



Government Transparency through the Creation of a Website by the Village of Sukomulyo Gresik based on WordPress

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Abstract: Transparency in governance is an important aspect in improving accountability and public trust in village administration. Sukomulyo Village in Gresik has taken a strategic step by developing a WordPress-based website to publish information and provide digital services. This study aims to describe the process of creating a village website, analyze its effectiveness in improving information transparency, and identify the benefits the community derives from it. The research method uses a qualitative descriptive approach, including observation, interviews, and document analysis. The results show that the village website can provide more open information, including financial reports, development activities, administrative services, and village news. In addition, using WordPress enables easier content management and can be handled by village officials without advanced technical expertise. The implementation of the website has been proven to increase community access to information and strengthen public participation in the village governance process. Thus, creating a WordPress-based village website is a practical step toward greater transparency and better governance.

Keywords: Accountability, Public Service, Transparency, Village Website, WordPress.

Introduction

Transparency in governance is one of the main principles of good governance, emphasizing information disclosure, accountability, and public access to governance processes and outcomes. According to national regulations, such as Law Number 14 of 2008 concerning Public Information Disclosure and Minister of Home Affairs Regulation Number 20 of 2018 concerning Village Financial Management, village governments are required to provide information that is easily accessible and accountable to the public. This obligation is further strengthened by the trend of digitalization in the public sector, which encourages village governments to use information technology to deliver information in real time, quickly, and efficiently (Firmansyah, 2024).

Recent literature shows that the implementation of e-government at the village level, including the use of

official websites, has a significant impact on increasing transparency, community participation, and the effectiveness of public services (Handayani et al., 2025). Village websites have become one of the media recommended by various studies to improve communication between village governments and their citizens. Through websites, village governments can present public information such as financial reports, development programs, community activities, village regulations, and administrative services in an open and structured manner (Angganten, 2024).

WordPress, as a Content Management System (CMS), is widely used by village governments because it is open source, easy to use, flexible, and supports various plugins that facilitate the development of village information service features (Sukmawati et al., 2024). A recent study by Utomo et al. (2022) confirms that WordPress provides a high level of content management efficiency, making it suitable for use by village officials

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with limited technical capacity. Sukomulyo Gresik Village, one of the villages currently striving to improve transparency in governance, faces challenges in conveying information to the community due to limitations of conventional communication media.

The lack of access to information about village activities, budget reports, and administrative services is one of the factors contributing to low community participation in village development. Therefore, developing a WordPress-based village website is a strategic step to overcome these limitations and create a more open public information space (Fadli & Wolo, 2023).

Through the village website, the community can access information independently without visiting the village office. In addition, publishing reports and documenting development activities can increase public trust in the village government. The implementation of this website also aligns with the Indonesian government's digital transformation agenda, which emphasizes the use of information technology at all levels of government (Aminuddin et al., 2025). Based on this background, this study aims to analyze how the creation of a WordPress-based website can support transparency in governance in Sukomulyo Gresik Village, and to examine the extent to which its use affects information access and community participation.

Method

Research Design

This study uses a qualitative descriptive approach to describe in depth the process of creating a WordPress-based website and its role in improving transparency in governance in Sukomulyo Village, Gresik. A qualitative approach was chosen because it can explore phenomena holistically, particularly those related to the behavior, perceptions, and experiences of village officials and the community in using the village website as a medium for information and transparency. Through this approach, the researcher focuses not only on the result, which is the availability of the village website, but also on the dynamics that occur during the planning, creation, management, and utilization of the website.

Research Location and Time

The research was conducted in Sukomulyo Village, Gresik Regency, East Java. This village was chosen because it is one of the villages that has begun implementing a website to promote transparency in village administration. This condition makes Sukomulyo Village a relevant location for examining how simple technologies, such as WordPress, can be used to support public information disclosure. The research was conducted over a specific period, tailored

to the research needs, including observation, interviews, and the collection of relevant documents. The entire series of research activities was systematically arranged to capture the process of using the village website over time.

