

Evaluation of the Social Inclusion-Based Library Transformation Program Based on the CIPP Model

Raihana Munggarani Putri¹ and Putut Suharso¹

¹Faculty of Humanities, Diponegoro University, Semarang 50275, Indonesia
email@live.undip.ac.id (e-mail corresponding author)

Abstract. This study aims to determine how to scientifically evaluate the program in terms of the suitability of program implementation with the vision of the social inclusion-based library transformation program using the CIPP evaluation model in the implementation of the program that was implemented by Bekasi City Regional Archives and Library Office. This research was motivated by the phenomenon of the increasing role of libraries in improving community literacy through community empowerment and social inclusion-based libraries, which triggered an increase in reading interest and community skills. The research method used in this study is a qualitative research method using the Stufflebeam CIPP evaluation model. The research data were collected through interviewing, observing, and studying records. There were five informants in this study, namely the regional facilitator of the social inclusion-based library transformation program in the city of Bekasi and the participants of the program. The data analysis method used is the thematic analysis method. The results showed that based on the context concept, the implementation of the program has been achieved quite well; based on the input concept, the implementation of the program is running in accordance with the planned agenda; based on the process concept, two types of activities have been carried out, namely the socialization of technical guidance and 15 community practice activities; and based on the product concept, there is an achievement of the TPBIS program with the highest number of participants through reading lessons and the practice of making bir pletok

Keywords: program evaluation; social inclusion-based library; CIPP evaluation

1 Introduction

The National Library of Indonesia, in cooperation with the National Planning and Development Agency of the Republic of Indonesia, has established a program called the Social Inclusion-Based Library. The Social Inclusion-Based Library Transformation Program became one of the National Priority Programs in 2019. The Regulation of National Planning and Development Agency of the Republic of Indonesia Number 9 of 2018 stipulates that the policy direction for developing the transformation of library services based on social inclusion is the equal distribution of library services at the level of provinces, districts/cities, and villages [3]. According to the data from the Management Information System (MIS) of social inclusion-based library transformation program of the National Library of the Republic of Indonesia from January to September 2023, there are approximately 34 provincial libraries, 399 district/city libraries, and 2,909 village libraries that have implemented and

participated in Indonesia [8]. The social inclusion-based library transformation program is a municipal initiative that aims to enhance community welfare by providing a variety of activities and training opportunities that stimulate personal creativity. The concept of social inclusion is an effort to elevate the degree of community welfare and independence of each person, with the ultimate goal of achieving a prosperous and better quality of life. The social inclusion-based library transformation Program must be implemented by all public libraries in Indonesia. The Bekasi City Regional Archives and Library Service is one such institution. Implementation of the social inclusion-based library transformation Program at the Regional Archives and Library Office of Bekasi City commenced in 2022, with a focus on developing and improving community literacy and information technology through skill building and community empowerment programs.

In 2022, the Regional Archives and Libraries Office of Bekasi City was presented with the Best Stall award at the National Library of Indonesia's peer-learning meeting with the Regional Library and Archives Office of West Java Province in recognition of its implementation of the program. This demonstrates the necessity of evaluating the implementation of the social inclusion-based library transformation program at the Regional Archives and Libraries Office of Bekasi City. Such an evaluation should aim to ascertain the extent of success achieved in accordance with expectations and main objectives. The findings of this evaluation can inform future improvements or changes to the program. As Arikunto & Jabar [1] elucidated, evaluation represents a systematic approach to gathering data about an ongoing process, which is then utilized to identify the optimal course of action for decision-making. In accordance with Stufflebeam & Coryn [7], program evaluation within the context, input, process, and product (CIPP) model represents a comprehensive evaluation framework for conducting formative and summative appraisals of programs, products, projects, organizations, personnel, policies, and evaluation systems. The lack of clarity surrounding the social inclusion-based library transformation program's alignment with its intended vision and the potential benefits it may offer to the community further necessitate a thorough examination of these issues. Based on the data and phenomena observed in the community, an evaluation of the TPBIS Program's implementation at the Regional Archives and Library Office of Bekasi City is warranted. This evaluation will serve as the foundation for a future research endeavor titled "Evaluation of the Social Inclusion-Based Library Transformation Program Based on the CIPP Model."

