

NYIMAK

Journal of Communication

Nyimak Journal of Communication | Vol. 8 | No. 1 | Pages 1 - 191 | March 2024 | ISSN 2580-3808



Published By:
Department of Communication Science
Faculty of Social and Political Science
Universitas Muhammadiyah Tangerang

Journal Address

Program Studi Ilmu Komunikasi Fakultas Ilmu Sosial dan Ilmu Politik

UNIVERSITAS MUHAMMADIYAH TANGERANG

Jl. Perintis Kemerdekaan I No. 33 Kota Tangerang, Banten 15118

Website : <http://jurnal.umt.ac.id/index.php/nyimak>

Email : journalnyimak@fisipumt.ac.id

NYIMAK

Journal of Communication

DAFTAR ISI (TABLE OF CONTENT)

Twitter and Online Trust: Ganjar Pranowo and Anies Baswedan Towards the 2024 Presidential Election — Muhammad Yahya, Syukri, Ahmad Syarif, Arni, Indah Pratiwi Manggaga, Tawakkal Baharuddin —	1 – 19
Social Movement on Social Media: #TolakPengesahanRKUHP and #ReformasiDikorupsi — Rivi Saputri, Dyah Mutiarin, Mohamad Sukarno —	21 – 36
News Convergence Strategy For Human Resources Effectiveness: A Media Group Network Case Study — Rina Rahmadani, Rizki Briandana, Rustono Farady Marta, Muhammad Raqib Mohd Sofian —	37 – 57
Social Judgment Sabda and Dawuh Hamengkubuwono X Regarding the Appointment of the Crown Princess — Sigit Surahman, Ahmad Sihabudin, Fahrudin Faiz, Ridzki Rinanto Sigit —	59 – 80
Media Influence on Political Development: Framing Analysis of Aceh's Poverty Reduction Programs — Chaidir Ali, Eko Priyo Purnomo, Rachmawati Husein —	81 – 102
Analysis of Public Opinion on The Hashtag #AniesPresidenRI2024 on Social Media Twitter — Fingky Ayu Puspitasari, Ayub Dwi Anggoro —	103 – 122
Social Communication for Rural Development: Lesson Learning from Creative Village — Rully Khairul Anwar, Edwin Rizal, Hanny Hafiar, Rinda Aunillah Sirait —	123 – 140

Analyzing Political Trends and Discourse on Twitter of Influential Indonesian Accounts — Muzahid Akbar Hayat, Sri Mariati Soraidah, Muhammad Naufal Rofif, Annisa Rira Asriani, Parihin —	141 – 156
Sensemaking of Stakeholder Identity Construction in Determining Potential Social Assistance Recipients — Veranus Sidharta, Juara P. Lubis, Sarwititi Sarwoprasodjo, Kudang Boro Seminar —	157 – 169
Communicating Public Information Disclosure and E-government Strategy in Pamekasan — Zulaikha, Daniel Susilo, Amirul Mustofa, Carl C. G. Dizon —	171 – 191

Communicating Public Information Disclosure and E-government Strategy in Pamekasan

Zulaikha¹, Daniel Susilo², Amirul Mustofa³, Carl C. G. Dizon⁴

^{1,3} Universitas dr Soetomo, Indonesia

² Universitas Bunda Mulia, Indonesia

⁴ De La Salle Integrated School Manila, Philippines

Email: Email: ¹zulaikha@unitomo.ac.id, ²dsusilo@bundamulia.ac.id, ³amirul.mustofa@unitomo.ac.id, ⁴ccdizon@gmail.com

ABSTRACT

E-government refers to utilizing information technology in public information services as a means of innovating government functions related to public services. The objective of this study is to examine and analyze the progress of e-government in the implementation of the public information disclosure initiative in the Pamekasan Regency. This study employs a qualitative methodology utilizing descriptive techniques. The study was carried out at the information and documentation management agency under the Local Government of Pamekasan in Indonesia. The findings in this study indicate that the progress of the e-government information management infrastructure and documentation has been satisfactory. The public can utilize this information service through their electronic devices, however, the accessibility remains inconsistent. The public service site has been consolidated with multiple affiliated entities. This research makes a valuable contribution to the existing body of knowledge and practical implementation of government information disclosure in public services. By focusing on contemporary data, this research offers a unique and distinctive perspective within the context of analysis.

Keywords: *E-government, information policy, information disclosure, public communication*

ABSTRAK

E-government merujuk pada penggunaan teknologi informasi dalam layanan informasi publik sebagai cara untuk menginovasikan fungsi pemerintah terkait dengan layanan publik. Tujuan dari penelitian ini adalah untuk mengevaluasi dan menganalisis kemajuan e-government dalam pelaksanaan inisiatif pengungkapan informasi publik di Kabupaten Pamekasan. Penelitian ini menggunakan metodologi kualitatif dengan menggunakan teknik deskriptif. Penelitian dilakukan di lembaga manajemen informasi dan dokumentasi di bawah Pemerintah Daerah Pamekasan, Indonesia. Temuan dalam penelitian ini menunjukkan bahwa kemajuan infrastruktur manajemen informasi dan dokumentasi e-government telah memuaskan. Masyarakat umum dapat memanfaatkan layanan informasi ini melalui perangkat elektronik mereka, namun, aksesibilitasnya masih tidak konsisten. Situs layanan publik telah dikonsolidasikan dengan beberapa entitas terafiliasi. Penelitian ini memberikan kontribusi berharga terhadap pengetahuan yang ada dan implementasi praktis pengungkapan informasi pemerintah dalam layanan publik. Dengan fokus pada data kontemporer, penelitian ini menawarkan perspektif yang unik dan khas dalam konteks analisis.

