STRENGTHENING COMMUNITY INFORMATION MANAGEMENT THROUGH GRAPHIC DESIGN TRAINING TOWARDS SERVICE TRANSFORMATION IN PEDEMAWU TIMUR VILLAGE

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Abstrak: Desa Pademawu Timur terletak di Kecamatan Pademawu dan dihuni oleh 6.720 jiwa pada tahun 2023. Namun, layanan informasi di Desa Pademawu Timur yang masih bersifat konvensional menghambat upaya pembangunan desa. Transformasi layanan informasi desa dari metode konvensional ke digital dibutuhkan untuk meningkatkan efektivitas penyampaian informasi kepada masyarakat. Kegiatan pengabdian ini bertujuan untuk meningkatkan keterampilan dan pengetahuan perangkat desa melalui pelatihan desain grafis, yang diharapkan dapat mempercepat dan mempermudah penyampaian informasi kepada masyarakat desa. Metode yang digunakan dalam keqiatan ini adalah Participatory Action Research (PAR), yang melibatkan partisipasi aktif dari perangkat desa dalam setiap tahap kegiatan, mulai dari observasi, pengumpulan data, hingga pelaksanaan pelatihan dan evaluasi. Sebanyak 7 peserta dari perangkat desa mengikuti pelatihan ini, yang mencakup materi dasar dan lanjutan dalam desain grafis. Hasil dari kegjatan ini menunjukkan adanya peningkatan signifikan dalam pemahaman dan keterampilan peserta. Berdasarkan hasil evaluasi melalui pre-test dan post-test yang terdiri dari 9 pertanyaan indikator, terdapat peningkatan pemahaman dan keterampilan peserta dalam rentang 44-100%. Rata-rata peningkatan pemahaman berada pada indeks 83%, yang menandakan peningkatan kemampuan yang cukup tinggi. Tindak lanjut dari hasil pengabdian ini adalah memaksimalkan penggunaan keterampilan desain grafis oleh perangkat desa untuk meningkatkan efektivitas penyampaian informasi kepada masyarakat. Diharapkan perangkat desa dapat secara mandiri mengelola dan menyebarkan informasi penting melalui berbagai media digital, sehingga informasi dapat lebih cepat, akurat, dan mudah diakses oleh seluruh lapisan masyarakat. Dengan demikian, transformasi layanan informasi ini diharapkan dapat membawa dampak positif bagi perkembangan Desa Pademawu Timur secara keseluruhan.

Kata Kunci: transformasi layanan, informasi desa, pelatihan desain grafis, *Participatory Action Research* (PAR), Desa Pademawu Timur

Abstract: East Pademawu Village, located in Pademawu District, was inhabited by 6,720 people in 2023. However, conventional information services in Pademawu Timur Village become one of the obstacles to village development. Transformation of village information services from conventional to digital is required to improve the effectiveness of information delivery to the community. This service activity aims to improve the skills and knowledge of village officials through graphic design training, which is expected to speed up and simplify the delivery of information to village communities. This program employed Participatory Action Research (PAR), which involves active participation from village officials in every stage of the program (observation, data collection, to implementing training and evaluation). Seven participants from village officials were involved in this training, which focused on basic and advanced graphic design. The results show a significant increase in participants' understanding and skills. Based on the evaluation results through the pretest and post-test consisting of 9 indicator questions, there was an increase in participants' understanding and skills in the range of 44-100%. The average increase in understanding is at an index of 83%, which indicates a fairly high increase in ability. The follow-up to the results of this service is to maximise the use of graphic design by skilled village officials to increase the effectiveness of conveying information to the community. It is suggested that village officials can independently manage and disseminate important information through various digital media so that information can be faster, more accurate, and easily accessible to all levels of society. Thus, the transformation of information services is expected to impact the development of Pademawu Timur Village positively.

Keywords: service transformation, village information, graphic design training, Participatory Action Research (PAR), East Pademawu Village

Introduction

East Pademawu is a village located in Pademawu District, Pamekasan Regency. This village has an area of 40,557 hectares divided into nine hamlets, with a population reaching 6,720 people in 2023. The livelihoods of its residents are diverse, including civil servants, private employees, traders, and farmers, who are the main economic pillars of the village. Village leadership is held by a village head, supported by 15 village officials. Of the 15 village officials, 6 of them are high school graduates, while the others are graduates with educational backgrounds from various disciplines.