2 Methods

This study employed a qualitative evaluation research approach. Evaluation research constitutes a subcategory of qualitative social research methodology. In accordance

with Neuman [5], evaluation research entails assessing the efficacy of a program, policy, or method. This study employs the CIPP evaluation model, which is a qualitative evaluation research model. Stufflebeam and Coryn [7] developed an evaluation model known as the Context, Input, Process, and Product (CIPP) model, which provides a comprehensive framework for conducting formative and summative evaluations of various types. These include programs, products, projects, organizations, personnel, policies, and evaluation systems. The research data were gathered through interviews, observations, and document analysis. Five informants contributed to the study: the regional facilitator of the social inclusion-based library transformation program in Bekasi City and program participants. A thematic analysis was employed as the data analysis technique.

3 Result and Discussion

The results of the research evaluating the CIPP model were based on an analysis of four core concepts: (1) the contextual aspects related to program objectives and the needs of program recipients during implementation; (2) the input elements associated with the program's strategy, work plan, and budget; (3) the procedural aspects concerning the implementation of activities, monitoring, and documentation of program implementation; and (4) the outcome-related aspects related to the identification and assessment of short- and long-term outcomes of program implementation. The following section presents a detailed explication of the results of the evaluation research, which was conducted in accordance with the CIPP model and based on the four aforementioned concepts.

3.1 Context Concept Evaluation

The implementation of the TPBIS program represents a novel initiative from the National Library, designed to advance the government's 2020-2024 objectives through the enhancement of literacy culture through social inclusion-based libraries. The Social Inclusion-Based Library Transformation Program is, in essence, a service program that employs a library approach with the overarching goal of elevating the standard and quality of life within the community, thereby fostering greater prosperity. In the context of evaluation research, the primary objective identified in the implementation of the social inclusion-based library transformation program by the Regional Archives and Library Office of Bekasi City is the enhancement of community literacy skills, thereby facilitating an increase in community welfare through the advancement of HR training. The success of the aforementioned training activities is evident in the considerable number of participants, as evidenced by the technology guidance activities on social inclusion-based libraries, training sessions on the fabrication of "bir pletok," training programs centered on flower bouquet creation, and training workshops focused on mask connector design. The fundamental

objective of such training programs is to equip program participants with enhanced capabilities, encompassing not only knowledge and skills, but also attitudes.

3.2 Input Concept Evaluation

A review of the research findings related to the input concept indicates that the social inclusion-based library transformation program planning has been meticulously detailed in the Draft Budget Activities. The Draft Budget Activities (DBA) is prepared over a number of stages. Initially, a team must be assembled, after which preliminary plans must be formulated and activities submitted to the library development planning department. Once this department provides feedback, coordination with the Regional Government Planning Agency, or Bappeda, must take place. Finally, after Bappeda approves the activities, the preliminary plans may be incorporated into the DBA. The social inclusion-based library transformation program is carried out in stages, namely the initial stage of preparation and collaboration with the government, program policy, and implementation. Alternatively, one might posit that the process is carried out by drafting program policies, conducting long-term cooperation and collaboration, and conducting socialization in all regions and related agencies [6]. A subsequent research result concerns those facilities and infrastructure that have been provided. The facilities and infrastructure that have been made available for use in the implementation of the social inclusion-based library transformation program by the Regional Archives and Libraries Office of Bekasi City are considered to be inadequate. This is due to budgetary constraints that are insufficient to allow for improvements to be made. Therefore, the Regional Archives and Libraries Office of Bekasi City must make the most of the existing facilities and infrastructure. The existence of adequate facilities and infrastructure would certainly be supportive of the implementation of an effective training program [2].