Kata Kunci: E-government, kebijakan informasi, pengungkapan informasi, komunikasi publik

INTRODUCTION

One of the government's obligations to foster effective communication is to provide public services (Choirul Saleh et al., 2023; Mindarti et al., 2021; Zulaikha & Paribrata, 2017). Public services are organized to address and fulfill society's various needs and demand for public engagement and Good public service is a service that can accommodate all the needs of society easily, quickly, and free of charge (Gyamfi et al., 2023; Prieto-Egido et al., 2023; Tcholtchev & Schieferdecker, 2021; Wu et al., 2022). According to Indonesian Law Number 25 of 2009, public service is a series of activities to fulfill service needs under laws and regulations for every citizen both for goods, services, and administrative services provided by public service providers (Riani, 2021) .

Meanwhile, based on the Decree of the Indonesian Minister for Administrative Reform Number 25 of 2004, public service is all service activities carried out by public service providers as an effort to fulfill the needs of service recipients, as well as in the context of implementing statutory provisions (Suhartoyo, 2019). The implementation of public services carried out by the government is an effort by the state to fulfill the basic needs and civil rights of citizens regarding goods, services, and administrative services provided by service providers. The effectiveness of the services provided by the government can be seen from the complexity of the service system (Fakih & Lawati, 2019). This complexity can be seen through how this service can provide satisfaction to all parties, both the organizers and the beneficiaries of these public services, namely the community (Zulaikha & Paribrata, 2017). This satisfaction is closely related to the quality of the service provided, starting from how the service itself is formed to the accessibility of services and information about these services (Mustafa, 2021; Vogelgesang, 2018). The Government of the State of Indonesia has made efforts to carry out improvements in the quality of public services in a sustainable manner.

In research the discussion of public information disclosure, from the perspective of communication science has been a significant focus (Fuchs, 2014; Jannah et al., 2020; Wilson, 2022; Wu et al., 2022; Zulaikha & Paribrata, 2017). Transparency and openness in sharing information are seen as components of trust and democracy in society highlighting the increasing acknowledgment of communication strategies (Gil-Garcia et al., 2020; Mancini et al., 2020; Wiencierz & Lünich, 2022). The disclosure of information is crucial for promoting government operations and encouraging citizen involvement (Isnaini et al., 2023). Research on this delves into the relationship between disclosing information and communication examining factors like information accessibility, disclosure levels, information quality and societal impact (Gil-Garcia et al., 2020; Mancini et al., 2020; Susilo et al., 2023; Wagola et al., 2023; Wiencierz & Lünich, 2022).

The communication studies approach to public information disclosure is vital for maximizing the value of information (Zulaikha & Paribrata, 2017). While information holds value, its significance can greatly vary based on how, when, where, and to whom it's communicated (Vraga & Tully, 2021). Therefore, effective communication through public information disclosure is key to enhancing accessibility to information, fostering comprehension, and encouraging its utilization (Susilo, 2022). Furthermore, sharing information plays a role in enabling citizens to engage more effectively with government decisions (Xue et al., 2021).

Nevertheless, there remains a need for exploration and understanding of how public information disclosure intersects with communication science (Gil-Garcia et al., 2020; Vraga & Tully, 2021; Wiencierz & Lünich, 2022). Numerous challenges persist in communicating disclosed information (Tcholtchev & Schieferdecker, 2021). Dealing with challenges, like information overload, information accuracy and the timing of sharing information can be complex. To tackle these obstacles, the field of communication science needs to delve into the dynamics of information exchange between senders and receivers (Susilo, 2022). By conducting studies we can refine communication tactics, for public information sharing.

One form of public service provided by the Government is the existence of public information services which are strengthened by the Openness of Public Information program (Suhendar, 2020). The main objective of public information disclosure in every country is to ensure that public institutions will be more accountable and credible by providing information and documents according to public requests. With the transparency of public information about the government's performance in carrying out the administration of the state or its governance, it allows the public to actively participate in regulating every step and policy taken by the government (Kaphang et al., 2020). So that the government can be accountable to the people.

Normatively, the principle of information disclosure that applies in Indonesia is manifested through Law No. 14 of 2008 concerning Public Information Disclosure. This is not much different from the information dimension presented by the World Justice Project. Essentially, the openness of government public bodies can be seen from three categories, namely (1). how the information was published; (2) how the information is provided; and (3) what are the forms of services related to information, both direct information services and complaint, objection, and appeal services (Erliana et al., 2019).

In this policy, public information has been divided into two categories, namely—information that must be made available and announced, and exempt information. The implementation of public information disclosure itself has been carried out by most of the Regional

Governments in Indonesia (Aryan et al., 2014; Elidjen, 2017; Jannah et al., 2020). This includes Pamekasan Regency, which is part of East Java Province, where since 2008, Pamekasan Regency has implemented a public information disclosure program in its territory. The development of the implementation of public information disclosure in Pamekasan Regency has progressed slightly. Until now, the implementation of public information disclosure in Pamekasan Regency has used the website as an -e-government innovation step. This can be seen from the ranking obtained by Pamekasan Regency in implementing public information disclosure in East Java, which is ranked 11th out of 38 Cities and Regencies in East Java Province in 2018 (See Table 1).

