



DIGITAL LITERACY OUTLINE FOR ONLINE PUBLIC SERVICE ACCESS IN LABURINCI VILLAGE

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<p>Info Article</p> <p>Received : 11 Agustus 2025</p> <p>Revised : 03 September 2025</p> <p>Accepted : 2 Oktober 2025</p> <p>Publication : 30 November 2025</p>	<p>Abstract: <i>This community service program (PkM) aims to enhance digital literacy in Laburinci Village to bridge the digital divide and increase participation in online public services. The program addresses the limited understanding of digital technologies, impeding access to e-government services. By providing basic digital training, the program aims to improve skills in using smartphones and computers for accessing public services such as population administration, healthcare, and online transactions. Furthermore, the initiative includes educating participants on digital security to prevent cybercrimes. The program employs a participatory approach, involving local leaders and the community, to ensure the sustainability of digital engagement. Through these efforts, Laburinci Village aims to become a model for successful digital literacy implementation, fostering inclusivity and improving public service delivery in rural areas.</i></p> <p>Abstrak: Program pengabdian kepada masyarakat (PkM) ini bertujuan untuk meningkatkan literasi digital di Desa Laburinci guna menjembatani kesenjangan digital dan meningkatkan partisipasi dalam layanan publik online. Program ini mengatasi keterbatasan pemahaman teknologi digital yang menghambat akses masyarakat terhadap layanan e-government. Melalui pelatihan dasar digital, program ini bertujuan untuk meningkatkan keterampilan penggunaan perangkat smartphone dan komputer untuk mengakses layanan publik seperti administrasi kependudukan, kesehatan, dan transaksi online. Selain itu, inisiatif ini juga mencakup edukasi tentang keamanan digital untuk mencegah kejahatan siber. Program ini menggunakan pendekatan partisipatif dengan melibatkan tokoh masyarakat dan komunitas setempat untuk memastikan keberlanjutan keterlibatan digital. Dengan upaya ini, Desa Laburinci diharapkan menjadi model dalam penerapan literasi digital yang sukses, memperkuat inklusivitas, dan meningkatkan kualitas pelayanan publik di daerah pedesaan.</p>
<p>Keywords: <i>Digital Literacy, E-Government, Rural Communities, Public Services, Digital Divide, Community Empowerment.</i></p> <p>Kata Kunci: Literasi digital, E-Government, Komunitas Pedesaan, Layanan Publik, Kesenjangan Digital, Pemberdayaan Masyarakat.</p>	
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INTRODUCTION

Digital transformation has become one of the main strategies government in increase quality service public. Digitalization allows efficiency bureaucracy, transparency, and convenience access for society. However, the implementation service public digital based not evenly, especially in rural areas which are still face obstacle in the form of limitations digital literacy, infrastructure technology, as well as lack of trust public to online system (Djarmiko et al., 2025). Village Laburinci as one of the example real describe condition said, where the majority public Not yet utilise service online public optimally.

In many developing countries, the digital divide or the digital divide becomes significant problems. Rural communities often left behind in matter access technology, digital literacy, and participation in e-government. Study show that low digital literacy has implications straight to the bottom participation public in service public online- based (Omweri, 2024). Village Laburinci face matter similar: delay service administrative, low participation inhabitant in government programs, as well as gap between need community and availability online services. Besides aspect technical factors socio-cultural factors also play a role big. People who are used to with mechanism face advance tend difficult adapt with service based application. The lack of counseling and socialization the more widen canyon understanding to benefits of e-government (Ibrahim, 2025). This implications for delays administration population, low access towards aid programs government, as well as lack of participation in the development process village.

Based on analysis situation, there is two aspect the main thing that becomes focus problem that is Aspect Digital Literacy and Aspects Access & Participation Service Public. In the aspect digital literacy, society Village Laburinci own limitations in knowledge base use technology information. This is covers understanding to application service public, way access information official, until digital security. Low digital literacy is an obstacle adoption service designed online public For speed up service (Rahim & Ghani, 2025). On Aspect Access and Participation Service Public, obstacles digital literacy leads to low participation public in utilise service online public. Conditions This impact on delays service administrative, gaps social, and low effectiveness of development programs. E-government should be support welfare precisely not enough give benefit maximum for public rural (Tabasum et al., 2024).

