Collaborative Governance in the Implementation of Electronic Government-Based Public Information Openness in Kraton Village, Yosowilangun District, Lumajang Regency

by Lely Indah Mindarti

Collaborative Governance in the Implementation of Electronic Government-Based Public Information Openness in Kraton Village, Yosowilangun District, Lumajang Regency

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Abstract

Public Information Transparency (KIP) is crucial in achieving Good Governance. This study focuses on implementing KIP through electronic government in Kraton Village, Yosowilangun District, Lumajang Regency, where most residents are employed in agriculture and trade, posing challenges to the implementation of electronic KIP. Employing qualitative descriptive research, this study analyzes data using the interactive data analysis model developed by Miles, Huberman, and Saldana. The findings reveal a beacon of success in Kraton Village, where KIP has been effectively implemented through electronic government. Mandatory information is disseminated seamlessly through websites, social media, and WhatsApp groups. The bureaucratic structure of the Public Information and Documentation Officer (PPID) in Kraton Village is well-defined, although there is a significant dependence on a few individuals. There is a need for clearer and more systematic Standard Operational Procedures (SOPs) in managing information. From the perspective of Collaborative Governance in KIP, Kraton Village showcases remarkable advancements in transitioning to electronic governance despite limited resources. The design of institutions and the collaborative processes between the village government and the community are focal points. Facilitative leadership from the village government is essential in fostering an environment that supports information transparency. This research underscores the paramount importance of collaborative governance in the implementation of public information transparency through electronic government. It highlights the pressing necessity for clear SOPs and systematic information management to significantly enhance governance quality and community engagement in Kraton Village. The study offers a new perspective on implementing e-government and KIP in rural settings, illustrating how technological adaptation and collaboration can effectively address geographical and resource limitations. These findings are not just relevant, but crucial for other village governments encountering similar circumstances, providing invaluable insights for the design and execution of effective e-Government strategies.
Keywords: Electronic government, Collaborative governance, and Public Information Transparency

1. Introduction

Indonesia's adoption of a decentralized system, as part of reforms aimed at improving efficiency and accountability in governance, *holds* the potential to empower local communities and enhance public services. This transformation, bolstered by Law Number 14 of 2008 concerning Public Information Openness [KIP], underscores the crucial role of transparency and accountability through public information disclosure, a fundamental pillar of Good Governance.

The regional autonomy system provides changes in government management in each region. This system allows regions to have the rights and obligations to govern their regions, often called a decentralized system. Even so, in practicing regional autonomy, the central government still observes and monitors it and must be in sync with the law. With the regional autonomy system, regional governments are expected to become independent, suppressing the central government's involvement in regional financial management. So, indirectly, there is trust for local governments to be more independent (Nurjanah & Hertati, 2022).

Decentralization encourages each government unit, from the district/city to village levels, to increase synergy in public services through information transparency. The use of information and communication technology in government, or e-government, has been described as a means to improve the efficiency and effectiveness of government. Your understanding and support in this process are crucial for its success.

However, Twizeyimana and Andersson (2019) point out that there needs to be more public value generated by e-government, especially in developing countries, often due to inadequate infrastructure and lack of institutional capacity. On the other hand, Holle (2011) illustrates that e-government should facilitate the transformation of government activities to improve the effectiveness and efficiency of service delivery, which supports increased public participation in government. The implementation of the concept of decentralization in the era of regional autonomy is expected to increase accountability and transparency in regional governments, which will ultimately encourage community participation in the regional development process (Raharja et al., 2020).

According to the model proposed by Edwards III (1980), policy implementation requires effective coordination among resources, executive disposition, bureaucratic structure, and clear communication. This approach is particularly relevant in village contexts, where smaller bureaucratic structures and limited resources require strong collaboration between all relevant actors. As an administrative entity at the local level, Kraton Village is entering an exciting transition stage to implement public information disclosure as an integral part of government reform and modernization of its public service infrastructure.

