




# Implementation of E-Administration for Public Accountability of Simultaneous *PILKADES* 2025 in Cianjur

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## Abstract:

*The Village Head Election (PILKADES) is a crucial process in Indonesia's democracy, where the village head plays a central role in governance and community service. To enhance the quality of the upcoming simultaneous Pilkades in Cianjur Regency in 2025-2026, the E-Administration system is being implemented. This system aims to streamline the registration of village head candidates, improving accountability, transparency, and efficiency, while reducing the potential for data manipulation. The research aims to evaluate the E-Administration system's implementation and assess its impact on transparency, efficiency, and accountability in the Pilkades process. Additionally, it seeks to provide a model that other regions can adopt in their Pilkades. The research method includes several strategic stages: a Focus Group Discussion (FGD) to align stakeholder understanding, mentoring in the implementation of the system, and continuous evaluation. The results show a significant improvement in the efficiency of candidate registration, with faster verification and fewer data errors. The system has also increased transparency and accountability, with real-time access to data for authorities and the public. The reduction in data manipulation, through digital verification of documents, highlights the potential for the E-Administration system to be a model for other regions to enhance Pilkades quality.*

**Keywords:** Accountability; Cianjur; E-Administration; Implementation; System.

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## Introduction

The election of the village head is an essential part of the democratic system in Indonesia and plays a significant role in the structure of village governance. The village head occupies a central role, as this position is the leader of the village government, which directly interacts with the community. The village head's responsibilities extend beyond political and administrative decision-making; they also play a pivotal role in driving various development programs aimed at improving the welfare of the village's population. The village government is essential in the social and economic life of the community, significantly impacting regional development. The process of electing the village head is a democratic mechanism that allows the village community to directly choose their leader, in accordance with the applicable regulations. Therefore, it is crucial to ensure that the election process is conducted properly, fairly, and transparently, in order to select a competent village head capable of managing the village effectively (Alfandy, n.d.).

In accordance with the 1945 Constitution, particularly before its amendments, Article 18 regulates the division of power between the central government and regional governments. The regional governments are granted broader authority to manage matters relating to the local population, including the election of the village head. As such, the village head not only has an administrative function but also plays a strategic role in guiding development at the village level. In this context, Law No. 6 of 2014 on Villages provides a strong legal foundation for village governance, enabling villages to manage and address the interests of their communities, including in the management of natural resources, social and economic matters, as well as infrastructure development. One of the primary goals of village autonomy is to allow communities to be more self-sufficient in organizing their lives according to the customs and cultures of the region (Fadri and Fil 2024).

However, despite the clear legal basis, the process of electing village heads often encounters various challenges. In practice, many issues arise during the election process.

One of the main problems is the manipulation of data and the falsification of documents by candidates who do not meet the necessary requirements. This falsification can include various documents such as ID cards, diplomas, and police clearance certificates (SKCK), which are essential for candidate selection. Furthermore, the lack of transparency in the election process is also a serious issue. A non-transparent election process makes it difficult for the community to understand clearly how the selection of village head candidates is being conducted. If the community feels that the process is not carried out honestly and openly, it undermines their trust in the election results.

Another problem is the political influence in the election of the village head. In some cases, the election is not entirely based on the ability and capacity of the candidates, but rather on the political connections between certain candidates and influential figures, such as community leaders or local officials. This situation can create injustice in the election process, to the detriment of the village community, who hopes to elect a truly competent village head. In addition, the lack of supervision by the relevant authorities exacerbates this issue. Without adequate supervision, various forms of malpractice can occur, both in the administrative process and in the vote counting. Therefore, an effective and transparent system is needed to ensure that the election of the village head is conducted in accordance with the principles of fair and healthy democracy (Mulyadi et al. 2025).

The Indonesian government has issued various regulations and policies to address the issues surrounding the election of the village head, one of which is Government Regulation No. 72 of 2005 on Villages. This regulation details the election process, from the registration of candidates, administrative selection, and voting stages that involve community participation. However, despite the clear regulations, the implementation of village head elections often faces numerous challenges. One major issue is the lack of human resources (HR) with the necessary competencies in the field of election supervision. Inadequate supervision can result in violations that harm the community, such as data manipulation and document falsification that go unnoticed. Furthermore, the lack of transparency in the election process is often a hindrance. Communities that do not receive clear and open information about the stages and results of the election will find it difficult to participate in monitoring the election and demand justice.

With the advancement of information and communication technology, much can be done to improve the village head election system, making it more transparent, efficient, and fair. Digital technology has become an integral part of daily life, including in governance and politics. The use of technology in village head elections can help improve accountability, transparency, and efficiency in each stage of the process. Therefore, adopting digital technology in the administration of village head elections is important. One innovation currently being developed in Indonesia is the e-administration system for village head elections. This system aims to streamline administrative processes, from candidate registration to the announcement of election results. By utilizing this system, the entire election process can be conducted electronically, minimizing the potential for human error and enhancing public accountability (Mulyadi et al. 2024).

Cianjur Regency is one example of an area that will implement the e-administration system in the 2025 Simultaneous Village Head Elections. This innovation aims to improve the quality of the village head election by ensuring that the process is conducted fairly, transparently, and accountably. By using technology, every stage of the election, including candidate registration, data verification, and vote counting, can be carried out digitally. This process also enables the community to be more actively involved in monitoring and ensuring that the election proceeds transparently. Additionally, the use of technology can minimize the potential for manipulation and fraud, as the entire process is recorded electronically and can be accessed by the public and the relevant authorities.

