

Village Information System Analysis to Improve Transparency and Public Services: A Systematic Literature Review Approach

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Abstract

The development of information technology has driven digital transformation in village governance in Indonesia. The implementation of the Village Information System (SID) serves as a strategic instrument to promote transparency, accountability, and the effectiveness of public services. This study employs a Systematic Literature Review (SLR) approach following the PRISMA guidelines to identify, select, and analyze relevant studies on SID implementation during the 2021–2025 period. Data were collected using Publish or Perish software based on the Google Scholar database, yielding 200 initial articles that were screened down to 34 relevant studies according to inclusion criteria. The findings indicate that SID contributes to improving transparency in village financial management, accelerating administrative services, and strengthening community participation in governance oversight. A bibliometric analysis using VOSviewer reveals strong linkages between themes such as e-government, public services, accountability, and village governance. The main challenges in SID implementation include limited human resources, inadequate digital infrastructure, and resistance to technological change. This study concludes that the successful implementation of SID depends on enhancing the capacity of village officials, supportive regulations, and collaborative policies to achieve transparent, responsive, and sustainable village governance.

Keywords: Digital Transformation, PRISMA, Public Service, Systematic Literature Review, Village Information System

I. Introduction

The development of information technology has become a key driver in increasing the effectiveness and efficiency of governance, including at the village government level. The implementation of the Village Information System (SID) is a strategic step in supporting the creation of a government that is transparent, accountable, and responsive to community needs [1]. This system functions as a means of integrated village administrative data management, covering population, development, and public service information, thus supporting data-driven decision-making and information transparency for citizens [3].

However, the implementation of SID in various regions in Indonesia still faces structural and technical obstacles. Several studies indicate that limited human resources, lack of digital infrastructure, and low technological literacy are the dominant obstacles to optimizing information systems in villages [1]. This condition results in low community participation and the suboptimal implementation of good governance principles in the context of village public services [4]. Furthermore, some villages still conduct administration manually and have not fully integrated service processes through digital platforms, resulting in service delays and low public transparency [4].

Various studies have identified efforts to address these problems through the development of more structured and participatory digital-based information systems. Mustanir et al. [4] showed that the implementation of the SIBERAS (Village-Owned Enterprises Information System and Village Management) application in Bulu Village, Sidenreng Rappang Regency, was able to improve the quality of public services with an effectiveness rate of 62%, although the level of public understanding of the application's use was still low. Similar results were obtained by Alfarizhi and Nuryanto [4], who assessed that the Village and Sub-district Profile Information System (Prodeskel) plays an important role in data-driven development planning, but is still hampered by the limited capacity of village apparatus resources.

Another study by Sipayung and Siahaan [5] proposed an Enterprise Architecture Planning (EAP) approach using the TOGAF ADM framework to design an integrated village government information system, with a focus on data management, work efficiency, and reducing the risk of archive loss. Meanwhile, Wijaya et al. [6] developed a local government public service information system using the Agile method, which was proven to reduce service completion time from five to two days and increase public satisfaction from 65% to 85%. In addition, Yusuf [7] emphasized that the implementation of e-government at the village level can improve the quality of public services and strengthen the transparency and accountability of officials in carrying out administrative functions.

In general, the research results indicate that digitizing village government through information systems can improve the effectiveness of public services, strengthen public trust, and expand access to information [4]. However, implementation in the field still shows disparities between regions due to differences in technological readiness, local policies, and human resource capacity [4]. Therefore, a comprehensive and systematic study is needed to map research trends, key findings, and research gaps regarding the implementation of village information systems in the context of transparency and public services in Indonesia.

Based on these problems, this study aims to conduct a Systematic Literature Review (SLR) of various empirical and conceptual studies on village information systems. The SLR approach was chosen because it can provide a comprehensive, objective, and structured analysis of trends in village information system development, success factors and constraints, and their implications for improving transparency and public services. The results of this study are expected to provide scientific contributions to the development of more effective, inclusive, and sustainable village digitalization policies.

II. Related Work

Research on Village Information Systems (VIS) or Sistem Informasi Desa (SID) has increasingly attracted academic attention, particularly in the context of digital transformation in public governance. Previous studies have highlighted the strategic role of SID in supporting transparency, accountability, and efficiency of public services at the village level. Aryani and Kusumaningrum [1] emphasized that the development of village information systems contributes significantly to sustainable governance by improving data management and enabling better decision-making processes. Similarly, Kesa et al. [2] demonstrated that the implementation of financial information systems such as SISKEUDES enhances transparency and accountability in village financial governance.

