IT-Based Capacity Building for IT-Based Communication Services for Village Apparatuses

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Abstract. At the village level, village officials face many obstacles in providing services to their communities. The existence of a communication service in the form of verbal and non-verbal communication that runs smoothly and is considered good at the Wali Nagari Tuo Pariangan office with the village community does not mean that written communication services also work that way. in terms of information and communication. The development of a technology in communication and information is developing so fast along with globalization and the era of revolution 4.0. This program is carried out so that later it can improve the quality of village apparatus services for the surrounding community. The activity is a motivation for the government's efforts to create an ideal, agile, responsive and swift bureaucracy in terms of serving the village community. Based on the results of this activity, it is known that there has been an increase in the ability of village officials to manage village governance in utilizing the Microsoft Office Word application. This program was carried out as an effort to increase the capacity of Village Officials, the Wali Nagari Tuo Pariangan Office in operating Microsoft Office Word.

Keywords: microsoft office word, skill, service, communication, village officials

1 Introduction

Currently, the growth of technology and data in Indonesia is very rapid, with a PC (computer) based data system that continues to grow in all fields and makes jobs that operate data using PC (computer) technology. In every day life, data technology is very meaningful, because data technology is currently very sophisticated, an environment that continues to grow to make or create efficient, effective and fast data. The role of communication and information technology has a very useful role and a very big influence in the fields of learning, science, office administration, government and communication. [1].

The role of technology has a close relationship in the field of communication and information [2]. Information and communication technology has become a significant element in the life of the nation and state, and shares the largest contribution to fundamental changes in the operational structure and management of organizations, learning, transportation, health, and research. There are various kinds of communication, namely: (1) Verbal Communication: in the form of verbal words used in communication or written to convey messages. This type of communication can be done through face-to-face or various media such as email, telephone, or chat, (2) Nonverbal Communication: Communication that uses body language, gestures, tone of voice and facial expressions to convey messages. This type of communication can be

intentional or unintentional, (3) Visual Communication: Communication that uses visual aids, such as pictures, videos, and graphics, to convey a message. This type of communication is often used in advertising, marketing, and education, (4) Written Communication: Communication that uses written words to convey a message. And so on. This type of communication can be formal or informal, and can be delivered through various media, such as letters, memos, reports, or emails. Communication always has a certain purpose, some are done orally, face to face and even through the media, both mass media such as newspapers, radio, television or movies, social media and non-mass media, such as letters, telephones, banners and others. [3].

Communication services at the village office level are also very necessary to serve villagers, such as the communication services provided by the Tuo Pariangan Wali Nagari Office, namely: (1) Staff collaboration by the village community in terms of the interests of building the village, by obtaining a community participation and self-help in building the village to be better than before. This is done by village officials who as communicators have conversations with the community to build villages and carry out persuasive approaches in order to stimulate villagers to participate in development activities. (2) The cooperation between the Staff and the village community makes both parties actively participate and contribute to village development. (3) Village community communication can be seen when one of the residents dies in the village so that information quickly spreads because of this mechanical solidarity carried out by Nagari Tuo Pariangan. Society as a communicator can be done by creating common perception with others, which then moves it according to the wishes of the research focus. The development of information and technology that continues to run, provides many conveniences in accessing the information needed through online media either through a PC (computer) connected to the internet network or a smartphone.

In the context of a village office, written communication is important for several reasons: (1) Recording: Written communication allows important information to be recorded and stored for the purpose of future reference. This is especially important in a village office where there may be a need to refer back to past decisions or actions. [4]. (2) Clarity: Written communication can help ensure that messages are clear and easily understood. This is important in a village office where there may be a need to communicate complex information or instructions, (3) Accountability: Written communication can help build accountability by providing a clear record of who said what and when. This can be important in a village office where there may be many people involved in decision making. [5]. (4) Efficiency: Written communication can be more efficient than verbal communication in some cases, especially when communicating with multiple people or when communicating complex information. [6]. Overall, written communication is an important tool for effective communication in village offices, and can help ensure that important information is recorded, messages are clear, accountability is established, and communication is efficient. Researchers targeted this research program to the village officials of Nagari Tuo Pariangan Village. Nagari Tuo Pariangan Village is a village in Pariangan District, Tanah Datar Regency, West Sumatra Province. A beautiful village located on the slopes of Mount Marapi. Pariangan has a topography of hilly and mountainous areas that have cool air. This geographical position provides an amazing and fertile natural gift for Pariangan village and even the beautiful Singkarak Lake. [7]. Based on data, Nagari Tuo Pariangan Village is led by the village head and assisted by 6 employees as village officials and has their respective duties. The village apparatus of Nagari Tuo Pariangan, apart from being far from the city and also outside Java, which in fact is more developed, makes the skills and expertise of village officials limited in terms of operating computers, which is a serious problem when providing services to the community in today's digital age. With technology that continues

to develop, it is evident that the emergence of various increasingly sophisticated telecommunications tools, high-level telecommunications, also helps people to solve various problems quickly. [8].

