

Digital Transformation In Local Government: Implementation Of Integrated Dynamic Archive Information System (Srikandi) At Village Level In Indonesia

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Abstract

This article aims to provide an overview of e-Government implementation in local government through the Integrated Dynamic Archive Information System (Srikandi) Application in Sinjai Regency. This article uses qualitative research methods. Data were collected through observation at the research site, interviews with informants consisting of the village head, secretary, heads of public service and governance sections, Srikandi application operator, and community members. Documentation used Srikandi system data. Collected data were grouped and analyzed based on the required types and needs, followed by drawing conclusions. The results show that the application of Srikandi in Mannanti Village has proceeded well and in accordance with the National Archives of the Republic of Indonesia (ANRI) Regulation No. 4 of 2021, though not yet optimal. Findings include: (a) Support from the village leadership and apparatus has been provided fully, through directives, supervision, and application use in daily activities. (b) The capacity of staff in operating the application still requires further training due to continuous updates. (c) The value of Srikandi's implementation is positive, such as acceleration of administrative processes, efficiency of archive storage space, reduced paper usage, and flexibility in document signing and distribution. Overall, the application speeds up public service, although general access is not yet open and limited computers and internet networks remain main obstacles for optimization. Thus, Srikandi provides significant value in supporting digital transformation in public services at the local government level.

Keywords: Application, Community, Srikandi, Government, Administration

1. Introduction

The rapid development of science and technology (IPTEK) has driven digital transformation in various sectors, including governance. This digitalization is marked by widespread use of the internet by all levels of society and institutions for data and information exchange [1]. One key implementation in the public sector is the shift from manual to electronic systems through e-government. The Indonesian Presidential Instruction No. 3/2003 is a key foundation for all government agencies to implement e-government to improve efficiency, effectiveness, transparency, and accountability in public services [2]. According to Indrajit, e-government is defined as the use of information and communication technology (ICT) in government-society interactions, aiming to improve public service quality [3].

One main pillar of e-government is digital archive management. Archives are not only organizational memory but also the basis for decision-making, supervision, and public accountability [4]. The Indonesian government responded to the need for digital archive management through the Electronic-Based Government System (SPBE) and the development of the Integrated Dynamic Archive Information System (Srikandi) by ANRI and relevant ministries, as regulated by ANRI Regulation No. 4/2021. Srikandi, a Government to Government (G2G) application, has been implemented in hundreds of government agencies,

with over 1.9 million active users and more than 28 million archived documents (Devina et al., 2024). Previous studies show Srikandi improves effectiveness, efficiency, and user satisfaction in archive management at both central and local levels [5].

Several previous studies have discussed the implementation of e-government and Srikandi at various government levels: [6] researched e-government implementation at the Secretariat of Pekanbaru City, finding it adequate but hindered by network and server issues. Santoso highlighted Srikandi utilization in Tulungagung Regency, meeting e-government model indicators despite limitations in inter-agency integration [7]. Rahmah & Meirinawati [8] and Putri [9] confirmed that digital archiving with Srikandi enhances efficiency, though challenges remain in HR and infrastructure. City-level studies, such as in Palopo [10], show Srikandi strongly supports efficiency and archive governance, but HR readiness and facilities remain challenges [11]. Other studies at the ministry and OPD levels, such as in Lhokseumawe [12] and Surakarta [13], highlight the importance of ongoing training and policy support for optimal application implementation. Most previous studies focus on central or agency-level government with relatively better resources. Research at the village level, which is closest to the public and often faces infrastructure, HR, and budget limitations, remains minimal or almost nonexistent. Prior studies tend to focus on technical and model aspects, not on the daily dynamics at the village level facing real constraints [14]. Few studies explore how archive digitalization processes, specific obstacles, and adaptation efforts are carried out by village officials to realize electronic-based governance. Based on the above, this research focuses on analyzing e-government implementation through Srikandi at Mannanti Village Office, Tellulimpoe District. This research is expected to provide a real picture of Srikandi implementation at the village level, the challenges faced, and contributions to public service digitalization down to the lowest government level.

2. Research Methods

This research used a descriptive qualitative approach to obtain in-depth understanding regarding the process, challenges, and impact of e-government implementation via the Srikandi Application at Mannanti Village Office, Tellulimpoe District, Sinjai Regency. The qualitative approach allows contextual and holistic exploration, especially concerning the dynamics of archive digitalization at the village level. The research was conducted at Mannanti Village Office, Tellulimpoe District, Sinjai, South Sulawesi. Data collection covered direct observation, in-depth interviews with key informants (village head, secretary, heads of public service and governance, Srikandi operator, and community members), as well as collecting related documents, internal archives, and government regulations. Data analysis followed Miles and Huberman's qualitative data analysis stages: data reduction, data presentation, and conclusion drawing.

