A Study of Program Evaluation: Community Information Group - A Triangle of Information, Government and Community

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Abstract. This paper discusses a program evaluation study on Community Information Group. It is a program that is established by the Ministry of Communication and Information, which is based on the Ministerial Decree No. 8/2010. Through the program, the government is expected to disseminate public information and, simultaneously, the community will be able to voice their concerns and needs. This research used an exploratory survey with a sequential exploratory. In the qualitative analysis, we interviewed 15 key persons to understand the nature of the program and the impact of the access to information. This is enriched with a quantitative analysis. A closed-ended questionnaire was used to survey 62 respondents. The evaluation method was randomized post-test only group design. This research utilized a case study of research design with the Community Information Group of Sukabungah Village - Bandung, because it is regarded as one of the best practices of Community Information Group in Bandung City. Furthermore, Sukagalih Village was used as the control group of the evaluation program study. Dolbeare’s model of policy impact was also used in this research. We constructed a causal logic of the program to fully understand the program itself. It is evident from the findings that a set of activities in this program did not meet its expected impact. Further, even though the activities are useful for the citizens, the citizens already had access to the same activities provided by other programs. It can be concluded that the establishment of the Community Information Group is inefficient. Hence the Community Information Group program should be re-designed to maximize the impact or otherwise be terminated.

Keywords: community information group, exploratory evaluation studies, impact evaluation framework, program evaluation

INTRODUCTION

A central government is thought to be the single largest data repository or the biggest centralized place to store and maintain data. Heeks (2000) argued that the government of a nation-state stores data on various topics that is economically valuable to assist the citizens in order to improve their income-generation potential and also personally or socially valuable in improving the citizens or the community. It is further proposed that there are three viewpoints of the government when it comes to public sector data: a data that is considered as a private asset, data that is a public asset and data that is not an asset. A public sector data is considered as public asset when the data is considered as owned by everyone since it has been gathered about and from everyone. This signifies that citizens either as an individual or as the whole community is the generator and owner of the information, which is necessary for the government. Information about the community, their needs, potentials and resources are important for the development of the nation and country. However, the citizens often lack the capacity to understand their role in supplying the government with the necessary information needed to accelerate the development. The information from the community will only be gathered by the government when the government is able to provide a mechanism in which the citizens participate in the process of...
development from planning to the evaluation. Hence, participation is also a way of transmitting the information from the citizens to the government.

Pigato (2001) in her research found that, particularly for the poor community, the effective use of information by the poor is hampered by lack of skills, financial resources and the existence of urban/rural, gender and other inequities. Moreover, in urban community, the new forms of ICTs, such as the Internet, fax machines and computers, have been only used by only 2% of low-income households. Having understood what the community needs and its lack of capacity, the Indonesian Ministry of Communication and Information has established a program that is called Community Information Group (Kelompok Informasi Masyarakat) in every village, either in rural areas (pedesaan) and urban areas (kelurahan-kelurahan), throughout Indonesia based on the Ministerial Regulation of Communication and Information Ministry Number 8 Year 2010 (08/PER/M.KOMINFO/6/2010) about the guidelines for the development and the empowerment of Social Communication Institution. The Community Information Group is thought to be a community-based organization that is formed by the community and work for the community for the betterment of the community. The Community Information Group is meant to be an independent organization (without any involvement of the local government) to carry out activities in delivering information from the community to the local government and vice versa in creative ways. It has a purpose to empower the community and helping the community in information management. In doing so, the Community Information Group has three-fold purposes: (1) the dissemination of information; (2) improving the community’s skill and ability to access and manage information; (3) providing media for village government to collect people’s aspirations and for the community to voice their needs and concerns. This study analyze whether the Community Information Group has reached those three-folds goals. Furthermore, we also conducted an impact analysis on how the establishment of Community Information Group positively impacted the ability of the community to access information and gained maximum benefit from it. This study of program evaluation focuses on Community Information Groups in Sukabungah Village and Sukagalih Village, both located in Bandung City. Sukabungah Village will be the experiment group, while Sukagalih Village will serve as the control group for this study. Hence, a Community Information Group will not be found in Sukagalih Village. The Sukabungah Community Information Group Community is established in 2007 and it is designated as a place for the community to discuss community problems and independently find the solutions to the problems.