However, the implementation of e-administration in village head elections is not without challenges. Several obstacles need to be addressed, such as the readiness of technological infrastructure in the region, particularly in areas that have limited access to information technology. Adequate infrastructure is essential for the e-administration system to function smoothly and efficiently. Furthermore, the digital literacy of the community is also a significant challenge. Not all villagers have the knowledge and skills necessary to operate technology, so training and socialization are required to help them make full use of the system. Additionally, it is important to ensure that all parties involved in the village head election, from organizers to candidates, cooperate effectively in implementing the system. With strong support from all stakeholders, the e-

administration system in the 2025 Simultaneous Village Head Elections in Cianjur is expected to be successful and have a positive impact on the village community (PPPPTK Pertanian 2018).

The implementation of e-administration in village head elections will not only improve efficiency and transparency but also create a cleaner and more accountable village government. With this system, every stage of the election process will be recorded clearly and can be easily monitored by the authorities. This will reduce the occurrence of fraud and ensure that the elected village head is genuinely capable and has high integrity. Additionally, the e-administration system will make supervision and auditing easier, as all election data can be accessed by the authorities. Thus, it is hoped that the village head election will run more smoothly, meeting the community's expectations, and electing a village leader who can manage the village well in line with the aspirations of the people.

## Methods

The implementation method used in this community service activity went through several stages. First, a Forum Group Discussion (FGD) was held for the development and harmonization of the e-administration system prototype, which took place on Wednesday, June 26, 2024, at the FH UNSUR Auditorium. The purpose of this activity was to develop and transfer the e-administration system technology to improve the quality of human resources (HR) in the implementation of the village head election. This is important to ensure accountability in the simultaneous village head elections in Cianjur Regency in 2025-2026. The meeting involved various parties, including DPMD (Regional Community Empowerment Agency), Disdukcapil (Population and Civil Registration Office), Disdikpora (Education and Youth Affairs Office), Polres (Police Department), BNN (National Narcotics Agency), RSUD (Regional General Hospital), and FH UNSUR (Faculty of Law, UNSUR). During the meeting, the use of REST API technology was discussed to facilitate the verification of candidate documents for village head candidates by the relevant agencies.

The second stage was the mentoring and technology transfer of the e-administration system, held on August 2 and 8, 2024. On August 2, the mentoring took place at DPMD Cianjur Regency and was attended by the research team, IT team, DPMD staff, and students, with a focus on the registration of village head candidates and

training on the system for stakeholders. Meanwhile, on August 8, 2024, the event took place at Hotel Bydiel Cianjur and was attended by the Unit Matching Fund manager, faculty leaders, the research team, support teams, LPPM (Research and Community Service Institute), students, and partners from DPMD Cianjur Regency. The main discussion focused on improving the quality of human resources in the village head election process, harmonizing the e-administration system with adaptations from stakeholders' systems to facilitate the Pilkades (village head election) implementation.

The third stage involved the implementation of the e-administration system, which took place on August 22, 2024, August 28, 2024, and September 4, 2024. This implementation was conducted at Hotel Bydiel Cianjur and was attended by representatives from each village in Cianjur Regency, accompanied by stakeholders such as DPMD, the research team, the IT team, and students. The main points of the session included the steps for using the e-administration system, which would be further socialized by the village officials and stakeholders to the village head candidates. The goal was to ensure that the stakeholders and village officials understood the e-administration system and its role in the election process.

## **Result and Discussion**

### **1. Pilkades and the Role of E-Administration in Ensuring Transparency and Efficiency of the Election Process**

The Village Head Election (Pilkades) is an important political activity as it reflects the implementation of democratic principles at the village level. This process involves all village residents in choosing the leader who will manage the village government. Pilkades is not just a ceremonial election but a dynamic and challenging process, often influenced by various political factors present within the village community. Every stage of the Pilkades requires significant attention, with one of the crucial stages being the administrative process, which ensures that the entire election runs smoothly and in accordance with applicable regulations.

According to the Indonesian Dictionary (KBBI), administration is defined as efforts and activities that encompass the setting of objectives and methods of organizing and fostering organizations; activities related to the implementation of government; and



office and administrative tasks aimed at achieving the set goals. In the context of Pilkades, the administrative stage becomes a crucial element as it involves various aspects, from verifying the personal data of candidates, preparing the voter list, to managing other important documents. Proper administration ensures that the election process adheres to the rules, minimizing the possibility of fraud or violations (Riyanto et al. 2024).

However, in practice, the administrative stage of Pilkades often faces several complex issues. One of the most common problems relates to the personal data of the village head candidates. In some cases, candidates may manipulate data to meet the qualifications set by the election committee. For example, some candidates may alter their age, address, or marital status to appear eligible according to the required criteria. Moreover, document forgery also becomes a serious issue in Pilkades. Some candidates even create or alter documents such as diplomas, land ownership certificates, or other documents to meet the administrative requirements. A notable example occurred in Blitar, where one candidate used a falsified diploma that was not registered as a legitimate qualification, which led to further clarification and investigation by the relevant authorities.

Another problem frequently encountered is the concealment or neglect of important administrative documents related to candidates. Important documents that should be part of the verification process may be hidden, causing eligible candidates to be overlooked while ineligible ones may be processed further. This undermines the credibility of the Pilkades and reduces the public's trust in the democratic process at the village level. On the other hand, abuse of power is also a serious issue in Pilkades. Sometimes, officials or election committee members with power may alter election results or manipulate candidate data through unethical practices such as bribery or falsification of police clearance letters. Such actions are highly detrimental as they can damage the integrity and transparency of the Pilkades (SAFRIZAL 2023).

