

# The Importance Of Improving Core Capabilities In The Implementing Of Website-Based Government Information Systems In The Gobah Village, Kampar Regency, Riau

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**Abstract.** A significant obstacle to implementing a website-based Government information system at the village level is the need for more human resources. In contrast, implementing the village Government system continues to be pursued as much as possible to accelerate national development. This study examines the importance of improving essential competencies in implementing a website-based Government information system in Gobah Village, Kampar Regency. To answer the given research objectives, this study takes a qualitative descriptive approach, analyzing primary and secondary data sources with NVivo12 Plus software. The findings of this study suggest that the Gobah Village Government's ability to operate a website-based Village Government information system still requires improvement. This is due to Village Government HR's need for knowledge and ability to build an information system. Furthermore, the technical system element is restricted due to the need for a sufficient internet network, preventing the Village information system from being fully exploited. Given these circumstances, it is vital to continue building the Village Government's ability by developing each component of core competencies, particularly knowledge skills and technological systems, in a planned and systematic manner.

**Keywords:** Improving, core capabilities, implementing, website, village government.

## 1 Introduction

Fundamentally, the Village Government is the vanguard in establishing public services to safeguard the community's welfare and is a decisive component in the success of any Government initiative [1]. Existing components, such as the village government apparatus, require professionalism in carrying out their main tasks and functions. These include organizing governance, creating order, and assisting in managing public needs and interests to realize the welfare and potential of local communities [2]. Law Number 6 of 2014 on Villages assigns significant duty to the local (village) Government. Still, this great responsibility is not accompanied by the preparation of good human resources (HR) for the apparatus, so good governance in organizing village governance is still far from public expectations [3]. The village Government system that has not been running effectively, such as services that tend to be

complicated, the lack of certainty of administrative requirements, and the lack of openness of procedures in obtaining public services, of course, must immediately evolve to provide more effective and efficient services [4]. It is widely acknowledged that a fundamental impediment to structuring the Village Government system at the Village level is the need for more human resources from the Village Government apparatus and the local community [5]. On the one hand, implementing the village Government system must be encouraged as much as possible to improve public services and accelerate national development [6]. However, Government capabilities must also continue to be enhanced by the orders and mandates of applicable regulations [7].

According to Leonard-Barton in Rafi & Novriana [8], core capabilities are the essence of capabilities by every organization and Government and consist of four dimensions. First, knowledge and skills are critical for Government entities to perform their functions. Sufficient human resources must back them up, have vast expertise, and be capable of successfully carrying out their tasks and commitments. Second, the technical system dimension relates to the attitudes of individuals and groups within an organization that are influenced by information system design and standard operating procedures. Third, the management system dimension relates to the public sector's incentive structure that promotes innovative actions and generates new information for Government organizations. Fourth, the component of values and norms refers to governments' and organizations' ability to create long-term public knowledge content through systematic management techniques that make new branding visible and memorable in public spaces. Hierarchically, the 4 (four) dimensions of capability are a sequence of organizational learning to increase capacity [9] and they are critical in realizing a Government's successes and success [10]. Then, in the process, strengthening the capacity and capabilities of village officials is an effort to accelerate the realization of community welfare [2], [11] and achieve the desired goals in building and increasing public trust and commitment to implementing village governance [12].

Several studies on the Government's ability to organize Village Government have only examined the work skills of Village Government apparatuses in public services [11]. Then, the development of apparatus capacity focuses on the human resources aspects of growing apparatus capacity and the impediments encountered in villages [2]. Furthermore, the village government's competence to handle public services at the village level is measured through planning, implementation, and evaluation [13]. Next, related to capacity building that focuses on digital capabilities to realize an intelligent village at the village level [14]. Then, it is related to increasing the capabilities of Village officials through training in implementing Village Government administration that focuses on improving the understanding and skills of Village officials regarding archiving, managing correspondence, and using computer applications to support the implementation of work in the context of serving the community [7]. Furthermore, research on village Government capabilities from the perspective of collaborative governance focuses on implementing programs to improve family quality at the village level [15]. Based on the above literature review, it is clear that this study differs and updates, with a broader scope that focuses on the core capability dimension aspects of implementing website-based Government information systems in Gobah Village, Tambang District, Kampar Regency.

In the context of this study, Gobah Village is one of the oldest villages of several villages in Tambang District, known for its location between the Kampar River and Pulau Luas Hamlet. Then, based on the level of education, the community is dominated by junior high school/equivalent education levels, which have a percentage of around 26.53% [16]. The tendency of people who still have a low level of education in the process has reflected how important it is to strengthen core capabilities for every Government apparatus in Gobah Village. Based on these phenomena and problems, the dimensions of each core capability that every Village Government apparatus must have must be examined to determine the importance of strengthening core capabilities when implementing a website-based Village Government information system to be more optimal. As a result, this study aims to assess the extent to which essential competencies can be improved while implementing a website-based Government information system in Gobah Village, Tambang Sub-District, Kampar Regency.

