

The Effect of Competence and Training on the Effectiveness of the Utilization of Local Government Information Systems (SIPD) in BAPPED Dompu Regency

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ARTICLE INFO	ABSTRACT
Received: 21 April 2026	This study aims to analyze the influence of competency and training on the effectiveness of the use of the Regional Government Information System (SIPD) at the Regional Development Planning Agency (BAPPEDA) of Dompu Regency. The study uses a quantitative approach by involving 75 employees as respondents through the saturated sample technique. Data were obtained through questionnaires and analyzed using Partial Least Squares–Structural Equation Modeling (PLS-SEM) with the help of SmartPLS 3.0. The results of the analysis showed that competence had a positive and significant effect on the effectiveness of the use of SIPD, with a path coefficient of 0.385. Training also had a positive and significant effect, with a coefficient of 0.547, so that the influence was stronger than competence. These findings confirm that the effectiveness of SIPD utilization needs to be supported by adequate user capacity and relevant and sustainable training programs. The implication is that strengthening technical capabilities and practice-based learning can be an important part in increasing the use of SIPD to support the work and management of local government.
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INTRODUCTION

Digital transformation in local government means that the existence of technology must go hand in hand with the readiness of the apparatus that operates it. Information technology no longer functions only as an administrative tool but also provides information, increases transparency and accountability, and supports the implementation of work in a more orderly manner. One of the instruments used by local governments for these needs is the Regional Government Information System (SIPD). The implementation of SIPD is based on Law Number 23 of 2014 concerning Regional Government. It is clarified through the Regulation of the Minister of Home Affairs Number 70 of 2019 concerning Regional Government Information Systems. SIPD was developed to integrate various information held by local governments, including information on regional development and finance. The integration is designed to connect a series of government activities, ranging from planning, budgeting, and implementation to administration and reporting. With interconnected data, the coordination process is expected to be more efficient, and the resulting information can be used more consistently as a basis for decision-making. The existence of technological applications and devices does not, by itself, indicate that an information system has operated effectively. Effectiveness is also determined by the user's ability to understand the system, accept its existence,

and utilize the available functions to complete work. From the perspective of DeLone and McLean, Candra (2024) attributes SIPD's success to several factors, including system quality, information quality, usage, and user satisfaction. Setiyani (2025) shows that the effectiveness of SIPD implementation in regional governance is also related to human resource readiness and the implementation process. Musyarrifa et al. (2024) added that implementing SIPD requires implementation support and the ability of the apparatus as users. Thus, human readiness is an inseparable part of the success of government technology.

Findings from several studies indicate that SIPD optimization is influenced by more than just application readiness. Musyarrifa et al. (2024) examined the effectiveness of SIPD by emphasizing implementation and user support. Katili et al. (2025) linked the implementation of SIPD and internal control to the quality of financial statements, while Timang et al. (2025) examined the relationship between employee competencies, the use of SIPD, and the quality of financial statements. This series of results shows the importance of apparatus capacity as system users. This is relevant to the Dompu Regency BAPPEDA, which requires integrated data and information management to carry out development planning functions. Putri and Purnamawati (2025) also reported technical obstacles and limited human resources in implementing SIPD at Bali Provincial BAPPEDA. These conditions reinforce the need for ongoing capacity development and training. In using SIPD, employee competence is one factor that can determine how effectively the system is used. Competence is a combination of knowledge and skills that enable a person to perform tasks in line with job demands. Apparatus who work with SIPD need to understand procedures, master feature functions, manage data, and follow the workflow set by the system. Muhammad et al. (2024) examined the relationships among competencies, information technology use, communication, internal control, and employee performance. Handayani and Supriatna (2025) also emphasized the importance of human resource competence in implementing SIPD to support local government financial management. This means the usefulness of technology depends heavily on employees' ability to translate system functions into real support for work.