In this case, the study of the implementation of digitization at the Mataram City Archives and Library Office can be an essential reference. The research highlights that using the Srikandi application in e-government helps improve the quality of public services despite challenges such as a need for more understanding of employees in carrying out their duties and limited human resources and infrastructure (Ali et al., 2024). This research also suggests the need for improved facilities and training to overcome these obstacles, which are relevant to the conditions in Kraton Village.

Ansell and Gash (2008) define *collaborative governance* as a process by which governmental and non-governmental organizations collaborate in consensus decision-making. This approach is critical in village contexts, such as Kraton Village, where the government must interact directly with the community to address local needs and challenges effectively. In Kraton Village, collaboration is at the core of this effort, involving two main parties: the village government and the community. Hexahelix collaboration, which involves six components: government, business, academia, community, media, and banking, is an effective strategy for developing a creative digital ecosystem (Anisykurlillah, 2023). Previous research on flood

management in Sungai Full City also shows that despite collaborative efforts, its implementation has not run well because maximum collaboration has not yet been created between related agencies (Herman et al., 2023).

Considering all these aspects, this study analyzed how Kraton Village implements e-government and collaborative governance to improve public information disclosure. Village selection is because, according to Larasati et al. (2021), Current development must be carried out comprehensively in remote villages in Indonesia because current development is not just centered in cities (centralization) but should enter remote villages in every region in Indonesia (decentralization). Kraton Village, Yosowilangun District, Lumajang Regency, is one of the villages in East Java that has implemented electronic-based public information disclosure. KIP Kraton Village is carried out through the website, which can be accessed at https://kraton-yosowilangun.lumajangkab.go.id/. Kraton Village has an area of 4.14 km² inhabited by 2,516 people and divided into 784 families. Most Kraton Village residents work in the agricultural sector, and the rest work in the trade sector; this is a challenge in implementing electronic-based KIP.

While numerous studies have examined the implementation of public information disclosure (KIP) and electronic government (e-government) policies in various urban contexts, there is a dearth of literature that explores this application in the village context, especially in villages with the dominance of the agricultural and trade sectors such as Kraton Village. This study aims to fill this gap by comprehensively examining how information technology is integrated into KIP practices in Kraton Village. The study also explores how collaborative governance is applied to overcome unique challenges faced by village communities. Through a qualitative approach, this study offers new insights into the dynamics between village governments and communities in implementing electronic information transparency, shedding light on practices and challenges in implementing e-government and KIP in village environments that have yet to be extensively discussed in previous studies.

The formulation of the problem in this study is: 1) how is the implementation of electronic government-based public information disclosure in Kraton Village, Yosowilangun District, Lumajang Regency? and 2) how is collaborative governance in the implementation of electronic government-based public information disclosure in Kraton Village, Yosowilangun District, Lumajang Regency? The purpose of this study is to know, describe, and analyze the implementation of electronic government-based public information disclosure in Kraton Village, Yosowilangun District, Lumajang Regency, as well as to know, describe, and analyze collaborative governance in the implementation of electronic government-based public information disclosure in Kraton Village, Yosowilangun District, Lumajang Regency.

2. Method

The type of research used in this study is descriptive research. According to Silalahi (2009: 27), who quoted Mely G. Tan's opinion, descriptive research aims to describe precisely the characteristics of individuals, circumstances, symptoms, or specific groups or to determine the frequency of certain relationships between a symptom and other symptoms in society. At the same time, this study uses a qualitative case study approach. According to Creswell (2015: 135-136), Qualitative case studies explore real-life and contemporary limited systems (cases)

through detailed and in-depth data collection involving diverse sources of information and reporting case descriptions and case themes. This case study focuses on the implementation of electronic government-based public information disclosure in Kraton Village and aspects of collaborative governance in the process, based on Edward III's policy implementation model (communication, resources, disposition, and bureaucratic structure) and collaborative governance variables according to Ansell and Gash (2008).

