

# **IMPLEMENTASI APLIKASI DIGITAL DESA (DIGIDES) DALAM PENINGKATAN PELAYANAN ADMINISTRASI DESA PIASAN KABUPATEN KEPULAUAN ANAMBAS**

Oleh  
Nadilla  
NIM 2105010072

## **Abstrak**

Perkembangan teknologi informasi mendorong pemerintah desa untuk berinovasi dalam pelayanan publik, khususnya pelayanan administrasi desa melalui penerapan aplikasi Digital Desa (DIGIDES). Penelitian ini bertujuan untuk menganalisis implementasi aplikasi DIGIDES dalam peningkatan pelayanan administrasi di Desa Piasan, Kabupaten Kepulauan Anambas, dengan menggunakan teori implementasi kebijakan Merilee S. Grindle yang meliputi enam indikator. Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan dokumentasi terhadap informan yang terdiri atas Kepala Desa, Sekretaris Desa, Perangkat Desa, Pihak Kecamatan serta Masyarakat Desa Piasan. Data dianalisis secara kualitatif dengan mengaitkan temuan lapangan terhadap indikator implementasi kebijakan. Hasil penelitian menunjukkan bahwa implementasi Aplikasi Digital Desa (DIGIDES) di Desa Piasan berjalan cukup efektif. Kepentingan pemerintah desa dan masyarakat sebagai kelompok sasaran menunjukkan keselarasan dalam kebutuhan akan pelayanan administrasi yang cepat, mudah diakses, dan transparan. Penerapan DIGIDES memberikan manfaat berupa percepatan pelayanan, efisiensi waktu dan biaya, peningkatan ketertiban serta akurasi data administrasi, dan transparansi informasi publik. Digitalisasi pelayanan juga mendorong perubahan pola kerja aparatur desa dari sistem manual menuju sistem digital yang lebih responsif dan profesional. Implementasi kebijakan didukung oleh peran aktif pemerintah desa, struktur kewenangan yang jelas, komitmen pelaksana program, serta kerja sama dengan penyedia aplikasi dan instansi terkait. Namun demikian, masih terdapat kendala pada aspek sumber daya, khususnya keterbatasan literasi digital masyarakat, ketergantungan pada jaringan internet, serta belum optimalnya kesiapan sumber daya manusia teknis. Secara keseluruhan, implementasi DIGIDES berkontribusi nyata terhadap peningkatan kualitas pelayanan administrasi dan modernisasi tata kelola pemerintahan Desa Piasan

Kata Kunci: Implementasi Kebijakan, Digital Desa, Pelayanan Administrasi Desa.

**IMPLEMENTATION OF THE DIGITAL VILLAGE APPLICATION (DIGIDES) IN  
IMPROVING ADMINISTRATIVE SERVICES IN PIASAN VILLAGE,  
ANAMBAS ISLANDS REGENCY**

**By  
Nadilla  
NIM 2105010072**

***Abstract***

*The development of information technology has encouraged village governments to innovate in public services, particularly in village administrative services through the implementation of the Digital Village Application (DIGIDES). This study aims to analyze the implementation of the DIGIDES application in improving administrative services in Piasan Village, Anambas Islands Regency, using Merilee S. Grindle's policy implementation theory, which consists of six indicators. This research employs a qualitative approach with a descriptive method. Data were collected through in-depth interviews, observation, and documentation involving informants consisting of the Village Head, Village Secretary, village officials, sub-district authorities, and the community of Piasan Village. The data were analyzed qualitatively by linking field findings to the policy implementation indicators. The results indicate that the implementation of the Digital Village Application (DIGIDES) in Piasan Village has been relatively effective. The interests of the village government and the community as target groups are aligned in meeting the need for administrative services that are fast, easily accessible, and transparent. The implementation of DIGIDES provides benefits in the form of accelerated service delivery, time and cost efficiency, improved orderliness and accuracy of administrative data, and enhanced transparency of public information. Digitalization of services also encourages changes in the working patterns of village officials from a manual system to a more responsive and professional digital-based system. Policy implementation is supported by the active role of the village government, a clear authority structure, the commitment of program implementers, and cooperation with application providers and related institutions. However, challenges remain in terms of resources, particularly limited community digital literacy, dependence on internet connectivity, and the suboptimal readiness of technical human resources. Overall, the implementation of DIGIDES has made a significant contribution to improving the quality of administrative services and modernizing governance in Piasan Village.*

*Keywords: Policy Implementation, Digital Village, Village Administrative Services.*