Table 1. Ranking of Information Disclosure at the Regency/City Level in East Java in 2018

No	Regency/city	Total	Category	No	Regency/city	Total	Category
1	Blitar Regency	97,18	A	20	Malang Regency	52,42	D
2	Bojonegoro regency	93.30	A	21	Sumenep Regency	46,54	D
3	Pacitan Regency	91.20	A	22	Mojokerto City	45.06	D
4	Banyuwangi regency	88.02	A	23	Sidoarjo Regency	41,17	D
5	Madison City	87,10	A	24	Bondowoso regency	40,42	D
6	Malang city	74,10	B	25	Probolinggo Regency	32,71	D
7	Ponorogo Regency	72.25	B	26	Jombang Regency	28,48	D
8	Stone City	71,26	B	27	Jember Regency	26.80	D
9	Trenggalek Regency	70,10	B	28	Madiun Regency	18.97	D
10	Probolinggo City	69,92	C	29	Pasuruan Regency	18,82	D
11	Pamekasan	68,68	C	30	Lamongan Regency	15,44	D
12	Lumajang District	67,94	C	31	Kediri Regency	15,31	D
13	City of Surabaya	67,38	C	32	Nganjuk Regency	15,29	D
14	Situbondo Regency	67,14	C	33	Pasuruan City	12.94	D
15	Mojokerto regency	58,25	D	34	Magetan Regency	12.83	D
16	City of Blitar	57,49	D	35	Gresik Regency	10.59	D
17	City of Kediri	57,39	D	36	Tulungagung Regency	9.77	D
18	Sampang Regency	56,49	D	37	Ngawi Regency	4.71	D
19	Tuban Regency	53.95	D	38	Bangkalan Regency	4.71	D

Source: Local Government of East Java Province

And this milestone increased in the following year with several awards given for achievements in implementing public information disclosure at the East Java Province level. One of the reasons for this increase is the implementation of e-government in implementing existing public information disclosure. On that basis, this research was carried out to see how e-government development was carried out in this public information openness program.

Broadly speaking, e-Government is the utilization of technology based on network, internet communication, and interconnection applications (Anshari & Hamdan, 2023; Ervural, 2023; Hidayat Ur Rehman et al., 2023; Mandari & Koloseni, 2023; Wagola et al., 2023). This aims to facilitate the existing communication system in the Government. In addition, there is a goal stated from the same source that e-Government can also expand access to government services and information for residents, businesses, job seekers, and other governments, both institutionally— namely within the domestic sphere, as well as internationally in the form of relations between countries (Elidjen, 2017; Fakhri & Lawati, 2019; Hidayat Ur Rehman et al., 2023; Suhartoyo, 2019; Zulaikha & Paribrata, 2017). In maximizing the use of information and communication technology that is growing, a management system and work activities within the government are formed based on the development of this information technology. E-Government or electronic government is an effort to disseminate electronic-based forms of government (Hidayat Ur Rehman et al., 2023).

E-Government involves the use of technologies and systems by government organizations to enhance the accessibility and effectiveness of services. By embracing tools like websites, smartphone applications and social media platforms, governments can establish a relationship with their citizens (Choirul Saleh et al., 2023; Elidjen, 2017; Mandari & Koloseni, 2023; Zulaikha & Paribrata, 2017). To begin with, E-Government enhances communication by making information more accessible and readily available to individuals (Choirul Saleh et al., 2023; Elidjen, 2017; Ervural, 2023; Mandari & Koloseni, 2023). Through channels, governments can efficiently share legislation, regulations, news updates and other important information (Aryan et al., 2014; Erliana et al., 2019; Jannah et al., 2020). This transparency allows citizens to have insights into how their government operates in fostering accountability and trust (Susilo & Harliantara, 2023; Susilo & K. Santos, 2023). Additionally digital platforms can provide easily understandable information that enables a range of citizens to actively engage in government policies and programs (Wu et al., 2022).

Moreover, e-Government facilitates communication between citizens and the government in both directions. By utilizing channels individuals can express their concerns provide feedback and share their thoughts conveniently than traditional methods. This allows the

government to gain insights, into sentiment and respond effectively to the needs and expectations of its citizens (Wagola et al., 2023). Furthermore, these platforms can serve as forums for discussions and deliberations fostering a sense of community engagement and collaborative decision making (Mandari & Koloseni, 2023).

Also, e-Government holds potential in empowering governments to cater to the needs of their citizens by leveraging on this tool, governments can amplify their capacity to efficiently monitor and manage services swiftly resolving any issues or grievances that may arise (Suhartoyo, 2019; Tcholtchev & Schieferdecker, 2021). By listening and responding to citizens demands the government not only enhances the quality of public services but also showcases its dedication, towards the people. Additionally, by utilizing data analytics governments can proactively address problems, thereby bolstering their ability to effectively engage with the populace. Evidently, e-Government plays a role in fostering communication between the government and its constituents through the use of this tool, governments can facilitate access to information, encourage interactive engagement and enhance their capability to promptly address concerns. This fosters a well-informed population.

Law Number 14 of 2008 concerning Public Information Disclosure states that public information is information that is generated, stored, managed, sent, and/or received by a public body related to the administration and administration of the state and/or the organizers and administration of other appropriate public bodies. With this law and other information relating to the public interest, public information comprises of data that is stored, managed, generated, sent, and/or received by public bodies related to the administration and administration of the State and/or the administration of other public bodies under applicable laws and regulations as well as other information associated to public information.

Public Information can be categorized as consisting of:

1. The information must be announced and provided periodically.
2. Information that must be announced immediately.
3. The information must be provided at any time.
4. Excluded information.