The research was conducted in Kraton Village, Yosowilangun District, Lumajang Regency, chosen because of its active and electronic-based application of public information disclosure. Data were collected through three main techniques: observation, semi-structured interviews, and documentation. Observations were made directly at the research site, where the researcher revealed frankly that he was conducting research. Semi-structured interviews help collect valid data from determined informants through snowball sampling techniques (Sugiyono, 2014). Interviews were conducted with several people, such as Mr. DP as village head, LH as head of PPID, SB as secretary of PPID, AK as head of data processing and information presentation of PPID, and PPID staff of Kraton Village. Documentation involves the collection of official documents, records, and relevant archives to support data from observations and interviews (Moleong, 2012).

Data analysis was carried out using an interactive model from Miles, Huberman, and Saldana (2014), which includes three main activities: data condensation, data presentation, and inference. Data condensation involves selecting, simplifying, and abstracting the data obtained. The presentation of data allows information to be organized, making it easier to conclude. The initial conclusions drawn are tentative and subject to change based on more substantial evidence that may emerge during later stages of data collection.

3. Results and Discussion

A. Implementation of electronic government-based public information disclosure

1) Information that Must Be Provided and Announced Periodically

By Law No. 14 of 2008, government agencies must routinely publish periodic information covering essential activities and the use of public funds. The aim is to ensure transparency and enable the public to exercise ongoing scrutiny of government actions. In Kraton Village, periodic information is conveyed through various channels such as websites, social media, WhatsApp groups, and community meetings. The information provided includes financial reports, government activities, and village deliberations, all accessed publicly and routinely.

The implementation in Kraton Village shows a solid commitment to transparency, achieved by using digital technology to expand the reach and frequency of information communication. However, it is necessary to ensure that all information is presented clearly and completely to effectively meet people's information needs. In addition, periodic data validation and updates must be continuously improved to maintain the accuracy and relevance of the information presented.

2) Information that Must Be Announced Immediately

Information that may affect public safety or emergencies should be made public immediately. The KIP Law emphasizes the importance of rapid response to ensure that communities can act or react promptly in critical situations. PPID Kraton Village has fulfilled this mandate by announcing information immediately through digital platforms and direct meetings. This includes information relating to emergencies or other critical situations that affect the safety and well-being of the public. Although Kraton Village has made efforts to implement information communication immediately, ensuring that all segments of society can access the information is essential. This means that in addition to using digital technology, other communication strategies, such as live announcements in public places and local media, must be strengthened to reach individuals who may not have internet access.

3) Information That Must Be Available at All Times

The KIP Law requires information on regulations, decisions, and policies affecting the public to be available at all times. This accessibility is essential to enable communities to supervise and sustainably participate in decision-making processes. This information is available through the Kraton Village website, WhatsApp groups, and at village meetings, including documentation such as village regulations, village head decrees, and annual financial reports. In addition, information is also provided and published about the budget expenditure plan of the Kraton Village APBDes every year, as well as the report on the realization of the performance and budget of the Kraton Village. Information about the policy conveyed by Kraton Village Officials in the meeting conducted was also published by PPID. Village service procedures such as E-KTP management, KK issuance, and information requests have also been published. So related to the provision and publication of information that must be available at any time has been carried out by PPID Kraton Village as a form of KIP implementation in Kraton Village.

Kraton Village has taken essential steps to meet the constant need for public information. However, increased accessibility and clarity of the information conveyed are critical. Keeping the website up to date and ensuring that all relevant information is easily found by users will strengthen the application of this law further. This also includes ensuring that the information can be accessed in various formats to accommodate the needs of diverse users, including those with limited access to digital technology.

4) Excluded information

According to Law No. 14 of 2008 concerning Public Information Openness, some types of information can be exempt from publication obligations to protect the greater public interest, such as individual privacy, state security, or vital economic interests of the state. This exclusion process must undergo rigorous and transparent consequence testing to ensure that only susceptible information is

excluded from public access. Kraton Village still needs to implement an effective mechanism to exclude information from publication according to the provisions of the law. In the process of implementing KIP in Kraton Village, the information that has been excluded for publication so far has not been carried out because it has not sorted out the excluded information, so it has also not carried out consequence testing to determine which information can be published and which information is excluded. This is by the mandate of Law number 14 of 2008 article 19: "Information and Documentation Management Officers in each Public Agency must conduct a careful and thorough examination of the consequences before declaring certain Public Information excluded for access by everyone." However, in the Decree of the Head (SK) of Kraton Village Number: 188.4/09/427.87.02/2023 concerning PPID of Kraton Village, it has been stated that in its duties, PPID can determine or determine whether or not information can be accessed by the public, with the existence of the decree so that in the future PPID Kraton Village can sort out excluded information.

