

SAPA LABUKTI : Information Access System for Visiting and Integration Services at Bukittinggi Prison

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Article History:

Received: 16-09-2026

Revised: 24-09-2026

Accepted: 29-09-2026

Keywords: *correctional services; digital public service; visitation information; Quick Response Code; public information*

Abstract : *Public access to clear and accessible correctional service information is an important component of public service quality, particularly for visitation and integration services that involve schedules, procedures, administrative requirements, and security provisions. This community service activity aimed to develop and implement SAPA LABUKTI (Information Access System for Visiting and Integration Services) as a digital information medium at Class IIA Bukittinggi Correctional Institution. The activity was conducted from June 19 to August 9, 2026, using a descriptive-evaluative approach. The implementation stages included observation of service problems, identification of information needs, preparation and validation of content with service officers, development of a responsive website, integration of a Quick Response (QR) Code, functional testing, user socialization, and handover of the administrator account to officers. The resulting website provides information on visitation schedules and procedures, administrative requirements and security provisions, conditional release and conditional leave, Frequently Asked Questions (FAQs), service contacts, and a direct communication feature with officers. Functional testing indicated that the menus, access, device compatibility, and displayed information operated as intended. Descriptively, SAPA LABUKTI expanded self-service access to information, helped reduce the need for repeated explanations of general service information, and supported greater service transparency. The handover of the administrator account also established a basis for the continued management and updating of information by institutional officers. However, the activity did not include quantitative data on usage levels, user satisfaction, or changes in the number of inquiries before and after implementation. Therefore, SAPA LABUKTI can serve as a practical and sustainable digital information medium to support public services in the correctional context.*

How to Cite: Irfan Fauzi Hasan, Naniek Pangestuti, Denny Nazaria Rifani. (2026). The title.



Introduction

Public services in correctional institutions do not stop at providing guidance to inmates within the institution. Correctional institutions also interact directly with inmates' families, legal counsel, law enforcement officers, and the public who require service information. In this context, visiting services play a crucial role because they maintain inmates' relationships with their families and social environment. Maintaining these relationships is part of the guidance and reintegration process, while in terms of public services, the community requires certainty regarding schedules, procedures, requirements, rules, and applicable security provisions. The national correctional framework itself places social reintegration and the fulfillment of inmates' rights as part of the implementation of the correctional system (Republic of Indonesia, 2022).

The Community Service Program (KKN) report at the Bukittinggi Class IIA Correctional Institution identified a very practical issue that directly impacts the user experience: basic information regarding visits still needs to be explained repeatedly to the public. The information visitors need includes the schedule and flow of visits, regulations, security provisions, service requirements, assimilation information, Conditional Release (PB), Conditional Leave (CB), and other correctional information. When information delivery relies on direct explanations from officers, the reach of information becomes limited to the time and location of services. This situation can lead to misunderstandings about procedures, repeated questions, and an additional communication burden for officers. These issues seem simple because they do not always involve changes to core processes, but they often determine whether services feel clear or confusing to the public.

The digitalization of public services offers the option to shift information delivery patterns from a model that relies entirely on face-to-face interactions to one that allows the public to access information independently. Avianto et al. (2022) explain that the use of e-government is related to efforts to build more effective, efficient, transparent, and accountable services. Daraba et al. (2023) also emphasize the importance of user-oriented digital innovation, supported by infrastructure and human resources capable of managing it. These two perspectives demonstrate that digitalization is not simply about transferring information to a screen. Added value only emerges when information is well-organized, easy to find, up-to-date, and truly reduces user barriers to accessing services.

The correctional context presents more specific needs. Owairan and Wibowo (2022) demonstrated that innovations in online visitation in correctional institutions can address the limitations of manual visitation services, while Dzikrulloh (2022) positioned information technology as a means to improve the quality of visitation service implementation. These findings are relevant to the situation at Bukittinggi Class IIA Prison because the problem is not simply a lack of information, but rather how information is available and accessed. Visitors need to know the rules before arriving, while officers require a consistent channel to avoid having to repeatedly present the same information from the beginning. Therefore, digital information media connected with fast access via QR Code can serve as a bridge between community needs and the limitations of face-to-face service communication.