Evaluation is an important aspect of a policy process. According to Nagel (2002), public policy evaluation generally involves (1) a set of goals to be achieved, (2) alternatives available in order to achieve them, and (3) relations between the alternatives and the goals in order to achieve the best alternatives, combinations or allocations. While Nagel focuses on the achievement of the goals, Lester & Stewart (2000) emphasize on policy evaluation on effectiveness. They argued that policy evaluation is the assessment of the overall effectiveness of a national program in meeting its objectives, or an assessment of the relative effectiveness of two or more programs in meeting common objectives. As an important part of public policy process, policy evaluation serves various purposes. According to Cochran et al. (2012), policy evaluation is used for (1) determining which goals are being met and to what degree (including unintended consequences); (2) identifying reasons for success and failure; (3) allocating (or reallocating resources); (4) making changes to improve policies or to come to a decision to end policies that are not working.

Rossi et.al (1999) defined program evaluation as the use of social research procedures to systematically investigate the effectiveness of social intervention programs that is adapted to their political organizational environments and designed to inform social action in ways that improve social conditions. Langbein & Felbinger (2006) provided a useful definition to differentiate between policies and programs. According to them, ‘policies are the general rules set by governments that frame specific governmentally authorized programs or projects. Program and projects carry out policy. Programs are ongoing services or activities, while projects are one-time activities that are intended to have ongoing, long-term effects. Programs and projects, authorized by policies, are directed at bringing about collectively shared ends. As for methodology, Langbein & Felbinger argued that program evaluation is the application of empirical social science research methods to the process of deciding the effectiveness of public policies, programs, or projects, as well as their management and implementation, for decision making purpose. Program evaluation is further defined as the application of systematic methods to address questions about program operations and results. It may include ongoing monitoring of a program as well as one shot studies of program processes or program impacts. The approaches used are based on social science research methodologies and professional standards (Wholey, 2010) Program evaluation is useful not only to assess programs results but also identify ways to improve the program evaluated. The need of accountability remains an important use of program evaluation, hence giving the public and funders (the community through taxes) better values for money.

Wholey (1970), considered as the major reference in program evaluation studies (Chakrabart & Chand, 2012), has identified three types of policy evaluation activities as follows: 1) Program impact evaluation that focus on assessing the overall program and impact and effectiveness. Further, this type of evaluation emphasizes the extent to which the goals of the program are successfully achieved; 2) Program strategy evaluation that assesses the relative effectiveness of programs strategies and variables, to understand which of the program strategies are the most productive; 3) Project management that emphasizes on the individual
projects through site visits and other activities with emphasis on managerial and efficiency.

According to Whooley’s categorization, this research that studies the Community Information Group is a project management evaluation. As this research evaluate the program of Community Information Group in one specific location and emphasis the managerial activities to understand whether the establishment of Community Information Group is efficient in achieving the goals. In addition, Chakrabart & Chand (2012, p.208) explained that one of many methods of evaluation is the experimental method which use samples of different groups – who have received and who have not received the programs as comparative analysis when evaluating the programs performance.

Understanding the concept of program evaluation, this research is a one-time study and not ongoing monitoring studies to understand the effectiveness of a program by certain public organization by assessing whether the operation or activities of the program has been executed according to the purpose of the program and whether the program goals are achieved. Based on the finding, this research serves the purpose of monitoring and providing feedback to the Ministry of Communication and Information about the program’s values to the public.

Evaluation as a vital element of the public policy process as it serves a powerful mechanism that compares promise with performance. However, there is a growing number of need from the evaluators, policymakers and practitioners in questions about the variability in program impacts and the mechanisms through which programs have their effects or called the ‘black box’ of social programs and policies (Solommer & Constance, 2015). The variability of success in Community Information Group program is the focus of this research through understanding the key components, and whether the program makes the target services better.