## **2 Method**

This study employs a qualitative descriptive technique to analyze the phenomenon in a systematic manner [17]. The data in this study are divided into two types: primary data and secondary data. Primary data is based on interviews with key informants (Government actors, institutional players, and local community actors). Secondary data is gathered from various sources, including books, Government websites, and relevant research journal articles. This study aims to gather information regarding Village governments' capabilities in adopting website-based Government information systems through documentation methodologies and detailed interviews. Furthermore, the data analysis technique in this study uses Nvivo 12 Plus software [18] through the crosstab query analysis feature to explain informants' perceptions of concepts and visualize data with essential combinations [19].

The study data was analyzed in two stages: first, using the crosstab query analysis function to determine the percentage of concepts and informant perceptions based on the research context to be addressed. Second, conclusions will be drawn, and the examined primary and secondary data will be interpreted. As a result, this study emphasizes the importance of improving fundamental skills in developing a website-based Government information system in Gobah Village, Kampar Regency.

## **3 Results and Discussion**

### **3.1 Portrait of Government Capabilities in Organizing Website-Based Government Information Systems in Gobah Village**

Fundamentally, core capabilities are the ability of Government organizations to make changes and assess the requirements required to sustain potential, as well as foresee and expand existing advantages [20]. In the process, Gobah Village built a village information system (SID) as a digital platform for organizing village Government and managing relevant data and information in Government administration, public services, and village development. The village information system (SID), a website-based digital platform, allows the community to

obtain, process, and display information in real-time to improve decision-making and development planning [21], [22]. The main components of the village information system include population databases, village Government, public services, and development information at the village level, which can be accessed via <https://gobah.desa.id/>. However, in the implementation process, the village Government's capabilities in organizing a website-based village Government information system still need to be improved.

According to the interview results, which were analyzed using Nvivo 12 Plus tools via the crosstab query feature in Table 1, each informant has a different perception of the portrait of Government capabilities in organizing a website-based Government information system in Gobah Village, Kampar Regency.

**Table 1.** Portrait of government capabilities in organizing website-based government information systems in Gobah Village, Kampar Regency.

Actors	Core capabillites				Total
	Knowledge and skills	Technical systems	Managerial systems	Value and Norms	
Village Government	30,00%	35,00%	20,00%	15,00%	100%
Village Institutions	29,50%	18,50%	34,50%	17,50%	100%
Village Community	33,50%	18,50%	28,50%	19,50%	100%

Source: Crosstab query analysis, 2024.

Table 1 illustrates that each informant, including Government actors, institutions, and Village communities, has a distinct impression of the Village Government's ability to organize a website-based Government information system in Gobah Village. According to the perception of informants (Government actors), the technical system dimension is the dominant aspect (35.00%); this is because in organizing the Gobah Village Government through the Village information system, supporting technology facilities are believed to be one of the most essential elements and this is still not adequately owned by the Gobah Village Government, Kampar Regency. In the process, the Village Government can already receive assistance in putting one of the sound governance principles—transparency and accountability in public services—into practice by having access to information technology devices that support the management of a website-based Village information system. Examples of these devices include dedicated computers and laptops with adequate specifications for managing the Village Website. However, because the internet network can only access a few Village areas—specifically, the hamlet area near the Gobah Village Government Centre—it is generally insufficient to support the operational implementation of a website-based Village information system. Furthermore, because of the frequently poor network quality, a few hamlets in Gobah Village continue to rely on outside network providers, who erect Wi-Fi towers in exchange for payment to support the Village information system's implementation.

The managerial system dimension is then viewed by informants (institutional actors) as the dominant aspect (34.50%); this is associated with the Village head's role as the head of the

Government in Gobah Village, who has actively supported Village officials entrusted with running the Village information system by offering guidance and encouragement to work. If operating the Village Website presents any challenges, the head of the Village promptly coordinates and confers with the higher Government. Additionally, the role of the local Government in providing facilities for the implementation of the Village Website, as well as in providing training, technical guidance, and consultation for the Village Government, shows how well-supported legislators are overall in putting the Village information system into place. The Village Government in Gobah Village still needs to work on providing sufficient funding and enabling the level of training and technical assistance as well as the availability of suitable networks.

Additionally, informants (community actors) perceive the knowledge and skills dimension as the dominant aspect (33.50%). This is because, ever since the Village information system was implemented in Gobah Village, one of the main issues has been Village officials' need for knowledge regarding the protocols for running the website-based Government information system. Much Population data and development information at the Village level that still needs to be discovered by the local community is the result of Village officials' lack of understanding of website-based Village information systems. Therefore, systematic capability improvement is required so that each Village official can comprehend and be adequately informed about the procedures for using the Village information system and be skilled in operating the Government information system in the Village. It is indisputable that Village apparatus resources are crucial components and assets in implementing Village governance. This is because other Village resources can only be used to their full potential by utilizing these apparatus resources. As a result, every community, particularly the Gobah community, should prioritize and pay attention to its Village apparatus resources.

