

## Implementation of Regional Regulation Number 6 of 2020 Concerning the Implementation of Public Information Disclosure in the Berbas Tengah Village

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**Abstract.** This study is motivated by the persistent gap between Indonesia's increasingly robust legal framework on open government and the uneven realization of public information disclosure at the local level, where transparency practices remain fragmented and often exclusionary. The research aims to examine how public information disclosure is operationalized in Berbas Tengah Urban Village, with particular emphasis on the interplay between regulatory mandates, institutional capacity, information technology, and community participation under Regional Regulation Number 6 of 2020. A descriptive qualitative design was employed through a single-case study, combining in-depth interviews with village officials and community members, participatory observation of information service practices, and document analysis of regulatory instruments, planning documents, and activity reports; the data were analyzed thematically using a good governance framework that foregrounds transparency, accountability, and participation. The findings show that effective disclosure is driven by institutional commitment, the establishment of an information management structure, and the strategic use of digital platforms, while it is constrained by limited human resources, infrastructural gaps, and low digital as well as legal literacy. Community participation emerges as both a driver and a barometer of disclosure—functioning as social control and performance evaluation—yet remains skewed toward more educated and digitally literate groups, thereby reproducing digital and social inequalities. The study concludes that public information disclosure is not merely a procedural or administrative requirement but a governance practice that can enhance responsiveness, trust, and accountability at the village level when it is adequately supported. The novelty of this research lies in its integrated analysis of digital transparency and civic participation within a subnational urban context, revealing a non-linear relationship between technology access, participation levels, and governance quality. Empirically, the study advances the literature on local governance and transparency in the Global South and, in practical terms, offers insights for policymakers to design more inclusive, technology-enabled information regimes that reduce digital divides and strengthen grassroots democratic governance.

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**Keywords:** *Regulation; Information; Digital Transparency; Civic Participation; Local Governance*

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### INTRODUCTION

Public information disclosure has become a central pillar of contemporary governance reforms, reflecting broader efforts to institutionalize transparency, accountability, and citizen participation in public administration. By guaranteeing access to information on policies, budget allocations, and decision-making processes, governments are expected to enable citizens to scrutinize state performance, improve the quality of public services, and build trust in public institutions. In Indonesia, Law Number 14 of 2008 on Public Information Disclosure establishes a national legal framework that affirms citizens' rights to obtain information and obliges public bodies to provide accurate, timely, and accessible data. This development is consistent with global

trends in open government and digital transparency, whereby legal and institutional arrangements are designed to enhance democratic accountability and citizen engagement (Saez-Martin et al., 2017; Zhang et al., 2016; Fung, 2015; Uddin et al., 2020).

Within Indonesia's decentralized governance system, regional governments are mandated to translate national norms into context-sensitive local regulations. Regional Regulation Number 6 of 2020 in Bontang City constitutes a key instrument for implementing public information disclosure at the municipal and village levels. It provides formal guidelines for public institutions, including urban villages, to ensure that residents can access information related to governmental activities, public policies, and budgetary decisions that affect their lives. At the same time, the regulation seeks to promote civic participation in governance processes by encouraging citizens to utilize public information as a basis for monitoring, consultation, and collective deliberation (Kaharuddin et al., 2025; Mamokhere & Meyer, 2022; Antlöv et al., 2016; Smoke, 2015).

Despite these advances, a persistent implementation gap often emerges between formal regulatory frameworks and everyday governance practices, particularly at lower levels of government. Berbas Tengah Urban Village in South Bontang District offers a salient case to examine how Regional Regulation Number 6 of 2020 is translated into operational routines, institutional arrangements, and citizen experiences. The village's heterogeneous socio-demographic composition—characterized by variation in education, occupation, and legal awareness—shapes both the demand for information and the capacity of residents to exercise their rights. These conditions can generate challenges such as limited awareness of information rights, uneven access to information and communication technologies (ICTs), and constrained administrative capacity to provide accurate and timely information (Y. Zhang et al., 2016; Firman et al., 2024; S. Kim & Lee, 2019; Waddington et al., 2019).

In response to such challenges, the literature highlights several general strategies that governments adopt to strengthen public information disclosure. These include consolidating legal and procedural frameworks, investing in ICT infrastructure to support e-government platforms, enhancing participatory mechanisms such as public consultations and community forums, and building institutional capacity through training and organizational reform. Multi-stakeholder collaboration—engaging municipal authorities, civil society organizations, and community leaders—is also emphasized as a means to extend outreach and ensure that transparency initiatives are socially embedded rather than purely formalistic (Kiparsky et al., 2017; Javaid et al., 2024; Biermann et al., 2017; Schlosser et al., 2015; Rambe et al., 2025).

More specifically, recent studies underscore the potential of digital tools—such as official websites, social media platforms, and electronic data management systems—to expand access to

public information and reduce transaction costs for both citizens and administrators. E-government and open-data initiatives are shown to facilitate more responsive information services, support real-time communication, and create new channels for social accountability, particularly when combined with participatory spaces that enable citizens to interpret and use information in collective decision-making (Y. Zhang et al., 2016; Asgharzadeh Shiadeh, 2023; Lněnička et al., 2021; Rambe et al., 2025).

However, the effectiveness of such digital and participatory solutions is far from guaranteed. Empirical research documents how digital divides, low levels of legal and digital literacy, and limited institutional capacity can restrict who benefits from transparency reforms. In contexts marked by socio-economic inequality and infrastructural constraints, digital platforms may inadvertently reinforce existing social hierarchies by primarily serving more educated and digitally literate groups, while marginalized citizens continue to rely on informal communication channels (Sarifudin & Damanik, 2024; Chuangkrai, 2025; Sánchez-Hernández, 2024; Akinsola, 2025; Manginte, 2024). These dynamics are particularly relevant in urban village settings such as Berbas Tengah, where diverse populations and resource constraints intersect.

