Jurnal Kebijakan Publik
Vol. 17, No. 2, June, 2026
Homepage: http://jkp.ejournal.unri.ac.id

Enhancing Sound Governance Through Public Information Management: An Evaluation of PPID Performance

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Received : April 1, 2026
Revised : May 4, 2026
Accepted : June 30, 2026

Keywords:
PPID Performance, Public Information Disclosure, Information Services, Performance Evaluation

ABSTRACT

Public information disclosure is an important indicator of realizing transparent, accountable, and participatory governance. However, the results of monitoring and evaluation by the D.I. Yogyakarta Regional Information Commission show that the level of openness of public bodies in Sleman Regency is still diverse and some have not reached the informative category. The study aims to evaluate the performance of Information and Documentation Management Officials (PPID) in managing public information disclosure in Sleman Regency. The research uses a qualitative type of research with a descriptive approach. The research subjects include the Yogyakarta Regional Information Commission, the Sleman Regency Communication and Information Office as the PPID coach, and the Regional Apparatus Organization as the implementer of information services. Data collection techniques through interviews and documentation with interview guideline instruments and documentation sheets. Data analysis uses an interactive analysis model by referring to performance evaluation indicators that include service quality, responsiveness, responsibility, and accountability. The results of the study show that PPID's performance in the implementation of public information services in general has been running in accordance with the provisions of laws and regulations. However, there are still obstacles to limited human resources, administrative management that is not optimal, and uneven information management capacity in each Regional Apparatus Organization. In conclusion, improving the performance of PPID requires institutional strengthening, improving human resource competence, and optimizing the use of information technology. The implications of the research affirm the importance of local governments' commitment to strengthening the public information disclosure management system in a sustainable manner.

INTRODUCTION

Public information transparency is one of the main pillars of democratic governance. The right to information is constitutionally guaranteed under Article 28F of the 1945 Constitution of the Republic of Indonesia, which affirms that every citizen has the right to communicate and obtain information for the purpose of developing themselves and their social environment (Muchsinin, 2022). In the context of modern governance, transparency is understood not only as the fulfillment of human rights but also as a strategic instrument to promote transparency, accountability, and public participation in the process of state administration.

Public information transparency serves as a vital tool for the public to monitor government performance and prevent corruption, collusion, and nepotism (KKN) (Ferliana, 2024). A study by (Matheus & Janssen, 2020) indicates that its effectiveness depends on the quality of implementation, the consistency of data updates, and the capacity of institutions to manage information in a way that ensures easy access. As a form of the state's commitment to guaranteeing the right to information, the government enacted Law No. 14 of 2008 on Public Information Disclosure, which requires public bodies to provide information services promptly, accurately, and simply. In its implementation, the Public Information Disclosure Agency (PPID) plays a strategic role in the management, storage, and delivery of public information (PerKIP, 2021).

The implementation of information transparency in various regions still faces challenges. A study by Mindarti et al. (2022) identified the main obstacles as limited human resource capacity, uneven understanding of regulations, and suboptimal use of technology in the performance of Public Information Disclosure Units (PPIDs) (Mindarti et al., 2022). In the Special Region of Yogyakarta, the commitment to information transparency is carried out through monitoring and evaluation by the DIY Information Commission (KID). This initiative aims to assess public agencies' compliance, identify issues, and provide feedback to improve governance. The 2024 monitoring and evaluation results indicate that levels of information transparency remain inconsistent, and some public agencies have not yet achieved the "informative" category (Moenv KID, 2024).

Sleman Regency falls into the category of moderately informative to uninformative, with 33% of its public bodies classified as uninformative. Sleman Regency also has the largest number of public bodies 135 in total resulting in a higher level of complexity in managing public information compared to other regions. This situation indicates that issues regarding information transparency in Sleman are not only related to service quality but also involve a broad and multi-layered institutional scale extending down to the village level.

This evaluation practice, in line with the perspective of (Andersen & Nielsen, 2020) who emphasize that performance measurement and management in the public sector are key instruments for ensuring accountability, transparency, and the sustainable improvement of organizational performance is particularly relevant.