To address this need, the Community Service Program (KKN) developed a digitalized system for accessing information on visitation and integration services for the Bukittinggi Class IIA Prison, named SAPA LABUKTI. This program is a website accessible by scanning a Quick Response Code (QR Code). The materials provided include service profiles, visitation schedules and procedures, visitor regulations, service requirements and flows, provisions for storing belongings, information on assimilation and integration rights, PB and CB, service locations and contacts, and Frequently Asked Questions (FAQs). The system also includes a "Contact Officer" feature that directs users to information services via WhatsApp. With this design, SAPA LABUKTI does not attempt to replace officers, but rather moves routine questions to a self-service information channel so that direct interactions can be prioritized for needs that require specific explanations.



The quality of a government website is not solely determined by the availability of information. Ernungtyas et al. (2024) outlined that user satisfaction with government websites is related to information quality and system quality, including completeness, accuracy, currency, availability, accessibility, usability, functionality, design, and efficiency. Widyaningtyas et al. (2023) also demonstrated, using the E-GovQual approach, that information completeness and the quality of support interactions are crucial aspects of government digital services. Therefore, the development of SAPA LABUKTI needs to be assessed not only by the success of the website, but also by its logical menu structure, validated information, usability on commonly used devices, and availability of support channels when self-service information is insufficient.

The access dimension is also inseparable from the public's ability to use digital services. Wargadinata and Tendean (2024) found that acceptance of digital public services is influenced by non-technical factors such as comfort with conventional processes, application complexity, digital literacy, experience, and economic and social barriers. Haq et al. (2026) strengthen this argument by demonstrating the role of digital literacy and trust in the use of digital-based population services. Consequently, QR codes and websites can indeed accelerate access for users with devices and internet connections, but service design still needs to provide space for visitors who need assistance from officers. Inclusive digitalization does not mean eliminating manual channels, but rather adding channels that reduce friction without creating new barriers.

Strengthening digital information services is also linked to transparency and accountability. Pribadi et al. (2024) showed that organizational factors, employee skills, technological infrastructure, transparency, and accountability influence the implementation of digital government services. In the correctional context, Nurohma and Sartika (2025) emphasized the potential of electronic systems to support efficiency, transparency, service quality, and the principles of good governance. SAPA LABUKTI operates on a simpler scale than the national correctional system, but its logic is the same: a single, structured source of official information can reduce information variation, facilitate updates, and clarify what the public should know.

Research and other community service activities also demonstrate that successful digital services require ongoing outreach and management. Putri (2023) found that WhatsApp-based service innovations can increase access, but a lack of outreach can reduce community participation.

Purnamayanti and Heryanda (2023) demonstrated that service promotion and e-service quality are positively related to public satisfaction. Wahid et al. (2024) emphasized the importance of digital literacy in helping the public utilize public service information systems. Therefore, QR code placement, user guidance, content quality, and staff's ability to update websites should be viewed as a single component, not as separate components.

This article aims to describe the SAPA LABUKTI implementation process and discuss the program's achievements in five aspects: (1) identification of needs and system design, (2) implementation of the website, QR Code, and service features, (3) accessibility and effectiveness of visitor information, (4) transparency, education, and support for social reintegration, and (5) sustainability of service management and development. The discussion uses data listed in the KKN report as the primary source. To maintain accuracy, this article does not create success figures that are not available in the report. Therefore, the term increased effectiveness in this article refers to operational achievements and reported qualitative indications, not to percentage changes measured through experimental designs or pre- and post-activity surveys.

Method

Community service activities were carried out at the Bukittinggi Class IIA Correctional Institution from June 19 to August 9, 2026. The program used a descriptive-evaluative community service approach with a focus on solving problems in visitation information services and integration through the use of digital technology. This approach is in line with the POLTEKIMIPAS KKN guidelines which direct cadets to identify problems in the Correctional Technical Implementation Unit, formulate solutions based on data and scientific approaches, implement innovations, and produce outputs that can be utilized by institutions and the community (Indonesian Immigration and Correctional Polytechnic, 2026).

Data sources for these activities were derived from observations of the visitor service process, communication and interviews with service personnel, collection of service documents and information, and documentation of the system development process. Observations were used to map the service flow, frequently asked questions, visitor information needs, and service areas requiring repeated explanations. The collected information was then sorted into relevant materials for visitors, such as visit schedules, requirements, rules and regulations, baggage storage procedures, information on assimilation and integration rights, PB, CB, locations, service contacts, and frequently asked questions.