Overall, the existing literature on transparency, local governance, and citizen participation suggests that while legal reforms and digital innovations are necessary, they are not sufficient to ensure inclusive and effective public information disclosure. Many studies focus on national or municipal-level initiatives, sectoral programs, or technical aspects of e-government, often treating regulation, institutional capacity, digital platforms, and civic participation as separate domains rather than interdependent components of a governance system (Opeyemi & Obeagu, 2023; J. Wu et al., 2025; J. Zhang et al., 2020; Virani & van der Wal, 2023). This indicates a need for empirical work that examines how these dimensions interact in specific local settings and how they shape actual patterns of information access and use.

This study addresses that gap by offering an integrated analysis of public information disclosure in Berbas Tengah Urban Village under Regional Regulation Number 6 of 2020. It departs from previous research by explicitly linking regulatory mandates, institutional capacity, ICT utilization, and community participation within a single analytical framework of good governance, focusing on transparency, accountability, and participation. The underlying premise is that the quality of implementation is shaped not only by the existence of formal rules, but also by the dynamic interplay between organizational structures, technological infrastructures, and socio-cultural practices at the village level. The scope of the study is delimited to the implementation of public information services in Berbas Tengah, including formal procedures, informal practices, and citizen interactions with information channels.

Accordingly, the primary objective of this research is to analyze how public information disclosure is implemented in Berbas Tengah Urban Village and to identify the factors that enable or hinder the realization of the principles enshrined in Regional Regulation Number 6 of 2020. More specifically, the study seeks to answer the following research questions: (1) How are the provisions of Regional Regulation Number 6 of 2020 operationalized in the institutional arrangements and routines of public information services at the village level? (2) What internal and external factors support or constrain the effectiveness of public information disclosure in Berbas Tengah? and (3) How do digital technologies and community participation interact to shape the inclusiveness and quality of public information disclosure, particularly in relation to transparency, accountability, and citizen trust? By addressing these questions, the study aims to contribute to both theoretical debates and practical agendas on transparency and local democratic governance.

## RESEARCH METHODS

### Research Type and Approach

This study employed a qualitative research design with a descriptive case-study approach to obtain an in-depth understanding of the implementation of public information transparency at the urban village level. The qualitative-descriptive design was selected because it allows the researcher to explore meanings, experiences, and perceptions of actors involved in policy implementation and to capture the complexity of local governance processes in their real-life context (Bradshaw et al., 2017; H. Kim et al., 2017). Through this approach, the research seeks to explain how the content of Regional Regulation Number 6 of 2020, the local implementation context, and the principles of good governance interact in practice in Berbas Tengah Urban Village.

### Research Setting and Subjects

The study was conducted in Berbas Tengah Urban Village, South Bontang District, which was purposively selected as the research site because it constitutes one of the primary loci for implementing Regional Regulation Number 6 of 2020 on public information disclosure at the village level. The research subjects included village officials involved in public service and information management, Assistant Public Information and Documentation Management Officers, and community members who had experience accessing or attempting to access public information. Informants were identified using purposive and snowball techniques to ensure the inclusion of actors with relevant knowledge of regulatory implementation, information service procedures, and citizen participation dynamics.

## Research Implementation Procedures

The research was implemented through several sequential stages: (1) a preparatory stage, including review of legal and policy documents, mapping of relevant stakeholders, and development of data collection instruments; (2) a data collection stage in the field, which involved arranging interview schedules, conducting observations of information service practices, and gathering relevant documents from village and municipal offices; and (3) a data consolidation and analysis stage, in which field notes, interview transcripts, and documents were organized, coded, and interpreted. Throughout these stages, ethical considerations were observed by securing informed consent from participants, ensuring confidentiality, and clarifying the voluntary nature of participation.

## Materials and Instruments

The main materials used in this study comprised legal and policy documents related to public information disclosure, including Law Number 14 of 2008, Regional Regulation Number 6 of 2020, mayoral regulations, technical guidelines, and internal standard operating procedures at the village level. In addition, village development plans, budget documents, and reports on public information services were examined as supporting materials. Data collection instruments consisted of semi-structured interview guides tailored to different categories of informants (village officials, information officers, and community members), structured observation sheets for documenting information service practices and the use of digital platforms, and document review checklists to systematically extract relevant information from regulatory and administrative records.

## Data Collection Techniques

Primary data were obtained through in-depth, semi-structured interviews, participant and non-participant observation, and systematic document review. In-depth interviews were conducted to elicit detailed narratives from village officials and community members regarding their understanding of information rights, experiences with requesting and providing information, perceived constraints, and perceived impacts of information disclosure. Observations were carried out in the village office and during public activities to document actual practices of information provision, the use of notice boards, service counters, and digital media. Document review was conducted on regulatory instruments, planning and budgeting documents, information service records, and activity reports to trace formal procedures, institutional arrangements, and documented patterns of information requests and responses.

## Data Analysis Techniques

The collected data were analyzed using a thematic analysis procedure. First, interview transcripts, observation notes, and documents were read repeatedly to achieve familiarization. Second, initial codes were generated to capture salient concepts related to the content of policy, context of implementation, and manifestations of good governance principles. Third, codes were grouped into broader themes that reflected patterns of enabling and inhibiting factors in the implementation of public information transparency. These themes were then interpreted in light of the conceptual framework and relevant literature on transparency, local governance, and citizen participation (Bradshaw et al., 2017; H. Kim et al., 2017). The use of thematic analysis enabled the researcher to move iteratively between empirical data and theoretical constructs, thereby producing an integrated explanation of the implementation dynamics.