In addition to the competencies already possessed, the apparatus's capabilities can be strengthened through training activities. Training provides opportunities for employees to update their knowledge, improve their skills, and adapt to technological changes. In the context of SIPD, training materials can focus on workflows, feature use, data management, and adjustments to system updates. Wulandari et al. (2024) show that training and development improve skills and productivity. Any et al. (2025) also emphasized the need to strengthen apparatus training so that the implementation of SIPD can support work effectively, efficiently, and accountably. Therefore, training tailored to user needs is one of the efforts to increase employee readiness to use SIPD. The need for competence and training is even more important when it is associated with the tasks of the Dompu Regency BAPPEDA, which include planning, research, and development of regional development. Implementing these tasks requires information systems support to manage data and government processes. However, the availability of SIPD does not guarantee that all system functions can be utilized optimally. The initial conditions of the study indicate ongoing problems, including errors in data input, uneven understanding of system features and flows, and reliance on certain operators to complete work.

These problems show that the system's availability has not always been matched by the user's ability to optimize each SIPD function. Therefore, the user aspect needs to be analyzed to determine its contribution to the system's effectiveness. Previous research on SIPD has mostly focused on implementation issues, financial statement quality, internal control, and budget implementation. However, based on the literature used in this study, discussions that specifically examine competence and training as determinants of SIPD effectiveness in BAPPEDA Dompu Regency remain relatively limited. This study takes advantage of this gap by examining both aspects of human resources as factors that are estimated to be related to the effectiveness of SIPD use. Based on these conditions, this study aims to test whether competence and training affect the effectiveness of the Regional Government Information System (SIPD) at the BAPPEDA of Dompu Regency.

Academically, the research is expected to provide additional evidence regarding the role of user capacity in determining the success of the information system in the government environment. Practically, the research results can be considered by the Dompu Regency BAPPEDA to improve the capabilities of the apparatus while designing training that is more aligned with the operational needs of the SIPD.

THEORETICAL FRAMEWORK AND HYPOTHESES

Teori DeLone dan McLean Information Systems Success Model

The theoretical basis used in this study is the DeLone and McLean Information Systems Success Model. The model is used to explain how an information system can generate use and benefits for the organization. DeLone and McLean (2003) describe the success of information systems in terms of system quality, information quality, service quality, use or intention to use, user satisfaction, and net benefits. These dimensions are interrelated in shaping the system's success, while use and user satisfaction indicate the system's acceptance and utilization by its users. The effectiveness of SIPD in this study refers to the system's ability to provide real support for employee work and local government information management. Thus, the measure of effectiveness depends not only on the availability of application features but also on the extent to which these features can be used to generate benefits at work. Employees, as the primary users, need sufficient knowledge, skills, and readiness to use SIPD effectively within the Dompu Regency BAPPEDA environment. Competence and training are seen as two user-side factors that can enhance the success of SIPD use. Competence refers to the ability that employees possess through knowledge and skills, while training is a learning process that can add to or update these capabilities. Users with adequate competence who receive training tailored to their needs are expected to be better able to follow procedures, use features, manage information, recognize errors, and complete work independently. On that basis, increasing user capacity can, in turn, make SIPD use more appropriate and ultimately increase the system's effectiveness in supporting work.

Competence and Effectiveness of the Use of SIPD

Competency can be understood as employees' capacity, reflected in their knowledge and skills, to carry out tasks. In SIPD, competence does not stop at the ability to access applications; it also includes understanding the procedures, information flows, and stages of work that must be carried out within the system. Employees who master these aspects will be better able to input and process data, understand the information generated, detect errors, and complete work with less dependence on other operators. This explanation aligns with the DeLone and McLean Information Systems Success Model, which treats system usage and user satisfaction as part of an information system's success. The better the user's capabilities, the fewer operational obstacles arise, making the benefits of SIPD easier to realize. Muhammad et al. (2024) place knowledge and skills as important elements in competencies that support work implementation and performance. When using SIPD, these two elements can help employees understand the sequence of processes and carry out procedures more appropriately, thereby suppressing potential errors. Timang et al. (2025) also found a relationship between employee competence, the use of SIPD, and the quality of financial statements. These results provide the basis for the theoretical possibility that improved apparatus capabilities can be followed by more effective use of SIPD. Departing from the description of the theory and the support of previous research findings, the first hypothesis is proposed as follows:

H1: Competence has a positive and significant effect on the effectiveness of the use of the Local Government Information System (SIPD) in BAPPEDA Dompu Regency.

