

## ABSTRAK

**Agni Afdilati, 1228010007, 2026: Analisis Kesiapan *Smart Village* Dalam Optimalisasi Pelayanan Publik Di Desa Cikupa Kabupaten Tasikmalaya.**

Smart village merupakan sebuah inovasi tata kelola pemerintahan desa yang mengintegrasikan teknologi informasi untuk meningkatkan kualitas serta efisiensi pelayanan publik. Di Desa Cikupa, penerapan konsep desa cerdas ini masih dihadapkan pada berbagai persoalan mendasar seperti adanya ketimpangan infrastruktur jaringan, keterbatasan perangkat pendukung operasional, serta belum optimalnya literasi digital masyarakat. Kondisi tersebut menyebabkan proses transformasi pelayanan manual menuju pelayanan digital belum berjalan secara maksimal, sehingga pemenuhan hak akses informasi bagi masyarakat di wilayah tingkat dusun masih mengalami hambatan yang cukup signifikan.

Penelitian ini bertujuan untuk menganalisis kesiapan *Smart Village* dalam optimalisasi pelayanan publik di Desa Cikupa. Fokus penelitian mencakup dimensi konektivitas, ketersediaan perangkat, serta kondisi literasi digital masyarakat dan aparatur. Selain itu, penelitian ini bertujuan mengidentifikasi kendala teknis dan sosial yang menghambat efektivitas program agar dapat memberikan rekomendasi strategis bagi pengembangan desa cerdas di masa depan.

Penelitian ini menggunakan teori kesiapan digital Roberto Gallardo yang terdiri dari dimensi konektivitas (*connectivity*), literasi digital (*digital literacy*), dan kesiapan sosial (*social readiness*). Model ini digunakan untuk menelaah kesenjangan kebijakan digitalisasi dengan realitas pemanfaatannya di lapangan. Teori ini membantu mengukur kesiapan ekosistem digital desa dalam mendukung pelayanan publik.

Metode penelitian adalah kualitatif deskriptif untuk menggambarkan kondisi riil lokasi penelitian. Data dikumpulkan melalui observasi Anggaran Pendapatan dan Belanja Desa, wawancara mendalam, serta studi dokumentasi. Validitas diperkuat melalui teknik triangulasi sumber guna memperoleh gambaran komprehensif mengenai proses kesiapan implementasi kebijakan desa cerdas.

Hasil penelitian menunjukkan kesiapan *smart village* di Desa Cikupa belum optimal. Konektivitas internet terhambat topografi, sementara literasi digital aparatur dan warga masih terbatas akibat minimnya sosialisasi. Dari aspek kesiapan sosial, masyarakat belum beradaptasi dengan layanan mandiri. Akibatnya, Anggaran Pendapatan dan Belanja Desa belum mampu mewujudkan pelayanan digital yang inklusif.

**Kata kunci: *Smart Village*, Pelayanan Publik, Kesiapan Digital.**



## **ABSTRACT**

***Agni Afdilati, 1228010007, 2026: Analysis of Smart Village Readiness in Optimizing Public Services in Cikupa Village, Tasikmalaya Regency.***

*Smart village is an innovation in village governance that integrates information technology to enhance the quality and efficiency of public services. In Cikupa Village, the implementation of this smart village concept still faces various fundamental issues, such as disparities in network infrastructure, limited operational support devices, and sub-optimal digital literacy among the community. These conditions cause the transformation process from manual to digital services to not run at its maximum potential, resulting in significant obstacles to fulfilling the right to information access for the community at the hamlet level.*

*This study aims to analyze the readiness of the Smart Village in optimizing public services in Cikupa Village. The research focus encompasses the dimensions of connectivity, device availability, and the digital literacy conditions of both the community and village apparatus. In addition, this study aims to identify the technical and social constraints that hinder the program's effectiveness in order to provide strategic recommendations for future smart village development.*

*This study utilizes Roberto Gallardo's digital readiness theory, which consists of the dimensions of connectivity, digital literacy, and social readiness. This model is used to examine the gap between digitalization policies and the reality of their utilization in the field. This theory helps measure the readiness of the village's digital ecosystem in supporting public services.*

*The research method is descriptive qualitative to depict the real conditions of the research location. Data were collected through the observation of the Village Budget (Anggaran Pendapatan dan Belanja Desa), in-depth interviews, and documentation studies. Validity was strengthened through source triangulation techniques to obtain a comprehensive overview of the readiness process for implementing the smart village policy.*

*The results indicate that the smart village readiness in Cikupa Village is not yet optimal. Internet connectivity is hindered by topography, while the digital literacy of both the apparatus and citizens remains limited due to a lack of socialization. From the aspect of social readiness, the community has not yet adapted to self-service systems. As a result, the Village Budget has not been able to realize inclusive digital services.*

*Keywords: Smart Village, Public Services, Digital Readiness.*