## Data Validity and Trustworthiness

To ensure the validity and trustworthiness of the findings, several strategies were employed. Data triangulation was conducted by comparing information obtained from different sources (village officials, information officers, and community members) and different techniques (interviews, observations, and document review). Methodological triangulation strengthened the robustness of interpretations by enabling cross-checking of reported practices against documented procedures and observed behaviors. Member checking was carried out by discussing preliminary interpretations with selected informants to verify accuracy and avoid misrepresentation. In addition, peer debriefing with colleagues familiar with public administration and governance studies was undertaken to critically review the coding scheme, thematic structure, and emerging conclusions. Detailed field notes and an audit trail of analytical decisions were maintained to enhance transparency and replicability of the research process.

## Analytical Framework

Figure 2 presents the conceptual analysis of policy evaluation used in this study, which integrates three main indicators for assessing the implementation of public information transparency: content of policy, context of implementation, and good governance. The policy content dimension emphasizes the clarity, coherence, and operationalizability of the regulatory provisions, including objectives, strategies, and instruments governing public information disclosure. The implementation context dimension focuses on how these provisions are enacted within the social, political, and administrative environment of the village, taking into account bureaucratic capacity, stakeholder support, and community characteristics. These two dimensions converge in the realization of good governance principles—such as transparency, accountability,

participation, effectiveness, and equity—which function as key benchmarks for evaluating the success of public information transparency initiatives. Accordingly, the evaluation of policy implementation in this study is not limited to compliance with formal regulations but extends to the extent to which the interaction between policy content and implementation context produces governance practices aligned with good governance standards (Handoyo & Anas, 2024).

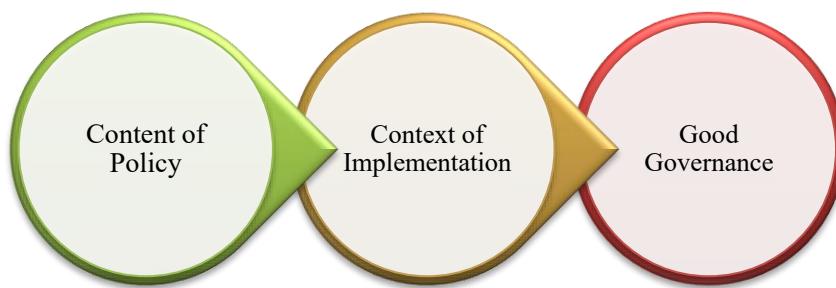


Figure 2. Conceptual framework of public information disclosure policy evaluation: the relationship between Content of Policy, Context of Implementation, and Good Governance.

Source: Data processed by the researcher, 2025.

## RESULT

### Level of Implementation of Public Information Disclosure in Berbas Tengah Subdistrict

The level of public information disclosure implementation in Berbas Tengah Village demonstrates a serious effort by the village government to comply with the mandate of Regional Regulation Number 6 of 2020. Village officials strive to provide information related to policies, programs, and development activities that directly affect the community's interests. Budget documents, activity reports, and public service information are increasingly organized to be more accessible to residents. Information request mechanisms have also been established in accordance with procedures, although gaps remain between written regulations and on-the-ground realities. This phenomenon reflects that the implementation of public information disclosure policies is underway but has not yet reached optimal levels in serving all segments of society (Alcaraz et al., 2020; Dawes et al., 2016; GREENHALGH et al., 2016).

The involvement of information and documentation management officials at the village level is a key factor influencing the success of implementation. Village apparatus are expected to manage public information accurately, promptly, and accountably. The human resource conditions in Berbas Tengah Village show variation in capacity and understanding of the

applicable regulations. Some officials have a clear understanding of the substance of public information disclosure, while others remain limited to administrative functions. This competency gap results in uneven quality of information services received by the community (Bing-Jonsson et al., 2016; Herdiyanti et al., 2017).

The use of information technology has begun to be introduced through official village social media accounts and websites as channels for disseminating information. Online media helps expand access, particularly for residents with higher digital literacy. Nevertheless, limitations in internet infrastructure in some areas of Berbas Tengah Village pose significant barriers. Not all residents have the devices or skills to utilize digital platforms, making them still reliant on direct communication through face-to-face meetings, bulletin boards, or community forums. Ultimately, the level of public information disclosure implementation is heavily influenced by the combination of technological readiness and community capability in utilizing it (Antoni et al., 2020; David et al., 2023).

Community participation is another indicator reflecting the extent to which information disclosure is practiced. The number of information requests, participation in deliberation forums, and residents' involvement in monitoring village budget usage serve as concrete measures. In Berbas Tengah Village, participation is uneven; only certain groups with higher education levels and legal awareness actively exercise their rights. Other segments of the community tend to be passive, due to limited understanding and the prevailing informal communication culture that relies on personal connections with officials. This disparity indicates that public information disclosure has not yet been fully recognized as a shared right for all residents (Y. Wu et al., 2022).

The implementation of public information disclosure in Berbas Tengah Village has essentially laid an important foundation for building transparency and accountability. The village government's efforts to provide access to information are commendable, although the quality and reach still need strengthening. Successful implementation depends on enhancing officials' capacities, promoting more inclusive use of information technology, and raising public awareness of their right to access information. The current level of implementation shows progress, while also highlighting significant room for improvement in order to achieve village governance in accordance with good governance principles