To address these challenges, several regions have taken the initiative to implement changes and improvements in the Pilkades administration system. One such region that has made significant changes is Cianjur Regency. In response to the increasingly modern era and the advent of digitalization, Cianjur has taken a bold step by transitioning the Pilkades administration system to an E-Administration system. This change aims to simplify and expedite administrative processes while minimizing the potential for fraud

that can occur during the election process. The E-Administration system is expected to overcome many of the issues that have disrupted the Pilkades in the past, such as document forgery, data manipulation, and abuse of power.

The E-Administration system in Cianjur Regency will involve various agencies that play a key role in the Pilkades implementation, such as the Community and Village Empowerment Office (DPMD), the Population and Civil Registration Office (Disdukcapil), the Education, Youth, and Sports Office (Disdikpora), hospitals, the Cianjur Police Department (Polres Cianjur), the National Narcotics Agency (BNN), and the Cianjur District Court. The involvement of these agencies is crucial to ensure the smooth operation of the E-Administration system that will be implemented in the simultaneous Pilkades in 2025. Before the system is implemented, a Forum Group Discussion (FGD) will be held to ensure alignment among all parties involved and to provide training to stakeholders so they can manage the system effectively (Amalia and Anwar 2024).

Training is essential to avoid potential issues arising from a lack of understanding of the E-Administration system. Through well-conducted training, it is expected that coordination among stakeholders will run smoothly, and each party will understand their roles and responsibilities in the new system. After the design and adjustment of the system are completed, the next stage is the implementation. On August 2, 2024, DPMD initiated the introduction of the system, followed by further implementation on August 8, 2024, at Hotel Bydiel, Cianjur. The outcome of this implementation received positive responses and constructive feedback for further system development.

On August 22, 24, and 28, and September 4, 2024, additional Forum Group Discussions were held to introduce the E-Administration system to the general public. This forum involved various stakeholders, including academics from the Faculty of Law and the Faculty of Engineering at Suryakencana University, as well as representatives from different agencies and village communities in Cianjur Regency. The purpose of the forum was to gather feedback from various parties and ensure that the community also gained a good understanding of this new system.

The implementation of the E-Administration system follows a systematic flow. First, the E-Administration will be used to quickly receive and distribute data digitally as



part of the village head election process. Village head candidates will then access the system and upload the required data. This data will be verified and validated by relevant parties, such as DPMD, Disdukcapil, Disdikpora, hospitals, Polres, BNN, and the District Court. After the data is validated, the Sub-district Head, the Communication and Information Office, and the Regent will check the accuracy of the submitted documents. If there are errors or discrepancies in the data or documents, the relevant parties will promptly make corrections (Ditasman and Amrullah 2024).

Finally, all verified and approved data will be distributed to the public for the simultaneous village head election process. To ensure the long-term success of the E-Administration system, continuous monitoring and evaluation will be carried out. With this system in place, it is hoped that the Pilkades process will become more transparent, faster, and more efficient, while also reducing the potential for fraud that harms the village community.

Additionally, the E-Administration system involves several steps that must be carried out by each involved party. DPMD will create accounts for the village election committee, which will then establish the Pilkades election period. Afterward, DPMD will verify and activate this period. Village head candidates will register, and the village committee will verify and activate their accounts. The candidates will then fill in the required data and complete the necessary documents. Afterward, the village committee and relevant stakeholders will verify the submitted data and documents to ensure all requirements are met before the election begins (Fadri and Fil 2024).

With the implementation of a structured E-Administration system involving many stakeholders, it is hoped that the Pilkades in Cianjur Regency will proceed more smoothly, reduce the administrative issues that have often arisen, and enhance the quality of democracy at the village level. This system also allows for better monitoring of each stage in the Pilkades process, ensuring that every village head candidate is treated fairly, transparently, and according to the established criteria. Through this modern approach, it is expected that the Pilkades in Cianjur Regency will not only resolve administrative problems but also improve the quality of democracy at the village level, making it more responsive to the community's needs and creating a conducive atmosphere for sustainable village development.

## 2. Administrative Challenges in Village Head Elections (Pilkades) and Solutions Through E-Administration

The Village Head Election (Pilkades) is an important political process in local democracy, where village residents have the right to elect their own leaders. This process involves several stages, one of which is the administrative stage, which includes verifying the data of village head candidates, collecting required documents, and establishing a legitimate voter list. While seemingly straightforward, the administrative process in Pilkades often encounters various challenges that can undermine the integrity and validity of the election. One of the main challenges in Pilkades is issues related to administration, including document forgery, data manipulation, and concealment of important documents that affect the eligibility of village head candidates (Kurniati et al. 2023).

One of the most common problems is the forgery of documents submitted by village head candidates. This forgery is generally done to meet the administrative requirements set by the election committee. For example, candidates may manipulate their age to meet the specified age requirement or alter their residency status to qualify. Additionally, the forgery of documents such as diplomas and land ownership certificates is a serious issue in Pilkades. This forgery allows candidates who should not qualify to remain in the election process. This certainly undermines the integrity of the Pilkades, as it results in the selection of leaders who do not meet the qualifications needed by the community. A leader chosen through manipulated administration can affect the performance of the village government in the future, as the candidate may not have the necessary qualifications and competence.

Another frequent problem is data manipulation of village head candidates. Personal data such as address, age, and residency status may be manipulated to meet the criteria set by the Pilkades committee. This data manipulation harms eligible candidates, causing them to be overlooked, while ineligible candidates are accepted. A non-transparent administrative process can significantly diminish the quality of democracy at the village level, as decisions are made based on incorrect and invalid information. Furthermore, data manipulation for certain purposes may lead to the election of a village head who does not meet the needs and expectations of the village community (Mulyadi et al. 2025).