Several studies have focused on the technical and architectural aspects of SID development. Murtia et al. [3] proposed a mobile-based Village Information System design to improve accessibility and flexibility in administrative processes. In addition, Sipayung and Siahaan [6] introduced the Enterprise Architecture Planning (EAP) approach using the TOGAF ADM framework to develop integrated village information systems, aiming to improve data management efficiency and reduce administrative errors. These studies indicate that system design and technological frameworks play a crucial role in ensuring the effectiveness of SID implementation.

In terms of implementation and evaluation, Syamsi et al. [4] conducted an evaluation of SID utilization in Gresik Regency and found that although the system has been implemented, its use is still not optimal due to limitations in human resources and technological infrastructure. This finding is consistent with Iswanto et al. [5], who identified low digital literacy among government apparatus as a major barrier to successful digital transformation in the public sector. These studies underline that technological readiness must be accompanied by human capacity development.

Furthermore, research by Mustanir et al. [7] and Yusuf [8] highlights the impact of digital-based applications on improving the quality of public services. Their findings indicate that the implementation of e-government at the village level can enhance service efficiency, responsiveness, and public trust. Digital systems enable faster service delivery, better documentation, and increased accessibility of public information, which are essential elements of good governance.

From a broader governance perspective, Anisa and Nawangsari [9] and Darmawati et al. [10] emphasized that digitalization in public administration is closely related to the realization of transparency and accountability principles. Their systematic literature reviews show that the use of information systems in managing village funds and public services strengthens oversight mechanisms and encourages community participation in governance processes.

Overall, existing literature demonstrates that Village Information Systems play a significant role in improving governance quality, particularly in terms of transparency and public service delivery. However, most studies tend to focus on specific aspects such as system development, evaluation, or impact analysis separately. There is still a need for a comprehensive synthesis that integrates these perspectives to identify research trends, key success factors, and implementation challenges. Therefore, this study contributes by systematically reviewing existing literature to provide a holistic understanding of SID implementation in supporting transparent and effective village governance.

III. Research Methods

This study applies a Systematic Literature Review (SLR) approach to systematically identify, evaluate, and synthesize various relevant studies on Village Information Systems (SID) in improving transparency and public services. The SLR method was chosen because it has a structured, transparent, and replicable framework, allowing researchers to obtain a comprehensive overview of the development and direction of research in this field [2]. The SLR implementation procedure in this study follows the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) guidelines, which outline four main stages: identification, screening, eligibility, and inclusion [3]. This approach allows researchers to search the literature using standardized procedures and ensure the validity and accuracy of the review results. Furthermore, the SLR methodology also refers to [4] guidelines commonly used in literature synthesis-based research to ensure the review process is conducted scientifically and measurably [3].

In general, the SLR implementation in this study includes three main stages. The first stage is planning, which focuses on determining the objectives, scope, and formulation of research questions that will form the basis of the analysis. The second stage is implementation, which includes a literature review from various scientific sources according to predetermined inclusion and exclusion criteria. The final stage is reporting,

which involves synthesizing the results in a structured narrative that describes research trends, contributions, and research gaps related to the implementation of village information systems in the context of transparency and public services [3]. To ensure a focused and comprehensive review process, the SLR method in this study is divided into four main components: (1) Formulating Research Questions, (2) Search Strategy, (3) Conducting the Literature Review, and (4) Bibliometric Analysis. These four parts are explained in detail in the following subsections.

A. Formulating Research Questions

Researchers formulated their research questions using the PICOC (Population, Intervention, Comparison, Outcome, Context) framework [1]. This approach was used to ensure a focused, systematic, and transparent literature review, ensuring that each element of the study could be thoroughly examined and consistent with the primary objective of understanding how Village Information Systems (SID) play a role in improving transparency in village governance and the quality of public services in Indonesia. The PICOC framework helps researchers ensure that each study reviewed is relevant to the context of village governance, digitalization interventions, and the expected outcomes of improving accountability and efficiency of public services. The PICOC attributes used in this study are presented in Table 1 below.