Community service program to this community (PkM) aim to : (1) Improve community digital literacy Village Laburinci through counseling and training practical ; (2) Encourage utilization service public online based effective, fast, and independent and (3) Reduce the digital divide that has existed for This hinder participation public in development village. Focus activity is empowerment non- productive society (society general) with facilitate improvement understanding technology as well as build trust in use government digital services. With Thus, it is hoped Village Laburinci can become village pilot in implementation digital literacy for service more public good, efficient, and inclusive. Based on analysis the situation that has done, there is three solution main designed For overcome problem priority public Village Laburinci, namely limitations digital literacy and its low utilization service public online- based. This solution arranged in a way systematic, covering aspect skills basic, utilization service online public, as well as education digital security.

Initial step For bridge the digital divide is give socialization and training base use digital devices, both smartphones and computer. Most of public rural only use limited digital devices communication (phone and messages), while its utilization for access information public Still low. Training base This covers skills operate device, install applications, accessing the internet, to do search information official. Research show that the training program based community proven increase community digital literacy rural in a way significant, at the same time push participation in service digital (Alba, 2025). After the skill base mastered, steps next is educate public about access service online public, such as service population (dukcapil), administration village, permits, and payment taxes and levies. Many people rural experience obstacle administrative Because not enough understand online procedures. Counseling done through simulation directly, for example practice make account, fill in online forms, up to do data verification. Study latest emphasize that success e-government adoption in rural areas is greatly influenced by the level of digital literacy and convenience access service (Enaifoghe, 2025).

Along increasing use digital services, risks security cyber is also increasingly big, especially for public rural areas with minimal knowledge related data privacy. Education digital security aims increase awareness public to threat like online fraud, theft of personal data, and social media abuse. Newness activity devotion This lies in a combining approach two important things: digital literacy and services online public. Many digital literacy programs focus on the use of the internet in a general, but Not yet many of which are specific linking digital literacy with ability For access service

government in a way effective and efficient. Literacy program digital security includes introduction strong password concept, verification two steps, ethics digital communications, as well as understanding base law cyber research show that counseling security cyber capable increase awareness public rural to personal data protection and reducing vulnerability to online (Ghosh et al., 2023). Third solution This No stand alone, but rather each other complete. Training base create foundation skills, counseling service public direct skills those on the need administrative real, while education digital security ensures safe and responsible use answer. Besides that, this program designed with approach participatory, involving device village, figures community and youth groups. Activities This will produce scientific output in the form of publication in journals accredited Sinta as contribution academic, at the same time give benefit direct for public Village Laburinci.

METHOD

Method implementation of the Community Service program to the Community (PkM) in the Village Laburinci designed in a way systematically to be able to answer need partners in a way real, especially in improvement digital literacy for support utilization service public online- based. Method This consists of from a number of stages : survey initial, socialization, counseling theory and practice, and mentoring.

a. Survey and Coordination with Government Village.

Stage beginning is survey condition field For map level community digital literacy, access to device technology, as well as obstacles faced in access service public. Coordination done together device Village Laburinci use determine participant target, location activities, as well as need technical. Study previously emphasize importance need assessment community before implementation digital training for intervention more appropriate target (Lipeikaite et al., 2022).

b. Program Socialization to the Community.

Socialization aim introduce program objectives, benefits, and stages activity to public Village Laburinci. Media used in the form of meeting face face, pamphlets, and distribution information through device village. Activities This important For increase participation & reduce resistance public towards new program (Mehra et al., 2020).

c. Counseling Digital Literacy (Theory and Practice).

Counseling given in form learning theory about introduction technology information, applications service online public, as well as ethics digital media. Practical section

involving simulation direct use of smartphones and computers, starting from registration account, access service population, up to transaction simple. The community-led training model has proven effective in increase skills community digital literacy rural (Detlor et al., 2022).

d. Mentoring Practice Directly by the Proposing Team.

After the counseling, it was carried out mentoring For ensure participant can apply skills new in life daily. Assistance in the form of mentoring, troubleshooting during experience constraints, and discussions group small. Research show that mentoring community play a role big in ensure sustainability results digital (N. Bansal & Choudhary, 2024).

RESULTS AND DISCUSSION

a. Survey and Coordination with Government Village.

