

Implementation of Public Information Disclosure Policy in Cibiru Wetan Village, Cileunyi District, Bandung Regency

Rani Susanti¹, Dudung Ahmad Suganda^{2*}, Diki Suherman³, Iin Setyawati⁴

¹⁻⁴Faculty of Social and Political Sciences, Algifari University, Bandung, 40293, Indonesia.

*Email: dasuganda1@gmail.com

Abstract. This research aims to find out how the Public Information Disclosure policy is implemented, identify obstacles, and solutions. This is important to realize participatory governance, in accordance with Law Number 14 of 2008 concerning Public Information Disclosure.

The method used a descriptive qualitative method. Data collection techniques through interviews, observations, documentation, and literature studies. The informants consisted of the Chairman of the Village PPID, information service officers, and the local community. Data analysis is carried out by data reduction, data presentation, and conclusion drawn.

The results of the study show that the implementation of KIP has been running, marked by the existence of information services based on village websites and the establishment of Information and Documentation Management Officials (PPID). However, there are still some shortcomings such as lack of consistency in the presentation of information, and low public understanding of the bureaucratic structure of information services. Efforts made include increasing human resource capacity, strengthening communication between village officials, and active socialization to the community.

The successful implementation of information disclosure policies is highly dependent on synergy between village governments and active participation of the community, as well as appropriate information technology support.

Keywords: Policy Implementation, Public Information Disclosure, Village Government.

Introduction

Information is a basic need for people to develop their personal and social environment and is also important for national resilience. With the passage of Law Number 14 of 2008 concerning Public Information Disclosure (KIP). This regulation provides a guarantee of certainty, especially for the public to be able to access information in public bodies (executive, legislative, and judicial institutions). As per Law Number 14 of 2008 the provisions of Article 7 paragraphs 1 and 2, that this Public Agency is obliged to provide, provide and/or publish public information under its authority to the applicant for public information, in addition to information that is excluded in accordance with the provisions and the Public Agency is obliged to provide accurate, true, and information that is not in accordance with reality. This shows that there is no longer a gap for public bodies not to or even hinder the public from knowing all available information (Government Law of the Republic of Indonesia, 2008).

People today realize that they need information about how they are perceived by their government through information sources such as the mass media. The need for information related to government performance,

policy making and program implementation made by the government will determine the public's sense of security, comfort and trust in government institutions. Public Information Disclosure (KIP) must be implemented by the government from various levels. The principles of good governance must be used to involve the community in the process of policy making, development planning, budgeting, resource management and regional assets and excellent service to the public. Not limited to the regional level, the implementation of public information disclosure spreads to the aspect of ease of access to information for the community to the lowest level, namely the community at the village level. The Village Government as part of the government in community service must be in harmony with the times. Public information disclosure is one of the essential and very important things in good governance. (Nursetiawan & Putra, 2021). In implementing the KIP Law, it is necessary to have a special team to serve the needs to develop a system for providing information services quickly and easily. The team is called the Information and Documentation Management Officer (PPID) who is appointed directly by the Public Agency or the Regional Government. The existence of PPID indicates the seriousness of public bodies in handling information disclosure. In the context of services, PPID is the main guard that deals with the community directly, related to information requested by the community and providing responses to objections or complaints submitted by the community. In this case, the role of PPID is very important because it can be the leading access/facilitator of the delivery of information needed by the community (Rika Widianita, 2023).

Cibiru Wetan Village, one of the strategic locations in building a digital village, is seen by the participation and concern of the community in order to realize the disclosure of information on the implementation of government and village development as stated in the Instruction of the Head of Cibiru Wetan Village Number 02 of 2022 concerning "The People of Cibiru Wetan Kudu Nyaho (The People of Cibiru Wetan Must Know)" and every head of family of the villagers has access to a mobile phone that makes it easier for residents to access digital services that given by the Village Government, namely through the <https://cibiruwetan.desa.id/> website that can be accessed by the entire community to realize the disclosure of this information. However, it is undeniable that the long journey of reform towards good governance through information disclosure is still encountering obstacles.

