

Implementation of Public Information Disclosure Regulations in An Electronic-Based Government System in Madiun City

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Abstract

Introduction to the Problem: This research is very urgent to find out the implementation of regulations on public information disclosure in electronic-based information systems in Madiun City with various obstacles.

Purpose/Study Objectives: The purpose of this study is to analyze the implementation of regulations on public information disclosure in electronic-based information systems in Madiun City and to analyze the weaknesses of regulations on public information disclosure in electronic-based information systems in Madiun City.

Design/Methodology/Approach: The research method used in this study is legal sociology research (*socio legal research*), data sources in the form of primary data and secondary data and analyzed data using qualitative descriptive analysis.

Findings: Based on the results of research and discussion shows that the implementation of public information disclosure regulations in electronic-based information systems in Madiun City carried out by the Implementing PPID of Madiun City can be seen that the average value of public information disclosure in the Implementing PPID of Madiun City reaches 95%. The indicators are there are no public information disputes and no objections and the number of complaints from the Madiun City Government related to the quality of services such as administrative services, indications of Corruption Crimes (Tipikor) and service officers is 0 (zero) or no complaints. Meanwhile, the weaknesses of public information disclosure regulations in electronic-based information systems in Madiun City are internally no obstacles but management is constrained by human resources, limited facilities and infrastructure; and expertise in the field of information and technology. The efforts made are by conducting periodic technical guidance and commitment to complete infrastructure facilities.

Paper Type: Research Article

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Introduction

Based on the development of public information, since 2008, Indonesia has begun a new momentum in openness related to the ratification of Law Number 14 of 2008 concerning Information Disclosure, hereinafter referred to as the KIP Law. Information disclosure is very important because the public can control every step and policy taken by public bodies, especially the government (Triono, 2005).

The pattern of government-community relations requires a transparent and interactive two-way relationship. Information transparency

The government is managed and supervised by the Information and Documentation Management Officer (hereinafter abbreviated as PPID). The essence of the KIP Law is to encourage every public agency to provide information quickly, on time, at a low cost, and in a simple manner. As in the implementation good governance for the realization of a welfare state (Sarbini, Nugroho, 2023) transparent, accountable governance and can encourage community participation (Domai, Yuliani, 2015).

In the era of globalization, access to all information is very open, including information about the administration of the state or its government to the public (Retnowati, 2012). This is a manifestation of a transparent work ethic (Nurhayati, 2024).

Article 28F of the 1945 Constitution affirms that everyone has the right to communicate and obtain information to develop their personal and social environment, and the right to seek, obtain, possess, store, process, and convey information using all available channels. This includes the issuance of Law Number 14 of 2008 concerning Public Information Disclosure (KIP Law), whose existence is supported by other laws such as the Human Rights Law, the Public Service Law, the Archives Law, and the ITE Law. As a manifestation of transparent, accountable, and clean state administration (Fauzan, Rifdia, Zahra, 2021). Through the mechanism and implementation of the principle of openness, good governance will be created and transparent public participation and high accountability as one of the prerequisites for realizing true democracy.

One of the principles used in the KIP Law is the principle *Maximum Access Limitation Exception* (MALE), which in principle requires that all information is open and accessible to the public. Information may be exempted only if its disclosure would harm the wider public interest. The exemption must also be limited, meaning that only certain information is restricted; and the restriction is not permanent (Sastro, 2010).

In 2020, the United Nations (UN) released the results of a survey-government, where Indonesia is ranked 88th, an increase of 19 levels from 2018, which was ranked 107th. This increase in ranking is inseparable from the existence of Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (SPBE) (Kencono, Putri, Handoko, 2024). SPBE is the provision of big data as a source.

All information, especially regarding public services. This is supported by the Minister of Administrative and Bureaucratic Reform's Regulation No. 13 of 2017 concerning SIPP (Menpan.go.id). SIPP is a one-stop electronic information platform encompassing information storage and management, as well as a mechanism for delivering information from public service providers to the public. The provision of public service information aims to provide accessibility, ease, and speed in obtaining public service information and to ensure the accuracy of public service information.