Weaknesses in managing excluded information in Kraton Village reflect the urgent need for capacity building and better infrastructure in information management. Without a clear and transparent process, there is a risk of abuse of authority in excluding information, leading to undue information access restrictions. This violates residents' right to information and reduces public trust in village government. To address this problem, Kraton Village must define clear criteria for information exclusion, conduct regular training for PPID members, and ensure that the consequence testing process is open and accountable. The implementation of these measures will support Kraton Village in meeting public information disclosure standards by the principles of good governance, ensuring that excluded information is genuinely by legitimate protection needs. While analyzed using Edward III's policy implementation model, namely Communication, Resources, Disposition, and bureaucratic structure, as follows:

a. **Bureaucratic Structure**

The bureaucratic structure of the Kraton Village government is led by the Village Head, assisted by one village secretary under whom there are three heads of affairs, 3 section heads, and two hamlet heads. To manage village information and documentation, the Head of Kraton Village formed an Implementing Unit under the name of the Information and Documentation Management Officer (PPID). PPID was formed based on the Decree of the Head of Kraton Village Number 188.4/09/427.87.02/2023 concerning Information and Documentation Management Officers (PPID) of Kraton Village, Yosowilangun District, Lumajang Regency. PPID of Kraton Village based on the regulation of the Decree of the Head of Kraton Village Number: 188.4/09/427.87.02/2023 has the following duties:

a. Providing public information services to the public by applicable laws and regulations
b. Assist PPID Lumajang Regency in carrying out its duties and authorities
c. Submit information and documentation to PPID Lumajang Regency periodically and as needed

d. Create, collect, and maintain information and documentation for the organizational needs of its work units
e. Determine or determine whether or not the public can access information
f. Coordinating with PPID Lumajang Regency in the management and service of public information and documentation

Based on this, a conclusion can be drawn that one of the tasks of PPID in Kraton Village is implementing Public Information Openness (KIP). In the KIP process carried out by PPID, the primary mover is PPID secretary Mr. Khairullana. Mr. Khairullana plays a role in various matters, from website management to other media used in KIP. Even Mr. Khairullana became the sole operator in the KIP process, although other resources can still be replaced in certain circumstances. Full authority for KIP is given to the Secretary of PPID, and the PPID structure assists the team under him. Standard Operating Procedures (SOPs) in the KIP process are the central point in Mr. Khairullana, starting from Mr. Khairullana Compile any information that will be published, then request the information material to the relevant work unit, after the information is obtained, coordinated with the Head of PPID and Village Head to ask for publication approval.

When juxtaposed with implementation theory, the description of the bureaucratic structure above shows that the bureaucratic structure in Kraton Village still needs to be improved. According to Edwards III (1980: 11-12), this structure covers the bureaucratic structure, division of authority, and relationships between organizational units. Based on this, judging from the bureaucratic structure, PPID Kraton Village already has a clear structure. However, when viewed from the division of authority, in the KIP process, the authority is still heavily burdened by several people in PPID. The relationship between organizational units has been going well.

Furthermore, Edwards III (1980: 12) explained that there are two main characteristics of bureaucracy: 1) *Standard Operational Procedure* and 2) fragmentation. Edwards III explained that SOPs are related to whether or not the system, mechanism, and procedure for implementing policies are transparent. Judging from the data in the field for SOPs for information request flow, information objection flow, information objection flow, and KIP publication, SOPs have not existed or have yet to be determined, even though there has been a draft SOP prepared but still needs to be determined. There needs to be a clear SOP on how data and information are obtained, how the assessment of data and information can be published, and how to coordinate with superiors and work units in the PPID organizational structure. So far, these things have been done informally. According to Edward III (1980), fragmentation is the spread of responsibility of a policy to several different bodies, which requires coordination. In its structural implementation, responsibilities have been spread, and coordination has been carried out, although the majority are still informal.

b. Communication

Edwards III (1980) states that policy communication has three dimensions. First, "the transmission dimension requires that public policies be conveyed not only to policy implementors but also to policy target groups and other interested parties, either directly or indirectly." Communication of this transition dimension in Kraton Village has been carried out. For the smooth process of KIP, communication is carried out with internal village officials because data and information cannot be obtained from PPID alone or many parts of village devices that support information collection, so communication is always carried out with village officials.