Problems related to public information disclosure that are currently felt: Human resources at the implementer (operator) level are still inadequate; Public knowledge about the bureaucratic structure or workflow of the PPID team is not evenly distributed, so information seekers still often ask for information from other work units; The substantive information needed by the community on the village website is incomplete, marked by public information displayed on the website, especially APBDes data until the end of the 2024 fiscal year. This paper aims to find out the implementation of the information disclosure policy, find the inhibiting factors in the implementation of the information disclosure policy and its solutions.

Methods

This research uses qualitative methods, data collection techniques and information used for observation, interviews, documentation, and literature studies. Data to test the validity of the data, the author uses data triangulation. Triangulation is a data analysis approach that synthesizes data from various sources. The analysis technique is used interactive data analysis techniques, through data collection, data reduction, and conclusion drawing.

Result and Discussion

Implementation of Information Disclosure

Openness in general is a sense of tolerance and is the main basis in communicating, the concept of openness in the special mandate of Law Number 06 of 2014 concerning Villages which is explained in Article 24 that "one of the fundamental principles in the context of the implementation of village government is the concept of openness. In order to ensure the implementation of public information disclosure, Law Number 14 of 2008 concerning Public Information Disclosure has been stipulated and ratified, in addition to the issuance of implementing regulations, namely Government Regulation Number 16 of 2010 which regulates in more detail and detail the procedures for implementing public information disclosure.

In measuring the implementation of the public information disclosure policy, according to Geoge Edward III, it can be measured by 4 indicators, namely communication, resources, disposition, and bureaucratic structure.

Communication

The policy must be conveyed to the relevant parties, so the information conveyed must be accurate. If the delivery of the goals and objectives of a policy is unclear, does not provide understanding or even the objectives and objectives of the policy are not known at all by the target group, then there is a possibility of rejection or resistance from the target group concerned. Meanwhile, the purpose of the information disclosure policy to the public as conveyed by the AM informant (Chairman of PPID) said that "The public information disclosure policy provides a guarantee for the public's right to obtain information about various activities, programs, and village policies. This also encourages the creation of transparent government administration, so that it can prevent KKN practices and build public trust in the government."

Then the thing that is no less important in the implementation of the public information disclosure policy is the steps taken by the Cibiru Wetan Village Government, starting from the establishment of PPID. This is in accordance with what was conveyed by the AM informant (Chairman of PPID) as follows:

"The implementation of public information disclosure in Cibiru Wetan Village refers to Law No. 14 of 2008 and Government Regulation No. 61 of 2010, which requires each region to form PPID. As a follow-up at the village level, Village Regulation No. 11 of 2019 concerning Public Information Services was stipulated as the basis for the implementation of information disclosure in Cibiru Wetan Village, starting with a coordination meeting between related parties. This coordination meeting aims to discuss the formation of PPID, prepare a work plan, and determine the duties and responsibilities of each PPID team member."

Based on the information obtained, in the socialization stage of the implementation of the public information disclosure policy, starting from the formation of Village Regulation number 11 of 2019 then conducting a Coordination Meeting with the aim of discussing the formation of PPID, preparing a work plan, and determining the duties and responsibilities of each PPID team member. Therefore, 3 things are needed in this communication, namely good distribution (transmission) that will result in good implementation, clarity received by policy implementers so that they are not confusing in implementation, and consistency provided by policy implementers.

Resources

Policies must be supported by various sources that can support and support policies so that policies can be implemented properly. To assess the extent to which resources affect the implementation of public information disclosure in Cibiru Wetan Village, Bandung Regency, indicators are used, namely human resources, equipment resources, and fund resources.

Disposition

Disposition is one of the factors that affect the effectiveness of policy implementation, including the attitude of the implementer. If the implementer agrees with the content of the policy, he will be happy to implement it, but if his views differ from those of the decision-makers, there will be many problems in the implementation process. The manifestation of this leader's support is to place policies as a priority for the program, the placement of implementers with people who support the program, paying attention to the balance of regions, religions, ethnicities, genders and other demographic characteristics.