However, currently, the implementation of the KIP Law for the public to obtain information is still very difficult where not every public body provides public information regularly (Febrianingsih, 2012). In addition, there are still many public bodies that have not implemented an electronic-based government system, especially for the public who need information that is excluded based on Article 17 of the KIP Law (Hidayat, 2024), (Febriananingsih, 2012).

Based on the description above, this research presents the following problem formulations: (1) How is the implementation of regulations on public information disclosure in electronic-based information systems in Madiun City? and (2) What are the weaknesses of regulations on public information disclosure in electronic-based information systems in Madiun City?

Methodology

This study uses a juridical sociological or empirical research method (Nugroho, Anik, Farkhani, 2020), where primary data sources include observations, interviews, and document studies, while secondary data include primary legal materials, secondary legal materials, and non-legal materials. Data analysis in this study uses qualitative descriptive analysis (Nugroho, 2025).

Results and Discussion

1. Implementation of Public Information Disclosure Regulations in Electronic-Based Information Systems in Madiun City

In line with the Public Information Disclosure Law and the form of good and clean government governance (*good governance*), The Madiun City Government as a public body in providing public information and documentation quickly, accurately, and simply to the public stipulates Madiun Mayor Regulation Number 28 of 2021 concerning Amendments to Madiun Mayor Regulation Number 20 of 2017 concerning

Guidelines for Managing Information and Documentation Services in the Environment Madiun City Government. This Mayor's Regulation serves as the basis for the establishment of the Madiun City Information and Documentation Management Officer (PPID). The Madiun City PPID, in accordance with the Mayor's Regulation, consists of the Madiun City PPID, which is held by the Head of the Madiun City Communication and Informatics Office and assisted by 64 Implementing PPIDs, namely OPD, BUMD, Sub-districts, and Villages. The establishment of the Madiun City PPID is also in line with the mandate of the Minister of Home Affairs Regulation Number 3 of 2017 concerning Guidelines for the Management of Information and Documentation Services of the Ministry of Home Affairs and Regional Governments.

Public Information management and service activities, include processes starting from data collection, information materials, draft responses to public information, storage, documentation, provision and service of public information to the public information dispute process, all of which are carried out by the Madiun City PPID and PPID at the regional apparatus (Implementing PPID). Other activities carried out by the Madiun City PPID, namely monitoring and evaluation of the Implementing PPID. This activity is carried out as a form of coordination between the Madiun City PPID and the Implementing PPID in maximizing public information and documentation services. Monitoring and evaluation of the Implementing PPID are routinely carried out every year to the Implementing PPID. The implementation of this monitoring and evaluation also aims to find out how public information disclosure is at the PPID at the Implementing level.

Based on the results of the research data above, the implementation of the 2023 PPID Implementers is known to have a level of public information disclosure of the PPID Implementers in Madiun City. Based on the research results, it can be seen that the level of public information disclosure in OPDs is, namely there are 17 PPID Implementers of OPDs with an informative category, 14 PPID Implementers of OPDs with a category towards informative, 1 PPID Implementers of OPDs with a sufficient category, 2 PPID Implementers of OPDs with an uninformative category and 2 PPID Implementers of OPD *the website is in error* (technical constraints).

Meanwhile, for the Village PPID Implementers, based on the research results, there are 7 Village PPID Implementers with an informative category, 13 Village PPID Implementers with an informative category, 6 Village PPID Implementers with a fairly informative category and 1 Village PPID Implementers with an uninformative category.

The 2024 Implementing PPID of Madiun City showed that the level of public information disclosure in the Implementing PPID of OPD reached 94%, while for sub-districts it reached 96%. Therefore, the average public information disclosure value in the Implementing PPID of Madiun City reached 95%.

As explained by Mr. Bagus Wiyono, Head of Information Management of the Madiun City PPID: "The Madiun City PPID from 2020 to 2024 was categorized as informative, this is proven by the fact that the Madiun City PPID received awards including for public information disclosure, not just a concept. Rather, it is a main pillar for transparent governance. For this reason, the Communication and Informatics Office as the Information and Documentation Management Officer (PPID) of Madiun City with high integrity strives to facilitate public access to important government information. This commitment also brought Diskominfo as the Madiun City PPID to receive an award from the Indonesian Corruption Eradication Commission (KPK). Namely, as the 10 Best Agencies for the 2024 Anti-Corruption Advertising Program. (Interview with the Head of Information Division of the Madiun City PPID)".