Research Subjects and Informants

The subjects of this research were parties involved in the planning, management, and use of the village website, including both the village government and the community. Informants were selected using purposive sampling, which involves selecting informants based on the relevance and completeness of the required data. The primary informants in this study included the Head of Sukomulyo Village, the Village Secretary, other village officials, and the operator or manager of the village website. This community uses the village website as a source of information, and community leaders or representatives of village institutions who influence local decision-making. The selection of informants was intended to enable the researcher to obtain diverse perspectives from administrators and users, thereby presenting a more complete picture of the role of village websites in transparency.

Data Collection Techniques

Data collection in this study was conducted using several techniques to ensure comprehensive, complementary information. The first technique was direct observation of the website management process by village officials, including how content was uploaded, updated, and presented to the public. Through this observation, the researcher also examined the website's content related to transparency, including information on the Village Budget (APBDes), the Village Work Plan (RKPDDes), development activity reports, and public services displayed (Safitri & Adnan, 2024).

These interviews aimed to explore information about the village website creation process, from planning and platform selection to content management. In addition, the interviews were used to identify technical and non-technical obstacles encountered and to explore the informants' perceptions of the website's impact on transparency and the quality of public services in the village (Suliyatini et al., 2025).

The interviews also touched on the community's perceptions of information disclosure and the extent to which they felt there had been changes since the village website was launched. The third technique was a documentation study. The researchers collected relevant official village documents, including village financial reports, village development planning documents, archives of publications on the village website, and national regulations governing transparency and e-government.

These documents were analyzed to assess the consistency between the information available in physical form and that published on the website, as well as the extent to which the website was used as an official medium for village government transparency.

Data Analysis Techniques

The data obtained were analyzed using the interactive analysis model of Miles and Huberman (Rosyada et al., 2025), which comprises three main stages: data reduction, data presentation, and conclusion drawing. In the data reduction stage, researchers selected, simplified, and grouped data according to predetermined categories, such as transparency, website management, public services, and community participation. Data irrelevant to the research focus was discarded, while important data was coded and grouped into specific themes.

The next stage is data presentation, in which the reduced data are organized into a systematic narrative description, supported by tables, interview excerpts, and visual documentation when necessary. This structured data presentation makes it easier for researchers to interpret and understand the patterns that emerge in the field. The final stage is drawing conclusions, which is done by examining the relationship between field findings and the theories used, such as transparency theory, the concept of e-government, and the use of the WordPress platform in village governance. The conclusions produced are iterative, meaning they are continually reviewed throughout the analysis process until reliable, accountable findings are obtained.

Website Creation Procedure (Technical Research Section)

Since this research directly involves the creation and development of a WordPress-based village website, these technical stages are integral to the research method. The process begins with an analysis of the village's information needs, during which researchers and village officials identify the types of information that should be provided on the website to support transparency and public services. The results of this analysis are then used to design the website's structure and features, including determining the main menu, submenus, and the types of services to be displayed online.

After the structure design was completed, WordPress was installed on the village's official hosting and domain. At this stage, a theme was selected that suited the village's character and display requirements, and various supporting plugins were configured, including budget transparency, activity documentation galleries, and online village administration services. Next, the initial website content was entered, including information on the village budget (APBDes), the village

profile, village news and activities, and public services accessible to the community.

The next stage was to train village officials on managing the website, including the login process, uploading content, updating information, and managing comments and interactions with the community. After the website was active and filled with basic content, a public access trial was conducted to assess how widely the community could access it and identify any technical obstacles that might arise. The website's use was periodically evaluated to assess the extent to which it contributed to increased transparency and quality in village administration services for the community. These technical stages also became part of the empirical data analyzed in the study.