In addition, PPID also communicates with target groups or communities. The communication process of PPID as the person in charge of KIP to the public about KIP is carried out in various ways and done by entering KIP information in every meeting or deliberation of hamlets or villages through mass media, websites, and WhatsApp groups. The socialization of KIP to the community is carried out at every opportunity and repeatedly. In this KIP process, all PPID structures are actively involved. In communicating about KIP to the community, there are inhibiting factors, such as the fact that few people are accessing the website from the village, and the community is more interested in getting information through WhatsApp groups.

The second dimension is clarity; this dimension requires clear policies transmitted to implementers, target groups, and other interested parties. Each policy has been communicated to the internal village government, the community, and other interested parties regarding implementation in Kraton Village. To anticipate and convey communication clearly, PPID Kraton Village does so through various ways, such as opening information services at the village office; communication is carried out through social media, websites, and WhatsApp groups. In addition, so that that information can be conveyed clearly, PPID also "picks up the ball" for the community directly through meetings. The third dimension is consistency, which is needed to clarify the policies taken. The policy taken by the Kraton Village Government has been carefully planned so that the communication process carried out by PPID is consistent. This can be seen from implementing policies and programs carried out by the village government, which are based on what is planned.

c. Resources

Edwards III (1980) states that four resources influence the policy process. Human resources (HR) are a separate problem in the KIP process carried out by PPID Kraton Village. PPID human resources, who play a significant role in the KIP process, still depend on some people in PPID. Even in the KIP process through electronics, Mr. Khairullana's PPID plays a significant role, especially regarding websites. There are already other human resources that can replace or become backups, but these human resources have yet to be able to become colleagues in its management.

Budget resources for PPID in Kraton Village have been allocated every year. The budget allocation from PPID is provided for the operational implementation of KIP. However, the available budget still needs to be created to improve and develop human resources in PPID. Meanwhile, equipment resources that support the implementation of KIP are available, ranging from laptops, computers, wifi, meeting halls, and tables and chairs.

According to resource authority, Edwards III (1980), "the principal actors of policy must be given sufficient authority to make their own decisions to implement the policies under their authority." In Kraton Village, the PPID, especially the PPID secretary, is given complete authority by the village head in the KIP process. The PPID Secretary can make the necessary decisions to resolve the problem, although it remains under the supervision of the village head.

d. **Disposition**

According to Edwards III (1980), they explained that disposition is "the will, desire, and tendency of policy practitioners to carry out the policy seriously so that the purpose of the policy can be realized." Practice in Kraton Village, implementing KIP policy in PPID, the level of willingness and desire for KIP is very high, as seen from the beginning of the establishment of this unit. Although no budget exists to improve and develop human resource capabilities, PPID members learn independently about information technology.

The sincerity of the implementer can also be seen in the desire to create a separate website from the Regency website so that it can be managed optimally. Creating its website and applying for permits are still in process. In addition, PPID's willingness and desire to implement KIP can also be seen from the ways it is done, such as through electronics and opening information services at village offices; not only that, because the community is still passive, PPID took the initiative to go directly to the community in delivering KIP.

B. Collaborative Governance in the Implementation of Public Information Openness

1) Initial Conditions:

As an administrative entity at the local level, Kraton Village is entering an exciting transition stage to implement public information disclosure as an integral part of government reform and modernization of its public service infrastructure. The initial condition in Kraton Village was marked by several significant limitations, including limited financial and physical resources and information technology infrastructure that still needs to be fully integrated. However, in the face of these challenges, the village showed strong passion and determination to develop an e-government system to improve public service quality.