With this, openness should be practiced rather than (merely) defined. This implies that openness is a process that not only requires the availability of accessible information but can mobilize community participation and become a means of knowledge sharing. Disclosure of information by the state is considered as an act of communication, encompassing

principles derived from a communication theory (Zulaikha & Paribrata, 2017). Openness, however, is not just a linear flow of information from the state to the public, but how information can motivate the public to play an active role in advocating for their interests (Agyepong & Liang, 2023; Doorley & Garcia, 2013; Glynn & McLeod, 1984; Vuori et al., 2020; Yeo & Pang, 2017).

Disclosure of information provides an opportunity for people to participate in various public policies (Isnaini et al., 2023; Makmun & Isnaini, 2023). At the same time, this condition can encourage the creation of clean and good governance because the government and public bodies are required to provide complete information about what they are doing in an open, transparent, and accountable manner. Freedom of information is expected to embody the spirit of democratization which offers not only freedom, but also acknowledging the accountabilities in disseminating information. While on the other hand, freedom of information can also help provide a clear set of steps for the government when formulating policies strategically (Fuchs, 2014; Hidayat et al., 2021; Van Heerden & Rensburg, 2005). The presence of the law on Public Information Disclosure is intended to encourage the creation of democratization process in government administration.

Focusing on Communication Studies, this research delves into examining the state and potential enhancements of the e-Government Strategy for Public Information Disclosure in Pamekasan. The main objective is to discover ways to improve this strategy to make public information disclosure more effective and accessible within the community. The initial aim of the study is to evaluate Pamekasan's e-Strategy for sharing public information. This assessment will analyze how the government, as a communication sender, utilizes tools and platforms to communicate information with the public. It will also assess how successful these strategies are in promoting transparency and accountability. Additionally, the research will investigate any challenges faced during the implementation of the e-Strategy with an aim to suggest solutions.

The second aim is to propose improvements to Pamekasan's e-Strategy, focusing on enhancing the efficiency, accessibility and user-friendliness of platforms used for public information disclosure. Drawing inspiration from practices in areas, the study will explore how these approaches can be adjusted and implemented in Pamekasan's unique context. Ultimately, this paper seeks to enhance Pamekasan's E strategy for public information disclosure by making it more resilient, efficient and inclusive—a valuable contribution to Communication Studies.

RESEARCH METHOD

The method employed in this study is based on a research design which aims to gain an understanding of the E-Government strategy, for public information disclosure in Pamekasan. Qualitative research is particularly useful for exploring phenomena and gathering detailed data that provide insights into people's attitudes, behaviors, and experiences (Creswell, 2007). The study primarily gathered two types of data: primary and secondary. Primary data were collected through interviews and group discussions with stakeholders such as government officials, IT experts, and local residents. These methods allowed for an exploration of participants' experiences, perspectives, and suggestions regarding the E-Government strategy. Secondary data, however, originated from government documents and records in respect to the E-Government strategy.

To collect data, researchers use a combination of interviews and group discussions. Semi structured interviews allow for flexibility during the conversation giving room, for questions to arise based on the shared content. This interview format doesn't control the flow of the conversation. It allows researchers to gather information. Group discussions are effective in gathering data as participants react to each other's experiences and opinions. They enable the collection of perspectives and experiences bringing forth insights and understanding through participant interactions. As participants provide feedback to one another and express their viewpoints researchers can gain information by observing and analyzing the dynamics and interactions within the group. Hence structured interviews and group discussions each contribute their strengths to the data collection process. By combining these two methods researchers can gather a range of, in depth information. (Susilo et al., 2023). Regarding data analysis this study will employ thorough analysis.

In this approach, we focused on discovering, examining and understanding the patterns or "themes" in the data. The process involves getting acquainted with the data creating codes exploring for themes evaluating themes defining and labeling those themes, and ultimately generating a comprehensive report (Neuman, 2014). By following this systematic approach, our study aims to reveal intricate information about the current status and influence of Pamekasan's E-Government strategy concerning public information disclosure (Putranto et al., 2021).

DISCUSSION

E-Government Development Process in the Public Information Disclosure Program in Pamekasan Regency

In implementing the public information disclosure program in Pamekasan Regency, its Information Management and Documentation Officer started innovating e-Government service by streamlining this public information service. This implementation began in 2014 when the Pamekasan Regency Information Management and Documentation Officer prepared a website as a medium for implementing information services. However, there was a hiatus from 2015 to 2019, as a result, the innovations initiated by the Pamekasan Regency Information Management and Documentation Officer did not work at all. The e-Government development recommenced - in 2020 and continues until present.

Table 2. The Process of Implementing E-Government Development in the Pamekasan Regency Information Management and Documentation Officer Public Information Disclosure Program

No	Year	Activity
1.	2014	initial launching of the pamekasan regency information management and documentation officer website in january 2014
2.	2020	Online Information Request and Objection services in December 2020
3.	2021	<ol style="list-style-type: none"> 1. Changes to the main structure and appearance of the website in January 2021 2. Changes to the appearance of the information request form service in March 2021
4,	2022	<ol style="list-style-type: none"> 1. Changes to banners website in January 2022. 2. Added important information pop-up window feature in February 2022. 3. Added a simple "Instagram" feature integrated with Pamekasan Regency's "Instagram" in March 2022. 4. Added community satisfaction survey feature in July 2022. 5. Added Pamekasan E-Information Management And Documentation Officer service in October 2022
5.	2023	<ol style="list-style-type: none"> 1. Improvements to the online information request form in January 2023 2. Improvements to the community satisfaction survey in February 2023.