The current service of East Pademawu Village is still conventional in providing information to the community, such as announcements through prayer rooms or mosques and sticking paper in the village hall. Providing information like this is considered less effective and efficient, considering that not all people in East Pademawu Village have free time to go to the village hall to look for information. In addition, the problem in East Pademawu Village is that the human resources of the village apparatus are less innovative in providing information to the community and do not understand graphic design.

Based on these problems, the solution that can be offered is to provide graphic design training to village officials to improve services and information in East Pademawu Village. Several studies state that providing graphic design training will increase the creativity and innovation of village officials in presenting information to the community and information users (Agustina, 2017; Pritandhari & Wibawa, 2021). The presentation of information in graphic design makes it easier for information users to understand. It can be presented in various forms, such as soft or hard files, and the size of the information presented is not limited or can be adjusted to needs.

This Graphic Design Training will be held in the form of Community Service (PKM) activities, which is one aspect of the Tridharma of Higher Education which involves lecturers and other academic members (Djawa, Timo, & Haba, 2024; Hidayat & Bayudhirgantara, 2023). This PKM activity is important to overcome the problems the East Pademawu Village apparatus faces, namely low graphic design literacy and limited skills in using graphic design software. This condition causes village apparatus to be less than optimal in creating attractive and practical information media, both in print and digital forms, for services and information delivery to the community.

Previous research and services have shown that graphic design training can improve an individual's ability to produce engaging visual content. For example, research by Saehan et al. (2023) shows that graphic design training based on the Canva application improves participants' skills in creating social media content for MSME promotion. However, the study only focuses on cloud-based applications and does not discuss design optimisation for print media. On the other hand, community service activities by Setiyaningsih (2020) highlight the importance of software training such as CorelDraw and Photoshop to improve design skills but pay less attention to practical implementation in the context of public services in villages.

The innovation in this PKM activity focuses on graphic design to support public information

services and delivery by village officials. Different from previous training, which only emphasised technical mastery of software (Iskamto, Hidayah, & Putri 2024; Susanty, 2022), This activity integrates design skills with the practical context of village services, such as creating infographics for village reports, public service posters, and designing digital publications that can be uploaded to village social media.

The implications and contributions of this PKM activity are increasing understanding, innovation, and creativity of the East Pademawu Village apparatus in community service. Through this training, the village apparatus can produce more interesting, professional, and practical information media, which is expected to increase community involvement in village activities. In addition, this activity also contributes to increasing transparency and accountability of village apparatus by visualising information that is easier for the community to understand.

Method

This community service program employed the PAR (Participatory Action Research) method, which is fundamentally very suitable for community groups to overcome problems and meet their needs (Afandi et al., 2022). Active community involvement is a hallmark of the PAR method and is necessary to achieve significant social change (Ansori, 2019). Participatory Action Research (PAR) is a research method that emphasises active participation and action by community members involved. The main goal of PAR is to combine the research process with real social action, where participants are not only objects of research but also agents of change (Cornish et al., 2023). This PKM activity involved seven main participants from Pademawu Timur Village. Participants were selected because they hold strategic roles in providing services to the community and are highly motivated to develop supporting skills (soft skills) to improve the quality of village services.

The characteristics of the participants are as follows: 1) Number of Participants: A total of 7 village officials consisting of various positions, including hamlet heads, village secretaries, and community service staff. 2) Background: The age range of participants is 25-45 years, with an education level equivalent to a high school to bachelor's degree (S1). They have basic administrative knowledge, but few have been exposed to modern technology skills, especially graphic design. 3) Motivation: Participants show a high enthusiasm for learning, especially related to mastery of graphic design software that will support the creation of village communication and information media. 4) Role in the Village: Most participants are responsible for disseminating information to the community, so this training is expected to help them create more engaging and effective information materials.

Involving village officials with this profile is expected to positively impact the quality of village information services and strengthen digital literacy in the local community. The reason for involving village officials as participants is that officials are in service positions and are still enthusiastic about developing their soft skills. The goal is to improve their understanding and skills in compiling, producing, and delivering information effectively through graphic design, thereby increasing accessibility and understanding of information at the village level. This

service provides graphic design training to the East Pademawu Village officials, with the stages of preparation, learning, and evaluation of activities presented in Chart 1.