As is well known, public information disclosure is an obligation for every public body, including local governments. Through the Public Information and Communications Information (PPID), the public can easily access a variety of important government information, including government policies, development programs, statistical data, financial information, and many other important documents.

With this public information disclosure, the public can participate in development. As well as, monitor government programs more closely. Thus, development in Madiun City can be right on target according to the needs of the community. As stated in an interview with the Madiun City PPID staff that: "Talking about public information disclosure, of course, we cannot only focus on public bodies that have the obligation to implement it. With this policy, the public should be able to be more active in utilizing these public facilities, and the public is also expected to have concern for the performance of public bodies because with public participation, public bodies can certainly know whether their performance is in accordance with what is expected by the community, it can also be used as evaluation material so that the performance of a public body can be maximized (interview with PPID staff)."

Based on the theoretical foundation of legal certainty used as an analytical tool in this study, it is clear that implementing public information disclosure is an obligation for every public body. This includes the Madiun City Government. Through the implementation of the Madiun City PPID (Information Disclosure Information System), a number of important government information can be easily accessed by the public, including government policies, development programs, statistical data, financial information, and many other important documents, to provide legal certainty.

As Gustav Radbruch's opinion explains the meaning of legal certainty itself, namely as follows (Nugoho, 2022). (a) Law is a positive thing which means that positive law is legislation; (b) Law is based on a fact, meaning that the law is made based on reality; (c) Facts contained or stated in the law must be formulated in a clear way, so as to

avoid errors in terms of meaning or interpretation and can be easily implemented; (d) Positive law must not be easily changed.

Based on this theory, legal certainty is realized in the form of statutory regulations, namely Law Number 14 of 2008 concerning Information Disclosure, Law Number 25 of 2009 concerning Public Services, and Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE), then the law is based on facts where the law is made according to the reality in society that the obligation to convey public information including in providing public services is a citizen's right.

2. Weaknesses of Public Information Disclosure Regulations in Electronic-Based Information Systems in Madiun City

In accordance with Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE), SPBE is needed to realize clean, effective, transparent, accountable, and quality and trustworthy governance. Therefore, several factors are needed so that the objectives of SPBE can be realized, including: (a) Availability of an integrated system. Talking about technology and public services, the government must of course provide adequate and integrated devices, starting from the regional government level to the central government level; (b) Placing human resources with integrity and appropriate in their fields, and the appropriate number of human resource needs must be considered so that the objectives of SPBE can be on target and effective; (c) Must be carried out continuously.

Based on research on the existence of innovations in public services based on information technology, the positive impacts include (Rusdy, Flambonita, 2023): (a) The application of information technology in public services provides convenience to service users. The public does not have to come to government agencies as service providers, simply by accessing pages managed by the government, both website or social media, the public can find out basic information about the services provided, as well as fill out the application form provided; (b) Increased public trust in public services. With information presented openly through information technology, the public can easily find out the SOP, requirements, costs and timeframes required. This can prevent maladministration in the form of procedural deviations, prolonged delays, extortion and so on; (c) 3. Public complaints regarding public services can be integrated, for example by establishing an online public aspiration and complaint service system (LAPOR).

Based on research, the reasons for the government to switch to an electronic-based government system (SPBE) are (Raharjo, Hakim, 2024): (a) Creating a government that is not transparent and accountable, (b) Reducing problems related to slow, invalid, and inaccurate data; and (c) Eliminating convoluted service bureaucracy; (d) Managing public information is one of the efforts to develop an information society.