Result and Discussion

Overview of Sukomulyo Village, Gresik

Observations and interviews show that Sukomulyo Village is a village with fairly dynamic government activities and a high demand for public information. Prior to the development of the website, information dissemination was still conventional, through bulletin boards, village meetings, and word of mouth between residents. This pattern meant that information on budgets, development programs, and administrative services was not consistently and promptly conveyed to all levels of society. This situation created an information gap, especially for residents who rarely attended face-to-face forums or lived far from the village center.

This situation aligns with findings from various studies that the lack of information technology utilization contributes to limited information disclosure and public participation, especially in rural areas (Hidayati, 2025). In the context of good governance, the position of Sukomulyo Village in the early stages can be categorized as a village that is still in transition from a traditional governance pattern to a more transparent and information technology-based governance. The need to adopt digital media has become increasingly urgent, in line with regulatory requirements regarding public information disclosure and e-government at the village level (Artamevia et al., 2025). Therefore, developing a village website is a strategic step to bridge the gap between transparency obligations and practices in the field.

The Process of Creating a WordPress-Based Village Website

The process of creating the Sukomulyo Village website began with an analysis of information needs, which was conducted through observation and interviews with village officials and community representatives. This process identified several key

needs, namely the publication of the Village Budget (APBDes), budget realization reports, documentation of development activities, administrative service information, and village news. These results show that the dimensions of financial transparency, development programs, and public services are the village's top priorities, in line with the mandate of the Public Information Disclosure Law and the Minister of Home Affairs Regulation related to village financial management. These findings support the view that transparency at the village level is not only about the availability of information but also about the organization of its form, structure, and channels so that it is easily accessible to the community (Rahma et al., 2025).

The next step is to install and configure WordPress on the village's official domain. WordPress was chosen for its ease of use, the availability of transparency-supporting plugins, its open-source nature, and its flexibility for content updates. The village administrator customized the display using a responsive theme so that the website can be easily accessed via computers and mobile devices. The choice of WordPress aligns with Yanti et al. (2025) findings that state that WordPress is a CMS well-suited for local government agencies because it is easy for non-technical users to manage and supported by a rich plugin ecosystem. This is reinforced by Nabil et al. (2024), who show that WordPress is effective for managing local government transparency content due to its simple, easy-to-understand content structure.

After installation, village officials uploaded initial content, including village profiles, organizational structures, village news, APBDes, financial reports, and activity documentation. The priority given to transparent content shows an initial commitment to making the website the main channel for information disclosure, not just a showcase for village profiles. Next, training was conducted for village officials on content management, menu and display settings, plugin use, and fundamental website security. This training phase is important to ensure the sustainability of website management without excessive dependence on external parties, in line with literature recommendations that emphasize the importance of local human resource capacity in the successful implementation of e-government in villages (Hadi & Samsudin, 2025).

Implementation of Transparency through the Village Website

The implementation of transparency through the Sukomulyo Village website is reflected in several key elements. First, from a financial perspective, the website publishes the APBDes (Village Budget), budget realization reports, development plans, and budget absorption documentation. This publication makes

information previously available only in physical documents or on limited forums widely accessible to the public. Interviews with residents show that they can now learn about budget allocations and realizations without waiting for village meetings, which aligns with Dana et al. (2025) findings that village websites can increase public trust by providing more transparent access to financial information.

Second, regarding programs and activities, the website features regularly updated news articles, photo galleries, and village activity schedules. This not only serves as documentation of activities but also as a form of public accountability because the community can see the process and results of program implementation more clearly. This practice reinforces the findings of Siboro et al. (2025), who stated that digital documentation of village activities through websites can reduce the potential for information distortion and increase the effectiveness of communication between the village government and the community.

Third, the website also provides information on public services, including the procedures for requesting letters of introduction, domicile letters, and other certificates required by residents. This information helps the community prepare documents and understand the service flow before coming to the village office, thereby reducing repeat visits and speeding up the administrative process. This is consistent with the results of studies by Najib et al. (2023), which shows that implementing e-government in villages can improve service speed, data accuracy, and the accessibility of public service information.