Training and Effectiveness of SIPD Use

Training is a form of learning designed to improve or update employees' abilities to meet job demands. This need becomes even more relevant when information systems change features, procedures, and operating mechanisms, because users have to adjust their work patterns. Training tailored to task needs can help users understand SIPD and reduce errors when using the system.

Although training is not a core dimension in the DeLone and McLean Information Systems Success Models, it can be placed as a supporting factor that increases user readiness. The knowledge and skills gained from training enable more targeted interaction with the system, increasing the likelihood of achieving the benefits of SIPD. At BAPPEDA Dompu Regency, training is needed not only to overcome technical problems, but also to strengthen mastery of features and understanding of SIPD flows. Training tailored to job needs provides employees with space to practice using the system, learn procedures directly, and try to solve problems they may encounter in the workplace. Therefore, the suitability of training materials, methods, and practices is expected to contribute to increased effectiveness in SIPD utilization. The findings of Wulandari et al. (2024) show that training can help develop individual skills and competencies. Netaniel and Ali (2024) also explain the importance of training and competency development in strengthening human resource capacity. If applied to SIPD, the skills gained through training can help employees carry out procedures and use system features in line with their duties. With reference to the theoretical arguments and empirical evidence that have been outlined, the second hypothesis is formulated as follows:

H2: Training has a positive and significant effect on the effectiveness of the use of the Local Government Information System (SIPD) in BAPPEDA Dompu Regency.

Conceptual Framework

The conceptual model of this study posits Competency and Training as independent variables, related to the Effectiveness of the Use of Local Government Information Systems (SIPD) as the dependent variable. Competency represents the capacity that the apparatus already has, while Training represents a learning process that can strengthen this capacity. The two variables were then empirically tested to assess their influence on the effectiveness of SIPD use in BAPPEDA Dompu Regency.

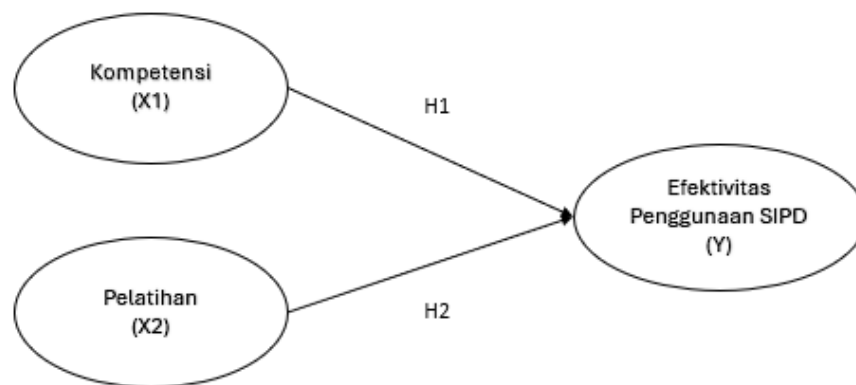


Figure 1. Conceptual Framework

METHODS

This study uses a quantitative design to obtain statistical evidence regarding the relationship between Competency and Training and the Effectiveness of the Use of Local Government Information Systems (SIPD) in BAPPEDA Dompu Regency. The research population includes all employees related to the work and use of SIPD. Because the population could be reached in its entirety, the study used saturated sampling, ensuring that all members of the population were included as respondents. The number of respondents analyzed was 75 people. Respondents were selected because they had direct involvement in SIPD-related work and were considered to have relevant experience in assessing the competence, training, and effectiveness of system use. Data collection was carried out using questionnaires compiled from indicators for each research construct. The competency construct was measured using 10 statements, Training using 10 statements, and