TABLE 1. PICOC ATTRIBUTES

Criteria	Scope
Population	The village government and village officials involved in governance and the village community as recipients of public services.
Intervention	Implementation and optimization of the Village Information System (SID) as a tool to support transparency, accountability, and digital-based public services.
Comparison	Village governments that have not implemented SID or still rely on manual systems in managing administration and public services.
Outcome	Realization of increased transparency in village financial management, efficiency of public services, and increased community participation in government oversight.
Context	The scope of village government in Indonesia is currently adapting to digital transformation to realize transparent and accountable village governance.

Based on the PICOC attributes above, the researchers then formulated research questions, which served as the primary direction of the literature review. These questions were structured according to the research focus and aimed to explore how the Village Information System (SID) can be optimally utilized to improve transparency and public service within village government.

TABLE 2. RESEARCH QUESTION AND OBJECTIVES

ID	Research Question	Purpose
RQ1	In what contexts are village information systems implemented to support increased transparency and public services within village government?	Identifying the context and sectors of implementing village information systems in governance to improve transparency and quality of public services.

RQ2	How does the implementation of a village information system affect the transparency of village government management and public services to the community?	Analyzing the impact of implementing a village information system on increasing transparency in government management and the effectiveness of public services.
RQ3	What factors influence the success or obstacles in implementing a village information system to realize transparent and accountable village governance?	Identifying supporting and inhibiting factors in the implementation of village information systems to increase transparency and accountability of village government.

B. Search Strategy

The literature search for this study was conducted using Harzing's Publish or Perish (PoP) software, with Google Scholar as the primary source. The search was conducted using the keywords "village information system" and "transparency" to obtain publications relevant to the research topic. The search period was set from 2021 to 2025, with the aim of obtaining literature reflecting the latest developments in the implementation of village information systems related to improving transparency and public services.

C. Inclusion and Exclusion

The literature search process and the application of inclusion and exclusion criteria were carried out to ensure that the selected articles were relevant to the research topic.

TABLE 3. INCLUSION AND EXCLUSION CRITERIA (2020–2025)

Inclusion Criteria	Exclusion Criteria
Articles that discuss the implementation, evaluation, or development of the Village Information System (SID) in the context of village government.	Articles that discuss information systems in other sectors such as education, health, or business that are not related to village government.
Articles that examine the relationship between village information systems and transparency, accountability, or improved public services.	Articles that only discuss the technical aspects of SID without linking it to transparency or public services.
Studies conducted on village governments in Indonesia or developing countries with similar government structures.	Studies conducted in urban contexts, private institutions, or non-governmental institutions.
Articles published between 2021 and 2025 to reflect the current state of village information system implementation.	Articles published before 2021 or do not include a clear publication year.
Scientific articles, conference proceedings, or research reports that have gone through a peer-review process.	The scope of village government in Indonesia is currently adapting to digital transformation to realize transparent and accountable village governance.