The program implementation consists of seven sequential stages. The first stage is preparation and coordination with the Bukittinggi Class IIA Prison to agree on the program's scope. The second stage is the identification and development of information needs. The third stage is the development of the information concept and menu structure. The fourth stage is the design and development of the website, including the development of the user interface, navigation, layout, and display responsiveness. The fifth stage is the integration of QR Codes and the input of verified content. The sixth stage is functional testing and technical evaluation. The seventh stage is the socialization of use, management assistance, and the handover of administrator accounts to officers as a sustainability mechanism.

Content validation is conducted with information service officers before the material is published. This validation is important because correctional services contain

procedural information and integration rights that must comply with provisions and standards. The materials are then structured using simple language and grouped according to user needs. This design adheres to the principle that the quality of government information must address completeness, accuracy, currency, availability, and a user-friendly presentation format (Ernungtyas et al., 2024). Furthermore, the FAQ and "Contact an Officer" channels are positioned as a support layer when users haven't found answers from the main menu.

The program evaluation was conducted descriptively through functional testing and assessment of the achievement of outcomes. Functional testing in the report covers menu functionality, access speed, compatibility across multiple devices, and the appropriateness of the information displayed. Achievement indicators used in this article include: the availability of a digital information center, QR codes that can direct users to the website, key service information available and validated, FAQs and contact channels usable, officers receiving management socialization, and administrator accounts being handed over to the prison. Broader impact indicators, such as reduced frequently asked questions, increased transparency, and ease of access, are discussed as observational findings stated in the report.

This article intentionally limits the interpretation of effectiveness. The KKN report does not include the number of visitors tested, pre- and post-test scores, website analytics data, average search duration, number of questions before and after implementation, or satisfaction survey results. The program has produced service functions that can be operationally tested, but subsequent evaluations need to use quantitative measures to more robustly compare benefits to users. Approaches such as measuring e-service quality, satisfaction, ease of use, and intention to use could adapt the dimensions used by Widyaningtyas et al. (2023), Purnamayanti and Heryanda (2023), and Yovian and Pratama (2025).

Table 1. Stages of SAPA LABUKTI implementation

Stage	Activity	Focus of implementation
1	Preparation and coordination	Coordination with the prison authorities, program adjustments, and determination of the scope of information.
2	Identify needs	Service observation, communication with officers, mapping question And information required.
3	Content compilation and validation	Grouping information, simplification language, and verification with officers/SOP.
4	Development <i>website</i>	Creation of navigation structure, user interface, layout location, responsiveness, and service features.

5	QR Code and content integration	QR Codedirected to the main page; service content is entered into the system.
6	Testing	Testing menu functions, access, device compatibility, and information suitability.
7	Socialization and handover accept	Management assistance and handover administrator account to the officer.

Source: KKN Documentation, 2026.

Results and Discussion

Identification of Needs and Design of SAPA LABUKTI

The identification phase revealed that the primary problem was not the lack of service procedures, but rather the limited way those procedures reached the public. Visitors needed information before entering the prison grounds, and conventional mechanisms required officers to repeatedly explain basic information. In such a service situation, the most rational intervention was not to add bureaucratic steps, but to simplify access to information that was already available. SAPA LABUKTI was designed with this logic in mind: a digital information center accessible through any user's device, with content structured according to visitor needs, not the organization's internal structure.

The needs mapping yielded several information groups. First, visit information, including schedules, registration procedures, requirements, rules, security regulations, and baggage storage. Second, information related to assimilation and integration rights, including PB and CB. Third, supporting information such as prison profiles, locations, service contacts, and FAQs. This grouping is important because the user experience of digital public services is influenced by how quickly they identify the path to the information they need. Ernungtyas et al. (2024) identified accessibility, usability, function, design, integration, and efficiency as components of system quality, while information quality encompasses completeness and accuracy. In other words, correct content hidden within confusing navigation still results in a poor service experience.

The SAPA LABUKTI design also implemented a verification and validation process with officers. This step serves two purposes. First, it ensures that published information does not conflict with SOPs and service provisions. Second, it builds institutional ownership before the system is deployed. This is crucial because KKN innovations have a time limit, while service information can change after the activity ends. Without officer involvement during the development phase, the website risks becoming a product that looks neat upon delivery but quickly loses relevance. Therefore, the update mechanism must be positioned as importantly as the initial design to ensure the information displayed remains relevant and trustworthy.