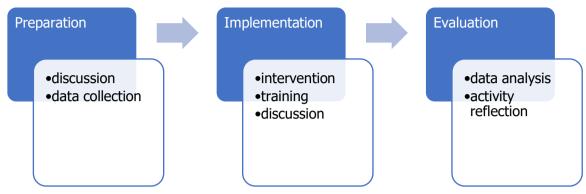


Chart 1. Problem-Solving Framework

The initial stage of this PKM activity is to conduct observations to find out and understand the condition of the partners. At this stage, the PKM team discussed with the village head. It aimed to find out the partners' needs and was accompanied by the distribution of questionnaires as an initial survey (Hendarto et al., 2024). The survey was conducted to assess the participants' initial abilities related to graphic design. Based on the discussion results, it was concluded that the East Pademawu Village government needed graphic design training to deliver information to the community more effectively.

The second stage is education. Based on the survey results in the preparation stage, an education process was carried out to improve the design skills of the participants. The education program delivered as design training includes a basic introduction to Adobe Photoshop, typography, colour theory, and layout. This training has been proven to improve the competence of village officials significantly (Pritandhari & Wibawa, 2021). This training also strongly influences the improvement and delivery of village information to the community (Agustina, 2017). Dewi & Pusparini (2021) stated that the influence of training positively impacts performance, where the better the training provided, the better the work performance.

The final stage of the PKM activity is evaluation, which aims to measure the level of success of the training in improving the graphic design skills of participants. Evaluation is carried out through two main methods, namely Pretest and Post-test, which aim to determine changes in participant competency before and after participating in the training (Dewi et al. 2024; Hendarto et al. 2024; Iswahyudi et al. 2024; Iswahyudi et al., 2022; Rofi'i et al., 2023). The evaluation instrument is a questionnaire containing specific indicators related to graphic design skills, conceptual understanding, and practical application skills.

The results of the Pretest provide an initial picture of the participant's ability level, while the Post-test measures the extent to which the training impacts the participants' competence. The analysis is carried out by comparing the results of both qualitative and quantitative tests using an assessment scale and the participants' average achievement scores. Table 1 outlines the indicators that were evaluated.

Rating Scale **Evaluation Indicator Description** (1-5)**Objectives** Understanding Measuring participants' Assess participants' basic 1 = Very Poor to 5 = Graphic Design knowledge graphic design theoretical Very Good Concepts elements understanding Use of Software Ability to use Evaluate participants' Adobe Photoshop 1 = Verv Poor to 5 =software Very Good technical skills **Design Creativity** Assess the innovation 1 = Very Poor to 5 =Encouraging increased and uniqueness of the designs created creativity in design Very Good Measuring the practical Implementation of Ability to create relevant designs for 1 = Very Poor to 5 =Village Needs application of design to community service Very Good local needs Satisfaction with Participants' perceptions the of 1 = Very Dissatisfied to Evaluating the quality Training effectiveness of training materials 5 = Very Satisfied of training delivery

Table 1. Evaluation indicators to gauge the effectiveness of the graphic design training

The description of the Instrument:

and methods

- 1. Understanding Graphic Design Concepts: This section measures participants' understanding of basic elements such as colour, typography, and layout.
- 2. Software Usage: Measuring technical skills in operating design software taught during the training.
- 3. Design Creativity: Assessing how participants can produce innovative and original designs.
- 4. Implementation for Village Needs: Measuring the relevance of design results to the needs of village community services, such as creating infographics or posters.
- 5. Measuring Participant Satisfaction: Assessing the participants' perceptions of the training.

With these indicators, the evaluation provides a comprehensive picture of the success of the training while identifying aspects that still need to be improved. The success of this PKM activity is not only based on these indicators. Still, it is also seen from the increase in participants' understanding and knowledge of graphic design by 70%, based on the results of the pretest and post-test analysis. In addition, another success is the ability of participants to design design patterns and publish them through digital and print media (Dewi et al., 2024; Hendarto et al., 2024).