D. Conducting a Literature Review

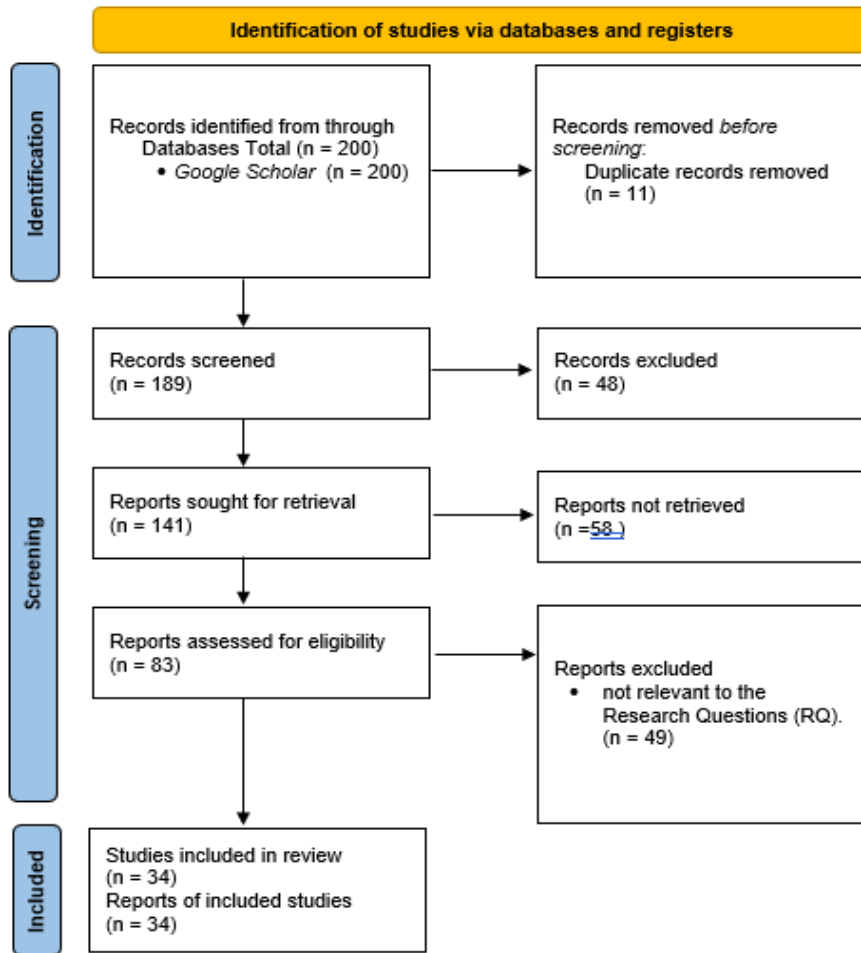


Fig. 1. PRISMA Diagram

A literature search using Google Scholar's Publish or Perish tool shows an increase in the number of research publications related to Village Information Systems (SID), e-government, and digital public services over the past five years (2021–2025). This trend indicates that the topics of village government digitalization and public transparency are increasingly attracting the attention of academics and practitioners, in line with the implementation of the national Electronic-Based Government System (SPBE) policy and the push for digital transformation at the village level [2]. The initial search yielded 200 articles before undergoing the screening and eligibility process at the PRISMA stage. Overall, the number of publications showed a consistent increase from 2021 to 2024, with peak research activity occurring in 2023 (60 articles or 30.00%), followed by a slight decline in 2025 (15 articles or 7.50%). This increase demonstrates that research on the application of information systems in village governance and public transparency has experienced significant development over the past five years.

Most publications originate from academic circles and research institutions in the fields of information technology, public administration, and local government. The dominant focus of research includes the use of Village Information Systems for financial transparency, increasing the efficiency of public services, and

strengthening village government accountability through a digital approach based on community participation. [9]. Thus, it can be concluded that Village Information Systems have developed into a strategic instrument in building transparent, responsive, and technology-based village governance.

TABLE 4. TOTAL REFERENCES EACH YEAR (2021-2025)

Year of Publication	Number of References	Percentage
2021	25	12,50%
2022	38	19.00%
2023	60	30.00%
2024	52	26.00%
2025	25	12,50%
Amount	200	100,00%

Table 4 shows the rapid increase in the number of reference publications between 2021 and 2024. The highest increase occurred in 2023, indicating a peak in academic interest in Village Information Systems and digital government transparency in Indonesia. Although there was a slight decline in 2025 (25 articles or 12.50%), this trend still demonstrates continued research interest in digital governance and village public services.