Effectiveness of SIPD use using 10 statements, for a total of 30 items. The indicators used are drawn from previous research and are adapted to the context of SIPD utilization at the Dompu Regency BAPPEDA. Data processing was carried out using Partial Least Squares–Structural Equation Modeling (PLS-SEM) with SmartPLS 3.0 to test the relationships among variables in the model. The evaluation of the measurement model was carried out through testing of convergent validity, discriminant validity, and construct reliability. Convergent validity was assessed through outer loading and Average Variance Extracted (AVE), while discriminant validity was examined using Fornell-Larcker criteria. Instrument reliability was assessed through Cronbach's Alpha and Composite Reliability. After the measurement model met the requirements, the structural model was evaluated using R-Square (R^2), effect size (f^2), path coefficients, and significance. Hypothesis testing was carried out using a bootstrapping procedure in SmartPLS, focusing on the path coefficient, t-statistic, and p-value. Respondents first received an explanation of the research objectives and the use of their data, and then participated voluntarily.

RESULTS AND DISCUSSION

The Regional Development Planning Agency (BAPPEDA) is part of the regional apparatus and supports the implementation of government policies, especially in development planning. The basis for implementing this role is Law Number 23 of 2014 concerning Regional Government. At the Dompu Regency level, BAPPEDA carries out planning, research, and regional development, and supports regional heads in carrying out these government functions. Implementing this function requires the Dompu Regency BAPPEDA to coordinate with various parties, including government agencies, the business community, and the community. Coordination is needed to ensure the preparation of development policies and programs is carried out in an integrated manner and in accordance with regional needs. Through planning and coordination, BAPPEDA supports the creation of effective, efficient, and sustainable development and aims to improve the welfare of the people of Dompu Regency.

Table 1. Characteristics of Respondents

	Name	Quantity	Presentation
Gender	Male	52	69,33%
Gender	Women	23	30,67%
Gender	Quantity	75	100,00%
Age	17-26	7	9,33%
Age	27-36	24	32,00%
Age	37-46	27	36,00%
Age	>46	17	22,67%
Age	Quantity	75	100,00%
Education	SMA	18	24,00%
Education	D3	1	1,33%
Education	S1	46	61,33%
Education	S2	10	13,33%
Education	Quantity	75	100,00%
Long working time	>1	2	2,67%
Long working time	1-5	24	32,00%
Long working time	6-10	33	44,00%
Long working time	>10	16	21,33%
Long working time	Quantity	75	100,00%
Distribution fields	Secretarial field	18	18
Distribution fields	Field of planning, evaluation of regional development	16	16
Distribution fields	Infrastructure and regional fields	16	16
Distribution fields	Economy and natural resources	14	14

Distribution fields	Government and human development	12	12
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Table 1 shows that the largest number of respondents is in the age group of 37-46 years, namely 27 employees or 36.00%, followed by the age group of 27-36 years, with 24 employees or 32.00%. Based on gender, there are 52 male respondents (69.33%) and 23 female respondents (30.67%). By level of education, S1 graduates dominate, with 46 people (61.33%). Meanwhile, by working period, the group with 6-10 years of experience is the largest, at 33 people (44.00%). A total of 75 employees in the study population served as respondents. The picture shows that respondents have varied educational backgrounds, with the largest proportion being S1 graduates, and quite diverse work experience. The age distribution also shows the dominance of the productive age group. Overall, the characteristics of the respondents indicate relevant experience and background for the tasks of planning, coordinating, developing, and controlling regional development programs carried out by BAPPEDA.