The menu structure is developed using simple language and avoiding unnecessary administrative jargon. This approach aligns with the user-oriented design principles discussed by Daraba et al. (2023), which emphasize that digital innovation should be directed at community needs, not merely a demonstration of technological capabilities. Widyaningtyas et al. (2023) also found that the comprehensiveness of information presented and the ability of administrators to answer user questions are key factors in determining the quality of e-government services. In SAPA LABUKTI, the menu structure and FAQs directly address these two needs: users obtain information in easily recognizable categories, while common questions can be answered without having to initiate new communication with officers.

From a socialization perspective, the system design also takes into account that visitors are not a homogeneous user base. Some people are accustomed to seeking information via smartphones, while others may be more comfortable with in-person explanations. Wargadinata and Tendean (2024) note that acceptance of digital services is influenced by literacy, experience, complexity, and socioeconomic conditions. Therefore, SAPA LABUKTI is more appropriately positioned as an additional channel that expands access, rather than as a reason to close off direct assistance. The "Contact an Officer" feature maintains a human line of communication when self-service information does not address a specific need. This hybrid model can reduce the burden of routine questions without sacrificing support for those in need.

The design results can be summarized as a match between the problem, function, and output.

Repetitive questions are addressed with FAQs and self-service information; pre-arrival information needs are addressed through website access from outside the prison; information consistency needs are addressed through validated content; and sustainability needs are addressed through an administrator account that can be updated by officers. This relationship demonstrates that SAPA LABUKTI is not simply a communication product, but rather a service process intervention at the point of information. Its primary value lies in the shift from an “officer always explains” model to a “basic information is available first, officers assist when needed” model.

Table 2. Relationship between problems, interventions, and program outputs

Service issues	Intervention	Output/function
Information base must explained repeatedly	Digital information center	Visitors can read the schedule, procedures, requirements and rules independently.
Information is scattered and potentially non-uniform	Validated content in one website	One reference for service information Which can be updated.
Access information depends on service time	QR Code going to website	Information can be accessed outside the service desk as long as internet is available.
Question Which The same often appears	Frequently Asked Questions	Answers to frequently asked questions are available before the user. contact the officer.
Users Still can need help	“Contact Officer” feature	Direct helplines remain available as a complement to self-help information.
The KKN program ends after a certain period	Socialization and account handover	Officers can update and maintain the system independently.

Source: KKN Documentation, 2026.

Website, QR Code, and Service Feature Implementation

SAPA LABUKTI's technical implementation was carried out through the development of a responsive website accessible from both computers and smartphones. The interface design encompassed navigation structure, layout, selection of visual elements, and menus based on service categories. QR codes were then linked directly to the main page, eliminating the need for users to type in lengthy page addresses. Operationally, this mechanism streamlined access steps: users scanned the code, opened the page, and then selected the required information category. The use of QR codes also enabled small, physical media to direct users to a much broader and more easily updated digital content.

The website's content includes the Bukittinggi Class IIA Prison profile, visitation schedule, requirements, rules and regulations, baggage storage procedures, assimilation and integration rights information, contact information, location information, FAQs, and a "Contact an Officer" feature. Centralized content organization reduces information fragmentation. If schedules or requirements change, officers can simply update digital sources, rather than replacing multiple separate print media. This aligns with Susilawati et al.'s (2024) argument that digital-based public services have the potential to improve service delivery effectiveness, but their success depends on organizational support, human resource capabilities, and consistent platform management.

QR Code placed in strategic service areas for easy visibility by visitors. This placement serves both an educational and operational purpose. Visitors already on-site can scan the code to double-check regulations, while QR codes shared through other channels also have the potential to be used prior to arrival. Putri (2023) points out that digital innovations, while capable of streamlining services, can still be less than optimal if their socialization is weak. Therefore, the presence of QR codes must be accompanied by active recognition by officers and publication on official information channels so that the public understands their function and how to use them.

The FAQ feature is a crucial element because it transforms the information flow into a more user-focused problem-based format. Rather than simply displaying procedural documents, FAQs package information in the form of questions that are likely to arise in visitors' minds, such as service schedules, visit conditions, and requirements. This format facilitates self-service because users can scan for relevant questions without reading the entire document. Meanwhile, the "Contact Officer" feature

provides a service recovery mechanism when users experience confusion. This concept aligns with Yovian and Pratama (2025), who emphasize that digital service quality is not only related to efficiency and availability, but also responsiveness and contact when users need resolution.