Survey beginning is step crucial in designing appropriate intervention target in digital literacy programs. Research show that mapping condition society, including level digital literacy, access to technology, and the obstacles faced, are very important For designing effective and relevant programs with need local. In the area rural, factors like age, level education and infrastructure limited technology often become challenge main in access service public online- (Jongebloed, 2024)

Coordination with government village ensure that the program is designed in accordance with needs and context local. Through collaboration this, can determined target participants, location activities, as well as support necessary logistics and administrative approaches. based community, which involves device village and figures society, has proven effective in increase participation and success of digital literacy programs in the regions rural (S. Bansal & Choudhary, 2024)

b. Program Socialization to the Community

Effective socialization is key For ensure that public understand objectives, benefits, and mechanisms implementation of digital literacy programs. Various method socialization, such as meeting face face, distribution pamphlets, and use of social media village, can used For reach various layer community. Research show that an inclusive and participatory approach in socialization can increase involvement society and reduce resistance to change

Besides that, involves family and community in the socialization process is also important. Strategies such as joint workshops between parents and children, as well

involvement community in activity training, can strengthen support social and accelerate the adoption process digital skills at the level family and community (Almurashi, 2016; Burgess & Anderson, 2020).



Picture 1. Program Socialization to the Community

c. Counseling Digital Literacy (Theory and Practice)

Counseling digital literacy is at the heart of this program, which is designed For equip public with knowledge and skills base in use technology information For access service online public. Session theory covers introduction to digital devices, applications service public like administration population and health, as well as understanding about digital ethics and security cyber. Session practice give chance for participant For direct operate digital devices, starting from registration account until simple online transactions. Approach This in line with findings research that shows that training based a community that combines theory and practice effective in increase community digital skills rural areas. For example, a study in India found that the training program digital literacy that combines session theory and practice succeed increase digital capabilities of participants in the region rural areas, although challenge like infrastructure limited still There is (Choudhary, 2024)

d. Mentoring Practice Direct

After the session counseling, stage mentoring practice direct done For ensure that participant can apply skills that have been studied in life daily. Assistance This done through mentoring, troubleshooting, and discussion sessions group small team - led proposer. The purpose is For help participant overcome constraint technical, strengthening understanding, and building trust self in use technology For access service public.

Approach mentoring This supported by research that shows that support sustainable through community mentoring play a role important in ensure sustainability results digital training. As example, a studies in India emphasize importance collaboration between various stakeholders interests, including government villages and institutions education, in designing and implementing training programs effective digital literacy in the regions rural (Choudhary, 2024)

e. Method Teaching and Mentoring

Digital literacy program in the village Laburinci adopt approach participatory that places participant as subject active in the learning process. Approach This in line with principle Andragogy, which emphasizes importance experience life participant as base learning. Through simulation and practice directly, participants No only accept information, but also involved in the process of exploration and application technology in a way real. Study show that learning model based participation effective in increase digital skills in the community rural, because can overcome obstacle cultural and technical issues that often arise faced by society the (Bai & Zhang, 2025)



Picture 2. Method Teaching and Mentoring

Mentoring practice direct done through group mentoring sessions small and troubleshooting, which aims For ensure that participant can overcome constraint technical and understanding application service online public with good. Approach This supported by research that shows that community mentoring play a role important in ensure sustainability results digital training, because can give support emotional and technical skills required by participants (Marshall & Lee, 2025). Evaluation and feedback come back is an integral part of this process, is carried out

through surveys, interviews and discussions group For evaluate effectiveness training and identify areas that need improvement. Evaluation results used For compile reports and recommendations action continue, and For designing training programs greater digital literacy effective in the future.

Discussion

1. Improvement Digital Literacy

After participating in the counseling program digital literacy, participants show improvement significant in understanding to use digital devices and services online public. Before training, lots participants who are not familiar with device such as smartphones and computers, as well as difficulty in access service online public. However, after follow session theory and practice, they capable understand basics use technology information, including introduction application service public like administration population and health. Research previously show that training based a community that combines theory and practice effective in increase community digital skills rural, because can overcome obstacle cultural and technical issues that often arise faced by society the (Joshua, 2025).

Digital literacy program in the village Laburinci succeed increase community digital skills. Before training, some big participant No own skills base in use digital devices and access service online public. However, after follow session theory and practice, participants capable understand basics use technology information, including introduction application service public like administration population and health. Improvement skills This in line with findings research that shows that an effective digital literacy program can increase ability public rural in use technology For access service public and information important other.

2. Use Application Service Public

Improvement understanding technology This impact on ability participant in access service online public independent. Most of them participant now can use digital devices for access service like registration population, payments taxes and information health. Study show that an effective digital literacy program can increase participation public in service public, which in turn can strengthen development village and empowerment public (Bai, 2025). After the training, there are improvement significant in amount active community use application service online public. Before training, only about 35% of participants who use application service public in a way

independent. However, after training, numbers This increase to 75%, indicating success of the program in increase participation public in service digital public. Improvement This in line with results studies that show that digital literacy programs can increase access public to service online public, which in turn can strengthen development village and empowerment public. In a way Overall, this program succeed increase community digital literacy Village Laburinci, allows they For utilise technology in access service public and improve quality life they.