The following table shows how Sleman Regency compares to other regions in terms of the number of non-transparent public agencies.

Table 1. Number of Non-Informative Public Bodies (2024)

No	Kabupaten/Kota	Jumlah
1	Bantul	7
2	Kulon Progo	11
3	Gunungkidul	12
4	Kota Yogyakarta	1
5	Sleman	22
6	Pemda D.I.Yogyakarta	2

Source: 2024 DIY KID Monitoring and Evaluation Report

The high number of non transparent public bodies in Sleman Regency indicates a multi-level problem in information management performance, encompassing Regional Government Agencies (OPD), Regionally Owned Enterprises (BUMD), sub districts (Kapanewon), and villages (Kalurahan). These issues include limited updates to website information, incomplete Public Information Lists (DIP), limited human resource capacity, and weak coordination among PPIDs in managing information services. Therefore, evaluating PPID performance is crucial to assess the extent to which coordination, guidance, and public information services are functioning effectively.

A number of previous studies have shown that the performance of PPID still faces various implementation challenges. Some studies have found that limitations in data management and poor coordination have resulted in suboptimal information services. The first study by (Sari & Mulyadi, 2020), titled "Performance of the Information and Documentation Management Officer (PPID) of Bungo Regency in Ensuring the Availability of Public Information," found that the PPID's performance remains suboptimal due to limitations in data management and coordination.

Second, a study by Agus Fattah (Hidayat, 2021) titled "Evaluation of the Performance of Information and Documentation Management Policies in Tasikmalaya City." The results of the study indicate that policy implementation is proceeding adequately, but there remains a gap in the readiness of the Public Information and Documentation Management Officers (PPID) to provide public information services to the community. Third, a study by (Chairunnisa et al., 2023) titled "Analysis of the Implementation of Public Information Disclosure Policies by Information and Documentation Management Officers in Serang City." The results of the study indicate that the variables of policy content and context influence the success of implementation.

Fourth, (Ferliana, 2024) study titled "The Performance of the Public Information and Documentation Management Officer (PPID) in Implementing Public Information Disclosure within the Probolinggo City Government." The results of the study indicate that the implementation of information transparency has not been optimal due to organizational capacity constraints. Arya Muda Siagian, (2025) conducted a study titled "The Performance of Information and Documentation Management Officers in Improving Services at the Tanjungbalai City Communication and Information Agency." The research results indicate that the PPID's performance in the productivity dimension has been quite satisfactory. Service quality remains hybrid in nature, as information services are delivered through both manual and electronic systems. In terms of responsiveness and accountability, the organization has clear service objectives and is capable of responding to information requests promptly. Meanwhile, the accountability dimension indicates that information services are administratively accountable.

Based on the study, most previous studies emphasized the implementation of information disclosure policies at the general level of the organization, while studies that specifically evaluated the performance of PPID in the context of regional institutional complexity with a large number of public bodies were still limited. Sleman Regency is a relevant case study because it has more complex characteristics than other districts/cities in D.I.Yogyakarta, so that the number of public bodies is large and *multi-level*. In addition, based on the results of the 2024 KID DIY monev in Sleman Regency out of a total of 135 public bodies evaluated, there are 22 public bodies that are still in the non-informative category. These findings show that there are still obstacles in the optimal fulfillment of public information disclosure standards.

The research in Sleman Regency specifically evaluated the performance of PPID in the context of regional institutional complexity with a large number of public bodies and a relatively limited coordination structure. Based on this phenomenon, Sleman Regency is a relevant case study to comprehensively evaluate the performance of PPID in supporting the realization of more advanced public information disclosure.

This study aims to evaluate the performance of the Public Information Disclosure Agency (PPID) in managing public information disclosure in Sleman Regency using a public sector performance indicator approach that encompasses service quality, responsiveness, responsibility, and accountability. The findings of this study are expected to provide an academic contribution to the development of public sector performance evaluation studies, as well as practical insights for local governments in strengthening the governance of public information disclosure more effectively.