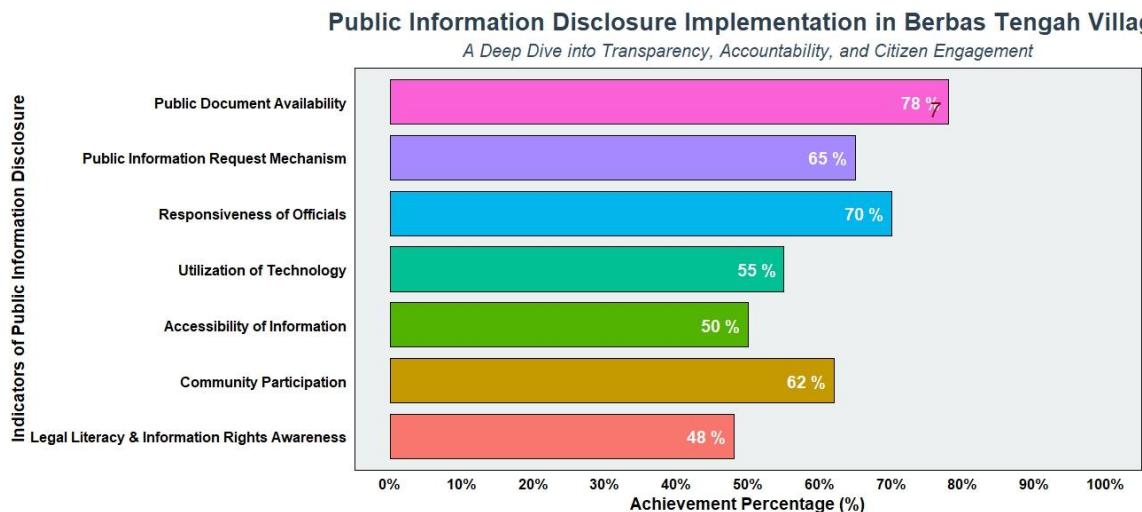


Figure 3. Public Information Disclosure Implementation in Berbas Central Village

Source processed by the author

Figure 3 is the implementation of public information disclosure in Berbas Tengah Village serves as a critical case study in evaluating the transparency, accountability, and citizen engagement within local governance structures. Public information disclosure represents a cornerstone of democratic governance, promoting an informed citizenry that actively participates in governance processes. In Berbas Tengah, the enactment of local regulations such as Regional Regulation Number 6 of 2020 has been pivotal in institutionalizing the principles of transparency, allowing citizens to access government-related information including budget allocations, program reports, and policy decisions. This policy seeks not only to foster a transparent administration but also to strengthen the relationship between government officials and the community, encouraging public participation in decision-making.

The achievement of this regulation, however, is not without its challenges. Despite the legal framework in place, the level of implementation varies across different segments of the village. Various factors, including the capacity of local government officials, the availability of technological infrastructure, and the varying literacy levels among the residents, all contribute to the mixed success of the policy. While some sectors of the village population exhibit high engagement with public information, others remain largely passive, hindered by lack of access to the necessary tools, such as the internet and digital literacy, to effectively participate in the information-sharing process. This gap in engagement highlights a key challenge in achieving universal transparency.

One of the significant barriers to the full implementation of public information disclosure is the uneven distribution of technological resources. The village has made attempts to utilize official websites and social media platforms as tools for communication and information sharing.

However, the accessibility of these resources remains limited, particularly in rural areas where internet connectivity is unreliable. In these areas, many citizens still rely on traditional methods of communication, such as face-to-face meetings or community notice boards, which are not as efficient as digital platforms in providing timely information. The technological divide between different sections of the village population exacerbates the gap in public participation, as those without the means to access digital resources are effectively excluded from engaging with the public information available.

The role of public officials in managing information also plays a critical role in the success of the implementation process. Village officials are tasked with ensuring that public information is not only made available but is also accurate, timely, and accessible to all citizens. The competence of these officials in handling information and adhering to the principles of transparency and accountability significantly influences the effectiveness of the regulation. In Berbas Tengah, while some officials are well-versed in the legal and technical requirements of the regulation, others lack the necessary training and resources to fully meet the demands of public information management. This disparity in administrative capacity leads to inconsistencies in the quality and availability of public information across different sectors of the village.

The variation in public participation is another key factor influencing the success of the regulation. In some instances, the village's more educated and digitally literate residents actively seek out public information, attending forums and submitting requests for government documents. In contrast, less literate segments of the population, particularly those with limited access to technology, exhibit lower levels of engagement. This disparity suggests that the implementation of public information disclosure, while progressing, has not yet reached its full potential, particularly in ensuring that all segments of the population benefit equally from the available information. Public participation remains a crucial metric in evaluating the regulation's effectiveness, and higher levels of engagement are essential for achieving the goal of transparent and accountable governance.

Public information disclosure is not only about making data accessible but also about ensuring that the information is used effectively by citizens. In Berbas Tengah, the effectiveness of the regulation can be measured not only by the number of information requests made by citizens but also by their ability to utilize the information to engage in decision-making processes, hold officials accountable, and contribute to community development. The success of this regulation, therefore, hinges on the creation of a culture where citizens are not only aware of their right to access information but are also equipped with the tools and skills to use this information for collective good.

The implementation of Regional Regulation Number 6 of 2020 in Berbas Tengah represents a microcosm of the broader challenges and opportunities of public information disclosure at the local government level. The regulation's effectiveness is contingent upon a variety of factors, including technological access, administrative capacity, public engagement, and the cultural context of the village. These elements must be addressed in tandem for the regulation to achieve its intended goals of transparency, accountability, and citizen participation. Addressing these challenges requires not only a commitment to improving technological infrastructure and administrative capacity but also a concerted effort to educate and engage the public in understanding their rights and responsibilities within the context of public information disclosure.

While the implementation of public information disclosure in Berbas Tengah Village has made significant strides in promoting transparency and accountability, it remains a work in progress. Continued efforts to bridge the technological divide, enhance the capacity of local officials, and foster public engagement are essential to realizing the full potential of the regulation. By addressing these challenges, Berbas Tengah can serve as a model for other regions seeking to improve governance through public information disclosure.