Source: Local Government of Pamekasan Regency

From the implementation of -this E-Government development, it can be seen the impact of increasing use of information through the Pamekasan Regency Information Management and Documentation Officer's website, wherein 2021, the website recorded 1,699 unique visitors, accumulating a total of 4,334 visits. The surge can be attributed to the changed

structure and refreshed appearance of the website. These changes drawn interest among indifferent people as it became appealing for accessing the information they needed.

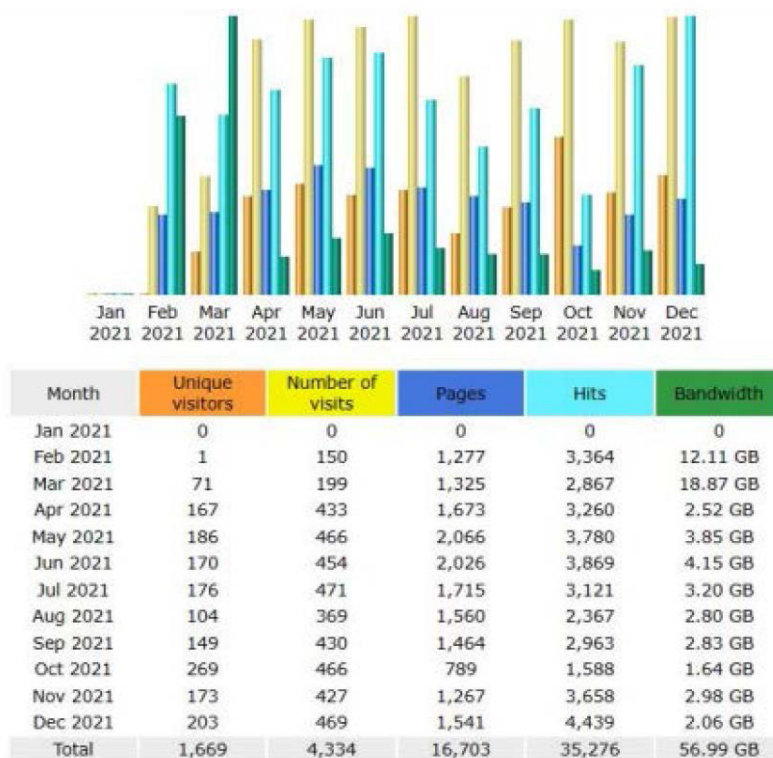


Figure 1. Statistical Data on the Number of Visitors and Visits to the Information Management and Documentation Officer of Pamekasan Regency Website in 2021

Source: Local Government of Pamekasan Regency

Then in 2022, the number of visitors in the website increased significantly, reaching a total of 5,921 visitors. This reflected a remarkable increase, with 4,252 new visitors compared to the previous year, accumulating a growth rate of 354.7%. Meanwhile, the number of visits in 2022 was recorded at 9,786 visits, showcasing a notable increase of 5,452 visits. This represents a percentage growth of 225.7% compared to the figures in 2021.

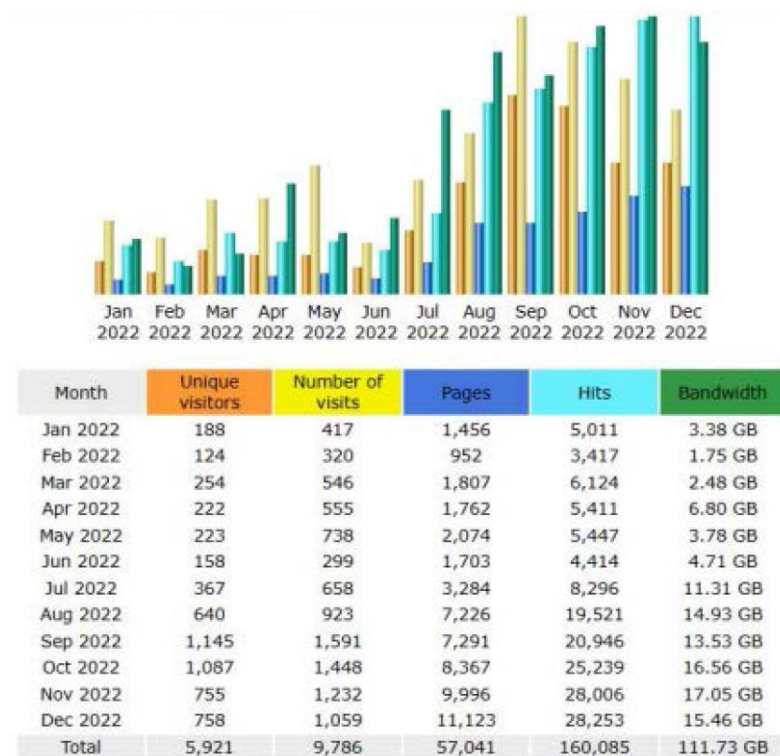


Figure 2. Statistical Data on the Number of Visitors and Visits to the Information Management and Documentation Officer Website Pamekasan Regency in 2022

Source: Local Government of Pamekasan Regency

The notable increase was due to various changes, particularly, with the fast service feature which makes it convenient for service users to request information and submit objections directly through the website page. The addition of this feature has had a significant impact, eliminating the need for community to physically visit the Pamekasan Regency Information Management and Documentation Officer's office. This feature has provided flexibility to users of this information service, ensuring smooth operation of this innovation. The progress in e-Government development is evident in the Public Information Disclosure program, exhibited by the following:

1. Access

In this development, access refers to the existence of telecommunication networks, internet networks, and communication media accessible to the public for utilizing public service portals. The existence of this access has been sought by the government which is also included in the digital transformation program in every region, including in Pamekasan

Regency through the spread of communication networks and internet networks in areas that previously lacked access. Concerning -e-Government development, access in the form of communication networks and the internet network is the main factor that must be prepared by the service provider. In e-Government, access is the main concept which needs to fulfill the interaction mechanism, where people can and may choose multiple access channels (multiple channels), both traditional/conventional and the most modern, those of which are provided by the government or cooperation between the government and the private sector or other non-commercial institutions.