In addition to document forgery and data manipulation, another administrative challenge is the concealment or neglect of important documents that should be part of the verification process. Incomplete or hidden documents may cause eligible candidates to be overlooked, while unqualified candidates may be accepted and processed further in the election stages. Concealment of documents often occurs due to pressure from political stakeholders or due to the inability or lack of expertise of the committee to verify documents accurately. This can ruin the Pilkades process as a whole, as candidates who do not meet the qualifications may pass through, while qualified candidates are disregarded. Without proper and thorough verification, Pilkades may become a tool for personal or group interests, which harms the community at large.

Abuse of authority is also a major problem in the administrative stages of Pilkades. This abuse often occurs when village officials or election committee members, who have the power to decide who is eligible to participate in Pilkades, manipulate election results or alter candidate data in unauthorized ways. For example, by issuing fake certificates or falsifying police clearance documents to meet the requirements of an unqualified candidate. Such practices undermine the essence of Pilkades itself, as the selection process is no longer based on fairness and transparency but rather on improper influences of power. This abuse of authority harms the village community because the chosen leader is not based on the ability and performance desired but is influenced by personal or political interests (Nukhbatillah et al. 2024).

Given the numerous challenges present in the administrative process of Pilkades, there is a need for better solutions to address these issues and ensure the smooth and legitimate conduct of the election. One solution that is increasingly being implemented in various regions of Indonesia is the use of the E-Administration system. This system allows the entire administrative process of Pilkades to be conducted digitally, which offers many advantages over the manual system, which is vulnerable to errors and fraud. By using E-Administration, all data of village head candidates and the documents required for verification can be processed digitally and directly connected to relevant agencies, such as the Community and Village Empowerment Office (DPMD), the Population and Civil Registration Office (Disdukcapil), and other institutions. This enables the verification process to be done more quickly, accurately, and efficiently.

One of the main advantages of the E-Administration system is its ability to minimize the possibility of document forgery. Important documents submitted by village head candidates, such as diplomas or land ownership certificates, can be directly verified with the relevant authority to ensure their authenticity. In the E-Administration system, verification is carried out automatically by a system that is directly connected to the official database of the relevant agencies. As a result, document forgery or data manipulation can be more easily detected. This will certainly improve the accuracy of the Pilkades process and reduce the risk of disqualified candidates passing through the administrative stage (Pristiyanto and MM 2024).

Moreover, E-Administration also enhances transparency in the Pilkades process. The public can access information related to the Pilkades process directly through the provided system. Information about village head candidates, voter lists, and election results can be viewed openly by the public, which will increase their participation in the oversight process. With this transparency, the public does not only act as voters but also plays an active role in ensuring that the Pilkades process runs fairly, without any fraud or data manipulation. If there are any discrepancies in the administrative process, the public can easily report it to the relevant authorities for immediate follow-up.

Another benefit of E-Administration is the acceleration of the entire Pilkades process. With a digital system, the data verification process, which usually takes a long time when done manually, can now be completed in a much shorter time. Additionally, this system reduces the possibility of human errors that often occur in manual systems, such as incorrect data entry or errors in information processing. A faster and more efficient process will expedite the Pilkades and ensure that the election results can be announced more quickly, without delays caused by administrative issues (Setiawan 2018).

The E-Administration system also allows for continuous monitoring at every stage of the Pilkades. All data and documents related to village head candidates can be monitored in real-time by the relevant authorities. This enables the early detection and resolution of problems that may arise during the administrative process. Furthermore, continuous monitoring ensures that only those candidates who truly meet the established qualifications are allowed to proceed, with no unauthorized interventions from any party.

The E-Administration system also offers greater opportunities for the public to be involved in the Pilkades process, not just as voters but also as active observers. Through the digital system, the public can monitor every stage of the Pilkades in real-time, ensuring that the process runs smoothly and according to the established rules. Public participation in overseeing the Pilkades will enhance their trust in the democratic process at the village level. With this system, the community feels more empowered, as they can easily report discrepancies or violations in the Pilkades administration (Sinambela, Wijana, and Handiwidjojo, n.d.).

With the advancement of technology and the development of information systems, the implementation of E-Administration in Pilkades is highly relevant and essential to improving the quality of the village head election process. By using technology, Pilkades can be conducted in a more transparent, efficient, and fair manner. Village head elections conducted with a transparent and accountable system will result in leaders who are genuinely chosen by the community based on their abilities and integrity, not due to manipulation or abuse of power. E-Administration is a step forward in improving the Pilkades administration system, which has faced numerous challenges, and can become a long-term solution to create a better and more democratic village government (Viona and Khairiyah 2022).

## Conclusion

The Village Head Election (Pilkades) plays a crucial role in the democratic process at the village level in Indonesia, where residents actively participate in selecting their village leader. The administrative stage in Pilkades is pivotal, as it ensures that the election process runs smoothly and adheres to established regulations. However, this stage is often plagued by challenges such as document forgery, data manipulation, and the concealment or neglect of important documents, which undermine the credibility of the election and reduce public trust in the democratic process. These issues can lead to the selection of unqualified candidates and distort the integrity of the election.

In response to these challenges, Cianjur Regency has implemented an E-Administration system to enhance the efficiency, transparency, and accuracy of the administrative process. This system is designed to streamline the registration and verification of village head candidates, minimizing the risk of fraud and ensuring that

only eligible candidates are processed. By integrating digital verification, the system facilitates faster and more accurate data validation, while also providing real-time access to relevant authorities and the public. This digital approach significantly reduces the chances of document manipulation or data discrepancies and fosters greater public trust in the election process. Through continuous monitoring and evaluation, the E-Administration system is expected to become a model for other regions, improving the quality of Pilkades and enhancing local governance.

