

ABSTRACT

This study investigates the impact of technology utilization, innovation ambidexterity, and government support on the business resilience of MSMEs (Micro, Small, and Medium Enterprises) in Pontianak City, with local communities as a moderating variable. The research is motivated by challenges faced by MSMEs in the VUCA (Volatility, Uncertainty, Complexity, Ambiguity) era, particularly during the COVID-19 pandemic, which reduced resilient MSMEs in Pontianak from 28,208 units in 2019 to 15,835 units in 2024.

Using Entrepreneurial Interdependence Theory and the concept of business resilience, this study explores these relationships. Technology utilization includes infrastructure capabilities and proactive attitudes; innovation ambidexterity balances short-term and long-term needs; and government support encompasses financing access, tax incentives, and digitalization training.

A quantitative survey of 400 MSMEs operating for at least five years was conducted, with data analyzed via Partial Least Square Structural Equation Modeling (PLS-SEM).

Findings reveal that technology utilization, innovation ambidexterity, and government support positively influence MSME resilience. Local communities strengthen these relationships by facilitating knowledge exchange and collaboration.

Practical recommendations include enhancing technology adoption, fostering innovation ambidexterity, and optimizing government support to boost MSME resilience in the digital era.

Keywords: *MSMEs, technology utilization, innovation ambidexterity, government support, business resilience, local communities*