Based on the results of the search and research that has been conducted, some of the shortcomings of the village office in operating Microsoft Office include: Lack of skills: Many village office employees and officials may not have the necessary skills to operate Microsoft Office Word, Excel, and PowerPoint applications. This can lead to underachievement in administrative tasks and a lack of optimal service to the community: (1) Limited knowledge: Some village office employees may not be familiar with how to operate a computer or may not know how to use Microsoft Office applications to their full potential. This can result in a lack of understanding of the importance of using technology to improve administrative services in the village, (2) Difficulty in record-keeping: Without the proper skills and knowledge to operate Microsoft Office applications, village office staff may struggle to maintain accurate and organized records. This can lead to difficulties in accessing important information and a lack of accountability, and (3) Overall, a lack of skills and knowledge in operating Microsoft Office applications can lead to underachievement and a lack of optimal service delivery at the village office. Providing training and education on how to use these applications can help overcome these shortcomings and improve the performance of village office employees and officials. Since the enactment of Law No. 32/2004 on Regional Government and PP 72/2005 on Villages [9]. It is now urgent to improve the capability and capacity of technology-based community service providers at the village level.

Based on the duties and responsibilities of village officials whose mission is to provide the best service to the community, the Microsoft Office Word service product has the greatest role, both as a means of assistance and as a core activity of village government officials. Therefore, to expedite the process of its use at the village office level, this activity will only discuss the use of Microsoft Office Word. The importance of improving the operation of Microsoft Office among village officials can be seen from the benefits gained from training and improving their skills in using Microsoft Office as follows: (1) Efficiency: By mastering Microsoft Office, village officials can work more efficiently and effectively in carrying out their duties. For example, they can create reports, letters and other documents more quickly and accurately using Microsoft Word. [10]. (2) Service improvement: By improving their Microsoft Office skills, village officials can provide a better service to the community. For example, they can create more professional-looking documents and presentations that can help improve communication and understanding between officials and the community. [11]. (3) Knowledge enhancement: By learning Microsoft Office, village officials can improve their knowledge and understanding of technology. This can help them keep up with the latest trends and developments in technology and use technology more effectively in their work. [12]. Overall, improving the operation of Microsoft Office among village officials can help improve achievements, accuracy, and service to the community, as well as increase their knowledge and understanding of technology. This can lead to better decision-making and more effective governance in the village [13].

2 Research Methods

Researchers chose descriptive research as the research method and used a qualitative approach, by collecting information and describing each process of capacity building activities for village officials in terms of operating Microsoft Office Word. The location of this research

was carried out at the Tuo Pariangan Wali Nagari Office. Information was also obtained through interviews by Mrs. Zelmawati, S.Pd as the secretary of the Nagari Office. Questionnaire data that has been filled out by staff who have participated in this improvement activity process. The theory used by researchers is the theory of Capacity building by Marilee S. Grindle (1997) explained that a process that aims to improve the ability of individuals, groups, organizations, or systems to achieve predetermined goals and objectives. [14].

3   Results and Discussion

In the interviews that have been conducted and partly described above, the communication services provided by the Nagari Wali Office to the community have good communication with the village community, but communication does not only focus on verbal and non-verbal communication. Written communication is also very important for villages such as disseminating information, creating documents, making reports to village administration. In this case, there are some staff shortcomings in terms of written communication where village officials need to use computers and require Microsoft Office Word applications to be able to accommodate their tasks and improve their services to the village community. For the needs of data collection on the initial knowledge or expertise of the village apparatus of the Tuo Pariangan wali Nagari office, it is carried out by conducting interviews and direct observations regarding the knowledge and expertise or ability of village officials to operate the Microsoft Office Word application. Village officials of the wali office of Nagari Tuo Pariangan have different levels of computer mastery. Most of the village officials of the trustee office of Nagari Tuo Pariangan have not fully recognized all the features in the Microsoft Office Word menu bar. Features that are usually used are limited to the Home, Insert, and Layout menus. The objective condition of the independence of the members of the village apparatus of the wali office of Nagari Tuo Pariangan before the existence of an improvement program is still low / lacking. The knowledge and abilities of the officials are also still limited to the use of standard Microsoft Word which is only used to create and save documents without paying attention to other features that will make it easier to operate Microsoft Office Word.

The materials to be delivered in the training activities are relevant to what is needed by village officials to serve the community using computers. Computers provide very important support in administrative activities related to the service process of village officials to the community. Activities such as making reports, letters and storing other documents are very easy with the presence of computers as a supporting tool. Administrative work that previously had to be done in a time-consuming manner by village officials can now be completed quickly and efficiently. Given the important role of computers in service activities, it is very important for village officials to have sufficient computer skills in their mastery. The importance of using communication and information technology in the current era is without exception. Especially for the staff and village officials of the wali office of Nagari Tuo Pariangan, so there must be efforts that must be made to help improve services to the community. The village head of Nagari Tuo Pariangan wants to start taking part in changes that must continue by starting the learning process using the Microsoft Office Word program, being one of the efforts to provide alternatives. This is done because village officials need to need a basic ability to operate a computer, to support their work process, so the main material provided in the training is the operation of Microsoft Office Word at the village level.