METHODS

The research uses a descriptive qualitative approach, to analyze in depth the performance of PPID in managing public information disclosure in Sleman Regency. Data collection through interviews and documentation (Rukin 2021) in journals (Endah, 2023). The research location of the Sleman Regency Communication and Information Office as the main PPID, the Yogyakarta Regional Information Commission as the main PPID. *Key information* and the coordinator of monitoring and evaluation of information disclosure and several Regional Apparatus Organizations (OPD), Regionally Owned Enterprises (BUMD), Kalurahan, and information requesters. Data collection techniques through observation, in-depth interviews, and documentation related to service mechanisms in optimizing information disclosure in Sleman Regency.

Interviews were conducted with a total of 13 informants, consisting of the Head of the Public Information Management Working Team of the Sleman Regency Communication and Information Office, the Vice Chairman of KID DIY, the General and Personnel Subdivision Staff of the Tourism Office, the Community and Village Empowerment Office, the Environment Office, and the Staff of the Personnel and Administration Section of PDAM Tirta Sembada Sleman Regency, Carik from several villages (Sengdangsari, Merdikorejo, Wedomartani, Donoharjo, and Sengdangtirto) as well as two information requesters. Documentation is used as supporting data in the form of Public Information Disclosure Regulations (PERKI), Regional Regulations of the Special

Region of Yogyakarta concerning Public Information Disclosure, Regent Regulations related to Public Information Management, and monitoring and evaluation reports of KID D.I.Yogyakarta.

This study applies the triangulation technique of sources and methods. Source triangulation is carried out by comparing information obtained from informants, namely the main PPID, KID DIY, OPD, BUMD, Kalurahan, and information requesters. Meanwhile, triangulation methods compare interview results, field observations, and documentation data.Data analysis uses Miles and Huberman's interactive analysis model (in Sari & Mulyadi, 2020) which includes data reduction, data presentation, and conclusion drawn. Process analysis is carried out by referring to performance theory according to Dwiyanto (2008) in Siagian, (2025). In the imple-mentation of research, researchers are obliged to uphold research ethics by avoiding various forms of violations, such as *fabrication, falsification, plagiarism*, excessive publication, duplicate publications, and conflicts of interest (Wiworo & Setyobroto, 2022).

RESULTS AND DISCUSSION

Yogyakarta Regional Regulation Number 4 of 2021 emphasizes that PPID has responsibilities in storing, documenting, providing, and providing public information services which include the main PPID and the implementing PPID. Effective public information management requires a well-organized system, supported by competent human resources and facilities that are available and accountable (Zuhri & Ramadhan, 2021). In Sleman Regency, the implementation of information disclosure does not only depend on the role of the main PPID, but on the effectiveness of coordination, training, and supervision to the village level. Based on the results of the 2024 KID DIY monev, the percentage of public bodies that are classified as uninformative is still relatively high. These findings indicate that public bodies are still not running optimally in managing information disclosure. Therefore, this study refers to performance theory by Dwiyanto (2008) in Siagian (2025) with a focus: service quality, responsiveness, responsibility, and accountability.

Quality of Service

Quality of service based on the development of Dwiyanto (2008) in the journal Siagian, (2025) refers to the level of satisfaction of the public or the applicant with the information services provided by PPID. The quality of service shows that the availability of open public information encourages increased community participation in the development and decision-making process (Rofi, 2023). The evaluation of the performance of PPID Sleman Regency in 2024 shows weaknesses in the development of facilities and the quality of human resources. This is reflected in the results of monitoring and evaluation carried out by various parties, both assessors, coaches, and implementers. The Chairman of KID DIY emphasized that the assessment of service quality was carried out through the evaluation of the website/social media of public bodies and an access test with a weight of 30%.

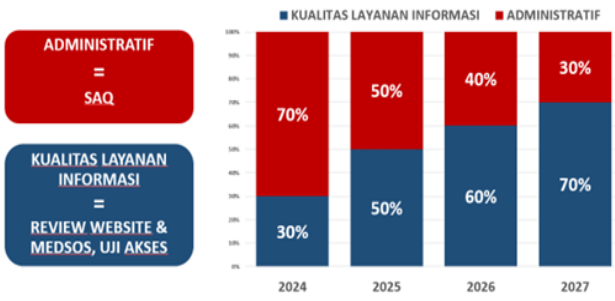

Figure 1. Assessment Method and Weight

This condition shows that administratively many public bodies are able to fulfill formal obligations by filling out documents and reporting, the quality of information services felt by the public is not fully optimal. This can be seen in the quality of information content published by OPD and kalurahan. KID DIY also assesses that one of the causes of the low category of information disclosure in Sleman Regency is the tendency of public bodies to publish ceremonial activities compared to substantive information needed by the community.