### **Supporting and Inhibiting Factors in Regulation Implementation**

The factors supporting the implementation of Regional Regulation Number 6 of 2020 in Berbas Tengah Village can be observed from institutional, resource, technological, and socio-cultural aspects. Institutional support is evident in the commitment of both city and village governments to uphold the principles of public information disclosure, manifested through the establishment of organizational structures and the assignment of Information and Documentation Management Officers (PPID). The presence of these institutional mechanisms provides an official channel for citizens to access information related to programs, policies, and budget utilization. Human resources also play a crucial role; village officials with a foundational understanding of transparency, public service, and administrative ethics contribute to the quality of information services. The higher the capacity and professionalism of officials, the greater the likelihood of delivering responsive, accurate, and accountable information services (Fitria et al., 2025).

The availability of information technology facilities further strengthens regulatory implementation efforts. Berbas Tengah Village has leveraged social media and official websites as channels for faster and more accessible information dissemination. The use of these digital platforms helps overcome limitations of face-to-face communication, expands the reach of information, and fosters a more open transparency culture. External support also comes from non-

governmental organizations, community groups, and local media, which often act as partners in disseminating information, educating residents, and encouraging participation in public consultation forums. The involvement of these groups helps expand citizens' understanding of their right to information and reinforces social pressure on village officials to fully implement transparency principles in accordance with the regulation (Joshi, 2017).

Socio-cultural factors also contribute positively. The spirit of mutual cooperation (gotong royong) and the long-standing tradition of deliberation (musyawarah) facilitate communication between officials and residents. Village deliberation forums and community meetings often serve as venues for officials to provide information while receiving feedback from residents. Communication openness based on local values can be an effective medium for internalizing regulatory principles in everyday life. This demonstrates that regulatory implementation relies not only on legal instruments but also on the extent to which social norms support transparency and participation processes.

On the other hand, inhibiting factors emerge from the opposite side. Limitations in officials' capacity to understand regulatory details and technical skills in information management remain a significant challenge. Not all village officials possess adequate capabilities in using information technology, managing databases, or presenting information systematically. These limitations result in uneven quality of information services and create disparities in public access. Infrastructure-related obstacles, particularly uneven internet access across the village, further exacerbate these challenges, leaving some residents unable to access digital information and dependent on slower traditional mechanisms (Baye, 2025).

Low legal literacy and public awareness of their right to information constitute another major challenge. Many residents are not accustomed to using official channels to obtain information, often relying on informal networks and personal relationships with officials or community leaders. This practice can lead to information bias, as not all residents have equal access. Variations in education levels also affect understanding of the benefits of public information disclosure, resulting in participation being dominated by groups with higher education and digital literacy.

Financial constraints also hinder implementation. Limited budgets restrict the village's ability to provide adequate technological facilities, conduct official training, and carry out continuous public outreach. Without sufficient financial support, implementation often remains at the level of administrative formality and fails to meet the comprehensive needs of the community (Meijer et al., 2015; van den Broek & Brown, 2015). External obstacles may also

include weak coordination between agencies at the city and sub-district levels, causing delays in information distribution or inconsistencies in published data.

An analysis of these supporting and inhibiting factors indicates that the implementation of public information disclosure in Berbas Tengah Village is balanced between opportunities and challenges. Institutional, technological, and local cultural support provides a strong foundation for regulatory success, but limitations in officials' capacity, infrastructure, public literacy, and budget can hinder effectiveness. Efforts to enhance capacity, develop infrastructure, and educate the public are key to overcoming these obstacles. By strengthening supporting factors and minimizing inhibiting ones, the implementation of Regional Regulation Number 6 of 2020 in Berbas Tengah Village can be optimized and fully reflect the principles of transparency, accountability, and participation that constitute the regulation's main objectives.

**Supporting and Inhibiting Factors in Regulation Implementation**  
*Proportional Importance of Each Factor*

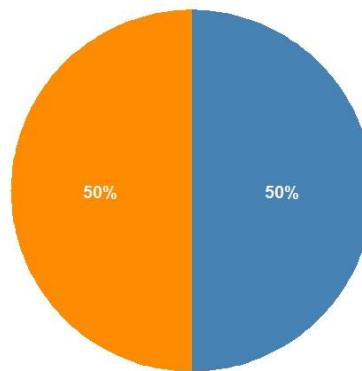


Figure 4. Supporting and Inhibiting Factors in Regulation Implementation

Source data processed by the author

Figure 4 is The process of implementing public information disclosure regulations in Berbas Tengah Village reflects a complex interaction of various supporting and inhibiting factors that determine the efficacy of transparency initiatives. Supporting factors such as government commitment, availability of technology, public awareness, and legal frameworks provide a strong foundation for the successful execution of public disclosure policies. The village's commitment to transparency is critical, with local government officials showing a strong political will to adhere to legal mandates like Regional Regulation Number 6 of 2020. This regulation is designed to ensure citizens' access to government information, including budgets, policies, and decision-making processes. However, the extent to which these supporting factors can drive meaningful implementation hinges on their integration into the day-to-day operations of local governance.

The availability of technology also plays a crucial role in the successful implementation of public information disclosure. In Berbas Tengah, digital infrastructure has allowed for the use of official websites and social media platforms to disseminate information to residents. These platforms have significantly expanded the reach of public information, allowing a larger segment of the population to access essential data regarding government activities. Technology facilitates a more inclusive approach to information sharing, especially when citizens may not have direct contact with government officials or attend physical meetings. Despite this, disparities in access to these technological resources remain a significant challenge. A digital divide exists in the village, with rural residents facing barriers such as unreliable internet connectivity, which limits their ability to access online information.

Public awareness of the right to information is another essential supporting factor. As citizens become more aware of their right to access government information, they are more likely to participate in public forums, request documents, and hold officials accountable. However, the level of awareness varies across different segments of the population. In Berbas Tengah, more educated and digitally literate residents tend to actively seek out information and participate in governance processes. In contrast, other segments of the population, particularly those with lower levels of education and limited digital skills, are less likely to engage with the available information. This disparity suggests that public awareness programs need to be further strengthened to reach all sections of the community.