RESEARCH METHOD

For this study, we used Dolbeare’s (1975) Public Policy Impact Evaluation Model to establish our own logic framework to understand the causal logic of the Community Information Group program. Even though Dolbeare’s model has been suggested since 1975, we considered his model as the most valid model to help us establishing the program causal logic framework particularly for public program initiated by government. Below is the Dolbeare’s public policy impact evaluation model.

Crafting causal logic analysis of a public program using Dolbeare’s model requires good analytical

![Figure 1. The Impact Evaluation Framework](image-url)
Figure 1. The Impact Evaluation Framework

General:  
- To disseminate information reciprocally between the provincial government/the local government and the community  
- To facilitate the need of information from the community

Specific:  
- To increase the ability of the Community Information Group members and the community in accessing and managing information  
- To provide a channel of two-way communication between the government and the community  
- To increase the Community Information Group activities to receive and channeling the community voice.

PROGRAM  
GOALS  
ACTIVITIES  
EFFECTIVENESS CRITERIA  
IMPACT

Figure 1. The Impact Evaluation Framework
thinking and a good grasp of the program itself. Using this model, below is our analysis framework of Community Information Group program.

Gabor and Grinnell (1994) elaborated three types of evaluation study. These types of evaluation studies were also taken into consideration when crafting the logic of this study framework. This research took several aspects of good evaluation studies into such consideration. First, the independent variables must occur before the dependent variable. It means that the establishment of the Sukabungah Village Community Information Group will increase the dissemination of information and increase the public’s ability to access the information, not the other way around.

Second, Community Information Group must have been implemented to enable the community to benefit the program. Third, a causal relationship between independent variables and the dependent variable should be set. Community Information Group program (independent variable) is the cause of the increase in information dissemination and improvement of people’s ability to access and manage information (dependent variable). Fourth, the study needs to be able to identify other variables that may affect the dependent variable. In this research, we aimed at identifying whether the establishment of Community Information Group did cause information dissemination and improvement of people’s ability to access the information, or were there any other factors beside the Information Community Group that also contribute to the dissemination of information and increase the ability of the community members to access and manage information. Fifth, at least one control group should be used. This study also surveyed a control group. We surveyed the community of Sukabungah Village without Community Information Group available. Sixth, random sampling must be used in selecting samples for the study. In this study, we took a random sample of 31 people from Sukabungah Village and also 31 people from Sukagalih Village.

Royse et al (2001) provides several types of group research designs. One particular design, the posttest-only control group design was used as the evaluation design in this research. This design is similar to the Randomized Post Test Only Control Group Design by Gabor & Grinnell (1994). According to Royse et al (2001), this design does not need to include initial pretests. Hence, this design is useful in the situation where a pretest is not possible or in a situation where if it is done it will affect the pretest posttest results and assessment of the overall evaluation of a program (Royse et al, 2001). This research did not include an assessment of the condition before a program or an intervention took place that is before Community Information Group has been established. However, this research benefited from the analysis of the control group. Below is the Randomized Post Test Only Control Group Design from which the study of evaluation design was based on. Below is the diagram of the posttest-only control group design:

\[ R \times X \rightarrow O1 \\
R \rightarrow O2 \]

In that diagram, R represents subjects of the study that have been randomly assigned to either the control of intervention groups. In this research, R in the first line is the whole member of Sukabungah Village (as many as 22,244 people) in which Community Information Group was formed and held its activities. From that number, 31 people were selected as the respondent of this study. In the second line, R represents Sukagalih Village as the control group of the study, in which no Community Information Group can be found. It was selected based on the consideration such as proximity of the region and similar geographical and population characteristics. From Sukagalih Village a number of 31 people were selected as the respondent. The comparative analysis of the intervention group and the control group will sharpen the result of this evaluation study.