In addition, the quality of the content is still found to be technical errors such as writing errors, lack of precision, and delays in the publication of activity information. From the perspective of the quality of public services, these findings show that information services in Sleman Regency still tend to be oriented towards the fulfillment of administrative obligations rather than the quality of information communication to the public. In the principle of public information disclosure, quality is not only determined by the availability of services, but also by the relevance of information, speed of delivery, and ease of access for service users.

On the other hand, there are differences in perspectives between the speakers. The PPID of Sleman Regency assesses that various efforts to improve services have been made through the development of information media and coaching to public bodies. However, KID DIY considers that the quality of the information conveyed still does not fully meet the needs of the community. This difference in views shows that there is a gap between the internal assessment of service providers and the external evaluation that is oriented towards the benefit of information to the public. Thus, the main problem does not lie in the availability of facilities or the fulfillment of administrative documents alone, but in the extent to which the information published is relevant, easy to understand, up-to-date, and able to answer the needs of the public as users of public information services.

In terms of the main PPID, the Communication and Information Service of Sleman Regency plays a role in carrying out guidance and supervision of the implementation of public information services in OPDs and sub-districts. Based on the results of the interview, the public information service standards in Sleman Regency refer to national regulations, namely the Public Information Disclosure Law and the Information Commission Regulation. However, Kominfo said that there are still major obstacles in maintaining the quality of information services, namely the limitation of human resources who specifically handle the management of public information.

This condition results in the management of public information not being able to run optimally because most employees have to carry out dual tasks. These findings show that the quality of public information services is greatly influenced by institutional factors and human resources. The success of policy implementation does not only depend on existing regulations, but also the capacity of the organization to manage services, so that the limitation of human resources has the potential to cause several consequences such as slow updates of public information, lack of consistency in management *Copyright* © and social media, as well as the constraints of the information request service process. From the perspective of the OPD (Tourism Office, Community Empowerment Office and Environment Office), it is stated that the public information service procedures have been carried out in accordance with the provisions of the Public Information Disclosure Law. However, in practice the quality of information services, the three OPDs face similar obstacles related

to limited human resources and internal organizational coordination.

Internal coordination between the service secretary as the PPID coordinator and the implementing staff is not optimal, showing that the institutional structure of PPID at the OPD level has not been integrated into the organizational work system. The appointment of structural officials without the support of a clear work system tends to make information services reactive, not proactive, in line with the findings (Giasi et al., 2026) that the absence of a structured communication mechanism causes the policy to run partially. As a result, requests for information are often only followed up after there is a reminder or report. This shows that the quality of public information services is still influenced by organizational culture that has not placed information disclosure as a priority.

From the perspective of BUMD (PDAM Sleman), the quality of public information services in 2024 is still in the system development stage. Based on the results of the interviews, information services have not run optimally because they are still in the transition period from manual to digital systems. This condition is reinforced by the fact that website management is still dependent on third parties. This dependence has an impact on the low flexibility of organizations in updating and providing information quickly to the public. Thus, the internal capacity of the organization in the management of public information systems still needs to be strengthened, both in terms of human resources and mastery of technology. From the perspective of public service quality, the use of information technology should be able to increase accessibility, speed, and responsiveness of services. However, when technology management is not fully under the organization's internal control, the potential to improve the quality of service cannot be utilized optimally. This is one of the factors that causes BUMDs in 2024 to not reach the informative category.