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# Implementation of E-Administration for Public Accountability of Simultaneous *PILKADES* 2025 in Cianjur

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## Abstract:

The Village Head Election (*PILKADES*) is a crucial process in Indonesia's democracy, where the village head plays a central role in governance and community service. To enhance the quality of the upcoming simultaneous *Pilkades* in Cianjur Regency in 2025-2026, the E-Administration system is being implemented. This system aims to streamline the registration of village head candidates, improving accountability, transparency, and efficiency, while reducing the potential for data manipulation. The research aims to evaluate the E-Administration system's implementation and assess its impact on transparency, efficiency, and accountability in the *Pilkades* process. Additionally, it seeks to provide a model that other regions can adopt in their *Pilkades*. The research method includes several strategic stages: a Focus Group Discussion (FGD) to align stakeholder understanding, mentoring in the implementation of the system, and continuous evaluation. The results show a significant improvement in the efficiency of candidate registration, with faster verification and fewer data errors. The system has also increased transparency and accountability, with real-time access to data for authorities and the public. The reduction in data manipulation, through digital verification of documents, highlights the potential for the E-Administration system to be a model for other regions to enhance *Pilkades* quality.

**Keywords:** Accountability; Cianjur; E-Administration; Implementation; System.

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## Introduction

The election of the village head is an essential part of the democratic system in Indonesia and plays a significant role in the structure of village governance. The village head occupies a central role, as this position is the leader of the village government, which directly interacts with the community. The village head's responsibilities extend beyond political and administrative decision-making; they also play a pivotal role in driving various development programs aimed at improving the welfare of the village's population. The village government is essential in the social and economic life of the community, significantly impacting regional development. The process of electing the village head is a democratic mechanism that allows the village community to directly choose their leader, in accordance with the applicable regulations. Therefore, it is crucial to ensure that the election process is conducted properly, fairly, and transparently, in order to select a competent village head capable of managing the village effectively (Alfandy, n.d.).

In accordance with the 1945 Constitution, particularly before its amendments, Article 18 regulates the division of power between the central government and regional governments. The regional governments are granted broader authority to manage matters relating to the local population, including the election of the village head. As such, the village head not only has an administrative function but also plays a strategic role in guiding development at the village level. In this context, Law No. 6 of 2014 on Villages provides a strong legal foundation for village governance, enabling villages to manage and address the interests of their communities, including in the management of natural resources, social and economic matters, as well as infrastructure development. One of the primary goals of village autonomy is to allow communities to be more self-sufficient in organizing their lives according to the customs and cultures of the region (Fadri and Fil 2024).

However, despite the clear legal basis, the process of electing village heads often encounters various challenges. In practice, many issues arise during the election process.

One of the main problems is the manipulation of data and the falsification of documents by candidates who do not meet the necessary requirements. This falsification can include various documents such as ID cards, diplomas, and police clearance certificates (SKCK), which are essential for candidate selection. Furthermore, the lack of transparency in the election process is also a serious issue. A non-transparent election process makes it difficult for the community to understand clearly how the selection of village head candidates is being conducted. If the community feels that the process is not carried out honestly and openly, it undermines their trust in the election results.

16 Another problem is the political influence in the election of the village head. In some cases, the election is not entirely based on the ability and capacity of the candidates, but rather on the political connections between certain candidates and influential figures, such as community leaders or local officials. This situation can create injustice in the election process, to the detriment of the village community, who hopes to elect a truly competent village head. In addition, the lack of supervision by the relevant authorities exacerbates this issue. Without adequate supervision, various forms of malpractice can occur, both in the administrative process and in the vote counting. Therefore, an effective and transparent system is needed to ensure that the election of the village head is conducted in accordance with the principles of fair and healthy democracy (Mulyadi et al. 2025).

26 The Indonesian government has issued various regulations and policies to address the issues surrounding the election of the village head, one of which is Government Regulation No. 72 of 2005 on Villages. This regulation details the election process, from the registration of candidates, administrative selection, and voting stages that involve community participation. However, despite the clear regulations, the implementation of village head elections often faces numerous challenges. One major issue is the lack of human resources (HR) with the necessary competencies in the field of election supervision. Inadequate supervision can result in violations that harm the community, such as data manipulation and document falsification that go unnoticed. Furthermore, the lack of transparency in the election process is often a hindrance. Communities that do not receive clear and open information about the stages and results of the election will find it difficult to participate in monitoring the election and demand justice.

28 With the advancement of information and communication technology, much can be done to improve the village head election system, making it more transparent, efficient, and fair. Digital technology has become an integral part of daily life, including in governance and politics. The use of technology in village head elections can help improve accountability, transparency, and efficiency in each stage of the process. Therefore, adopting digital technology in the administration of village head elections is important. One innovation currently being developed in Indonesia is the e-administration system for village head elections. This system aims to streamline administrative processes, from candidate registration to the announcement of election results. By utilizing this system, the entire election process can be conducted electronically, minimizing the potential for human error and enhancing public accountability (Mulyadi et al. 2024).

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17 Cianjur Regency is one example of an area that will implement the e-administration system in the 2025 Simultaneous Village Head Elections. This innovation aims to improve the quality of the village head election by ensuring that the process is conducted fairly, transparently, and accountably. By using technology, every stage of the election, including candidate registration, data verification, and vote counting, can be carried out digitally. This process also enables the community to be more actively involved in monitoring and ensuring that the election proceeds transparently. Additionally, the use of technology can minimize the potential for manipulation and fraud, as the entire process is recorded electronically and can be accessed by the public and the relevant authorities.