X represents the intervention or the program, and in this research X is the Community Information Group. Further, O1 is the first measurement or a posttest because it analyzes the observed phenomenon takes place in Sukabungah Village that occurs after the intervention or Community Information Group establishment. O2 is the first measurement of the control group. In this research, it was done through the analysis of Sukagalih Village which does not have any Community Information Group.

A sequential exploratory research design (Cresswell, 2013) was used in this research. Cresswell argue that a sequential exploratory strategy is conducted in two phases with a priority given to the first phases. The first phase is characterized by an initial phase of qualitative data collection and analysis. Hence for the qualitative design, data were collected through interviews with key persons involved in the establishment of the Community Information Group in Sukabungah Village, the village government leaders, and also the community involved in the Sukabungah Village Community Information Group activities. Interviews were conducted with the chiefs of Sukabungah Village Information Community Group as the village government leaders, using an interview guide that consists of 8 questions. An interview guide with 18 questions was used to guide the interviews with the staffs Sukabungah Village Community Information Group. These staffs were the key persons involved in the establishment of the Community Information Group. And lastly, an interview guide with 6 questions was used in the interviews with the local government staffs.

The qualitative data collected were then analyzed and used as probing questions for the quantitative data collection. This is the second phase of the research. The quantitative finding covered three aspects: access to information about national and local government programs, the ability to use computer, the ability to access Internet and community participation to contribute ideas/opinions about aspects of development. For the quantitative data, a questionnaire of 19 questions was used to survey the Sukabungah Village Community Information Group, whilst, a questionnaire of 7 questions were used to survey the Sukagalih Village –the control group-. The quantitative finding and the qualitative finding are then integrated during the interpretation phase.
RESULT AND DISCUSSION

The Community Information Group was established with two-fold purposes; (1) general purposes are (a) to disseminate information from government to society and vice versa; and (b) to accommodate the needs of the society toward government information; (2) specific purposes are (a) improving the skills of the members of Community Information Group to access and using information, (b) As a two-way medium of communication and cooperation between the community and the government, and (c) increasing the activity of Community Information Group and to tap the community aspirations and channel them to local or national government.

The following section discusses the activities to achieve the general purposes of Community Information Group. The activities cover 3 aspects: (1) the provision of lembar informasi warga (Community Information Sheet); (2) the establishment and the use of Information Kiosk; and (3) the implementation of Ngawongkong Sukabungah or general community meetings.

The provision of Lembar Informasi Warga (Community Information Sheet) was devoted to the people of Sukabungah Village in the forms of information sheets or leaflet. The information in the leaflet is about various government programs or any events took place within Sukabungah Village. Hence, community information sheet was used as a media of program marketing or public communication of the national and local government.

This project was evaluated based on the effectiveness criteria such as (1) whether the community of Sukabungah Village did find information about government programs through Community Information Group only. The word ‘through’ is emphasized to highlight the explanatory analysis in the evaluation: it is only through Community Information Group that the community of Sukabungah Village gained access to information not from other channel. The data gathered from questionnaires showed that the community is aware of the program and able to access information through the program, however, the community understood that it is the village government that was in charge of the community information sheet not the Community Information Group. It is confirmed on the interview with one of the community members who said:

‘I know that there is Community Information Sheet, but I do not know who is in charge of that, I got the sheet from the Neighborhood Chief so I assume it is the Village government’ responsibility. (Interview with AK, one of community members of Sukabungah Village, on April 18th 2015 at 3 pm)

The staffs of Community Information Group was aware of this misleading information. However, for them, what most important was the fact the community have the up-to-date information about various national and local government programs, and they couldn’t care less to clarify to the community that the community information sheet is their work. They said:

‘I am aware that there is a belief in the community that the Community Information Sheet provided by The Community Information Group is regarded as the work of Village Government. But I think it is all right, the sheet has already stamped with the Community Information Grup mark anyway. What most important is that the community is aware of the information given’ (Interview with UK, one of Sukabungah Village Government Staff on 18 April 2015: 11.00 am)

It is important to note that when the community is fully aware of the Community Information Group and its work related to Information Sheet, the Community Information Group can actually benefit from that. That will mean their existence is being acknowledge and this will probably contribute to its higher impact to the community life.