Table 2. The Value of Public Information Disclosure (BUMD)

Year	Value	Qualifications
2024	19	Not Informative
2025	60,8	Quite Informative

In 2025 there will be improvement efforts that show progress. PDAM Tirta Sembada Sleman began to innovate in the management of public information, which had an impact on increasing the value of information disclosure. This BUMD obtained a score of 60.8 with a qualification of "quite informative". This achievement shows improvement, although it still needs further strengthening in order to achieve the full informative category. The perspective of the district (Merdikorejo, Sendangsari, Donoharjo, Wedomartani, Sendangtirto) refers to public information services that have been carried out in accordance with the provisions of the Public Information Disclosure Law and supported by the organizational structure of PPID which is determined through a Decree. In addition, five villages have taken advantage of digital media such as *Copyright* © and *Posted by E* to expand access to information.

This condition has the potential to affect the effectiveness of information services, especially when the number of information requests increases. Thus, improving the quality of information services at the village level does not only depend on the availability of regulations and facilities, but also on the capacity of village officials to manage information services effectively.

In terms of requesting information, as a public information service, service experience shows that there is a difference between the available service procedures and the accepted service practices. The informant explained that the initial stage of submitting a request for service information went well. These findings show that the quality of public information services is not only measured by the ease of submission procedures, but also by the capacity of services and communication to information requesters. In the context of the quality of public services, the unclear status of the application can cause a bad perception of government transparency. Therefore, the quality of information services is not only an administrative system, but a communication response between public bodies and the community.

Responsiveness

The responsiveness of PPID Sleman Regency is defined as the ability to respond to requests for information quickly, precisely, and in accordance with the needs of the Aryan community Siagian, (2025). In line with research Hani & Hilman (2024) Responsiveness is an important aspect in creating information services that are effective, transparent and responsive to the needs of the community. PPID provides public information services through a digital portal at https://ppid.slemankab.go.id/ and comply with normative information disclosure operational standards, namely a maximum response of 10 working days plus 7 days of work extension. Based on the results of the interviews, in general, public information services in Sleman Regency at a relatively good level of responsiveness. This can be seen from PPID's ability to respond to requests for public information in accordance with the Public Information Disclosure Law

These findings show that the public information service system in Sleman in general is able to adapt to the needs of public information requests. In addition, the submission of public information disclosure reports consistently carried out by Sleman Regency to KID DIY shows that there is an institutional commitment in responding to the dynamics of information needs. Then, the perspective of OPD, BUMD, and Kalurahan in general information services based on the results of monitoring and evaluation shows that PPID at the implementation level such as OPD, BUMD, and Kalurahan still has several weaknesses in the aspect of responsiveness. This is reflected in the speed of public bodies in responding to requests for information with a predetermined time limit, namely, a maximum of 10 working days with an additional 7 working days if needed. However, in practice, responsiveness is influenced by the internal conditions of the organization, especially the availability of human resources and coordination mechanisms.

This phenomenon occurs due to limited human resources, weak internal coordination which is a factor in affecting the slow response of information services, so that the response time of information services often exceeds the optimal time limit for public services. In some cases, the management of information requests is only reactive and relies on reminders from the main PPID. From the perspective of information requesters, the responsiveness of information services in Sleman Regency still does not fully meet expectations. Although the application process is done easily, the follow-up of the application often does not provide adequate clarity.

The statement shows that the responsiveness of information services is not only measured by the provision of information, but also the clarity of communication between public bodies and applicants. However, in 2025 there will be significant improvements, especially at the village level. Based on the results of monitoring and evaluation, several villages in Sleman Regency showed an improvement in the quality of information disclosure with the qualification of

"towards informative" to "quite informative". This achievement indicates an increase in responsiveness, especially in terms of information management and services to the community.

Table 3. Value of Village Information Disclosure (2025)

No	Village	Value	Qualifications
1	Sendangsari	88,8	Towards Informative
2	Girikerto	84,15	Towards Informative
3	Banyuraden	74,85	Quite Informative

Overall, these findings show that while there are still constraints on responsiveness at the implementation level, the trend of improvement will begin to be seen in 2025. This indicates that efforts to strengthen institutional capacity and information management are starting to have a positive impact, especially at the village level.