Fourth, in terms of accessibility, the website has been designed to be responsive so that it can be accessed on smartphones and computers. This is important, as many villagers use mobile devices to access the internet. Thus, the implementation of transparency on the website in Sukomulyo Village not only addresses the dimension of information availability but also the dimensions of ease of access and practicality for the community.

Impact of the Website on Transparency in Governance

Interviews with the community and village officials show that the WordPress-based website has had several tangible impacts on transparency in governance. First, regarding access to public information, the majority of respondents stated that it is now easier for them to obtain information on the village budget, programs, and activities. Residents no longer have to wait for meeting invitations or come directly to the village office to request information that can be published openly. These findings align with the literature, which emphasizes that digitizing information through village websites can improve communication

efficiency and strengthen government-community relations.

Second, this increase in access to information strengthens community trust in the village government. Online budget transparency and activity documentation create a broader space for social control, leading the community to view the village government as more open and accountable. This confirms the findings of Wibowo (2023) and Puteri and Kurniawan (2023), which show that villages with official websites tend to have higher levels of public trust and community participation than villages without websites.

Third, in terms of public participation, websites encourage the community to be more active in asking questions, providing input, and getting involved in village activities, as they have a better understanding of the programs being implemented. Open information gives residents a stronger knowledge base when expressing criticism or suggestions, thereby improving the quality of participation. Although administrative services are not yet entirely online, the availability of clear information is a first step toward more comprehensive digitalization of public services, as recommended by various studies on e-government development at the local level (Sudirman & Saidin, 2022).

Challenges Faced

Although it has shown positive impacts, the implementation of the website in Sukomulyo Village still faces several challenges. First, limited human resources are a significant challenge. Not all village officials have sufficient digital literacy to manage and update website content regularly. In some cases, website management relies on only one or two operators, so when the operators are unavailable, content updates are hampered. This condition is in line with the findings of Zein & Septiani (2024), which highlight human resource capacity as a key factor in the success or failure of e-government implementation in villages.

Second, limited internet infrastructure in some rural areas means that not all residents can access the website smoothly. People living in areas with weak or limited signals often rely on verbal information or other media. This shows that even though the website is available, the digital access gap remains an issue that must be addressed, as has been widely noted in the literature on the digital divide in rural areas.

Third, website content updates are still inconsistent. Some pages, especially those related to the latest reports, are not constantly updated within the ideal time frame. This inconsistency has the potential to reduce public trust if they find outdated information. In fact, the literature emphasizes that the relevance and recency of content are important prerequisites for the effectiveness of digital transparency.

Fourth, the limitations of public digital literacy also pose a challenge. Not all residents are accustomed to using the internet or searching for information through village websites. Some still rely on information from neighborhood associations or neighbors. This indicates the need for more intensive socialization and education strategies so that the website is used optimally, rather than merely serving as a rarely accessed digital showcase.

Conclusion

Based on the findings of the study, it is recommended that the Sukomulyo Village Government prioritize increasing the capacity of village officials through regular training on WordPress management, website security, publication of transparency content, and data management and digital services. These efforts need to be followed by a commitment to regularly update content, particularly regarding the current year's Village Budget (APBDes), budget realization reports, village development activities, and community service information, so that the website remains up-to-date, relevant, and reliable as a means of transparency. On the other hand, it is also important to improve the community's digital literacy through socialization, basic technology training, distributing flyers or video tutorials, and integrating website information with village social media, so that the community becomes more accustomed to using the website as their primary source of information.

In addition, the village government needs to collaborate with the local government and internet service providers to improve network infrastructure quality, so that all residents can enjoy equal access to the website without technical issues. In the future, it is also recommended that village websites be further developed by integrating them into digital public service systems, for example, by adding online administrative service features, presenting real-time information on village activities, providing channels for public complaints, and integrating them with the Village Information System (SID) application. Strengthening these technical, institutional, and community participation aspects is expected to transform village websites from mere information media into instruments of transparent, participatory, and accountable governance.

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