addition of operators in every hamlet to ensure optimal data management and reduce reliance on a single operator.

e. System Usage

Village officials' participation in the use of DIGIDES is active and consistent. Operators access the systems daily for administrative purposes. On the other hand, community participation in its use remains very low. The main factors contributing to this situation include limited resources, poor internet connectivity, and low levels of digital

literacy. Nevertheless, some community members still prefer manual services because they are not yet accustomed to digital systems.

f. User Satisfaction

Overall, village officials and residents experessed satisfaction with the implementation of DIGIDES. This satisfaction is primarily evident in the faster service delivery and the ease of handling administrative matters. However, there are still complaints regarding system disruptions and lack of understanding among residents regarding how to use the application independently. Nevertheless, DIGIDES users in Gebang Ilir Village believe that data updates are not yet optimal due to the absence of a dedicated operator focused on managing the application on a daily basis.

g. Net Benefits

DIGIDES make a significant contribution by speeding up administrative services, improving work efficiency for village officials, and ensuring more organized data management. The document processing procedure can be completed in a short time, typicall 2 to 10 minutes. The system also minimizes the likelihood of errors in manual administration. Users of DIGIDES in Gebang Ilir Village believe that the app helps them access village information more quickly and easily without having to visit the village office in person. Additionally, the app is seen as enhancing service transparency, as various village activities can be viewed by the public through the app. Meanwhile, residents believe that DIGIDES makes village services more transparent, practical, efficient, and easily accessible through a digital system.

Identifying Challenges and Factors Affecting the Implementation of DIGIDES

Research reveals that the main challenges in implementing DIGIDES include low digital literacy among the public, dependence on internet connectivity, and a lack of human resources to manage the system (Murhiarsih, 2023). In the context of e-Government, the success of digital system implementation is largely determined by the readiness of both the organization and the users. The situation in Gebang Ilir Village indicates that technological readiness is higher than the community's social readiness. DIGIDES users also believe that the low usage of the app is influenced by the community's habit of still preferring manual services or visiting the village office in person. Additionally, app disruptions such as errors and maintenance also affect the community's interest in using DIGIDES regularly. Meanwhile, DIGIDES users assess that the main obstacles lie in a lack of outreach and the community's limited technological capabilities.

Research conducted by (Alip Pringadie, Mukarto Siswoyo, Hery Nariyah 2024) also found that limited human resources and low user understanding are the main obstacles to optimizing the village's digital service system. This indicates that the challenges faced by Gebang Ilir Village are structural in nature and are common in the implementation of e-government at the village level.

The Village Government's Efforts to Optimize the Use of the DIGIDES Application and Its Contribution to Improving the Quality of Public Services

DIGIDES' contribution to the quality of public services can be seen in the reduction of service processing times, increased operational efficiency, and more organized village administration. The community has suggested active outreach and training on the use of the application, as well as the addition of more comprehensive civil registration features. Thus, the sustainability of DIGIDES is determined not only by

technology, but also by strategies for user support and the strengthening of village human resource capacity. Within the DeLone and McLean framework, net benefits serves as the primary indicator of a system's success. DIGIDES has provided direct benefits to village officials and the community, particularly by reducing reliance on manual processes and waiting times in service delivery.

This finding is consistent with the research (Bharoto, Rd Mahendra Haryo, Aghnia Dian Lestari, Wiwiet Prihatmadji Swadaya et al., 2023). Which states that digital village service. However, these benefits have not yet been fully realized by the entire community due to the low rate of independent use of the applications.

Based on the findings and discussion presented, the development of DIGIDES should focus on non-technical aspects, namely improving digital literacy among the public and strengthening human resource capacity in rural areas, Research (Elvira Maatang, 2024) empahasizes that digital-based public service innovations require ongoing support so that they can be fully utilized by rural Communities. Thus, the sustainability of DIGIDES depends not only on technology, but also on outreach strategies and user support.

Challenges and Efforts in Evaluating the DIGIDES Application in Public Service in the Village of Gebang Ilir, Cirebon Regency

An evaluation of the implementation of the Digital Village (DIGIDES) applications in Gebang Ilir Village shows that, functionally, the application has made a positive contribution to village public services. However, the evaluation results also revealed a number of challenges that affect the application's effectiveness utilization, and sustainability. These challenges serve as an important basis for formulating future improvement and development efforts.