To find out more about the support of the implementers in the public information disclosure policy in Cibiru Wetan Village, the researcher conducted interviews with informants to obtain information about the form of support of the implementers as an element of implementing the public information management policy within the Cibiru Wetan Village Government as the results of an interview with ADS (Information Service Officer) which stated that "supporting, form of our support by providing training and knowledge related to information disclosure, in addition to socializing and supporting the management admin to participate in every activity related to information disclosure." The statement shows that policy implementers at the village level have a positive attitude towards public information disclosure. They not only accept policies formally, but also try to strengthen them through training, socialization, and support for Village PPID admins. This shows the willingness and commitment of the implementer as the main supporting factor in the successful implementation of the policy. Then to maintain its commitment and consistency, supervision and monitoring are needed, as stated by the AM informant (Chairman of PPID), that "we always evaluate information services, both internally and with the sub-district. Usually, if there is a program from the sub-district, we participate, and at the same time evaluate what the village PPID has done." The commitment of this implementer is also felt directly by the community as the recipient of services. As conveyed by one of the TR informants from the community, that "stating that it is good, the staff is committed to providing services to the community and publishing every document and information related to government on the website to facilitate public access." This statement shows that the community considers that the implementation of information disclosure in

Cibiru Wetan Village has shown positive results. The community feels openness and accessibility to information, especially through digital media such as village websites. This indicates that the attitude and commitment of policy implementers have had a real impact and are in accordance with the principle of public information disclosure.

Bureaucratic Structure

In the implementation of the public information disclosure policy, the bureaucratic structure is very important regarding the management and delivery of information that must be carried out systematically and coordinated. In Cibiru Wetan Village, the public information management structure is carried out through the existence of the village Information and Documentation Management Officer (PPID). This PPID has a major role in ensuring the public's right to obtain information openly and transparently. In addition to having a clear internal structure, coordination between elements in PPID is also quite effective. Each member understands their roles and responsibilities, so that the information service process runs without significant obstacles. Openness is also supported by a simple workflow, where requests for information from the public can be responded to directly by service officers without having to go through lengthy bureaucracy. This bureaucratic structure also makes it easier for Cibiru Wetan Village to carry out its duties in managing information according to the mandate of Law Number 14 of 2008 concerning Public Information Disclosure. The integration between positions in the PPID structure and the existence of clear assignments make the implementation of information disclosure more systematic and accountable. To support information services, the Cibiru Wetan Village Government also established a Public Information Disclosure Service Announcement. This proclamation is not only a statement of attitude, but also serves as a social contract between the village government and the community. With this announcement, Cibiru Wetan Village shows that the information disclosure policy is not just the fulfillment of administrative obligations, but is part of efforts to create transparent, participatory, and accountable village governance. The inclusion of information in public spaces and village digital media also indicates that the village government wants to ensure that the community knows their right to information and knows the minimum service standards that must be provided by village officials. This is in line with the mandate of Law Number 14 of 2008 concerning Public Information Disclosure and its derivative regulations. In addition to the Information Disclosure Service Announcement, Cibiru Wetan Village also issued a Standard Operating Procedure (SOP) for information requesters. The SOPs issued are as follows: The information applicant comes to the information service village to fill out the request form by attaching a copy of the applicant's ID card and the use of the information; The officer provides proof of receipt of the request for public information to the information requester; The officer processes the applicant's request in accordance with the public information request form that has been signed by the applicant; The officer submits information in accordance with the request of the information user. If the requested information is included in the excluded category, the Village PPID submits the reason in accordance with the applicable provisions; The officer provides proof of submission of public information to the applicant/user of public information. In addition to the written SOP document, Cibiru Wetan Village also visualizes the flow of public information disclosure services through information request procedure charts, which are displayed in the public spaces of village offices and digital media. This visualization clarifies how the PPID bureaucratic structure works in standard-based and transparency-based information services, so that the public can understand the process quickly and easily.