However, the implementation of e-administration in village head elections is not without challenges. Several obstacles need to be addressed, such as the readiness of technological infrastructure in the region, particularly in areas that have limited access to information technology. Adequate infrastructure is essential for the e-administration system to function smoothly and efficiently. Furthermore, the digital literacy of the community is also a significant challenge. Not all villagers have the knowledge and skills necessary to operate technology, so training and socialization are required to help them make full use of the system. Additionally, it is important to ensure that all parties involved in the village head election, from organizers to candidates, cooperate effectively in implementing the system. With strong support from all stakeholders, the e-

administration system in the 2025 Simultaneous Village Head Elections in Cianjur is expected to be successful and have a positive impact on the village community (PPPPTK Pertanian 2018).

The implementation of e-administration in village head elections will not only improve efficiency and transparency but also create a cleaner and more accountable village government. With this system, every stage of the election process will be recorded clearly and can be easily monitored by the authorities. This will reduce the occurrence of fraud and ensure that the elected village head is genuinely capable and has high integrity. Additionally, the e-administration system will make supervision and auditing easier, as all election data can be accessed by the authorities. Thus, it is hoped that the village head election will run more smoothly, meeting the community's expectations, and electing a village leader who can manage the village well in line with the aspirations of the people.

## Methods

The implementation method used in this community service activity went through several stages. First, a Forum Group Discussion (FGD) was held for the development and harmonization of the e-administration system prototype, which took place on Wednesday, June 26, 2024, at the FH UNSUR Auditorium. The purpose of this activity was to develop and transfer the e-administration system technology to improve the quality of human resources (HR) in the implementation of the village head election. This is important to ensure accountability in the simultaneous village head elections in Cianjur Regency in 2025-2026. The meeting involved various parties, including DPMD (Regional Community Empowerment Agency), Disdukcapil (Population and Civil Registration Office), Disdikpora (Education and Youth Affairs Office), Polres (Police Department), BNN (National Narcotics Agency), RSUD (Regional General Hospital), and FH UNSUR (Faculty of Law, UNSUR). During the meeting, the use of REST API technology was discussed to facilitate the verification of candidate documents for village head candidates by the relevant agencies.

The second stage was the mentoring and technology transfer of the e-administration system, held on August 2 and 8, 2024. On August 2, the mentoring took place at DPMD Cianjur Regency and was attended by the research team, IT team, DPMD staff, and students, with a focus on the registration of village head candidates and



training on the system for stakeholders. Meanwhile, on August 8, 2024, the event took place at Hotel Bydiel Cianjur and was attended by the Unit Matching Fund manager, faculty leaders, the research team, support teams, LPPM (Research and Community Service Institute), students, and partners from DPMD Cianjur Regency. The main discussion focused on improving the quality of human resources in the village head election process, harmonizing the e-administration system with adaptations from stakeholders' systems to facilitate the Pilkades (village head election) implementation.

The third stage involved the implementation of the e-administration system, which took place on August 22, 2024, August 28, 2024, and September 4, 2024. This implementation was conducted at Hotel Bydiel Cianjur and was attended by representatives from each village in Cianjur Regency, accompanied by stakeholders such as DPMD, the research team, the IT team, and students. The main points of the session included the steps for using the e-administration system, which would be further socialized by the village officials and stakeholders to the village head candidates. The goal was to ensure that the stakeholders and village officials understood the e-administration system and its role in the election process.

## Result and Discussion

### 1. Pilkades and the Role of E-Administration in Ensuring Transparency and Efficiency of the Election Process

The Village Head Election (Pilkades) is an important political activity as it reflects the implementation of democratic principles at the village level. This process involves all village residents in choosing the leader who will manage the village government. Pilkades is not just a ceremonial election but a dynamic and challenging process, often influenced by various political factors present within the village community. Every stage of the Pilkades requires significant attention, with one of the crucial stages being the administrative process, which ensures that the entire election runs smoothly and in accordance with applicable regulations.

According to the Indonesian Dictionary (KBBI), administration is defined as efforts and activities that encompass the setting of objectives and methods of organizing and fostering organizations; activities related to the implementation of government; and

office and administrative tasks aimed at achieving the set goals. In the context of Pilkades, the administrative stage becomes a crucial element as it involves various aspects, from verifying the personal data of candidates, preparing the voter list, to managing other important documents. Proper administration ensures that the election process adheres to the rules, minimizing the possibility of fraud or violations (Riyanto et al. 2024).

However, in practice, the administrative stage of Pilkades often faces several complex issues. One of the most common problems relates to the personal data of the village head candidates. In some cases, candidates may manipulate data to meet the qualifications set by the election committee. For example, some candidates may alter their age, address, or marital status to appear eligible according to the required criteria. Moreover, document forgery also becomes a serious issue in Pilkades. Some candidates even create or alter documents such as diplomas, land ownership certificates, or other documents to meet the administrative requirements. A notable example occurred in Blitar, where one candidate used a falsified diploma that was not registered as a legitimate qualification, which led to further clarification and investigation by the relevant authorities.

Another problem frequently encountered is the concealment or neglect of important administrative documents related to candidates. Important documents that should be part of the verification process may be hidden, causing eligible candidates to be overlooked while ineligible ones may be processed further. This undermines the credibility of the Pilkades and reduces the public's trust in the democratic process at the village level. On the other hand, abuse of power is also a serious issue in Pilkades. Sometimes, officials or election committee members with power may alter election results or manipulate candidate data through unethical practices such as bribery or falsification of police clearance letters. Such actions are highly detrimental as they can damage the integrity and transparency of the Pilkades (SAFRIZAL 2023).