Based on macro research, it is shown that the weaknesses in implementing public information disclosure in SPBE are often (Fadri, 2024): (a) Constraints in policy/legislation, namely the lack of coordination between stakeholders, governance *e-government* (SPBE) poor, lack of arrangements in the form of policies, rules and regulations, and lack of long-term strategic planning; (b) Constraints in the economic aspect, namely lack of staff/employee incentives, motivation and long-term financial plans for projects *e-government* (SPBE); (c) Implementation constraints in the political aspect, namely low political support and strategic political policies for successful implementation system and government(SPBE) in the Community. (d) Constraints on geography, namely implementation is limited by the unfavorable geographic location of most rural and island locations, which makes implementation *government* (SPBE) is a challenge; (e) Implementation constraints in the human resources aspect, namely inadequate competence and lack of readiness among individuals/people to use the service. *e-government* (SPBE), acceptance of citizen behavior towards the system *e-government* (SPBE), lack of education, lack of digital literacy, citizen awareness initiatives and citizens whose intention to use it is continuously low.

Based on research at the Madiun City PPID, weaknesses in the implementation of regulations on public information disclosure in electronic-based information systems in Madiun City include: (a) Limited human resources; (b) Limited facilities and infrastructure; (c) Human resources that are less reliable, especially in the field of writing news scripts and IT management.website; (d) Many human resources, especially at the PPID level, have changed admin; (e) Time management that is not well organized; (f) Admins who also have other duties; (g) Change of admins without any prior regeneration process; (h) Lack of sharing between the PPID Implementing Admins and the Madiun City PPID

As explained by Mr. Bagus Wiyono, Head of Information Management Division of PPID of Madiun City, it was stated that: "The implementation of public information disclosure regulations in electronic-based information systems through PPID of Madiun City internally has no problems but is hampered by human resources which are still very minimal and limited, admins often change and often change places, so they are not shared with other admins" (Interview with Head of Information Management Division).

To overcome problems related to these obstacles, PPID continues to improve by carrying out activities.roadshow Conducting outreach to schools and universities regarding the duties and implementation of the Madiun City PPID. They also frequently conduct technical guidance (Bimtek) for PPID implementers to enhance their professionalism in the future.

Information disclosure is part of human rights that must be treated fairly. Based on the study of the theory of justice, what is meant by fairness is an attitude of providing

equal treatment and not favoring one party. Fairness also means that policies and actions are carried out based on objective norms. Moral justice is specifically related to the behavior of society in certain conditions, namely ensuring the creation of good relations with everyone, and having the same value between the two parties. The benchmark for this balance is proportional. Justice as argued by Thomas Aquinas, where the values of justice between the state and citizens include: (a) Distributive justice, namely a relationship in which the state is obliged to act fairly in the form of welfare, assistance, equal rights and obligations in opportunities; (b) Legal justice, namely a relationship of justice in the form of citizens who are obliged to implement the laws and regulations that apply in the state; and (c) Commutative justice, namely a relationship of justice between citizens on a reciprocal basis. Based on this, the values of justice between the state and citizens above, if linked to the openness of public information, without participation and freedom to obtain information, there will be no interaction between citizens and the government, which can result in abuse of power.

Conclusion

Based on the results of the study that the implementation of public information disclosure regulations in electronic-based information systems in Madiun City carried out by the Madiun City PPID in 2024, it can be seen that the level of public information disclosure in the OPD PPID reached a value of 94% while for sub-districts it reached a value of 96%. Thus, it can be seen that the average value of public information disclosure in the Madiun City PPID reached 95%. In the period of March 2025, there were no public information disputes addressed to the Madiun City Government PPID, and also objections to Public Information and the number of complaints from the Madiun City Government related to the quality of services such as administrative services, indications of Corruption Crimes (Tipikor) and service officers, namely 0 (zero) or no complaints. Meanwhile, the weaknesses of public information disclosure regulations in electronic-based information systems in Madiun City internally have no obstacles but in terms of management, among others: (1) Limited human resources; (2) Limited facilities and infrastructure; (3) Human resources that are less reliable, especially in the field of writing news scripts and IT management website; (4) Many human resources, especially at the PPID level, have changed admins; (5) Time management is not well organized; (6) Admins also have other duties; (7) Change of admins without any previous regeneration process. (8) Lack of sharing between the PPID Implementing Admin and the Madiun City PPID.

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Interview results:

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Declarations

Author contribution : Author 1: initiated the research ideas, instrument construction, data collection, analysis, and draft writing; Author 2: revised the research ideas, literature review, data presentation and analysis, and the final draft. Author 3: assisted in revising the layout of the final draft and submitting the journal article.

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