Obstacles

One of the main obstacles found in Cibiru Wetan Village is the limited human resources (HR) of village officials in managing data and information digitally. Digital transformation in village information management has not been running optimally. The lack of digital competence of village officials causes the process of compiling and publishing information to be hampered. Reliance on manual systems causes delays in delivering information to the public, especially routine and mandatory ones, such as APBDes realization reports. Often waiting for information to come directly, even though everything is already on the website." Low active participation of the community in accessing the information that has been provided. People tend to be passive and wait for information to be conveyed directly. Residents are not used to or unable to access information online, even though technically the information is available through online media such as the village's official website. The lack of public initiative to seek information independently is a challenge in the implementation of information disclosure policies. There is no special socialization program about PPID by the Cibiru Wetan Village Government to the community. Most residents do not know the existence and role

of the village PPID. The public's ignorance of their right to information, as well as how the procedures for accessing public information should be open. The absence of socialization regarding PPID and the mechanism for requesting information indicates the weak aspect of policy communication from the village government to the community. As a result, information disclosure that should be proactive and participatory only runs in a formality without creating an active dialogue between the government and the community. The limited digital literacy of the community, low awareness of the right to information, and the absence of direct socialization from the village regarding the existence and function of PPID, make the information that is already available ineffective in reaching all levels of society. As a result, the goal of information disclosure to realize a transparent, accountable, and participatory government has not been fully achieved.

Problem Solving

Internal training and technical assistance have been carried out for village officials, especially those directly related to information management. This training is intended so that the process of data input, documentation, and publication through digital media can run efficiently and on time. Building public awareness about the right to information through socialization. The expansion of communication media has begun to be carried out, for example by disseminating information through RT/RW WhatsApp groups, announcement billboards at village halls, and the use of social media such as the village's official Facebook and Instagram.

Insert education about the right to information and how to access PPID in village deliberations, Posyandu, and literacy trainings for the community. These efforts are crucial, not only to overcome technical and structural barriers, but also to build a culture of transparency and participation at the village level that is sustainable. In the future, the consistency and sustainability of these efforts will be the key to realizing quality public information disclosure and having a real impact on the process and enjoying the results of village development carried out for the community.

Acknowledgments

Gratitude was conveyed to the Head of Cibiru Wetan Village, Cileunyi District, Bandung Regency along with all apparatus and surrounding communities who are the object of research, hopefully it will be a good charity.

References

- Alfansyur, A., & Mariyani. (2020). Seni Mengelola Data : Penerapan Triangulasi Teknik , Sumber Dan Waktu pada Penelitian Pendidikan Sosial. *Historis*, 5(2), 146-150.
- Arfian, M. (2017). Implementasi Keterbukaan Informasi Publik Ditinjau dari UU No. 14 Tahun 2008 di Provinsi Kepulauan Riau. https://dspace.uui.ac.id/bitstream/handle/123456789/27625/MUHAMMAD_ARFIAN_13410292.pdf?sequence=1
- Bender, D. (2016). DESA - Optimization of variable structure Modelica models using custom annotations. *ACM International Conference Proceeding Series*, 18-April-2(1), 45-54. <https://doi.org/10.1145/2904081.2904088>
- Christensen, T., & Læg Reid, P. (2020). *The Routledge Handbook of Accountability and Welfare State Reforms in Europe*. Routledge.
- Denhardt, J. V., & Denhardt, R. B. (2020). *The New Public Service: Serving, Not Steering* (4th ed.). Routledge.
- Dr. Hj. Mariati Rahman, M. S. (2017). *Ilmu Administrasi*. CV SAH MEDIA. https://books.google.co.id/books?id=pVntDwAAQBAJ&printsec=frontcover&dq=ADMINISTRASI+DALAM+ARTI+LUAS&hl=id&newbks=1&newbks_redir=1&sa=X&ved=2ahUKEwiL1cW3kKyKAXWszDgGHfCwCOAQ6AF6B_AgFEAI
- Fitriani, A. (2023). Keterbukaan Informasi Publik. *FOKUS : Publikasi Ilmiah Untuk Mahasiswa, Staf Pengajar Dan Alumni Universitas Kapuas Sintang*, 21(1), 220-228. <https://doi.org/10.51826/fokus.v21i1.738>
- Halimah, O. S., Hafisah, A. S., & Rahmat, T. (2024). Tirtawening bottled water sales in regional government-owned enterprise: Influences of brand image and digital marketing. *Jurnal Dialektika: Jurnal Ilmu Sosial*, 22(3), 357-369.
- Kominfo. (2020). Kominfo: Baru 60% desa terhubung teknologi. Kominfo. <https://www.komdigi.go.id/berita/sorotan-media/detail/kominfo-baru-60-desa-terhubung-teknologi>
- Moenek, Reydonnyzar, D. (2020). *Sistem Informasi Pelayanan Publik*. PT Remaja Rosdakarya.
- Mulyati, Y., Setyawati, I. E., & Suganda, D. A. (2022). Potensi Petani Milenial Jawa Barat Dalam Mendongkrak Perekonomian Nasional Melalui Ekspor Produk Perkebunan. *Journal Publicuho*, 5(3), 963-977. <https://doi.org/10.35817/publicuho.v5i3.43>
- Murdiyanto, E. (2020). *Metode Penelitian Kualitatif (Sistematika Penelitian Kualitatif)*. In Yogyakarta Press. http://www.academia.edu/download/35360663/METODE_PENELITIAN_KUALITAIF.docx
- Mursalim, S. W. (2022). Implementasi Kebijakan Smart City Di Kota Bandung. *Jurnal Ilmu Administrasi: Media Pengembangan Ilmu Dan Praktek Administrasi*, 14(1), 126-138. <https://doi.org/10.31113/jia.v14i1.1>