To fulfill accessibility that supports the development of e-Government in this KIP program, the Pamekasan Regency Government has made efforts to provide internet networks which can be used by people who live in areas far from urban areas. The internet network is made available with an access center situated at the local government office in each region. In this case, the main access points provided by the Pamekasan Regency Government include the internet network available to the Village Government and wifi access at several other public areas, such as the main square.

However,, the distribution of the internet network is still not optimal. There are still several areas in Pamekasan Regency that are classified as having poor signal strength and no internet access available. This area is located at a point far from the center of Pamekasan Regency, resulting in less reliable access compared to other areas. Consequently, it can be said that the distribution of access in the form of internet and communication networks available in Pamekasan Regency remains uneven.

2. Public Service Portal

As one of the strategies in the development of e-government according to Indrajit (2006) is to develop a service system that is reliable, trustworthy, and affordable to the wider community. This can be done by improving the distribution of communication networks both in terms of coverage and quality, together with the establishment of government information portals. The utilization of service portals, specifically through a website application, can provide various benefits, one of which is the promotion of government transparency which can potentially foster public trust in the government.

In the e-Government development within the public information disclosure program in Pamekasan Regency, electronic services that have been made available through the collaboration between the Pamekasan Regency Information Management And Documentation Officer and the Pamekasan Regency Communication and Information Service. The services

are accessible through this website address <https://Information Management and Documentation Officer.pamekasankab.go.id/>.



Figure 3. Pamekasan Regency Information Management and Documentation Officer Portal Page

Source: Local Government of Pamekasan Regency

This portal was initially developed by the Information Management and Documentation Officer with the help of the Pamekasan District Communication and Informatics Office in January 2014. However, there was lack of development of the Information Management and Documentation Officer portal from 2015-2019, and it underwent re-development in 2020, and this revitalization piqued the public's interest in gathering information about the government that they ought to know.

The existence of a special portal to provide information services regarding the ongoing governance matters to the community has a direct impact on fostering the public's trust in the local government. Moreover, the website portal owned by the Pamekasan Regency Information Management and Documentation Officer has evolved into a two-way application. In this system, the public is not only able to access information but enables the public to provide comments, requests, and complaints to the Government through the available portal.

This feature is an innovative feature that can elevate the quality of government services to enhance people's satisfaction with the services provided.

3. Information Management Organization

The third e-Government development strategy is the existence of an organization that can manage these electronic information services. Organizational development and work procedures that support e-Government, namely: establishment/appointment of a work unit or agency tasked with coordinating construction, maintenance, control, establishing work units (in each agency) tasked with managing E-Government, and strengthening inter-agency coordination. This organization is responsible for the development and implementation of information services for the public.

In Law No. 14 of 2008 concerning Public Information Disclosure, it is stated that the organization is responsible for implementing the Public Information Disclosure program in each region. Including in Pamekasan Regency, where there is a main Information Management and Documentation Officer under the Communications and Informatics Service and Assistant Information Management and Documentation officers under other Technical Implementation Unit Information Management and Documentation Officer's performance responsibility in government which is in the form of parties providing public information services as applicants and users of the public information services provided.

And in the development of e-Government in the Public Information Disclosure program in Pamekasan Regency, the Information Management and Documentation Officer has collaborated with the Ministry of Communication and Informatics in implementing the management of public information which has transformed into digital information. Initiating from the creation of the Information Management and Documentation Officer Pamekasan Regency website application to the implementation of the website application's development. In addition, the Pamekasan Regency Communication and Informatics Office have attempted to independently maintain the e-Government program so that it can reduce maintenance expenses for -existing e-Government applications.

4. Infrastructure

Development of adequate infrastructure and access to data communication networks, namely: procurement of infrastructure for the development of reliable data communication access infrastructure, empowerment of resources, or collaboration with the private sector/ community in providing easy, comfortable, and affordable access to data communication. In

Presidential Instruction (Inpres) No. 3 of 2003 it is stated that one of the needs in e-Government development that must be fulfilled is the condition of adequate information infrastructure. The availability of adequate infrastructure has an important role in e-Government development where 50% of its success lies in the fulfillment of infrastructure needs, both for its software, and hardware composition.

In developing e-Government in the Public Information Disclosure program in Pamekasan Regency, the software is part of the supporting infrastructure for development has been made available by the Pamekasan Regency government through the Pamekasan Regency Communication and Informatics Office. This software is in the form of a website application as mentioned above, which is made by the Pamekasan Regency Communication and Information Service in collaboration with a third party as the implementer of the application. Meanwhile, regarding the application maintenance, the Office of Communication and Informatics has carried out maintenance of the application independently after receiving training from a third party application creator.

While the hardware that supports e-Government development in the Public Information Disclosure program in Pamekasan is available and becomes 1 container in the command center room which is the main room for carrying out all information service activities in Pamekasan Regency. This Command Center is a work program owned by the Regional Government of Pamekasan Regency which is handed over to the Pamekasan Regency Communication and Information Service. This command center is the center of digital information management in Pamekasan Regency, both from the inter-governmental sphere, the social community sphere, and the business world.