Responsibility

The performance theory of Agus Dwiyanto (2008) was developed in the journal Arya Siagian, (2025) The dimension of responsibility refers to the extent to which the implementation of information services by public bodies is carried out in accordance with the rules, procedures, and standards set by Law Number 14 of 2008 concerning Public Information Disclosure. In line with research Ricky Muhammad & Aziz (2022) requires public agencies to provide accurate information and appoint PPIDs for fast service and in accordance with national standards, which is the basis of the responsibility dimension. Based on the results of interviews with various actors involved in the public information disclosure system of Sleman Regency, it was found that in general the implementation of information services has followed the regulatory framework, but in practice there are still variations in the level of compliance and understanding between institutions.

Based on the results of the KID DIY interview, it is assessed that normatively the implementation of information services in Sleman Regency has been in the regulatory corridor. In particular, in the implementation of the service time mechanism that refers to the KIP Law, which is a maximum of 10 working days plus 7 days if it is complex. The above statement shows that external supervision already has a procedural system that is in accordance with public information service standards. However, the findings of the study show that there are additional administrative policy practices that have the potential to affect the principle of ease of access to public information. One of the important findings is the addition of requirements in the form of proposals in the submission of requests for information by the Sleman Regency Government. This provision is stated in the Sleman Regent Regulation Number 49 of 2024, especially in Chapter I Article 20. Normatively, the existence of this provision provides administrative legitimacy to the park, however, it is not reviewed from the principle of public information disclosure. The addition of requirements outside the provisions of the KIP Law has the potential to create barriers to access, especially for the general public who do not have the administrative capacity to meet these requirements.

Based on confirmation from the Sleman Communication and Information Service, it is known that the regulation is currently in the process of revision and is waiting for the issuance of a new regent regulation. However, de *jure*, Perbub Number 49 of 2024 is still valid. This condition shows that there is a duality between efforts to improve policies and the reality of implementation in the field, which has the potential to cause uncertainty in the implementation of service standards. The legal impact is in the form of inconsistency between the policy direction that is being improved and the regulations that are the basis for the implementation of information services, so that there is a potential difference in interpretation and application of policies between PPID officers or public bodies in the Sleman Regency government.

This condition also has social implications, namely the proposal requirements become an obstacle for some people, especially applicants for information from the general public, vulnerable groups, or individuals who do not have adequate administrative capabilities, so that this situation can affect the level of public participation in utilizing public information and reduce the trust of service mechanisms organized by public bodies. The perspective of the Sleman Communication and Informatics Office as the main PPID has carried out the function of institutional responsibility through an administrative supervision mechanism for public information services at the OPD level. This monitoring uses the E-PPID system to systematically supervise the speed and accuracy of responses to requests for information.

These findings show that structurally the coordination, coaching, and supervision functions have been running according to the principle of responsibility. However, the effectiveness of its implementation still faces obstacles, especially in the aspect of human resources. Some OPDs do not yet have special PPID officers, so the management of public information services is still an additional task. This condition has an impact on the consistency of the implementation of procedures and has the potential to affect the quality of the overall response of public information services.

Overall, the dimension of responsibility in public information services in Sleman Regency faces challenges in terms of policy implementation and institutional capacity. The findings regarding the addition of proposal requirements are an indication of a misalignment between derivative regulations and the basis for public information disclosure, thus requiring policy adjustments to be more in line with the principles of ease of access and non-discrimination in information services

From the implementation side of the OPD (Tourism Office, Community Empowerment Office and Environment Office) shows that the information service mechanism is through various channels, both online and the E-PPID portal and directly through face-to-face. In addition, the three OPDs also implement a public information classification mechanism by providing open information, immediate information, and excluded information. However, in practice, there are still obstacles in the implementation of the information service system. One of the main obstacles is the limitation of human resources who manage information services. This is in line with the *litteature review* in the journal Arya Siagian (2025) which shows that normative responsibility has been fulfilled, but the effectiveness of its implementation still faces organizational obstacles.

The responsibility of the BUMD level of PDAM Sleman, shows relatively different conditions compared to OPD. Based on the interview, information services at PDAM Sleman are still in the stage of strengthening the institutional system. In addition, the public information classification process has not been fully carried out systematically even though there are SOPs that regulate the types of public information. This

condition shows that institutional responsibility at the BUMD level is still in the stage of adjustment to public information disclosure standards. These limitations are mainly related to the information management system that is still managed by third parties and the lack of optimal internal coordination in the management of public information.