- Nursetiawan, I., & Putra, R. A. K. (2021). Data dan Sistem Informasi Desa Dalam Era Keterbukaan Informasi Publik di Kabupaten Ciamis. *Jurnal Ilmiah Ilmu Administrasi Negara*, 8(3), 463–471.
- Nuzulian, U. (2023). Faktor-Faktor Ketidakberhasilan Implementasi Program SIDEKEM (Sistem Informasi Desa Dan Pembangunan Kawasan Perdesaan) Di Kabupaten Pematang. *Journal of Public Administration and Management*, 1(1), 1–10.
- Osborne, S. P. (2020). *Public Service Logic: Creating Value for Public Service Users, Citizens, and Society Through Public Service Delivery*. Routledge.
- Pakpahan, A. F., Prasetio, A., Negara, E. S., Gurning, K., Situmorang, R. F. R., Tasnim, T., Sipayung, P. D., Sesilia, A. P., Rahayu, P. P., Purba, B., Chaerul, M., Yuniwati, I., Siagian, V., & Rantung, G. A. J. (2021). *Metodologi Penelitian Ilmiah*. Alfabeta.
- Pollitt, C., & Bouckaert, G. (2021). *Public Management Reform: A Comparative Analysis - Into the Age of Austerity*. Oxford University Press.
- Pramono, J. (2020). Implementasi dan Evaluasi Kebijakan Publik. In *Kebijakan Publik*. Alfabeta.
- Peters, B. G. (2022). *The Politics of Bureaucracy: An Introduction to Comparative Public Administration*. Routledge.
- Prof. Dr. Yos Johan Utama, S.H., M. H. (2020). Pengertian Administrasi Negara dan Hukum Administrasi Negara. In *Hukum Administrasi Negara* (p. 6). <https://pustaka.ut.ac.id/lib/wp-content/uploads/pdfmk/ADPU4332-M1.pdf>
- PUTRI, R. A. (2021). Implementasi Kebijakan Keterbukaan Informasi Publik (Studi Kasus Dinas Komunikasi Informatika dan Statistik) Kabupaten Jeneponto. 6.
- Rahmat, T., Faozanudin, M., & Nurany, F. (2024). *Manajemen E-Government*. Mafy Media Literasi Indonesia.
- Reyhan, A., Achmad Fauzi, Leo Andri Yulius Caesar, Kusuma, A., Ervin, E., Rayvan, R., & Samuel, S. (2024). Dampak Tiktok Shop Terhadap Pedagang Pasar Tradisional atau UMKM di Indonesia. *Jurnal Ilmu Multidisplin*, 2(4), 391–403. <https://doi.org/10.38035/jim.v2i4.456>.