To address these challenges, several regions have taken the initiative to implement changes and improvements in the Pilkades administration system. One such region that has made significant changes is Cianjur Regency. In response to the increasingly modern era and the advent of digitalization, Cianjur has taken a bold step by transitioning the Pilkades administration system to an E-Administration system. This change aims to simplify and expedite administrative processes while minimizing the potential for fraud

that can occur during the election process. The E-Administration system is expected to overcome many of the issues that have disrupted the Pilkades in the past, such as document forgery, data manipulation, and abuse of power.

The E-Administration system in Cianjur Regency will involve various agencies that play a key role in the Pilkades implementation, such as the Community and Village Empowerment Office (DPMD), the Population and Civil Registration Office (Disdukcapil), the Education, Youth, and Sports Office (Disdikpora), hospitals, the Cianjur Police Department (Polres Cianjur), the National Narcotics Agency (BNN), and the Cianjur District Court. The involvement of these agencies is crucial to ensure the smooth operation of the E-Administration system that will be implemented in the simultaneous Pilkades in 2025. Before the system is implemented, a Forum Group Discussion (FGD) will be held to ensure alignment among all parties involved and to provide training to stakeholders so they can manage the system effectively (Amalia and Anwar 2024).

Training is essential to avoid potential issues arising from a lack of understanding of the E-Administration system. Through well-conducted training, it is expected that coordination among stakeholders will run smoothly, and each party will understand their roles and responsibilities in the new system. After the design and adjustment of the system are completed, the next stage is the implementation. On August 2, 2024, DPMD initiated the introduction of the system, followed by further implementation on August 8, 2024, at Hotel Bydiel, Cianjur. The outcome of this implementation received positive responses and constructive feedback for further system development.

On August 22, 24, and 28, and September 4, 2024, additional Forum Group Discussions were held to introduce the E-Administration system to the general public. This forum involved various stakeholders, including academics from the Faculty of Law and the Faculty of Engineering at Suryakencana University, as well as representatives from different agencies and village communities in Cianjur Regency. The purpose of the forum was to gather feedback from various parties and ensure that the community also gained a good understanding of this new system.

The implementation of the E-Administration system follows a systematic flow. First, the E-Administration will be used to quickly receive and distribute data digitally as

part of the village head election process. Village head candidates will then access the system and upload the required data. This data will be verified and validated by relevant parties, such as DPMD, Disdukcapil, Disdikpora, hospitals, Polres, BNN, and the District Court. After the data is validated, the Sub-district Head, the Communication and Information Office, and the Regent will check the accuracy of the submitted documents. If there are errors or discrepancies in the data or documents, the relevant parties will promptly make corrections (Ditasman and Amrullah 2024).

Finally, all verified and approved data will be distributed to the public for the simultaneous village head election process. To ensure the long-term success of the E-Administration system, continuous monitoring and evaluation will be carried out. With this system in place, it is hoped that the Pilkades process will become more transparent, faster, and more efficient, while also reducing the potential for fraud that harms the village community.

Additionally, the E-Administration system involves several steps that must be carried out by each involved party. DPMD will create accounts for the village election committee, which will then establish the Pilkades election period. Afterward, DPMD will verify and activate this period. Village head candidates will register, and the village committee will verify and activate their accounts. The candidates will then fill in the required data and complete the necessary documents. Afterward, the village committee and relevant stakeholders will verify the submitted data and documents to ensure all requirements are met before the election begins (Fadri and Fil 2024).

With the implementation of a structured E-Administration system involving many stakeholders, it is hoped that the Pilkades in Cianjur Regency will proceed more smoothly, reduce the administrative issues that have often arisen, and enhance the quality of democracy at the village level. This system also allows for better monitoring of each stage in the Pilkades process, ensuring that every village head candidate is treated fairly, transparently, and according to the established criteria. Through this modern approach, it is expected that the Pilkades in Cianjur Regency will not only resolve administrative problems but also improve the quality of democracy at the village level, making it more responsive to the community's needs and creating a conducive atmosphere for sustainable village development.

## 2. Administrative Challenges in Village Head Elections (Pilkades) and Solutions Through E-Administration

The Village Head Election (Pilkades) is an important political process in local democracy, where village residents have the right to elect their own leaders. This process involves several stages, one of which is the administrative stage, which includes verifying the data of village head candidates, collecting required documents, and establishing a legitimate voter list. While seemingly straightforward, the administrative process in Pilkades often encounters various challenges that can undermine the integrity and validity of the election. One of the main challenges in Pilkades is issues related to administration, including document forgery, data manipulation, and concealment of important documents that affect the eligibility of village head candidates (Kurniati et al. 2023).

One of the most common problems is the forgery of documents submitted by village head candidates. This forgery is generally done to meet the administrative requirements set by the election committee. For example, candidates may manipulate their age to meet the specified age requirement or alter their residency status to qualify. Additionally, the forgery of documents such as diplomas and land ownership certificates is a serious issue in Pilkades. This forgery allows candidates who should not qualify to remain in the election process. This certainly undermines the integrity of the Pilkades, as it results in the selection of leaders who do not meet the qualifications needed by the community. A leader chosen through manipulated administration can affect the performance of the village government in the future, as the candidate may not have the necessary qualifications and competence.

Another frequent problem is data manipulation of village head candidates. Personal data such as address, age, and residency status may be manipulated to meet the criteria set by the Pilkades committee. This data manipulation harms eligible candidates, causing them to be overlooked, while ineligible candidates are accepted. A non-transparent administrative process can significantly diminish the quality of democracy at the village level, as decisions are made based on incorrect and invalid information. Furthermore, data manipulation for certain purposes may lead to the election of a village head who does not meet the needs and expectations of the village community (Mulyadi et al. 2025).