At the Village Level (Merdikorejo, Sendangsari, Donoharjo, Wedomartani, Sendangtirto) The implementation of information disclosure shows quite good adjustment efforts to regulations. Based on the results of the interviews, information services have been carried out through the PPID structure stipulated through a Decree and follow service operational standards. In addition, the village apparatus also stated that it had received guidance from the district government through socialization and training on public information disclosure. However, the practice in the field of limited coaching intensity is one of the challenges in improving the quality of policy implementation at the village level. The results of the above presentation are the same as the other threads. This shows that despite the commitment to carry out the obligation of public information disclosure, institutional capacity at the village level still needs to be strengthened through intensive coaching.

From the perspective of information requesters, experience in accessing information services shows that there is a gap between formal procedures and service practices in the field. Although the process of submitting an information request can be done easily, the follow-up of the application often does not provide clarity to the applicant. In addition, the applicant also stated that when the information could not be provided, there was no official explanation of the reason for the refusal. This shows that from the perspective of service users, the aspect of responsibility for information services has not been fully fulfilled, especially in terms of communication and transparency to information requesters.

Accountability

According to Agus Dwiyanto (2008) in the journal Arya Siagian, (2025) The basis of accountability is related to PPID's accountability for all information service activities, both administratively and in substance. In line with research Forerunner (2022) Accountability is a condition for taking responsibility for obligations in fulfilling public information. The results of qualitative research through in-depth interviews and observations revealed that PPID has implemented a transparent and structured reporting system. The classification of informants in this study includes KID DIY as assessors, the Sleman Regency Communication and Information Service as a coach, as well as OPD of the Sleman Regency Government/BUMD and sub-districts as implementers and information requesters as service users.

From the perspective of KID DIY as an information disclosure supervisory institution, accountability for public information management is realized through a tiered reporting mechanism from public bodies to the main PPID and then to KID. The mechanism shows that a reporting system has been developed to ensure vertical accountability in the management of public information. KID also assesses that PPID Sleman's performance report in general has reflected the principle of transparency. However, the commitment of the local government in following up on the results of monitoring and evaluation is still partial. This phenomenon can be seen from the difference between the follow-up statement and the evidence of implementation in the field.

Meanwhile, from the perspective of the Sleman Regency Communication and Information Service as the main PPID, accountability is realized through the preparation of the annual PPID report which is submitted to the regent and KID DIY. In addition to formal reporting, accountability is also strengthened through the internal evaluation mechanism of local governments. The results of monitoring and evaluation of information disclosure are presented directly in the regional leadership meeting so that each OPD can find out the position of its performance. In the forum, regional leaders gave directions and reprimands to regional apparatus that were considered to have not met the standards of public information disclosure. This mechanism shows the existence of internal accountability in the local government structure.

Based on interviews with the Sleman Regency Government OPD (Tourism Office, Community Empowerment Office and Environment Office), accountability is realized through the sending of periodic reports to the main PPID which includes the number of information requests, the type of information requested, and the length of time for completing information services. However, the results of the interview revealed that in 2024, this reporting practice will still be purely administrative and has not been maximized as a means of performance evaluation.

This condition indicates that although the reporting mechanism already exists, its use as a tool to improve the qua-lity of information services is not optimal.

Table 4: Value of Information Disclosure of OPD Sleman (2025)

No	OPD	Value	Qualifications
1	Tourism Office	86,9	Towards Informative
2	Communication and Informatics Service	82,25	Towards Informative
3	PMK Office	77,9	Quite Informative

At the BUMD level, especially PDAM Sleman Regency, accountability for information services is realized through an assessment system based on performance indicators and the provision of access to information to the public. In addition, PDAM also conveyed the results of monitoring and evaluation from KID DIY by strengthening public communication channels, such as social media, *WhatsApp*, and a CRM-based customer management system (*Customer Relations Management*). This effort reflects increased accountability through the integration of digital technology in the provision of public information.