Despite the strong foundation provided by these supporting factors, several inhibiting factors continue to challenge the full realization of public information disclosure. One of the most significant inhibiting factors is the digital divide, which hinders the ability of certain residents to access digital platforms where much of the public information is shared. The lack of reliable internet in rural areas and limited access to digital devices means that a portion of the population remains disconnected from the information-sharing process. Without addressing this divide, the full potential of public information disclosure as a tool for transparency and accountability remains limited.

Another inhibiting factor is the limited capacity of public officials to effectively manage and disseminate public information. While some local officials are well-trained and understand the regulatory requirements, others lack the necessary skills and resources to effectively use digital tools for information management. This gap in administrative capacity leads to inconsistencies in the quality and timeliness of the information provided to the public. In some cases, delays in information dissemination and inadequate data management systems prevent citizens from accessing the information they need in a timely manner (Gharaibeh et al., 2017).

Cultural resistance is also a significant barrier to effective implementation. While Berbas Tengah has a strong tradition of community engagement through musyawarah (consultative meetings), not all residents are accustomed to the formal channels through which public information is disseminated. For some, informal methods of communication, such as personal relationships with community leaders, are preferred over official platforms. This cultural tendency can lead to selective information sharing, where certain groups have privileged access to government information while others are left out. Overcoming this resistance requires a cultural shift, where citizens recognize the importance of using formal information-sharing channels to ensure transparency and accountability.

Financial constraints represent another critical inhibiting factor. The lack of sufficient funding for technology infrastructure, capacity-building programs for officials, and ongoing public awareness campaigns limits the effectiveness of public information disclosure in Berbas Tengah. The implementation of these initiatives requires a significant financial commitment, and without adequate budget allocations, local officials struggle to meet the demands of transparency. Resource limitations also impact the ability of government bodies to regularly update public information and maintain digital platforms, further exacerbating the gap in access to information.

In addition to these resource and capacity issues, bureaucratic inefficiencies pose another challenge. Slow processing times, lack of coordination between government departments, and administrative delays can undermine the effectiveness of public information disclosure. While the regulation requires officials to respond promptly to information requests, bureaucratic bottlenecks often delay the release of vital data. These inefficiencies contribute to a perception of opacity and reduced trust in government institutions.

As a result, the overall success of public information disclosure in Berbas Tengah is contingent upon the simultaneous strengthening of both supporting and inhibiting factors. Addressing the digital divide through improved infrastructure and access to technology is essential for ensuring equitable access to information. Enhancing the capacity of local officials through training and the provision of adequate resources will ensure that the information shared is accurate, timely, and accessible. Public awareness campaigns must be expanded to reach all segments of the population, particularly those with lower levels of education and digital literacy, to foster greater participation in governance processes.

Cultural resistance to formal information-sharing channels must also be addressed by encouraging the use of official platforms and educating citizens on the importance of transparency. Financial and bureaucratic constraints can be mitigated by advocating for increased budget allocations and streamlining administrative processes. By addressing these challenges,

Berbas Tengah can move closer to realizing the full potential of public information disclosure, fostering a more transparent, accountable, and participatory governance system.

The implementation of public information disclosure in Berbas Tengah Village offers valuable insights into the complexities of governance at the local level. While supporting factors such as government commitment, technological infrastructure, and public awareness provide a strong foundation, inhibiting factors like the digital divide, limited capacity, and bureaucratic inefficiencies continue to impede progress. Addressing these challenges requires a multifaceted approach that includes improving access to technology, enhancing administrative capacity, promoting public participation, and overcoming cultural resistance. By effectively addressing these issues, Berbas Tengah can serve as a model for other regions seeking to implement similar regulations and achieve greater transparency and accountability in governance.

### **The Role of Public Participation and Technology in Achieving Good Governance**

Community participation is a critical element in the successful implementation of public information disclosure in Berbas Tengah Village. The presence of residents as both users and overseers of policies allows written regulations to be enacted in daily practice. Active residents who submit information requests, participate in village deliberations, and provide feedback on development programs provide tangible incentives for officials to act more transparently. The level of community participation reflects the extent to which public information disclosure regulations are understood and appreciated by residents. Active involvement also functions as a social control mechanism, as every policy or program implemented by officials receives public attention, minimizing the likelihood of closed bureaucratic practices.

The role of community participation becomes even more relevant when linked to the principles of good governance. Transparency is meaningless if residents do not exercise their right to access available information. Government accountability can only be upheld when participatory mechanisms allow citizens to assess, critique, and provide recommendations on official performance. In Berbas Tengah Village, although community participation is not yet uniform, groups with higher education and digital literacy have demonstrated a strong awareness in utilizing public information disclosure. This tendency underscores that strong participation accelerates the achievement of more effective, fair, and responsive governance.

Information technology adds a new dimension to the implementation of public information disclosure regulations. The use of village websites, social media, and other digital communication platforms enables faster, wider, and more efficient information dissemination. Digital technology overcomes the spatial and temporal limitations inherent in traditional information delivery

methods, such as bulletin boards or community meetings. Responsive village officials can quickly publish budget data, activity reports, or deliberation agendas, providing residents equal opportunities to stay informed (Nurdiansyah B & Harakan, 2025; Panday & Chowdhury, 2020). Inclusive access to information enhances policy legitimacy while strengthening trust between the village government and the community.

The combination of community participation and technology creates a mutually reinforcing ecosystem for realizing good governance principles. Residents actively seeking information benefit from digital technologies, while technology becomes more effective when widely used by the community. This synergy results in a more transparent governance process, as information is not only published but also monitored, evaluated, and utilized by residents. Furthermore, accountability is enforced more rigorously, as every action of officials is recorded in publicly accessible digital spaces. The outcome is a local governance system that is more open, participatory, and responsive to citizens' needs.