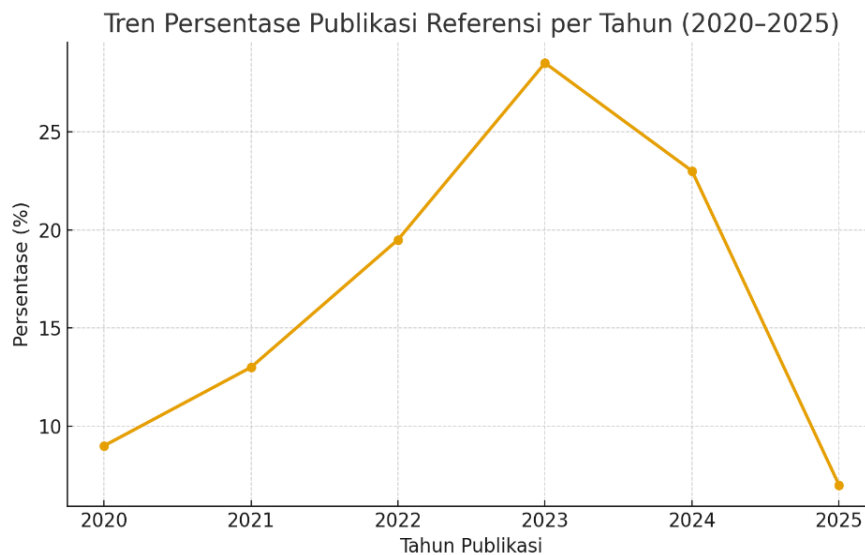


Fig. 2. Reference Publication Development Chart

Fig. 2 displays a graph showing the trend in the percentage of reference publications per year. The graph shows a significant increase between 2020 and 2023, illustrating a surge in research interest in the implementation of Village Information Systems and e-government as a means of improving transparency and public service. Despite a decline in 2025, this graph demonstrates a dynamic and stable pattern within the growing academic literature on the digital transformation of village governance.

E. Bibliometric Analysis

The bibliometric analysis in this study aims to map the development and interrelationships of research themes relevant to the topic of Village Information Systems (SID) in improving transparency and public services. Data were obtained from RIS files extracted from literature using the Google Scholar database, selected because it can reach national publications and gray literature relevant to the context of village governance in Indonesia [8]. The collected RIS files were then processed using VOSviewer software to visualize a map of term co-occurrence between keywords and relationships between research themes [10].

This process produced a visual map displaying key research clusters related to village government digitalization, public information transparency, e-government, and technology-based public services. Through interpretation of the visualization results, researchers were able to identify dominant topics, year-to-year research developments, and the direction of study development regarding the use of Village Information Systems to achieve transparent and accountable governance [10].

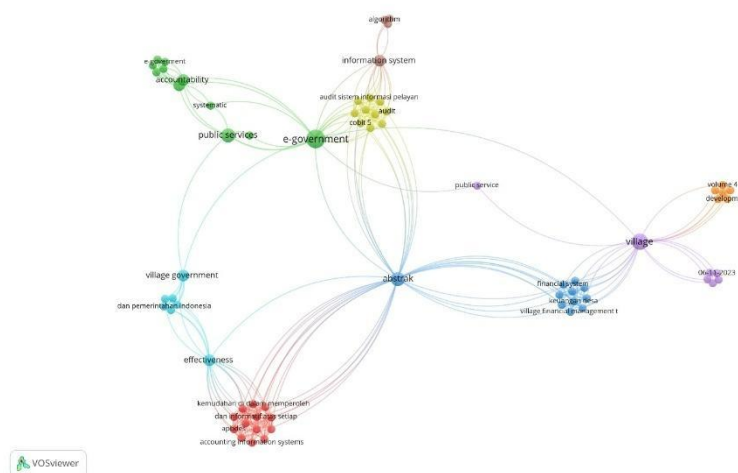


Fig. 3. Map of Relationships Between Terms Based on Bibliometric Analysis Using VOSviewer

Fig. 3 shows a map of inter-term relationships resulting from a bibliometric analysis using VOSviewer software. Each node on the map represents a keyword frequently appearing in the reviewed literature, while the connecting lines (links) indicate the degree of interconnection or co-occurrence between these keywords. Different colors indicate topic clusters that share conceptual closeness within research themes. The analysis reveals that the term "e-government" is the center of the largest cluster, connecting several important keywords such as public services, accountability, and information systems. This cluster reflects the primary focus of research related to the application of information technology in governance, including how digitalization contributes to the transparency and efficiency of public services. Conversely, the light blue cluster, centered on the terms "village" and "village government," demonstrates the close relationship between village information systems and the context of local government in Indonesia, particularly in terms of administrative management and improving public services.

The red cluster displays themes such as effectiveness, accounting information systems, and village budgets (APBdes), indicating research attention to the effectiveness of information systems in village financial management and public budget transparency. Meanwhile, the purple and orange clusters illustrate the link between village development and financial systems, indicating a research direction focused on integrating information systems with village development and financial governance. Another cluster, the yellow-brown cluster, displays the relationship between information systems, audits, and COBIT 5, indicating the emergence of the topic of public information system control and evaluation.