The system testing in the report covers menu functionality, access speed, compatibility across devices, and the appropriateness of the information displayed. Test results reported that the website was accessible and features functioned as intended. These findings constitute functional evidence, not user satisfaction. This distinction is academically important. A functional system means links can be opened, menus work, information is displayed, and devices can access it. A satisfactory system requires additional metrics such as perceived ease of use, clarity, completion time, information search success rate, or satisfaction scores. This article maintains these boundaries to avoid overstating the program's achievements.

Overall, the implementation exhibits three key characteristics. First, it's simple, because the technology used can be run on common devices. Second, it's modular, because content can be updated without changing the QR code. Third, it's connected, because users have a path from self-service information to direct communication with officers. In the context of KKN (Community Service Program), these characteristics are crucial because overly complex innovations increase maintenance costs and dependency on the initial developers. SAPA LABUKTI is valuable when the prison can manage it after the program is complete.

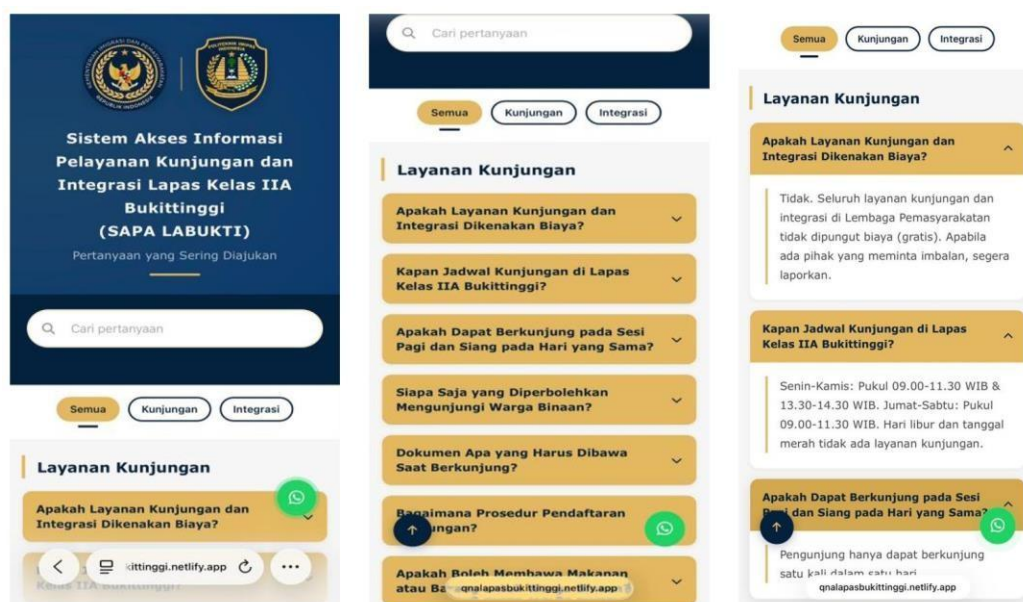


Figure 1. SAPA LABUKTI service display on mobile devices

Source: KKN Documentation, 2026.



Figure 2. QR Code media as quick access to SAPA LABUKTI

Source: KKN Documentation, 2026.

Accessibility and Effectiveness of Visit Information

The most immediate benefit of SAPA LABUKTI is the availability of information access that is not restricted to the service desk. As long as users have a device and an internet connection, information on schedules, requirements, rules, and procedures can be accessed before arriving at the prison. This change is significant because service decisions often begin before users enter the office. When inmates' families are aware of required documents or visitation schedules, the potential for unproductive travel and confusion on-site is reduced. The KKN report notes this increased ease of access as one of the program's achievements.

The effectiveness of the information in the reports was also demonstrated qualitatively by the reduced need for officers to answer general questions because basic information was readily available on the website. This finding makes sense from a process perspective: if the same information could be read independently, the frequency of routine explanations should decrease. However, this article does not translate these qualitative statements into numbers. There was no record of the number of questions before and after implementation, so the magnitude of the reduction cannot be calculated. A more accurate assessment is that the system created a mechanism that enabled the reduction in repetitive questions, and field reports indicate this benefit.