3. Community Participation

a. Involvement Inhabitant Village.

Participation rate public in the digital literacy program in the Village Laburinci show encouraging results. As many as 85 % of residents have socialized willing follow training, and 90% of they finish all over series activities, including session theory, practice, and mentoring. This data reflect height interest and commitment public to improvement their digital skills. Research previously show that involvement active public in the digital literacy program can increase effectiveness training and acceleration adoption technology in the community rural (Bai, 2025).

b. Public Enthusiasm.

Enthusiasm participant to training and mentoring are very high. Participants active participate in discussion, submit questions, and show interest For apply acquired skills in life everyday. Most of the participant report increased sense of confidence self in use digital devices for access service online public. Study show that enthusiasm and motivation participant contribute significant to the success of digital literacy programs in the regions rural (Utoyo, 2025).



Picture 3. Enthusiasm participant

c. Feedback from Participant

– Program Success.

Participants of the digital literacy program in the village Laburinci give back positive about benefit directly that they get in life everyday, especially in access service online public. Most of participant report improvement ability in use digital devices for access service administration population, health, and education. This in line with findings research that shows that an effective digital literacy program can increase participation public in service public, which in turn can strengthen development village and empowerment public (Bai, 2025)

– Challenges and Obstacles

Although Thus, participants also face a number of constraint in apply digital skills that have been studied. Challenges main covering limitations digital infrastructure, such as internet connectivity is not stable, and lack of adequate equipment. In addition that, some participant experience difficulty in integrate technology to in routine daily they. For overcome challenge This program provides support technical sustainable through session assistance and troubleshooting, as well as give access to equipment and training addition in accordance need participants. Approach based community and support sustainable proven effective in overcome obstacle and ensure that sustainability results digital (Choudhary, 2024).

Participants also reported improvement level satisfaction to convenience service the public given through technology. Before training, lots participants who feel difficulties and not believe self in access service online public. However, after training, they feel more believe self and satisfaction with convenience offered by the service digital public. Improvement satisfaction This in line with findings research that shows that improvement digital literacy can increase satisfaction public to service online public, because they feel more empowered and have control on access information and services they provide need.

4. Impact Positive

- 1) Program Sustainability. Improvement digital literacy achieved through this program expected can continue in life daily public Village Laburinci. With digital skills acquired, society can Keep going access service online public independent,

reduce dependence on other parties other. Besides that, the increase digital skills can open opportunity economy new, like access to digital markets and information work, which in turn can increase welfare community. Research show that improvement digital literacy can increase income and quality life public rural through more access Good to information and services public (Bai, 2025).

- 2) Access Service Public. This program has succeed increase ability public in access service online public. Most of participant now can use digital devices for access service administration population, health, and education in a way efficient. This is in line with findings research that shows that an effective digital literacy program can increase participation public in service public, which in turn can strengthen development village and empowerment public (Bai, 2025). In a way Overall, this program give impact significant positive to improvement community digital literacy Village Laburinci, allows they For utilise technology in access service public and improve quality life they.

CONCLUSION

Digital literacy program in the village Laburinci succeed increase digital skills of the community, enabling they For access service online public independent and efficient. Participants show improvement significant in understanding technology and use application service public, which contributes to the improvement quality life they. This is in line with findings research that shows that training digital literacy can increase participation public in service public and empowerment regional economy rural. For ensure sustainability and development digital skills of the community, it is recommended For organize training programs further continuation in- depth training This can covers topics like security cyber, digital media literacy, and utilization technology For entrepreneurship. Approach This has proven effective in increase digital skills and empowerment economy public rural.

Strengthening infrastructure technology in the village, such as improvement internet access and provision digital devices, very important For support program sustainability. Limitations infrastructure often become obstacle main in adoption technology in the region rural. Training model digital literacy that has implemented in the village Laburinci can adapted and implemented in other villages facing challenge similar. Approach based community and participatory proven effective in increase digital skills and empowerment public rural. Collaboration between society, government

villages and institutions others are very important For expand access technology in the region rural areas. Government can play a role in provision infrastructure, funding, and policies that support digital literacy programs at the national level local

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