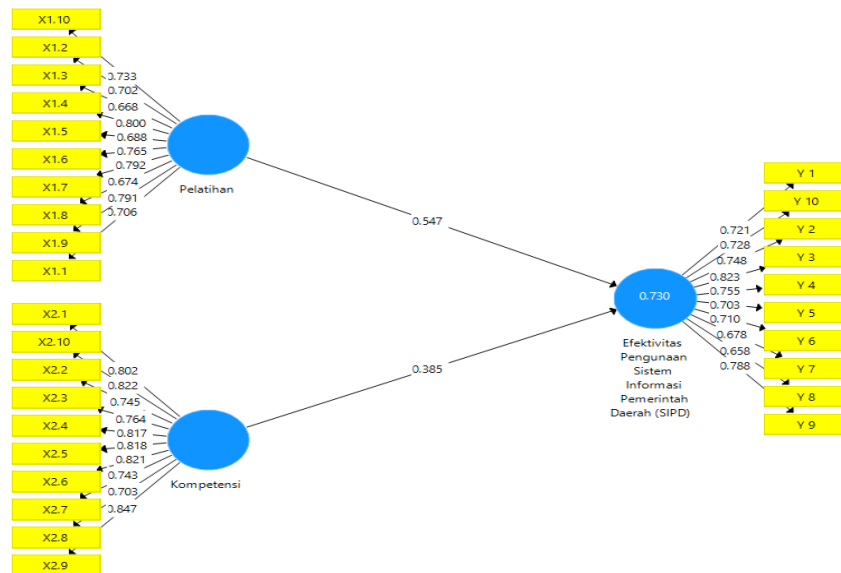


Figure 2. Measurement Model (Outdoor Model)

Table 2. Convergent Validity

Variabel	Indicator Code	Outer Loading	Average Variance Extracted (AVE)	Remarks
Training (X1)	X1.1	0,706	0,538	Valid
	X1.2	0,733		
	X1.3	0,702		
	X1.4	0,668		
	X1.5	0,800		
	X1.6	0,688		
	X1.7	0,765		
	X1.8	0,792		
	X1.9	0,674		
	X1.10	0,791		
Competencies (X2)	X2.1	0,802	0,623	Valid
	X2.2	0,822		
	X2.3	0,745		
	X2.4	0,764		
	X2.5	0,817		
	X2.6	0,818		
	X2.7	0,821		

	X2.8	0,743		
	X2.9	0,703		
	X2.10	0,847		
	AND 1	0,721		
Effectiveness	AND 2	0,748		
Usage	AND 3	0,823		
Information	AND 4	0,755		
Systems	AND 5	0,703		
Government	AND 6	0,71	0,537	Valid
Region (SIPD)	AND 7	0,678		
(Y)	AND 8	0,658		
	AND 9	0,788		
	AND 10	0,728		

The test results in Table 2 show that all indicators for the variables Training, Competency, and Effectiveness of SIPD Use have outer loadings greater than 0.60. The AVE value of each construct is also above 0.50, namely 0.538 for Training, 0.623 for competency, and 0.537 for Effectiveness of SIPD Use. Based on these results, all indicators meet the criteria for convergent validity and can still be used in the measurement model.

Table 3. Discriminant Validity (Fornell-Larcker Criterion)

Variabel	Effectiveness of the Use of Local Government Information Systems (SIPD)	Competencies	Training
Effectiveness of the Use of Local Government Information Systems (SIPD)	0,733		
Competencies	0,752	0,789	
Training	0,805	0,670	0,734

The tests in Table 3 show that the square root value of AVE on each construct is higher than its correlation value with other constructs. The values obtained are 0.733 for SIPD Use Effectiveness, 0.789 for Competency, and 0.734 for Training. Thus, each construct can differentiate itself from other constructs in the model, thereby meeting the requirements for discriminant validity (Katili et al., 2025).

Table 4. Reliability Test

Variabel	Cronbach's Alpha	Composite Reliability	Remarks
Effectiveness of the Use of Local Government Information Systems (SIPD)	0,904	0,920	Valid
Competencies	0,932	0,943	Valid
Training	0,904	0,921	Valid

The results of the reliability test in Table 4 show that Cronbach's Alpha and composite reliability for the entire construct are both above 0.70. The effectiveness of SIPD has values of 0.904 and 0.920, respectively; Competence has values of 0.932 and 0.943, respectively; and Training has values of 0.904 and 0.921, respectively. These values indicate good internal consistency among indicators, so the instruments used can be considered to have adequate reliability.