At the village level (Merdikorejo, Sendangsari, Donoharjo, Wedomartani, Sendangtirto), accountability for information services is implemented through two main mechanisms, namely direct service to the community and administrative administration to PPID Utama. In addition, the village publishes information about budgets, programs, and activities through various media, such as village bulletin boards, official websites, and community WhatsApp groups. This practice shows the efforts of the district in implementing the principle of transparency by opening up wide access to information to the public.

However, from the perspective of the information requester as a service user, the accountability of information services has not been fully optimal. Based on the applicant's experience, even though the application process at the initial

stage went smoothly, the follow-up was often not accompanied by certainty or explanation of official information. The Applicant also assesses that the transparency of the local government is assessed from the availability of data and the certainty of answers to requests for public information. This underlines that the accountability of public information services is not limited to administrative mechanisms and internal reporting, but also concerns the quality of communication between public bodies and applicants.

The summary of the research findings shows that the performance of public information disclosure management in Sleman Regency still faces weaknesses in various indicators, which can be read in more detail in the results section and discussion based on each indicator. From the aspect of service quality, the main weakness lies in the use of social media by OPDs and villages which tend to publish more ceremonial activities than substantive information needed by the community. In addition, there are still writing errors in the publication of information that reflect a lack of precision. Limited human resources are also an obstacle, so that the management of information services has not run effectively, as evidenced by the absence of PPID special officers at the OPD and village levels which causes employees to carry out dual duties.

From the aspect of responsiveness, weaknesses can be seen in the slow response of public bodies in responding to requests for information which is influenced by the lack of effective internal coordination. However, in 2025 there will begin to be an increase in responsiveness, especially in several villages that have experienced an increase in qualifications towards information. In terms of responsibility, there are additional requirements in the form of proposals in submitting information requests as stipulated in Sleman Regent Regulation Number 49 of 2024 Article 20, as well as limited guidance to PPID implementers at the village level, which in 2024 will only be carried out once so that it is not optimal in improving the understanding of public information disclosure. Meanwhile, from the aspect of accountability, reporting on the implementation of information disclosure by PPID implementers at the OPD level to the main PPID is still a formality and has not been accompanied by adequate evaluation and follow-up. However, in 2024 reporting is still administrative and has not been used as a performance evaluation instrument. Improvements will begin to be seen in 2025, where some OPDs show an increase in the value of information disclosure. This indicates that reporting is starting to be directed as part of improving the quality of service, although it is not fully optimal.

Based on the 2025 information disclosure monitoring and evaluation report, the level of the district is still dominated by the uninformative category. This shows that the implementation of public information disclosure at the village level has not been running optimally. This condition shows that there is a performance gap between the OPD and village levels in the implementation of public information disclosure. The high proportion of uninformed villages indicates that institutional capacity, human resources, and information management systems still need to be strengthened in an ongoing manner so that the principles of transparency, accountability, and quality public services can be realized equally at all levels of government.

CONCLUSION

In general, PPID's performance in managing public information disclosure in Sleman Regency has been running in accordance with the provisions of Law Number 14 of 2008 concerning Public Information Disclosure. Information services have been made available with a relatively clear mechanism, and most information requests have been acted upon. However, the implementation is not optimal. Based on the presentation of the summary of the research findings, it can be concluded that the common thread of the findings lies in the performance of public information disclosure in Sleman Regency is not optimal due to the weak institutional capacity of PPID, which is influenced by limited human resources, the lack of optimal coaching and coordination between PPID, and the ineffective evaluation and performance supervision mechanism in the management of public information disclosure.

The results of monitoring and evaluation (monev) of KID DIY in 2025, there are positive developments at the level of implementing PPID, especially OPD and BUMD, which are starting to show an increase in information disclosure with the achievement of qualifications of "quite informative" to "towards informative". This indicates an institutional commitment from local governments in improving the governance of public information disclosure, although these efforts still require continuous strengthening, especially at the village level, most of which are still in the non-informative category. This policy aims to create competitive motivation as well as a sense of accountability so as to encourage an improvement in the performance of information disclosure as a whole.

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