The literature supports this beneficial trend. Dzikrulloh (2022) positions the use of information technology in visitor services as an instrument for improving service quality, while Owairan and Wibowo (2022) suggest that online-based visitor innovations can address the shortcomings of conventional services. At the broader public service level, Avianto et al. (2022) link e-government implementation to service quality and accessibility. Thus, SAPA LABUKTI is on an innovation path consistent with previous findings, although its form focuses more on information access than on full-service online transactions.

Accessibility also relates to design on mobile devices. The report states that the website is designed responsively for both computers and smartphones. This choice is relevant because QR codes naturally encourage the use of smartphone cameras as entry points. If a page is uncomfortable to read on a small screen, the QR code's benefits will be lost in subsequent steps. Ernungtyas et al. (2024) included accessibility, responsiveness, usability, function, design, and efficiency in the quality of government website systems. Therefore, the SAPA LABUKTI technical evaluation should continue to test the display on different screen sizes and browsers, especially as content expands.

While digital access expands reach, reliance on the internet presents a significant limitation. The report itself states that information can be accessed anytime and anywhere as long as the user is connected to the internet. This means that services are not yet fully inclusive for users who lack a

connection, appropriate devices, or QR Code scanning skills. Wargadinata and Tendean (2024) found a gap in digital service acceptance influenced by infrastructure, literacy, experience, and familiarity with conventional services. Haq et al. (2026) also demonstrated that digital literacy and trust influence the use of digital services. Consequently, staff need to remain available to assist users experiencing digital barriers, and core information media should continue to have simple visual alternatives in service areas.

Socialization is a crucial component in determining whether technical access actually translates into utilization. Purnamayanti and Heryanda (2023) found that service promotion and e-service quality are associated with public satisfaction, while Putri (2023) highlighted that a lack of socialization can limit participation in online innovations. For SAPA LABUKTI, socialization strategies can include consistent QR code placement, brief instructions from staff to first-time visitors, dissemination of links through official channels, and inclusion of information on visit schedules. This way, the public is not only provided with technology, but also informed about when and why it is useful.

For subsequent evaluations, access effectiveness should be measured through simple but meaningful data. Examples include the number of QR Code scans per week, the most frequently visited pages, the percentage of users who successfully found information without assistance, the average time to find a schedule or requirement, the number of frequently asked questions received by staff, and user satisfaction scores. This type of evaluation model can shift the conclusion from "it works and feels helpful" to "it works and feels helpful."

evidence that can be compared over time and used as a basis for service improvement.

Table 3. Indicators of achievement and strength of available evidence

Indicator	Evidence from the report	Interpretation status	Notes
Website and QR Code available	Product documentation and functional testing	Operationally achieved	Outcomes can be observed directly.
Menus and features can be used	Testing of function, access, compatibility, suitability of information	Functionally achieved	Not the same as satisfaction test users.
Ease of access to information	Information can be accessed via the internet before arrival.	Descriptively indicated	There is no data on access time/success rate yet. users.
Subtraction frequently asked questions	Reports say officers are handling fewer routine inquiries	Qualitatively indicated	There is no recording of the number of questions before-after.
Information transparency	Service information is published through one channel	Achieved in terms of availability	Up-to-date needs to be maintained after KKN.
Sustainability	Socialization and handover of administrator accounts	Achieved in the initial mechanism	Long-term sustainability length needed periodic audits.

Source: KKN Documentation, 2026.

Transparency, Education, and Social Reintegration Support

SAPA LABUKTI serves not only as a service navigation tool but also as a means of transparency. Information published through a single official website provides the public with a common reference point for schedules, regulations, requirements, and integration information. This consistency can reduce variations in explanations between users and clarify the basic procedures that must be followed. The KKN report states that openly providing information allows the public to obtain the same, accurate, and up-to-date information. Pribadi et al. (2024) showed that transparency and accountability are factors positively associated with the implementation of digital government services; at the micro level, information centers like SAPA LABUKTI can be one mechanism for translating these principles into daily service practices.

Transparency needs to be understood as a dynamic process. Information that was once accurate can become incorrect when schedules, requirements, or policies change. Therefore, the quality of

transparency is not only about openness, but also about currency. Ernungtyas et al. (2024) include currency or currency as part of

Information quality. The recommendations in the KKN report also emphasize that prisons must continuously update their information media. This demonstrates that the handover of management accounts is not a final administrative task, but rather a requirement for maintaining transparency after the KKN program concludes.