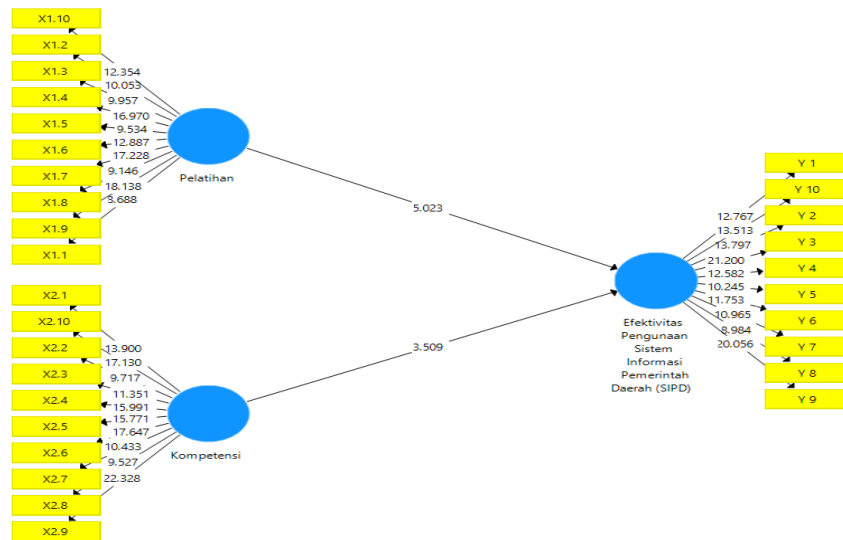


Figure 3. Structural Model (Inner Model)

Table 5. R-Square (R²)

Variabel	R Square	R Square Disesuaikan	Remarks
Effectiveness of the Use of Local Government Information Systems (SIPD)	0,730	0,722	Strong

Table 5 yields an R-Square value of 0.730. This number means that Competence and Training together explain 73.0% of the variation in the Effectiveness of SIPD Use. After adjusting the model, the Adjusted R-Square value was 0.722. Thus, the model's clear power over the dependent variables remains relatively strong, based on the structural model evaluation criteria outlined by Hair et al. (2014).

Table 6. Effect Size (F²) Test Results

Variable relationships	F2 Value	Remarks
Training (X1)	0,610	Large
Competencies (X2)	0,302	Medium

The effect size test showed that Training's contribution to the model resulted in an f² of 0.610, which falls in the large effects category. Meanwhile, Competency had an f² of 0.302 and was in the medium category. Referring to Cohen's (1988) classification, both variables have a practical contribution in explaining the Effectiveness of SIPD Use. However, a higher f² value of Training indicates that its contribution in the research model is greater than that of competence.

Table 7. Path Coefficient

Direct Influence	Original Sample (O)	Statistics T (O/STDEV)	P value	Remarks
Competence -> Effectiveness of Utilization of Local Government Information Systems (SIPD)	0,385	3,509	0,000	Applicable
Training -> the Effectiveness of the Use of Local Government Information Systems (SIPD)	0,547	5,023	0,000	Applicable

The test results in Table 7 support both research hypotheses. The Competency Path to the Effectiveness of the Use of SIPD has a coefficient of 0.385, a t-statistic of 3.509, and a p-value of 0.000. In the Training path, the coefficient obtained is 0.547 with a t-statistic of 5.023 and a p-value of 0.000. Both p-values are less than 0.05, and both t-values exceed 1.96, indicating a positive and significant relationship. When compared, the Training coefficient is higher than the Competency coefficient.