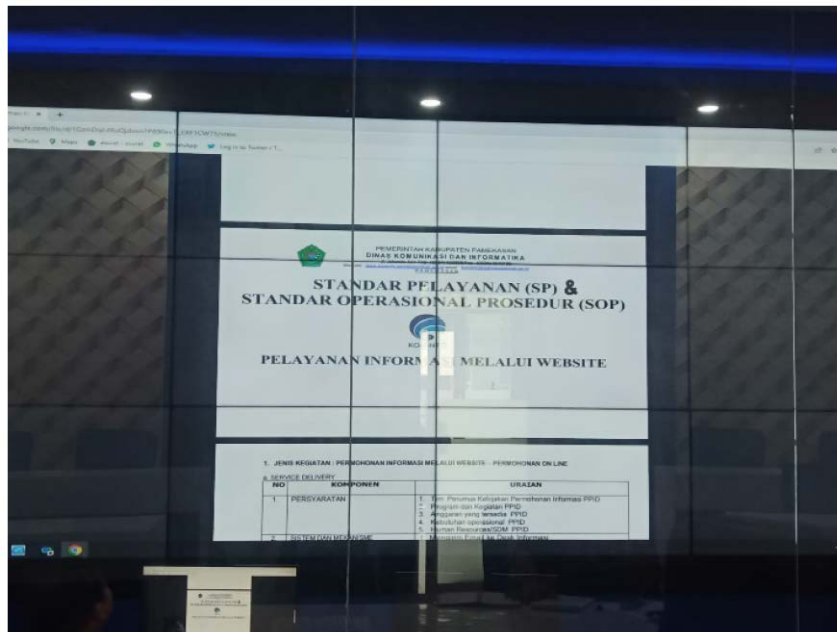


Figure 4. Command Center Hardware for the Pamekasan Regency Communication and Informatics Office

Source: Local Government of Pamekasan Regency

CONCLUSION

The e-Government development in the Pamekasan Regency Public Information Disclosure program has been steadily moving forward, impacting transparency, citizen engagement and government responsibility. Initially, the focus was on improving communication and internet connectivity provided by the Regional Government of Pamekasan Regency to make information more accessible to citizens through devices. Subsequent progress was seen with the introduction of an information portal by the Pamekasan Regency Information Management and Documentation Officer. This platform was developed in partnership with the Pamekasan Regency Communication and Information Service and an external entity involved in application development to enhance access to information. The Office of Communication and Informatics oversees information services from a command centre serving as the hub for all e-Government applications in Pamekasan Regency and managing digital data within the region.

However, challenges have arisen due to internet access, across areas of Pamekasan Regency especially in remote villages where residents still rely on traditional methods to seek service information. To address this issue, it is crucial to ensure that communication networks and internet access are evenly distributed throughout all parts of Pamekasan

Regency allowing residents to obtain the information they need easily. Although this study has primarily focused on gathering data to examine and assess the strategies for E-Government development in supporting the disclosure of information in Pamekasan Regency, it recognizes its limitations. Suggests further investigation. A more in-depth exploration of considerations and quality aspects concerning the implementation of e Government is essential, in how it promotes effective governance to improve transparency, citizen engagement and government responsibility.

ACKNOWLEDGEMENT

We would like to express my deep gratitude to “Prof. Dr. Ir. Nuhfil Hanani AR., MS. as the Chancellor and Drs. Andy Fefta Wijaya, MDA., Ph.D “ as the Dean of Administrative Sciences at the University of Brawijaya, especially for sharing their pearls of wisdom with us during this research. Finally, we thank all our colleagues at the University of Brawijaya, Universitas Dr. Soetomo, and Universitas Bunda Mulia Jakarta who provided insight and expertise that greatly assisted this research, for their patient guidance, enthusiastic encouragement, and useful critiques of this research work. And the anonymous reviewers for the insightful comments that significantly improve the manuscript.

This research received no specific grant from any funding agency in the public, commercial or not-for-profit sectors.

REFERENCES

- Agyepong, L. A., & Liang, X. (2023). Mapping the knowledge frontiers of public risk communication in disaster risk management. *Journal of Risk Research*, 26(3), 302–323. <https://doi.org/10.1080/13669877.2022.2127851>
- Anshari, M., & Hamdan, M. (2023). Enhancing e-government with a digital twin for innovation management. *Journal of Science and Technology Policy Management*, 14(6), 1055–1065. <https://doi.org/10.1108/JSTPM-11-2021-0176>
- Aryan, P. R., Ekaputra, F. J., Sunindyo, W. D., & Akbar, S. (2014). Fostering government transparency and public participation through linked open government data: Case study: Indonesian public information service. *2014 International Conference on Data and Software Engineering (ICODSE)*, 1–6.