Challenges still exist, particularly concerning technological access gaps and low digital literacy among some residents. Not all members of Berbas Tengah Village have the devices or skills to access information through digital channels. This issue may create new disparities between digitally literate groups and those still relying on face-to-face communication. Therefore, efforts to improve digital literacy, provide inclusive technological facilities, and conduct continuous outreach are crucial to ensure equitable benefits of technology. Village officials are also required not to rely solely on digital platforms but to maintain traditional communication channels, ensuring that all residents can access information according to their needs.

The role of community participation and technology in Berbas Tengah Village demonstrates that public information disclosure cannot be viewed merely as a legal obligation but as a practical measure to foster better governance. Participation creates a space for dialogue between the government and the community, while technology accelerates and broadens the reach of information. Together, these aspects drive the principles of good governance—transparency, accountability, effectiveness, participation, and fairness—enabling village governance to function more democratically, responsively, and with the trust of its citizens.

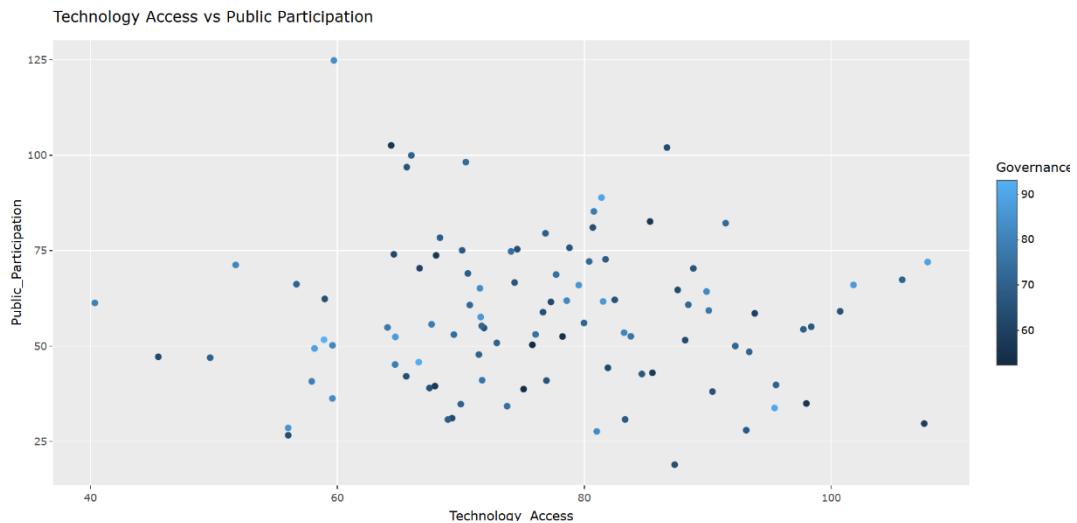


Figure 5. Technology Access vc Public Participation

Source data processed by the author

Figure 5 presents a scatter plot illustrating the relationship between Technology Access and Public Participation, with an additional dimension of Governance represented through the color gradient of the data points. The horizontal axis (X) indicates the scores of Technology Access, while the vertical axis (Y) reflects the scores of Public Participation. The colors of the dots range from light blue to dark blue, symbolizing varying levels of governance quality, with lighter shades representing higher governance scores and darker shades indicating lower governance scores.

The overall distribution of data points reveals considerable variation in the relationship between technology access and public participation. Data points are spread across the entire range of technology access scores, from around 40 to 100, while public participation ranges from as low as 20 to above 120. This wide spread suggests that the increase in technology access does not automatically translate into a linear increase in public participation. For example, within the cluster of technology access scores between 70 and 90, public participation levels vary significantly, from very low to very high. This highlights the role of other moderating or mediating factors influencing the interplay between these two variables.

The governance dimension, visualized through the color gradient, adds further depth to the analysis. Data points with higher governance scores (lighter colors) are distributed across different levels of public participation, yet some tendencies suggest a positive correlation between governance quality and the ability of technology access to foster public participation. Conversely, in contexts where governance quality is weaker (represented by darker colors), public participation remains low even when technology access is relatively high. This indicates that

governance acts as a critical enabling factor in the relationship between technology and participation.

Therefore, the scatter plot underscores the complexity of the interaction between technology, public participation, and governance. While access to technology is a necessary condition for enhancing civic engagement, its effectiveness is strongly contingent upon the quality of governance and broader socio-political contexts. This finding reinforces the argument that strategies aiming to boost public participation through technology must be accompanied by efforts to strengthen governance capacity in order to achieve sustainable outcomes. The visualization also suggests avenues for further inquiry into additional determinants—such as education, political culture, and institutional frameworks—that may mediate or amplify the relationship between technology access and public participation.

## DISCUSSION

### **The Role of Public Participation in Achieving Good Governance**

Public participation is a cornerstone of good governance, as it fosters transparency, accountability, and inclusivity in decision-making processes. By involving citizens in governance, governments can ensure that policies reflect the needs and desires of the public, which in turn enhances the legitimacy of governmental decisions. In Berbas Tengah, the implementation of public participation strategies allows residents to actively engage with local government, providing a platform for them to voice concerns, offer suggestions, and influence policy decisions. This active engagement contributes to a sense of ownership among citizens, who feel that they are directly contributing to the governance of their community, which strengthens social capital and promotes civic responsibility (Fernandez-Salido et al., 2025).

However, the extent to which public participation can positively impact governance is contingent upon the level of access and willingness to engage on the part of the population. In Berbas Tengah, while some segments of the population actively participate in governance through community consultations and forums, others remain disengaged due to factors such as limited access to information, lack of awareness, and social inequalities. Addressing these barriers requires a concerted effort to raise public awareness about the importance of participation and to ensure that all citizens, regardless of their educational background or socio-economic status, have the tools and opportunities to engage meaningfully with the government (Leino & Puumala, 2021). Without inclusive participation, the effectiveness of governance can be diminished, and the legitimacy of decisions may be questioned.