The educational dimension is evident in the content, which extends beyond the visitation schedule. Users also obtain information about PB, CB, assimilation, integration rights, rules, and security regulations. This information helps families understand that the correctional process has specific stages, rights, obligations, and requirements. Families who understand the procedures can interact with services in a more orderly manner and can support inmates with more accurate information. In the correctional system, family support is linked to the goal of social reintegration, as relationships with the social environment must be maintained throughout the correctional process. The link between information visit And reintegration need written in a wayproportional. SAPA LABUKTI does not directly measure the success of social reintegration and cannot be considered a cause of changes in inmates' behavior. Its contribution is supportive: the system facilitates families' understanding of access to visits and integration information, thereby reducing information barriers to family relationships. This statement is consistent with the scope of the available data. Therefore, the article limits SAPA LABUKTI's contribution to supporting family communication and access to information, without attributing reintegration success directly to the system.

Nurohma and Sartika (2025) discuss the implementation of electronic systems in correctional facilities as part of strengthening efficiency, transparency, accountability, and good governance. Although SAPA LABUKTI is not a Correctional Database System and does not manage inmate data, both demonstrate the same direction of transformation: the use of digital systems to make processes more organized and information more user-friendly. The difference is important: SAPA LABUKTI focuses on public information, visitation services, and integration, so the aspect of personal data protection is relatively simpler than that of an inmate database system. However, if the system is developed into a transactional service that stores user data in the future, security and privacy standards must be significantly improved.

Digital literacy also plays a crucial role in education. Wahid et al. (2024) demonstrated that digital literacy support can improve the public's ability to use public service information systems. For prisons, a realistic strategy is to provide simple visual directions near QR codes, use easy-to-understand terminology, and provide concise assistance for unfamiliar users. This ensures that digital transformation not only benefits advanced users but also reduces information gaps for those requiring additional support.

Conceptually, transparency, education, and reintegration support converge on one principle: the right information must be available when users need it. SAPA LABUKTI provides the foundation for this principle through verified content, FAQs, QR Code access, and contact channels. The program's strength lies in its simple component integration. Its weakness is the lack of measurement of whether people read all information categories, understand the integrated materials, or change their visiting behavior after using the website. Therefore, subsequent evaluations could use short comprehension questions or user experience surveys to assess whether information transparency truly translates into understanding.

Sustainability of Service Management and Development

Sustainability is a crucial measure for KKN programs, as benefits that cease when participants leave the site only result in temporary innovations. At SAPA LABUKTI, sustainability was designed through the socialization of management and the handover of administrator accounts to information service officers at the Bukittinggi Class IIA Prison. The report states that officers gained an understanding of the operation, management, and updating of information, enabling them to manage the website independently. This achievement is crucial because changes to service information fall under the authority of the institution, not the KKN developers, after the program ends.

From an organizational perspective, staff capabilities are part of the digital service infrastructure. Pribadi et al. (2024) found that employee skills and technological infrastructure influence the

implementation of government digital services. Daraba et al. (2023) also emphasized the need to strengthen human resources in digital public services. Therefore, technical handover alone is not enough. Prisons require a clear division of responsibilities: who monitors schedule changes, who updates content, who checks links, and who responds to system issues. This simple governance will determine whether the website remains trustworthy months after launch.

The need for updates is also related to user trust. Haq et al. (2026) showed that trust plays a significant role in the intention and behavior of using digital services. In information services, trust can be quickly damaged if users encounter inconsistent schedules or malfunctioning links. Therefore, maintenance should be viewed as part of the service, not an additional technical task. Practices that can be implemented include regular content checks, including update dates on time-sensitive information, QR Code testing, contact number verification, and logging changes.

Further development could focus on analytics and user feedback. Currently, the report doesn't include usage data. Adding a visit counter or privacy-friendly analytics would help the prison identify the most frequently used pages. A short feedback form could be used to assess the ease, clarity, and success of finding information. The e-service quality framework discussed by Yovian and Pratama (2025) could serve as a reference for assessing efficiency, availability, responsiveness, and contact, while the E-GovQual dimensions of Widyaningtyas et al. (2023) could help assess the gap between perceived performance and user expectations.

The aspect of inclusivity also needs to be developed. Wargadinata and Tendean (2024) emphasized that digital transformation can face obstacles for groups with lower digital skills. Therefore, SAPA LABUKTI development should not focus on as many features as possible. Instead, prioritize simpler navigation, comfortable text size, clear contrast, QR Code scanning instructions, alternative key information on-site, and staff assistance. Feature development should remain oriented toward clarity and ease of use, so that additional functions do not increase service complexity.