In addition to document forgery and data manipulation, another administrative challenge is the concealment or neglect of important documents that should be part of the verification process. Incomplete or hidden documents may cause eligible candidates to be overlooked, while unqualified candidates may be accepted and processed further in the election stages. Concealment of documents often occurs due to pressure from political stakeholders or due to the inability or lack of expertise of the committee to verify documents accurately. This can ruin the Pilkades process as a whole, as candidates who do not meet the qualifications may pass through, while qualified candidates are disregarded. Without proper and thorough verification, Pilkades may become a tool for personal or group interests, which harms the community at large.

Abuse of authority is also a major problem in the administrative stages of Pilkades. This abuse often occurs when village officials or election committee members, who have the power to decide who is eligible to participate in Pilkades, manipulate election results or alter candidate data in unauthorized ways. For example, by issuing fake certificates or falsifying police clearance documents to meet the requirements of an unqualified candidate. Such practices undermine the essence of Pilkades itself, as the selection process is no longer based on fairness and transparency but rather on improper influences of power. This abuse of authority harms the village community because the chosen leader is not based on the ability and performance desired but is influenced by personal or political interests (Nukhbatillah et al. 2024).

Given the numerous challenges present in the administrative process of Pilkades, there is a need for better solutions to address these issues and ensure the smooth and legitimate conduct of the election. One solution that is increasingly being implemented in various regions of Indonesia is the use of the E-Administration system. This system allows the entire administrative process of Pilkades to be conducted digitally, which offers many advantages over the manual system, which is vulnerable to errors and fraud. By using E-Administration, all data of village head candidates and the documents required for verification can be processed digitally and directly connected to relevant agencies, such as the Community and Village Empowerment Office (DPMD), the Population and Civil Registration Office (Disdukcapil), and other institutions. This enables the verification process to be done more quickly, accurately, and efficiently.



23 One of the main advantages of the E-Administration system is its ability to minimize the possibility of document forgery. Important documents submitted by village head candidates, such as diplomas or land ownership certificates, can be directly verified with the relevant authority to ensure their authenticity. In the E-Administration system, verification is carried out automatically by a system that is directly connected to the official database of the relevant agencies. As a result, document forgery or data manipulation can be more easily detected. This will certainly improve the accuracy of the Pilkades process and reduce the risk of disqualified candidates passing through the administrative stage (Pristiyanto and MM 2024).

Moreover, E-Administration also enhances transparency in the Pilkades process. The public can access information related to the Pilkades process directly through the provided system. Information about village head candidates, voter lists, and election results can be viewed openly by the public, which will increase their participation in the oversight process. With this transparency, the public does not only act as voters but also plays an active role in ensuring that the Pilkades process runs fairly, without any fraud or data manipulation. If there are any discrepancies in the administrative process, the public can easily report it to the relevant authorities for immediate follow-up.

Another benefit of E-Administration is the acceleration of the entire Pilkades process. With a digital system, the data verification process, which usually takes a long time when done manually, can now be completed in a much shorter time. Additionally, this system reduces the possibility of human errors that often occur in manual systems, such as incorrect data entry or errors in information processing. A faster and more efficient process will expedite the Pilkades and ensure that the election results can be announced more quickly, without delays caused by administrative issues (Setiawan 2018).

The E-Administration system also allows for continuous monitoring at every stage of the Pilkades. All data and documents related to village head candidates can be monitored in real-time by the relevant authorities. This enables the early detection and resolution of problems that may arise during the administrative process. Furthermore, continuous monitoring ensures that only those candidates who truly meet the established qualifications are allowed to proceed, with no unauthorized interventions from any party.

The E-Administration system also offers greater opportunities for the public to be involved in the Pilkades process, not just as voters but also as active observers. Through the digital system, the public can monitor every stage of the Pilkades in real-time, ensuring that the process runs smoothly and according to the established rules. Public participation in overseeing the Pilkades will enhance their trust in the democratic process at the village level. With this system, the community feels more empowered, as they can easily report discrepancies or violations in the Pilkades administration (Sinambela, Wijana, and Handiwidjojo, n.d.).

With the advancement of technology and the development of information systems, the implementation of E-Administration in Pilkades is highly relevant and essential to improving the quality of the village head election process. By using technology, Pilkades can be conducted in a more transparent, efficient, and fair manner. Village head elections conducted with a transparent and accountable system will result in leaders who are genuinely chosen by the community based on their abilities and integrity, not due to manipulation or abuse of power. E-Administration is a step forward in improving the Pilkades administration system, which has faced numerous challenges, and can become a long-term solution to create a better and more democratic village government (Viona and Khairiyah 2022).

## Conclusion

25 The Village Head Election (Pilkades) plays a crucial role in the democratic process at the village level in Indonesia, where residents actively participate in selecting their village leader. The administrative stage in Pilkades is pivotal, as it ensures that the election process runs smoothly and adheres to established regulations. However, this stage is often plagued by challenges such as document forgery, data manipulation, and the concealment or neglect of important documents, which undermine the credibility of the election and reduce public trust in the democratic process. These issues can lead to the selection of unqualified candidates and distort the integrity of the election.

In response to these challenges, Cianjur Regency has implemented an E-Administration system to enhance the efficiency, transparency, and accuracy of the administrative process. This system is designed to streamline the registration and verification of village head candidates, minimizing the risk of fraud and ensuring that

only eligible candidates are processed. By integrating digital verification, the system facilitates faster and more accurate data validation, while also providing real-time access to relevant authorities and the public. This digital approach significantly reduces the chances of document manipulation or data discrepancies and fosters greater public trust in the election process. Through continuous monitoring and evaluation, the E-Administration system is expected to become a model for other regions, improving the quality of Pilkades and enhancing local governance.

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