Information Kiosk is one of the facilities provided by Community Information Group of Sukabungah Village for its community. Within this kiosk, several computers unit connected to the Internet network were placed. It is provided so that people of Sukabungah Village will be able to access any information they need through the Internet. The Information Kiosk was built with the help of the Ministry of Communication and Information in the form of Internet Tower. The Information Kiosk was created as the result of cooperation between the Village Government (Kelurahan) that provides a space next to the village government building, with the Ministry of Communication and Information that provide the Internet tower and sets of computers.

The effectiveness criteria for information kiosk are (1) the establishment of warung informasi (information kiosk), (2) Sukabungah Village people are aware of the Information kiosk existence, (3) People in Sukabungah village visit information kiosk and make the best use out of it, (4) Sukabungah villagers are able to access and obtain information from information kiosk.

The information kiosk is open daily from 8 am to 7 pm and is located near the Village government (kelurahan) office. The operator of information kiosk said:

‘Thanks be to God, everyday there are always people of Sukabungah Village come and use the computers to access the Internet. They use the computers to get information related to school homework. The location of this information kiosk is also very strategic, making it easier for people who visit the village government office to stop by the Information kiosk’ (Interview with AK, one of operators in Sukabungah Village Information Kiosk, on April 18th 2015 at 11 am)

As an addition to its role as an access point, Information Kiosk also provides computer training and secure the Internet access (accessing only non-pornographic webs) to the people during the weekends. An interview with one of the community members revealed the following:

‘I often go to Information Kiosk located near the village government office; I used to enroll into one of the computer trainings and training on Internet access. Now, I usually go there to find school materials for school works’ (Interview with IL, one of people Sukabungah Village community members, April 20th 2015 at 09.00 am.)
Even though it is still very limited, Information Kiosk has the potential to generate small amount of money from charging the Internet users during the weekdays when there are no trainings conducted. This will contribute to the maintenance fee and further the development of the Information Kiosk itself.

Ngawongkong Sukabungah or Sukabungah Village General Community Meetings is one of the projects of the Community Information Group to provide new platform of communication between the community members of Sukabungah Village with the Village Government leaders. The word ‘Ngawongkong’ is taken from word in the Sundanese language, which means a conversation or a dialogue among family or friends. In the general community meetings, community members were given an opportunity to voice their opinion toward certain issues take place in their neighborhood and also to express their needs related to the development of the village. In the meetings, representation from the local government (Bandung City Government) was also required to be present, in order to be able to understand the problem and the needs of the community. Together, the community and the government representation then were able to discuss the solutions of the problems.

We argued that the general community meetings were regarded to be effective when (1) the community members attend the meetings, (2) government representatives attend the meetings, address and respond to any questions or request of problem solving, and (3) the community members voice their opinion, aspirations and needs.

From the interview with the Chief of Village Government (Lurah), it can be understood that the meetings were beneficial for the Village Government. He said:

‘I always try hard to come to any community general meetings (Ngawongkong Sukabungah). In fact, it was the village government proposed the idea to hold these kinds of meetings. Now, we decided that it should be Information Community that takes in charge of those general meetings. I personally think that Ngawongkong Sukabungah is very useful for the village government, because we by participating in those meetings, we were able to directly communicate with the community, and that we would be able to find solutions to any problems. Last December, we were able to find a solution to the flood caused by sewerage blockade. We discussed the problem and the solution within Ngawongkong Sukabungah. Therefore Ngawongkong Sukabungah is very useful’ (Interview with JA, the chief of Sukabungah Village Government, April 18th 2015 at 13.00 pm.)

On the contrary, interviews with the community members of Sukabungah Village showed that not all the community members were involved in Ngawongkong Sukabungah. Even though the meetings were held regularly, the level of participation among the community was low.