In terms of replication, the SAPA LABUKTI model is relatively easy to adapt to other correctional UPTs because its basic components are common: a website information center, QR code, FAQ, visitor information, integration information, and contact channels. However, replication should not be done by copying raw content. Each UPT has different schedules, facilities, operational policies, and user needs.

What can be replicated is the process: local problem identification, content validation, user-oriented design, testing, socialization, handover, and data-driven evaluation. Susilawati et al. (2024) remind that implementing digital services faces challenges related to system and organizational readiness; therefore, local adaptation is a requirement, not an accessory.

Based on all the results, the program's success can be assessed strongly in operational outcomes: digital media is available, QR codes are connected, key information is published, FAQs and officer channels are available, functional testing has been conducted, officers have been socialized, and manager accounts have been handed over. Achievements in user outcomes are still descriptive, particularly related to ease of access, reduction of frequently asked questions, and transparency. This evaluation gap is not a failure of the program, but rather a limitation of the evidence that must be recognized. The next development phase should transform descriptive indicators into trackable metrics so that improvement decisions are not based solely on impressions but on actual usage patterns.

Thus, SAPA LABUKTI's sustainability lies in three layers. The first layer is technical sustainability, ensuring the website and QR Code remain active. The second layer is information sustainability, ensuring content is consistently verified and updated. The third layer is service sustainability, ensuring officers use the system as part of their workflow and the public is continually guided to utilize it. If any of these layers is missing, the system's quality will decline. Conversely, when all three are maintained, this simple innovation can become the foundation for more consistent, transparent, and accessible information services.

Table 4. Sustainable development priorities

Priority	Recommended action	Objective
Content updates	Determine the person in charge and schedule for checking the information.	Prevent information from becoming outdated and maintain trust.
Usage analytics	Record QR scans, popular pages, and access patterns in aggregate	Provides a basis for improvements based on real usage.

User feedback	A brief survey of the ease, clarity, and success of finding information	Transforming qualitative evaluations into comparable metrics.
Inclusivity	Visual cues, easy-to-read text, attendant assistance, alternative core information	Reducing barriers for users with different digital literacy.
Service recovery	Make sure contactative and responsive officers	Make way out whenself-information is not enough.
Replication	Use the same process, but revalidate the content at each UPT.	Prevent copying of procedureswhich is not appropriate to the local context.

Source: KKN Documentation, 2026.

Conclusion

SAPA LABUKTI is a community service innovation developed to address the need for information on visitation and integration services at the Bukittinggi Class IIA Penitentiary. The program transforms the information delivery pattern from previously relying heavily on direct explanations to digital information access via a website and QR Code. The system provides visitation schedules and procedures, requirements, rules, security provisions, PB and CB information, assimilation and integration rights, FAQs, locations, contacts, and a "Contact Officer" channel. The development process is carried out through needs identification, information compilation and validation, website development, QR Code integration, functional testing, socialization, and administrator account handover.

The program's strongest achievements were in operational outcomes. The KKN report indicated that the website was accessible, menus and features were functional, QR codes could be used for quick access, information was entered after verification, and officers received socialization and management authority after the handover. Descriptively, the program also reported facilitating public access to information, reducing general questions to officers, and increasing information transparency. However, the report did not provide a satisfaction survey, pre- and post-tests, usage analytics, or a comparison of the number of questions before and after the program. Therefore, the article does not state the magnitude of the quantitative impact.

SAPA LABUKTI's advantages include its simplicity, ease of access, the ability to update its content without changing the QR Code, and the ability to maintain a human support channel through "Contact an Officer." Its limitations include its reliance on devices and the internet, the need for regular content updates, and the lack of measurable user evaluation. Further development should prioritize information maintenance, increased accessibility, ongoing outreach, privacy-conscious usage analytics, and user experience surveys. With this management approach, SAPA LABUKTI has the potential to become a digital information service model that can be adaptively replicated in other correctional facility units.

Thank-you note

The author would like to express his gratitude to the Bukittinggi Class IIA Correctional Institution and all parties who supported the implementation of KKN and the development of SAPA LABUKTI. Support for coordination, information validation, testing, outreach, and management handover are crucial to ensuring the program's continued use in providing information services to the public.

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