2) Institution Design:

The institution's design in this context is one key element that cannot be ignored. Kraton Village has taken initial steps by involving the Public Information Service Center (PPID) and other village institutional structures to garner support for information disclosure. Nevertheless, there is still an urgent need for further development, especially

in two crucial aspects: technology and training. Information technology is the foundation of e-government, and investment in more sophisticated and integrated systems must be invested to ensure easy and transparent access to public information. In addition, training is essential because competent and skilled staff are required to manage these systems effectively.

3) Collaboration Process:

Public information disclosure can only be realized optimally with a robust and sustainable collaboration process. In Kraton Village, collaboration is at the core of this effort, involving two main parties: the village government and the community. Collaboration is more focused on interactions between village governments and communities to improve information accessibility. However, steps are being taken to involve third parties, such as web design service providers, so that they can make a more substantial contribution to facilitating information disclosure.

4) Facilitative Leadership:

In this context, the role of facilitative leadership is paramount. Despite the limited resources, the village government of Kraton Village has shown proactive leadership in creating an environment that supports public information disclosure efforts. This facilitative leadership includes efforts to promote community participation, overcome obstacles, and take concrete actions to increase transparency, even in situations that are not always supportive. Their actions are not just commendable, but they also serve as a guiding light for other communities facing similar challenges. Kraton Village is embarking on a challenging and ambitious journey towards implementing public information disclosure. *The key to overcoming these complex challenges lies in collaborative governance*, which involves multiple stakeholders and encourages effective coordination between them. This approach underscores the importance of each stakeholder's role in the process. The ultimate goal is to create an environment where the people of Kraton Village can easily access public information, and the village government can operate more transparently and efficiently. This journey towards sustainable and inclusive development is built on the foundation of information disclosure.

4. Conclusion

a. Conclusion

The implementation of electronic government-based public information disclosure in Kraton Village, Yosowilangun District, Lumajang Regency, shows that this village has made significant strides in utilizing technology to improve transparency and accountability of its government, in accordance with the mandate of Law No. 14 of 2008 concerning Public Information Openness. The study found that this implementation reflects various principles from Edward III's policy implementation model, including strengthening bureaucratic structures, improving communication and resource utilization, and implementing dispositions that support openness. In Kraton Village, the application of information technology has facilitated the distribution of information periodically, immediately, and at any time to residents while identifying the need for more

effective management of excluded information, which still requires improvement in the consequence testing process as mandated by law.

In collaborative governance, Kraton Village has shown adaptability and innovation in integrating collaborative approaches between the government and the community. Facilitative leadership from village heads and PPID teams has been vital in developing collaborative governance practices, which support the implementation of e-government and increase community participation in decision-making processes and public information management. This collaboration is evident in organizing village deliberations and using digital platforms that enable two-way interaction between residents and village governments, strengthen public services, and deepen local democratic practices. Kraton Village has shown potential and challenges in implementing electronic government-based public information disclosure. Despite significant progress, structural challenges and the need for capacity building remain areas of concern to ensure that open information practices are sustainable and increase effectiveness. This research underscores the importance of implementing a holistic approach that combines technology, resource management, and active collaboration among all stakeholders to maximize the benefits of e-government and support the realization of good governance at the village level.

b. Suggestion

Based on the above conclusions, suggestions and recommendations are as follows: Improving Human Resources and Task Distribution: Improving human resource capabilities and workload sharing in PPID to increase efficiency and reduce dependence on specific individuals. SOP development: Establish clear Standard Operating Procedures (SOPs) for the KIP process, including data collection, assessment, publication, and internal coordination. Technology and Training Investment: Increase investment in more advanced information technology and train staff to manage systems more effectively. Increased Community Participation: Encourage active community participation in the AEC process, using more diverse media to reach a wider community. Collaboration with Third Parties: Cooperating with third parties, such as IT service providers, to support the development of more advanced and integrated e-government infrastructure. Periodic Monitoring and Evaluation: Conduct periodic monitoring and evaluation to identify areas that require improvement and ensure that the implementation of the KIP remains in line with its initial objectives.

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