‘I was told by the Chief of Neighborhood (Rukun Tetangga) that there was a meeting (Ngawongkong Sukabungah). I have attended a few meetings. However, I think it is better that other people attend the meetings. I would not come anymore. But if I have anything to say I know I can come to the Chief of Neighborhood directly’ (Interview with YB, one of Sukabungah Village Community members, April 22nd 2015 at 09.00 am.)

A low level of participation from the community means that the media for direct participation that was facilitated by the Sukabungah Village General Community Meetings cannot be fully utilized by the community. The hope that through the General Community Meetings, problem and the community based solution to the problems will be diminished.

The following section will discuss the specific purposes of Community Information Group establishment. As discussed above, the specific purposes of the Community Information Group Program are three-fold purposes. First is to improve the community skills to access and using information. Second is providing a two-way medium of communication and cooperation between the community and the government. And third, is to increase the activity of Community Information Group to tap the community aspirations and channel them to local or national government. To achieve these specific purposes, the Community Information Group was conducted in four main projects: computer training, training on accessing secure web, cooperation between Sukabungah Community Information Group and Bandung City Government, and providing community aspiration sheet.

Computer training is one activity to achieve those specific purposes. It is routinely held every week. Computer training is carried out in the Information Kiosk (Warung Informasi) for Sukabungah Village community. It is expected that through this training, the community would be then empowered and gained skills in using computers beneficial to their daily lives. We argued that the success of the computer training would be reflected in the community know about the computer training and improve their skill in computer usage. An interview with one of the community members revealed that they were informed by the Chief of Neighborhood about the computer training. The community members who were interested in the training could then register to enroll the training. Even though some members of the community consider that it was hard to learn the computer skills, with both persistence and patience they were finally able to operate computer and access the Internet with it to gain the needed information. Some other members, particularly those who were in school age, thought that what they learned at the training were not much different with the computer skills they learned from school.

The computer training discussed above was also completed with training on accessing secure webs. This training was provided for free. Therefore, the level of community participation in this training was high particularly for students, but adults/parents were also eager to enroll in the training. Interviews with members of Sukabungah community showed that informal notification about the training was more effective. They claimed that the training was beneficial
to them because the training was something new that makes them enthusiastic to learn it. And the training also provided them with knowledge.

Another project was the cooperation between Sukabungah Community Information Group with the local government of Bandung Municipality. This cooperation is an effort to achieve the purpose of providing a media of two-way communication between the community and the government for the exchange of the information from these two parties. Under this cooperation, various activities has been done, such as health care program marketing to the community by BPJS, the prevention of dengue fever outbreaks by Health Department of Bandung, and fire outbreak prevention by the fire department of Bandung. These kinds of information are the information needed by the community in their daily lives. Even though the Sukabungah Community Information Group was still under the lead of the Village government and not being able to directly cooperate with the relevant department, the role of the Information Community was relevant as the technical manager for the cooperation activities.

The last project of the Community Information Group was Lembar Aspirasi Warga or Community Aspiration Sheet. It is a tool used by Sukabungah Community Information Group to be able to collect the Sukabungah Village community’s aspirations and ideas. These aspirations and ideas are needed to solve the problems that occur in the Sukabungah Village neighborhood. This community aspiration sheet could be used as an alternative to the community members who were reluctant to express their aspirations and ideas directly. Instead, they could write them down in the sheet. However, based on the interviews with the Sukabungah village community members, it is found that they prefer to express their aspirations, needs and ideas directly to the Chiefs of Neighborhood (RT and RW). The Chief of Sukabungah Community Information Group confirmed this finding. He claimed that:

“What most important is that the Sukabungah Community Information Group provided the community with the tool to communicate with the village government. It is undeniable that we have only received a handful of community aspiration sheets. We have done our best by informing each Chief of Neighborhood to encourage their people to write on the Community Aspiration Sheet”  (Interview with SM, the secretary of Sukabungah Information Community, on April 18th, 2015 at 09.00 am.)