3.3 Process Concept Evaluation

The research findings indicate that the implementation process of the social inclusion-based library transformation program can be conceptualized as comprising two distinct phases: socialization activities and training practices. The socialization activities provided guidance on technical matters and offered an overview of the social inclusion-based libraries, which were attended by all urban villages in Bekasi City. The speaker of the activity was from the National Library of Indonesia, and the event itself took place at the Nonon Sontahie City Government Plaza. Training activities, which were conducted in several areas, in library services, Jatisari Village, Margahayu Village, and Kaliabang Tengah Village, began implementation in the third quarter of the year, from June to August 2023. These activities were executed in alignment with the DBA (Regional Archives and Library Service Budget), which had been prepared by the relevant authorities in Bekasi City. This included adherence to the scheduled date and designated venue, in addition to the projected number of participants. Additionally, with respect to the findings of the social inclusion-based library transformation Program research, the library plays a pivotal role in the

sustainability of the program. The research findings elucidate that, beyond its role as an organizer of hands-on activities and socialization, the library serves as an invaluable resource for information, guidance, and support in numerous aspects related to the program, including but not limited to: In addition, the library plays a role in providing information on training activities, namely by offering collections that serve as a reference source for training implementation. Moreover, the library provides professional resource personnel to assist with the direction of practical training activities. The organization of various activities can facilitate the enhancement of community knowledge to support independent and continuous learning [3].

Further research identified multiple challenges to the integration of these practical activities. Key impediments included the absence of a budget in 2022, limited funding, insufficient facilities and infrastructure, restrictions on participant invitations, a lack of post-activity follow-up, and inadequate human resources to support the implementation of activities. The aforementioned obstacles were caused by a lack of information concerning the implementation of the social inclusion-based library transformation program at the Regional Archives and Library Office of Bekasi City during 2022. Consequently, there was no budget available from the government due to the inability to conduct DBA planning. However, in 2023, an assessment of the budget was conducted, allowing the allocation of funds from the Bekasi City government.

3.4 Product concept evaluation

The TPBIS program has yielded notable outcomes through its integration with the community empowerment initiative, particularly in the realm of practical training activities, which have been conducted a total of 15 times. These activities encompass a diverse range of training methodologies, with variations observed in each session. Additionally, the research findings indicate that among the training practices conducted as part of the community empowerment program, the training in beer pletok production emerged as one of the most popular. This is because the necessary materials and tools for beer pletok preparation are easily accessible and familiar to the community, leading to a favorable response from the community towards the implementation of beer pletok production. Another noteworthy outcome of the TPBIS program's integration into the community empowerment initiative is the introduction of reading lessons, which were conducted by the Bekasi City Regional Archives and Library Office in collaboration with several communities. These lessons encompassed fundamental literacy skills, including reading, writing, and counting. In recognition of its role in the successful implementation of these activities, the Bekasi City Regional Archives and Library Office was presented with an award by the National Library of Indonesia. The library was among the select few invited to create a video showcasing the impact of the social inclusion-based library transformation program implementation. Furthermore, the implementation of social inclusion-based library transformation program activities has resulted in the establishment and formalization

of the Regional Archives and Library Office of Bekasi City through the issuance of Mayor Regulation Number 26 of 2019, which delineates its position, organizational structure, principal responsibilities, and functional areas, as well as work procedures.

4 Conclusion

A review of the CIPP model reveals that the context concept of program implementation has been largely accomplished. In accordance with the input concept, the program's implementation is occurring in a manner consistent with the planned agenda. Additionally, the process concept has been carried out with the completion of two distinct types of activities: the socialization of technical guidance and 15 community practice activities. With regard to the product concept, it may be observed that the social inclusion-based library transformation program has achieved the highest number of participants to date through reading lessons and the practice of making beer pletok.

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