The Effect of Competency on the Effectiveness of the Use of Local Government Information Systems (SIPD)

Empirical analysis shows that competence has a positive and significant influence on the effectiveness of SIPD use. These findings indicate that increases in employees' knowledge and skills related to SIPD use are often followed by greater system effectiveness. In this study, competence is defined as the ability to understand procedures, operate features, manage data, interpret the information generated, and identify errors. Employees who have these abilities are better prepared to complete work independently and are not always dependent on operators. On the other hand, limited competencies can be an obstacle in running features and following the SIPD workflow. Findings regarding competencies can be explained using the DeLone and McLean Information Systems Success Models, especially through the dimensions of system use and user satisfaction. Users with adequate skills will more easily adapt the system to the demands of their work. Mastery of procedures and operational skills can make using SIPD smoother while reducing obstacles that could hinder system use. Therefore, improving users' capabilities can be one pathway to encourage more effective use of SIPD and generate benefits for organizations.

The results of this study are consistent with Muhammad et al. (2024), who identify knowledge and skills as important components of competence in implementing work. The findings are also in line with Timang et al. (2025), who show a relationship among employee competence, the use of SIPD, and the quality of financial statements. This study further emphasizes this by directly linking the effectiveness of SIPD use to user capacity. For BAPPEDA Dompu Regency, strengthening competencies can focus on technical mastery of SIPD, understanding workflows, data management, checking input results, and independently handling basic constraints. These steps can help reduce dependence on certain operators.

The Effect of Training on the Effectiveness of the Use of Local Government Information Systems (SIPD)

The results of subsequent tests showed that training had a positive and significant effect on the effectiveness of SIPD use. The findings showed that the more appropriate the training program is to job needs, the greater the chance that employees will use SIPD appropriately to support their tasks. Through training, employees can gain experience with system functions, procedural sequences, feature use, and problem-handling. This kind of learning can reduce errors while increasing user independence in carrying out work. These results are closely related to the conditions of SIPD use in BAPPEDA Dompu Regency. Some of the obstacles to the research are data entry errors, differences in feature mastery among employees, limited understanding of system flows, and dependence on certain operators. Training designed around the real needs of the job can help reduce the ability gap. Therefore, training should not only convey concepts but also provide practical exercises with scenarios that closely reflect daily work situations. The relationship between training and the effectiveness of SIPD can be understood through DeLone and McLean's Information Systems Success Models, particularly the dimensions of use and user satisfaction. Training provides employees with guidance before and when interacting with the system. When users understand the features, procedures, and functions, their use of SIPD tends to become more consistent and better aligned with the task's needs. This condition ultimately increases the likelihood that the system's benefits will be felt across the organization's work processes.

These findings support the explanation by Netaniel and Ali (2024) regarding the role of training and competency development in increasing human resource capacity. These results are also in line with

Wulandari et al. (2024), who found that training contributes to the development of individual skills. In the context of SIPD, capacity building through training is relevant because employees must understand procedures and operate system functions appropriate to their job characteristics. The path coefficient showed the difference in the strength of influence between the two variables. Training had a value of 0.547, while Competency had a value of 0.385. Higher training values indicated that, in this study sample, the training-derived learning factor had a stronger relationship with variation in the effectiveness of SIPD use. However, these findings did not mean that competence lost its role. Both variables showed a positive and significant influence, so strengthening competency should go hand in hand with implementing appropriate training. In terms of human resource management, these results show the need to position SIPD training as a sustainable development program, not just as activities at the beginning of the system's implementation. Training materials need to be updated when there are changes in features, procedures, and work mechanisms. Simulations and real-world cases can complement learning, giving employees more applied experience. After training, technical support is also needed to address obstacles. BAPPEDA can also conduct periodic competency needs mapping and capability evaluations to ensure user capacity remains aligned with SIPD developments

CONCLUSION

This study shows that Competence and Training both have a positive and significant influence on the Effectiveness of SIPD Use in the Dompu Regency BAPPEDA. Competence supports employees' ability to understand procedures, use features, manage data, and complete work using SIPD. Meanwhile, Training plays a role in acquiring and updating the knowledge and skills users need. Compared to Competence, Training has a higher path coefficient, so its influence in the research model is stronger. Therefore, increasing the effectiveness of SIPD requires training as needed, practical exercises, simulations, updates to materials as the system changes, and technical support after training. Mapping of development needs and periodic evaluation of capabilities is also needed to maintain employee readiness to use SIPD.

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