3. Results and Discussion

Result

The data or information found in the research process is as follows:

- a. Village staff data (Table 3.1.1): Mannanti Village is supported by 11 staff members, including the village head, secretary, section heads, and administrative staff.:

Table 3.1.1 Employee Data of Mannanti Sub-district

No.	Name	Position
1	Alimuddin, S.Sos.	Village Head
2	Wahid Nasrum, S.Sos.	Secretary
3	Bahuni, SE.	Head of Public Service Section
4	M. Yasim Nur, S.Sos.	Head of Government Section
5	Sayuti, S.IP.	Head of Development and RPM Section
6	Wardaninsi Ambo Itte	Staff
7	Reni Angriani	Staff
8	A. Miftahul Jannah	Staff
9	A. Sutina	Staff
10	Asmawati	Staff
11	Isharianti, S.Sos.	Staff

Data Source: Mannanti Sub-district Government, 2025

- b. Facilities (Table 3.1.2): 2 computers, 1 printer, no dedicated internet network, 1 service room, 2 waiting chairs. This reflects basic infrastructure that is still limited for supporting archive digitalization via Srikandi.

Tabel 3.1.2 Facilities of Srikandi

No.	Facility	Quantity
1	Computer	2
2	Printer	1
3	Internet Network	0
4	Service Room	1
5	Waiting Room Chairs	2

Data Source: Mannanti Sub-district Government, 2025

- c. Training (Table 3.1.3): Three main trainings have been attended—technical training for Srikandi use (March 15, 2023), Srikandi application mentoring (July 12, 2024), and technical training for Srikandi & electronic signatures (October 8, 2024):

Tabel 3.1.3 List of Srikandi Usage Training

No.	Training Type	Schedule
1	Technical Guidance on Srikandi Usage	March 15, 2023
2	Srikandi Application Assistance	July 12, 2024
3	Technical Guidance on Srikandi & Electronic Signature	October 8, 2024

Data Source: Mannanti Sub-district Government, 2025

- d. Digital document recap (Table 3.1.4): In March 2023–June 2025, 74 incoming letters, 41 outgoing letters, 16 dispositions, 12 circulars, and 10 decrees were digitally archived:

Table 3.1.4 Digital Document Recap

No.	Document	Year		
		2023	2024	2025
1	Incoming Letters	25	29	20
2	Outgoing Letters	12	19	10
3	Dispositions	5	7	4
4	Circulars	4	3	5
5	Decision Letters (SK)	3	5	2

Data Source: Mannanti Sub-district Government, 2025

Total archived digital documents: 74 incoming letters, 41 outgoing letters, 16 dispositions, 12 circulars, and 10 decisions.

- e. **For efficiency and savings data, it can be seen as follows:**
- 1) Processing time for incoming/outgoing letters decreased from 1–2 days to 1–2 hours;
 - 2) Paper use dropped from about 3 reams/month to 1 ream/month;
 - 3) About 200 documents have been digitally archived since March 2023

Discussion

Support

Support refers to all forms of attention, commitment, and facilities provided by the leadership and all officials of Mannanti Sub-district. This support plays an important role in the implementation of the Srikandi application. The initial support to be achieved is the realization of commitment from sub-district leadership in providing adequate resources, both in terms of budget, workforce, technology infrastructure, as well as continuous socialization and training, so that the implementation of the Integrated Dynamic Archive Information System application (Srikandi) in Mannanti Sub-district can run optimally and have a significant impact in improving administrative service efficiency and supporting good governance. Below is the employee data in Mannanti Sub-district:

Tabel 1. Employee Data of Mannanti Sub-district

No.	Name	Position
1	Alimuddin, S.Sos.	Village Head
2	Wahid Nasrum, S.Sos.	Secretary
3	Bahuni, SE.	Head of Public Service Section
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5	Sayuti, S.IP.	Head of Development and RPM Section
6	Wardaninsi Ambo Itte	Staff
7	Reni Angriani	Staff
8	B. Miftahul Jannah	Staff
9	B. Sutina	Staff
10	Asmawati	Staff
11	Isharianti, S.Sos.	Staff

Data Source: Mannanti Sub-district Government, 2025

Based on the table above, Mannanti Sub-district is supported by 11 employees consisting of the Village Head, Secretary, Section Heads, and administrative staff. The support of leadership and sub-district officials greatly determines the effectiveness of Srikandi implementation. Real commitment is shown through the provision of facilities (although limited), employee training, and supervision of application use in daily activities. This is in line with the findings of Indrajit [16] that institutional support and leadership are key to the success of public administration digitalization.