## The Role of Technology in Achieving Good Governance

Technology plays an integral role in enhancing governance, particularly by increasing the efficiency, accessibility, and transparency of government operations. In Berbas Tengah, the adoption of digital tools such as government websites, social media platforms, and electronic data management systems has streamlined the dissemination of public information, making it easier for citizens to access key documents, participate in public consultations, and hold government officials accountable. By enabling real-time communication between citizens and government officials, technology fosters a more dynamic and responsive governance system, where feedback can be integrated quickly into policy decisions (HE Jinghua et al., 2025; Lindquist & Huse, 2017). Moreover, the use of technology can reduce bureaucratic inefficiencies, allowing for faster processing of information requests and more efficient delivery of public services.

However, the impact of technology on good governance is not universal. While digital tools can significantly enhance public participation, they also introduce new challenges, particularly in regions where access to technology is limited. In Berbas Tengah, the digital divide remains a major obstacle, as certain segments of the population lack reliable internet access, digital literacy, or the necessary devices to engage with online platforms. This disparity creates an unequal opportunity for citizens to participate in the governance process, effectively disenfranchising those who are unable to access or use digital tools. Overcoming this barrier requires not only expanding technological infrastructure but also investing in digital literacy programs and ensuring that all citizens have equal opportunities to participate, regardless of their socio-economic background or location (Prasastiningtyas et al., 2024)

## Supporting and Inhibiting Factors in Regulation Implementation

The successful implementation of public information disclosure regulations relies on both supporting and inhibiting factors that shape the effectiveness of these policies. Supporting factors, such as government commitment, the availability of technology, and the presence of a strong legal framework, provide the necessary foundation for transparency and accountability in governance. In Berbas Tengah, the strong political will of local officials and the legal backing provided by Regional Regulation Number 6 of 2020 offer a clear mandate for public information disclosure. Additionally, the increased availability of digital tools has enabled the dissemination of key government information to the public, making the implementation of the regulation more feasible and effective (Asmawa et al., 2024). The involvement of civil society organizations and the support of educational institutions further enhance the regulatory environment, ensuring that public information is accessible and citizens are aware of their rights.

Despite these supporting factors, several inhibiting factors hinder the full realization of public information disclosure. The digital divide, limited capacity of government officials, and resource constraints represent significant challenges to the effective implementation of the regulation. In Berbas Tengah, while some officials are well-versed in the regulatory requirements, others lack the necessary skills or resources to fully engage with digital platforms and manage the flow of public information. The lack of infrastructure, particularly in rural areas, exacerbates these challenges, as internet access remains limited for many residents. Furthermore, the low level of public awareness and participation in governance processes creates a feedback loop where citizens remain disengaged, and government officials do not feel the pressure to improve transparency. Overcoming these barriers requires a multi-faceted approach that includes strengthening administrative capacity, improving infrastructure, and raising awareness among citizens about their rights to access public information.

### **The Impact of Technology and Public Participation on Governance Outcomes**

The integration of technology and public participation has a profound impact on governance outcomes, particularly in enhancing the quality and responsiveness of government services. By leveraging digital platforms, governments can streamline communication with citizens, improve service delivery, and ensure that decisions are informed by public input. In Berbas Tengah, technology has facilitated more efficient communication channels between the local government and residents, allowing for timely dissemination of information, the submission of public requests, and greater participation in decision-making processes. This level of engagement contributes to the overall transparency of government operations, empowering citizens to hold officials accountable and influencing policy decisions. As a result, the public trust in government institutions tends to increase when citizens are able to see tangible results from their participation.

The relationship between technology, public participation, and governance outcomes is not linear, and the effectiveness of these factors depends on their integration into the broader governance structure. In Berbas Tengah, while technology has the potential to improve governance, the unequal access to digital resources among citizens limits the full realization of these benefits (Ramadhan et al., 2023). Without ensuring that all segments of the population have the necessary tools and skills to engage with digital platforms, the positive impact of technology on governance may be limited. Similarly, public participation alone is not sufficient to guarantee improved governance outcomes. The quality of engagement, the responsiveness of officials, and the willingness of the government to incorporate public input into decision-making are crucial elements that determine the effectiveness of public participation. A comprehensive approach that

combines technological innovation, inclusive participation, and a strong commitment to transparency is necessary to achieve the desired outcomes of good governance.

## CONCLUSION

This study demonstrates that the implementation of Regional Regulation Number 6 of 2020 on public information disclosure in Berbas Tengah is shaped by the interaction between institutional capacity, digital infrastructure, and patterns of civic participation. The main findings show that formal regulatory provisions and the establishment of information management structures are necessary but not sufficient; effective disclosure emerges when these are complemented by committed local leadership, capable officials, and the strategic use of digital platforms to disseminate information on government programs, budgets, and performance. At the same time, persistent constraints—including limited human resources, uneven infrastructure, and low digital and legal literacy—generate a non-linear relationship between technology access, participation levels, and governance quality, with participation still dominated by more educated and digitally connected citizens.

These findings imply that public information disclosure should be understood as an integrated governance practice rather than a purely administrative obligation, with the potential to strengthen transparency, accountability, trust, and responsiveness at the urban village level when technological solutions are combined with inclusive participatory mechanisms. The study contributes to the literature on local governance and digital transparency in the Global South by offering an empirically grounded account of how technology-enabled disclosure and civic engagement operate in a subnational urban context. Future research could undertake comparative studies across different localities, apply mixed-method or longitudinal designs to measure changes in participation and trust over time, and explore more deeply the experiences of marginalized groups in accessing and using public information.

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