Following this, when the value and norms dimension is examined from the perspectives of all the actors involved (Government, institutions, and society), Village community actors emphasize this aspect the most (19.50%). This is because, according to the informants, there are already laws in place that generally govern how the Village information system (S.I.D.) is implemented. These laws include Law Number 6 of 2014 concerning villages, Law Number 23 of 2014 concerning regional Government, Presidential Regulation No. 39 of 2019 regarding One Data Indonesia, and Minister of Home Affairs Regulation No. 2 of 2017 concerning Minimum Service Standards in Villages. Then, specifically at the regional level, Kampar Regent Regulation Numbers 28 of 2017 concerning Standard Operating Procedures for Managing Public Information and Documentation Services within the Kampar Regency Government and Number 47 of 2020 concerning One Data Kampar Regency are the regulations that govern the Village information system. More is still needed, though, as are precise technical guidelines or tangible standard operating procedures (S.O.P.s) for village-level Government information systems. Every Government program or policy can significantly benefit the community during this process. One such program is the Government's policy on the implementation of the Village information system (S.I.D.), which has generally been viewed as helpful for the Gobah Village community because it has provided information on public services, development information at the Village level, demographic data, and the histories and profiles of the Village Government.

However, some information still requires data that the public and other stakeholders can download, like a list of legal products.

### **3.2 Urgency of Strengthening Core Capabilities in the Implementation of Website-Based Government Information Systems in Gobah Village, Kampar Regency**

In Andriyus's study [23], Leonard Barton suggested that organizational capability is a core capability for effectively implementing a Government information system. This also holds for the Gobah Village Government, which must bolster and enhance its fundamental competencies to methodically carry out a website-based Government information system in Gobah Village, Kampar Regency, to fulfil the Village's vision and mission, namely: "Togetherness in Building for a More Advanced, Prosperous and Independent Gobah Village." To achieve these strategic goals and expectations, the Government of Gobah Village, Tambang District, Kampar Regency needs to strengthen Government capabilities in each dimension of core capabilities, which include:

First, the Village Government must first consider the availability of Village apparatus resources, crucial components and assets in the knowledge and skills dimension. Only through village apparatus resources can other resources owned by the village be utilized optimally. Therefore, village apparatus resources must be a concern and priority for Gobah Village to implement a village Government information system effectively. Knowledge can essentially be understood as a person's mastery of a field of science that is very useful in supporting the implementation of their work duties. Meanwhile, skills are meant to represent an individual's degree of competence in doing their job-related tasks.

For Village officials to implement the Village information system effectively and efficiently, they must, secondly, begin to be adaptable and look for alternative solutions to one of the factors that determine the success of the Village Government in implementing the Village information system: technical system support, such as the availability of adequate facilities and infrastructure according to needs. In addition, Gobah Village must look for alternative policies by working with the Kampar Regency Government, collaborating with the private sector, and enlisting the help of the community master technology and information to support the operational implementation of the website-based Village information system.

Thirdly, regarding the managerial system dimension, while the Village Government has actively supported the Village officials in charge of running the Government information system in Gobah Village, more funding is needed to implement the system. So, to support implementing a website-based Village Government, alternative solutions must be sought, such as offering cooperation to private parties at the Village and regional levels.

Fourth, in the value and norms dimension, there are currently no specific technical regulations or tangible standard operating procedures (S.O.P.) about the Government information system at the Village level, even though rules that govern the implementation of the Village information system (S.I.D.) are already in place. Since values and rules are a type of organizational capability, they must be implemented through specific regulations that serve as the Village information system's legal foundation. After that, the community will noticeably

benefit. The Village of Gobah has benefited from Government policy imposing the Village information system (S.I.D.). However, improvements must be made in the future so that the management approach can have a meaningful impact on the Gobah Village local community.

Therefore, developing and strengthening core competencies is crucial to advancing public commitment to better village administration, Government accomplishments, and community welfare. This is consistent with Andriyus's [23] research findings, who found that innovation in village governance—moving from manual to application-based management—is a step forward in the field of governance. However, to be implemented, it needs to be backed by the capability of human resources and the availability of suitable infrastructure and facilities.

## 4 Conclusion

The study's findings show that the Gobah Village Government's capacity to implement a website-based information system for the Village Government can be viewed from four specific angles. First, regarding knowledge and skills, it demonstrates that only some Village officials and communities can manage and use the Village information system applications effectively, meaning that the knowledge and skills of the Village Government's human resources still need to be improved. Second, it demonstrates that there are barriers to the need for a sufficient internet network and that it cannot enable the best possible usage of the Village information system from a technical system perspective.

Third, it demonstrates that the Village head's leadership has been able to press for and support installing the Village information system application. This is from the standpoint of the managerial system. Fourth, it demonstrates that the community has been impacted by installing rules on using Village information system apps, even though they are not village-specific. They still require methodical improvement, though. In light of these circumstances, enhanced Village Government capacities must be supported by methodically and systematically bolstering each fundamental competency.

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