Capacity

Capacity refers to the ability of human resources (HR) in Mannanti Sub-district to understand, operate, and utilize the Srikandi application effectively, including readiness to participate in training and the ability to overcome technical obstacles that may occur during application use. To run the Srikandi application, the Mannanti Sub-district government has provided various facilities and infrastructure as follows:

Table 2. Facilities Supporting Srikandi Implementation

No.	Facility	Quantity
1	Computer	2
2	Printer	1
3	Internet Network	0
4	Service Room	1
5	Waiting Room Chairs	2

Data Source: Mannanti Sub-district Government, 2025

The main facilities in the table above include 2 computers, 1 printer, no dedicated internet network, 1 service room, and 2 waiting chairs. This condition illustrates the basic infrastructure that is still limited to support archive digitalization through the Srikandi application. From the existing deficiencies, strategic steps were then taken such as the participation of Mannanti Sub-district employees in various training sessions on the use of the Srikandi Application. The following is data on training activities that have been attended by Mannanti Sub-district employees.

Table 3. List of Srikandi Usage Training

No.	Training Type	Schedule
1	Technical Guidance on Srikandi Usage	March 15, 2023
2	Srikandi Application Assistance	July 12, 2024
3	Technical Guidance on Srikandi & Electronic Signature	8 October 8, 2024

Data Source: Mannanti Sub-district Government, 2025

From the table above, sub-district employees have participated in three core training sessions: technical guidance on Srikandi usage (March 15, 2023), application assistance (July 12, 2024), and technical guidance on electronic signatures (October 8, 2024). This training effort is a response to the need for adaptation of the continuously evolving application. HR capacity is measured by understanding and skills in operating Srikandi. Although training has been attended periodically, several obstacles are still found:

- a. Limited computers cause employees to be unable to access the application simultaneously.
- b. The absence of a dedicated internet network is the main obstacle, considering the Srikandi application requires an online connection.
- c. Training that has not reached all employees so there is a competency gap.

These obstacles were also identified by Yogopriyatno [11] and Razi [12], who stated that infrastructure and HR capacity limitations are the main challenges at the sub-district level.

Value

Value from the implementation of the Srikandi application is the benefit felt by various stakeholders, including employees and the community. This includes increased efficiency and effectiveness of archive management in Mannanti Sub-district, reduced time and costs required in the archival administration process, as well as increased transparency and accountability in public services. The following is a recapitulation of digital documents archived through Srikandi during March 2023–June 2025 can be seen in the following table:

Table 4. List of Digital Documents through Srikandi

No.	Dokument	Year		
		2023	2024	2025
1	Incoming Letters	25	29	20
2	Outgoing Letters	12	19	10
3	Dispositions	5	7	4
4	Circulars	4	3	5
5	Decision Letters (SK)	3	5	2

Data Source: Mannanti Sub-district Government, 2025

Total archived digital documents: 74 incoming letters, 41 outgoing letters, 16 dispositions, 12 circulars, and 10 decisions. The implementation of Srikandi brings real positive impacts to administrative services in Mannanti Sub-district. The impacts felt are as follows:

- a. Time efficiency: the process of incoming and outgoing letters which previously required 1–2 days now only takes 1–2 hours.
- b. Resource savings: paper usage has decreased drastically, saving costs and physical archive space.

- c. Transparency and accountability: all documents are recorded digitally, easily traceable, and reduce the risk of loss/damage to archives.
- d. Increased community satisfaction: services become faster, easier, and more responsive, although socialization to the community needs to be improved.

These findings confirm the research results of Devina [4], Kartiana [5], and Falas [16], that archive digitalization through applications like Srikandi improves the quality of public services and governance.

4. Conclusion

The implementation of e-government through the Srikandi application in Mannanti Sub-district has made a significant contribution to improving efficiency, effectiveness, and transparency of archive management and public administrative services. Leadership support, HR capacity that is continuously improved through training, and consistent use of the application have driven digital transformation in governance at the sub-district level. However, limited equipment and internet networks, as well as the need for socialization to the community, remain challenges that need to be addressed immediately. With the right commitment and adaptation strategies, Srikandi has the potential to be adopted more widely as a main instrument for digitalization of public services at the village and sub-district level.

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6. References

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