Overall, the results of this mapping indicate that research on Village Information Systems (SID) strongly overlaps with the broader themes of e-government and public accountability. This means that the development of village information systems is not merely a technological aspect but is also closely related to transparency, service effectiveness, and accountable governance at the local level. These findings confirm that future research directions have the potential to strengthen the integration between VIS, village financial management, and community participation in realizing transparent and responsive village governance.

IV. Results And Discussion

A. RQ1. In what contexts are village information systems implemented to support increased transparency and public services within village government?

Based on a literature review, the implementation of the Village Information System (SID) in Indonesia has been carried out in various contexts, focusing on improving administrative efficiency, transparency in governance, and optimizing public services. According to [11], the use of SID helps village governments accelerate population administration processes, document archiving, and digital financial reporting, making them more efficient and accurate [3]. [12] state that SID plays a crucial role in establishing good governance principles at the village level through the implementation of public data transparency and community involvement in oversight [2].

In addition to serving as a means of digitizing administration, SID is also applied in the context of development planning and village fund management. [13] explain that the village profile information system supports the transparency of development data and assists village officials in formulating more accountable, data-based policies. This implementation also allows the public to access public information online through websites or self-service applications [6]. Thus, the context of SID implementation includes three main dimensions: increasing administrative efficiency, transparency in government management, and public participation in public oversight.

B. RQ2. How does the implementation of a village information system affect the transparency of village government management and public services to the community?

The implementation of the Village Information System (SID) has had a significant impact on increasing transparency, accountability, and efficiency of public services at the village level. According to research by [14], a digital-based service system can reduce service completion times from five days to two days and increase public satisfaction by up to 85% [7]. Similar results were also found by [15], who showed that the implementation of the SID creates a participatory space for the community to exercise social control over the performance of village government officials through the transparency of service and financial data [2].

Several studies link the implementation of the SID to increased fiscal transparency and public oversight. This system allows village financial reports to be published online, thereby strengthening public trust in the management of public funds [5]. [16] added that the SID also increases the efficiency of public services by minimizing data input errors and accelerating bureaucratic processes that were previously carried out manually [3]. In general, the study results indicate that the implementation of the SID promotes transparency in village government management, strengthens the accountability of officials, and improves the quality of public services through the integrated use of information technology.

C. RQ3. What theoretical models are most frequently used in studies of online ticketing application acceptance?

The success of SID implementation is heavily influenced by human, technical, and institutional factors. One key factor is human resource (HR) competence. Several studies have shown that low digital skills among village officials are a major obstacle to optimal SID utilization [9]. [17] emphasized that the success of digitalizing public services in villages depends not only on system availability but also on the readiness of users to operate and utilize the technology effectively.

In addition to human resources, village government commitment and regulatory support are also determining factors for success. Case studies in Bali and South Sulawesi show that the successful implementation of systems such as SiLagas and SIBERAS is influenced by clear village regulations, system maintenance budgets, and the support of village heads in encouraging the continued use of digital systems. [6]. However, several key obstacles have also been identified, such as limited technological infrastructure and internet networks in rural areas, which often hinder data input and access. [16]. Other obstacles include resistance to change from some village officials and a lack of coordination between district, sub-district, and village governments [3].

Research also shows that the success of SID implementation increases when there is synergy between levels of government. Collaboration between local and village governments in terms of technical support, training, and data integration is key to ensuring the sustainability of village information systems [9]. Therefore, efforts to strengthen human resource capacity, develop adequate digital infrastructure, and foster collaborative policies across regions are essential to ensure optimal implementation of the Village Information System (SID) and significantly impact transparency and accountability in village governance.

V. Conclusion

Based on a systematic review of related literature, this study demonstrates that the Village Information System (VIS) plays a crucial role in supporting increased transparency and public service delivery in village government. VIS implementation significantly accelerates administrative processes, improves service efficiency, and strengthens the accountability of village officials through public information disclosure. The link between VIS and e-government, public accountability, and digital governance confirms that village digitalization is an integral part of a more adaptive and participatory government transformation. Key success factors include human resource competency, regulatory support, and technological infrastructure readiness. While frequently encountered obstacles include low digital literacy and limited internet access. This study provides future development prospects, including an in-depth evaluation of the social and economic impacts of VIS implementation and the development of an integrated information system model across government levels that promotes community participation and digital sustainability at the village level. Financial support from an organization should be acknowledged in the Acknowledgments section.

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