This finding also indicates that government does consider the voice of the community and have made an effort to provide a way for the community to communicate with the government. This finding shows how an effort from the government or government program will not be successful without the community participation. Therefore, every government program will have to be accompanied by activities that concern with increasing the community participation.

The measurement of long-term impact of Community Information Group program was carried out in a comparative way. Further, it is thought that to compare the program impact by looking at the condition of the target community and the control community is a way to meeting one of many requirements of good evaluation studies. The impact of the establishment of Community Information Group were follow (1) access to information about the government programs or policies; (2) the ability to use a computer; (3) the ability to access the Internet; (4) the community participation.

The comparison takes place between Sukabungah Village as the target group (the intervention group) and Sukagalih Village as the control group. It is aimed at checking whether the findings related to enhancing the public’s ability to access and manage information, as well as citizens’ participation is indeed the result of the establishment of Community Information Group or is it the result from other programs. We surveyed 31 respondents of Sukabungah Village Community to understand the impact of the Community Information Group. As the control group, we surveyed another 31 respondents of Sukagalih Village community as there is no Community Information Group in Sukagalih Village that can be found. The name of Sukagalih Village cannot be found in the list of 40 Information Community of Bandung City in the year 2014. Yet, Sukagalih Village share similar characteristics as Sukabungah Village. The following table is the result of the survey of Sukagalih Village:

The survey result represented in the table above showed that based on the frequency distribution, there is only slight difference (less than 10 percent) among all four measured variables between the experiment group and the control group. However, based on the

Table 1. Comparison on the Ability to Access Information and to Participate

<table>
<thead>
<tr>
<th>Measured Variables</th>
<th>The Intervention Group – The Community Information Group</th>
<th>The Control Group – No Community Information Group</th>
<th>Other variable affecting the control group’s ability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to information about the government programs or policies</td>
<td>YES 83.87%</td>
<td>YES 74.20%</td>
<td>Program on Educational Program:</td>
</tr>
<tr>
<td>Ability to use computer</td>
<td>ABLE 64.51%</td>
<td>YES 58.06%</td>
<td>- School</td>
</tr>
<tr>
<td>Ability to access the Internet</td>
<td>ABLE 64.51%</td>
<td>ABLE 54.83%</td>
<td>- Training &amp; Course</td>
</tr>
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<td>Community Participation</td>
<td>YES 64.74%</td>
<td>YES 58.06%</td>
<td>Environmental factor:</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>- Working environment and school environment</td>
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<td></td>
<td>Other Media:</td>
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<td>Printed publication, electronic publication, Social Media</td>
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</tbody>
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qualitative finding in this research, the experiment group, the community that possess Community Information Group is better off than community in the control group without Community Information Group. The experiment group is better equipped with computer facility, Internet access and media to communicate with the government.

CONCLUSION

Based on the results of this research paper, it is obvious that the community in the experiment group (Sukabungah Village) has not been actively involved in the activities within the Community Information Group such as (1) Ngawangkong Sukabungah or general community meetings, (2) Lembar Aspirasi Warga or Community Information Sheet and (3) Cooperation between the Community Information Group and the local government. This has delayed the realization of the general purpose of the establishment of Community Information Group (disseminating information from the government to the society and vice versa and accommodating the needs of the society towards the government information). The community members who were interviewed thought that they could directly express their concerns and needs to the Chief of Neighborhood instead of using Community Information Sheet or attending General Community Meetings.

This research has identified program impacts such as (1) access to information about government programs or policies; (2) the ability to use a computer; (3) the ability to access the Internet; and (4) the community participation. In regards to the program impacts, there is not much difference between the experiment group and the control group. Therefore, it can be concluded that the computer skills and ability to access information of the people of the experiment group (Sukabungah Village) do not necessarily caused by the establishment of the Community Information Group. They also acquire computer skills and expose to information not solely from the Community Information Group but also from other factors such as schools or offices.

REFERENCES