From the results of these initial observations and interviews, training materials were designed to be tailored to the needs of the village officials of the Tuo Pariangan Nagari wali office. The training activities were carried out in December 2022, with the opening of the training held on Friday, December 9, 2022, located at the Balai of the Tuo Pariangan wali Nagari office. To recognize the level of ability of village officials, until they try to practice it independently. The assessment is carried out by practicing each material that has been delivered and being able to apply it independently. Not only to measure the newly learned skills, but also as a benchmark for the continuation of the material presented next. This training is planned to explore features in Microsoft Office Word that they have not known before, with the aim of accommodating the needs of village officials in the learning process. Previously Microsoft Word had been used by Nagari Tuo Pariangan village officials but the lack of maximum utilization of operations due to the limitations of village officials to the features that exist in Microsoft Word. Village officials are very enthusiastic about the explanations that have been given and follow the activities well. This is supported by several factors, namely: (1) Previously, the village apparatus of the wali office of Nagari Tuo Pariangan had never received Microsoft Office training from students and was free of charge, (2) The training was attended by all staff because they really wanted to improve their competence in mastering Microsoft Word, and (3) The material presented was in accordance with the needs of the staff. This opportunity was not wasted by the village apparatus of the Tuo Pariangan Nagari wali office, the enthusiasm was so great that this training was well received. Thus, training efforts to improve the expertise of village officials in the operation of Microsoft Word are well utilized to support the competence of village officials in increasing professionalism as village officials of the Tuo Pariangan Nagari trustee office who can keep up with the development of information technology. The development of Information Technology (IT) makes communication and information stored in computers, making a major contribution to the ongoing work process of village officials. Based on the results of research from the material presented by the village apparatus of the Tuo Pariangan Nagari wali office, it shows an increase in both the ability of skills and the ability to know how to use features in Microsoft Office.

The results of the Research Questionnaire to Increase the Competency Capacity of the Village Apparatus of Nagari Tuo Pariangan in IT-based Communication Services, as follows:

Table 1. The results of the research questionnaire

No	Question	Answer Choices	Number of Corespondents
1	How effective was the training you attended in improving your understanding of IT-based communication services?	Very Ineffective Ineffective Neutral Effective Very Effective	0 0 0 5 2
2	To what extent has the training helped you develop skills in implementing IT-based communication	Very Inadequate, Inadequate Neutral Adequate Very Adequate	0 0 0 4 3

3	What is your assessment of the training materials provided?	Very Poor	0
		Poor	0
		Neutral	0
		Good	5
		Very Good	2
4	How good were the facilities and resources available during the training?	Very Ineffective	0
		Ineffective	0
		Neutral	2
		Effective	4
		Very Effective	1
5	How well do you understand the concept of IT-based communication services after attending the training?	Very Bad	0
		Bad	0
		Neutral	0
		Good	6
		Very Good	1
6	To what extent do you apply the concept of IT-based communication services in your daily work?		0
		Never	0
		Rarely	1
		Sometimes	1
		Often	5
		Always	
7	Do you think the increased competency in IT-based communication services has helped improve the efficiency of your work?		0
		Very Unhelpful	0
		Unhelpful	0
		Neutral	6
		Helpful	1
		Very Helpful	
8	How much has the increased competency in IT-based communication services helped increase community participation in decision-making and monitoring of village government programs?		1
		No Change	0
		Low Improvement	4
		Moderate Improvement	2
		High Improvement	0
		Very High Improvement	

From the answers to the questions in the questionnaire above, it shows that this training provides enormous benefits for the staff and devices of the Wali Nagari Tuo Pariangan, especially the staff in charge of managing the administration that serves the community in various daily needs. In addition, the majority of village officials in Nagari Tuo Pariangan stated that the training they attended was effective in improving their understanding of IT-based communication services and there was also a significant increase in the understanding and application of the concept of IT-based communication services by village officials after attending the training as well as an increase in competency capacity in IT-based communication

services which had a positive impact on improving the achievement of the work of village officials. Insight and knowledge are things that can be said to be mandatory for a village apparatus, because it is a benchmark for the progress of a village. [15].

Attachment to the documentation of Increasing the Competency Capacity of the Village Apparatus of Nagari Tuo Pariangan in IT-based Communication Services

Fig. 1. A photo of me teaching the employees

Fig. 2. When I was teaching other employees

Fig. 3. Photo when I became a presenter to deliver material to employees

Fig. 3. Photo when I delivered the material in front of the employees

4   Conclusions

Microsoft Office Word training for village officials at the Wali Nagari Tuo Pariangan office went well and was able to increase the knowledge and skills of village officials in using Microsoft Office Word. Through the implemented program, there has been an increase in the ability or expertise of each village apparatus in managing village administration by utilizing the Microsoft Office Word application. This program also improved the skills of village officials, in terms of operating Microsoft Office Word in supporting a written communication service process. With the training and questionnaire results, it has been answered that village officials can optimize and maximize the features in Microsoft Word to improve and facilitate the

administrative management of their work. This training activity is still very much needed to help village officials improve their competence so that the quality of service will also be better.

Acknowledgments

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