One of the main challenges in evaluating DIGIDES is the gap between the availability of the system and the level of public adoption. Although the app offers a comprehensive range of user-friendly features, public usage remains relatively low. The evaluation indicates that this situation is not duet to system weaknesses, but rather to low digital literacy among the public and a preference for conventional services or WhatsApp-based services.

This has resulted in the goals of digitizing village services not yet being fully achieved. Furthermore, the evaluation results also indicate that the effectiveness of DIGIDES is highly dependen on human resources. Application management remains concentrated among specific operators, while not all village officials possess the same proficiency in operating the system. This situation poses a challenge for service performance evaluation, as the sustainability and consistency of application use are heavily determined by the availability and consistency of application use are heavily determined by the availability and readiness of operators.

In terms of system reliability, the evaluation indicates that DIGIDES is generally stable and reliable; however, situational technical disruptions still occur, such as issues with internet connectivity, power outages, and system updates. While these disruptions do not completely halt service thanks to manual services alternatives they still affect users'perceptions of the consistency and reliability of digital services.

An evaluation of the quality of the quality of the information indicates that the data presented in the applications is relatively accurate and sourced from official village data. However, there are still limitations regarding the regular updating of data. The fact that certain data is not up to date has the potential to reduce the application's usefulness

as a reliable source of information for the public, making this an important point to note in the evaluation of the village information system.

Based on the results of this evaluation, various improvement measures can be formulated. The primary effort that needs to be undertaken is to strengthen outreach and support for the community so that the level off app usage better aligns with the original objectives of its development. The evaluation also emphasizes the importance of building human resource capacity through ongoing training, so that app management does not rely on a single party.

In addition, the evaluation findings underscore the need to streamline the system, improve application stability, and integrate DIGIDES with integrate DIGIDES with interagency systems. These effort are considered essential for enchancing efficiency, consistency, and user trust in village digital services. The provision of support facilities, such as self-services kiosks, is also a strategic recommendation from the evaluation to reach communities with limited access to devices and the internet (Warahuwena et al., 2025).

Thus, the evaluation of DIGIDES in Gebang Ilir Village shows that the application has been quite effective in improving the quality of village public services, but still requires improvements in terms of utilization, human resources,and infrastructure support. This evaluation serves as an important foundation for the village government in formulating future policies and strategies for the development of DIGIDES (Ma'arif & Suhadi, 2026).

CONCLUSION

Based on the results of the research and discussion regarding the Evaluation of the Village Digital Application System (DIGIDES) in Public Services in Gebang Ilir Village, Cirebon Regency, it can be concluded that the implementation of the DIGIDES application has made a positive contribution to supporting village public services. Based on the DeLone and McLean system success model,the DIGIDES application is considered quite effective in terms of system quality, information quality, system usage, user satisfaction, and benefits gained. This application is capable of accelerating administrative services processes, improving the work efficiency of village officials, and creating services that are more practical, transparent and organized. The community can also access village information more easily without having to visit the village office in person. However, the effectiveness of the application's use has not yet been fully optimized because the level of utilization by the community remains low due to low digital literacy and the community's preference for manual services or communication via WhatsApp. In addition, research indicates that there are several obstacles to the implementation of DIGIDES, including limited internet connectivity, technical issues with the application such as errors and maintenance, and a shortage of human resources to manage the system. Outreach and training on how to use the application have also not been fully optimized, which has contributed to low community participation in independently using village digital services. These conditions indicate that the success of digital system implementation is not solely determined by technological readiness but is also influenced by community readiness and the capacity of human resources to manage and utilize digital. In an effort to optimize the use of DIGIDES, the Gebang Ilir Village government has worked to improve the quality of public services through the digitization of village administration. Moving forward, there is a need to increase public awareness and training on the use of the application, hire additional operators,improve system

stability, and update data regularly so that the use of DIGIDES can be more optimal and sustainable. With these efforts, the DIGIDES application is expected to improve the quality of village public services in a more effective, efficients, transparents, and accessible manner for the entire community of Gebang Ilir Village, Cirebon Regency.

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