Results and Discussion

This Community Service Activity (PKM) involved 7 Pademawu Timur Village officials as the main participants. Graphic design training was held at the Pademawu Timur Village Hall to increase the capacity of village officials to manage and convey information to the community through print and digital media. The initial step in this activity was discussing with partners to identify problems, needs, and participants' initial knowledge levels. As part of the evaluation, a pretest was conducted to measure the basic understanding of participants before attending the training, as shown in Figure 1.



Figure 1. Initial Discussion with Partners

Based on the pretest results in Table 2, the average level of understanding of PKM activity participants was recorded at 17%. It indicates the need to improve participants' understanding and knowledge through established methods, namely the delivery of material on graphic design and graphic design software. The material was delivered systematically, from introducing the concept of graphic design to introducing software used in the design process, as shown in Figure 2. The participants' enthusiasm for following the material was excellent, as seen from the various questions asked of the speaker during the session.



Figure 2. Delivery of Material

Continuing the PKM activities to the next stage, design training will be carried out by the PKM team, as shown in Figure 3. This training is carried out systematically, starting with an introduction to the software that will be used, namely Adobe Photoshop CC 2020. The next stage is an introduction to the functions and menus contained in the software. After that, participants will practice the various functions that have been explained, such as the Move menu to move images and the Shapes menu, which is used to create various shapes from available templates (such as circles, squares, triangles, polygons, and Custom Shapes), and other menus. After understanding these basic functions, participants will be asked to create a new layer or worksheet. At this stage, they will practice creating a vaccination-themed flyer design as an

exercise in applying the skills they have learned.



Figure 3. Training, Discussion, and Evaluation

The creation of this flyer design was done with direct assistance. The training participants were systematically guided in creating the flyer design. In the first step, participants were asked to open the Adobe Photoshop software installed on each laptop. Next, participants created a new worksheet with a size of 30 cm x 30 cm and a 200 pixels/inch resolution. Afterwards, participants were asked to change the default white background to brick red with the colour code #d37971. The next step was to add three logos the PKM team provided: the Pamekasan Regency logo, the Pademawu Timur Village logo, and the Germas logo. The three logos were positioned parallel in the top centre of the flyer. Next, participants were asked to add text prepared by the PKM team, as seen in Figure 4. In addition, participants also added several animated image elements, such as a vector of a person to be vaccinated and a picture of a vaccine.

This flyer aims to inform the people of Pademawu Timur Village about the implementation of the COVID-19 vaccination that was held at the Pendopo Balai Desa Pademawu Timur. The requirements of the community are as follows: 1) Having good health and condition, 2) Having a photocopy of the KTP (National Identity Card), and 3) Wearing a mask. This flyer is expected to make it easier for village officials to convey information to the people of Pademawu Timur Village while supporting the transformation and improvement of village services. Lianasari et al. (2022) stated that improving the quality of information services and services to the community contributed significantly to improving literacy and the quality of human resources.

Muhsyanur et al. (2024) also added that the PKM program packaged with skill improvement can positively impact the quality of community human resources. With this information, it is hoped that vaccination activities can run smoothly and provide benefits to the community in increasing awareness of the importance of health and public services.

After the training was completed, the activity continued with a discussion. This discussion aims to motivate participants to delve deeper into the material related to graphic design and village information service management. Discussion activities were carried out continuously, from the training implementation until the vaccination flyer's completion. As evaluation material for the implementation of the activity, the team provided a post-test in the form of 9 questions

that were the same as the questions during the pretest. This step was taken to measure the increase in understanding and knowledge of participants after participating in the training. The results of the answers to the post-test are presented in Table 2 to provide a comparative overview of the results between the pretest and post-test so that the effectiveness of the training that has been implemented can be evaluated.



Figure 4. One of the results

Table 2. Results of processing data on Pretest and Post-test participant answers

	Question Quantity	Distribution of Participant Answers Regarding Comprehension Questions						
Participant		Yes			No			
		Pretest	Post Test	Increased Understanding	Pretest	Post Test	Decrease in No answers	
1	9	1	9	89%	8	0	100%	
2	9	1	9	89%	8	0	100%	
3	9	0	9	100%	9	0	100%	
4	9	1	9	89%	8	0	100%	
5	9	2	9	78%	7	0	100%	
6	9	1	9	89%	8	0	100%	
7	9	5	9	44%	4	0	100%	
Average Increase in Understanding of 7 Participants				83%				

Table 2 shows that the training programme positively impacted the community. The participants' understanding of graphic design as a medium for disseminating information was improved. The increase in participant understanding varies between 44%-100% (Data in column 5 of Table 2), with an average increase of 83% among 7 participants. Data in column 6 shows that some participants answered no during the pretest, indicating their lack of understanding of information reinforcement and graphic design. However, after the training and the post-test questions (the same questions as the Pretest), no participants answered no, indicating an increase in their understanding of information reinforcement and graphic design,

or in other words, 100% of participants no longer gave no answers.

Referring to Table 2, increasing participants' understanding is very important. Pritandhari & Wibawa (2021) stated that understanding can be improved by providing design materials and training to create creative and innovative human resources to improve individual abilities. Furthermore, Ruhiyat et al. (2022) emphasise that training has an important and effective role in supporting the technical and operational activities of the organisation, especially for employees. In addition, training also contributes to forming a culture of collaboration, commitment, cooperation, learning, and development (Krisnanik et al., 2023; Lestari & Kamhar, 2020; Neno, 2019). Wahyudi et al. (2021) also stated that corporate culture significantly influences an organisation's product innovation level. This culture is built through habits that ultimately become the organisation's identity. A study conducted by Dewi (2021) concluded that organisational culture positively impacts employee performance.

Apart from participant understanding, the theory of visual communication states that information presented visually is more effective in attracting attention and increasing public understanding (Susanto, Kusnadi, & Retno 2018). This training also supports research findings related to the effectiveness of technology-based training in improving the capabilities of village communities (Mendrofa et al., 2023). The impact of this training has changed the mindset of village officials about the importance of technology in supporting public services (Ahmad et al., 2022). Previously, village officials relied on traditional communication methods, such as flyers and direct announcements. However, now they are starting to actively use graphic design to make information more attractive and easily accessible.

The training in this program can reduce the initial problem, namely the lack of attractiveness and clarity of village information, which has been resolved well through this training (Titriana & Ansori, 2023). Information previously often ignored by the public is now receiving greater attention, as seen from the increase in public interaction with village service content. After the post-test session, participants were given additional questions to evaluate the training activities, including their level of satisfaction. Participants answered four questions with a rating scale from 1 (Strongly Disagree) to 5 (Strongly Agree), as listed in Table 3 below.

Table 3. Participants' Answers Regarding Training Activity Evaluation Questions

Aspects

Participant

Participant

Alignment

Committee

Participant

Participan

_	Aspects						
Participant	Participants' satisfaction	Alignment (programme and demand)	Committee service	Respond to the questions			
1	5	4	5	5			
2	4	5	4	4			
3	5	5	5	5			
4	4	4	5	5			
5	5	3	5	5			
6	5	4	3	5			
7	4	4	4	4			
Average	4,6	4,1	4,4	4,7			

Based on Table 3, it can be seen that the answers from the 7 participants varied between 3 and 5, with an average agreement ranging from 4.1 to 4.7 (out of a maximum of 5). First, participants stated they were satisfied with this training, with an average agreement of 4.6. Second, participants agreed that this training followed their needs, with an average agreement of 4.1. Third, participants felt the committee served them well, with an average agreement of 4.4. Fourth, participants agreed that the resource person responded to questions well, with an average agreement of 4.7. In general, participants stated that this training was crucial and relevant to their needs. It encourages similar activities to be held in the future, both in small and large forums. It is in line with suggestions from (Iswahyudi, et al., 2024; Niati, Soelistiyono, & Ariefiantoro, 2019), which state that training, communication and education forums related to graphic design need to continue to be held to improve the skills of village officials.

Conclusion

Based on the results of the Pretest and Post-test, it can be seen that this training has a positive impact indicated by an increase in understanding and abilities of participants that vary between 44% -100%, with an average increase in understanding of 7 participants of 83%. The purpose of this training has been achieved. Thus, the East Pademawu Village apparatus can maximise its information delivery activities to the community. In addition, the East Pademawu Village apparatus has an important role in delivering information to the community effectively and efficiently.

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We would like to thank the stakeholders who have contributed significantly to this program. We also thank Apparatus, who provided full support and facilities during the training. Hopefully, this activity will provide tangible benefits for the East Pademawu Village apparatus and encourage the advancement of village information services. We hope this program can be sustainable and increase community participation and innovation.

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