- Choirul Saleh, Ibad, S., Mindarty, L. I., & Hariyono, B. S. (2023). Public service innovation process of smart kampung program at Banyuwangi. *Jurnal Studi Komunikasi*, 7(1), 229–248. <https://doi.org/10.25139/jsk.v7i1.5854>
- Creswell, J. W. (2007). Qualitative enquiry & research design, choosing among five approaches. In *Book: Vol. 2nd ed.* <https://doi.org/10.1016/j.aenj.2008.02.005>
- Doorley, J., & Garcia, H. F. (2013). *Reputation Management/ : The Key to Successful Public Relations and Corporate Communication* (3rd ed., Vol. 53, Issue 9). Routledge. <https://doi.org/10.1017/CBO9781107415324.004>
- Elidjen, A. P. (2017). Evaluating the implementation of public information disclosure on the official website of Indonesian ministries. *Procedia Computer Science*, 116, 54–60.
- Erliana, E., Wikusna, W., & Hidayat, W. (2019). Aplikasi Keterbukaan Informasi Publik Kabupaten Bandung. *EProceedings of Applied Science*, 5(2).
- Ervural, B. (2023). *Comparative Analysis of E-Government Website Performances of European Countries Using Dynamic Grey Relational Analysis* (pp. 112–124). https://doi.org/10.1007/978-3-031-43940-7_10
- Fakih, F., & Lawati, S. (2019). Keterjangkauan informasi dalam pelayanan publik. *Jurnal Ilmu Administrasi Dan Studi Kebijakan (JIASK)*, 2(1), 1–7.
- Fuchs, C. (2014). Social media and the public sphere. *TripleC: Communication, Capitalism & Critique. Open Access Journal for a Global Sustainable Information Society*, 12(1), 57–101.
- Gil-Garcia, J. R., Gasco-Hernandez, M., & Pardo, T. A. (2020). Beyond Transparency, Participation, and Collaboration? A Reflection on the Dimensions of Open Government. *Public Performance & Management Review*, 43(3), 483–502. <https://doi.org/10.1080/15309576.2020.1734726>
- Glynn, C., & McLeod, J. (1984). Implications of the spiral of silence theory for communication and public opinion research. *Political Communication Yearbook*, 1984, 43–65.
- Gyamfi, B. A., Onifade, S. T., & Ofori, E. K. (2023). Synthesizing the impacts of information and communication technology advancement and educational developments on environmental sustainability: A comparative analyses of three economic blocs— <scp>BRICS</scp> , <scp>MINT</scp> , and <scp>G7</scp> economies. *Sustainable Development*, 31(2), 744–759. <https://doi.org/10.1002/sd.2416>

- Hidayat, E., Susilo, D., & Garcia, E. M. A. (2021). Handling Covid-19 in Sampang: leadership and local elite public communication strategy. *Jurnal Studi Komunikasi*, 5(2), 319–335. <https://doi.org/10.25139/jsk.v5i2.3613>
- Hidayat Ur Rehman, I., Ali Turi, J., Rosak-Szyrocka, J., Alam, M. N., & Pilaø, L. (2023). The role of awareness in appraising the success of E-government systems. *Cogent Business & Management*, 10(1). <https://doi.org/10.1080/23311975.2023.2186739>
- Isnaini, M., Azmi, R., & Loho, P. W. (2023). Collaborative Communication of Jakmania in Mediating Intergroup Conflict. *ETTISAL/: Journal of Communication*, 8(1), 127–145. <https://doi.org/10.21111/ejoc.v8i1.9151>
- Jannah, L. M., Sipahutar, M. Y., & Hariyati, D. (2020). Public information disclosure: mapping the understanding of multiple actors in corruption-Prone Indonesian provinces. *Policy & Governance Review*, 4(3), 167–181.
- Kapahang, S. E., Mingkid, E., & Kalesaran, E. R. (2020). Keterbukaan Informasi Publik Pada Dinas Kominfo Pemerintah Kabupaten Minahasa Tenggara. *Acta Diurna Komunikasi*, 2(1).
- Makmun, I., & Isnaini, M. (2023). Pola Komunikasi Visual Lembaga Pemerintah dalam Penanganan Pandemi Covid 19: Kajian Arketipe dan Kepribadian Merek. *ANDHARUPA: Jurnal Desain Komunikasi Visual & Multimedia*, 9(02), 261–281. <https://doi.org/10.33633/andharupa.v9i02.7489>
- Mancini, D., Lardo, A., & De Angelis, M. (2020). *Efforts Towards Openness and Transparency of Data: A Focus on Open Science Platforms* (pp. 67–84). https://doi.org/10.1007/978-3-030-23665-6_6
- Mandari, H. E., & Koloseni, D. N. (2023). Determinants of continuance intention of using e-government services in Tanzania: the role of system interactivity as moderating factor. *Transforming Government: People, Process and Policy*, 17(1), 15–38. <https://doi.org/10.1108/TG-05-2022-0077>
- Mindarti, L. I., Saleh, C., & Maskur, A. (2021). Domestic stakeholders' aspirations for mou renewal on women migrant workers in Malaysia. *Jurnal Studi Komunikasi*, 5(2), 365–378. <https://doi.org/10.25139/jsk.v5i2.3200>
- Mustafa, C. (2021). The Challenges to Improving Public Services and Judicial Operations: A unique balance between pursuing justice and public service in Indonesia. In *Handbook of Research on Global Challenges for Improving Public Services and Government Operations* (pp. 117–132). IGI Global.

- Neuman, W. L. (2014). The Meanings of Methodology. In *Social Research Methods: Qualitative and Quantitative Approaches*.
- Prieto-Egido, I., Sanchez-Chaparro, T., & Urquijo-Reguera, J. (2023). Impacts of information and communication technologies on the SDGs: the case of Mayu Telecomunicaciones in rural areas of Peru. *Information Technology for Development, 29*(1), 103–127. <https://doi.org/10.1080/02681102.2022.2073581>
- Putranto, T. D., Susilo, D., Suyanto, B., & Ariadi, S. (2021). Indonesian Millennials: Building Metrosexual Capitalist Industry through Instagram #cowokmilenial. *Plaridel*. <https://doi.org/10.52518/2021-09pssa>
- Riani, N. K. (2021). Strategi peningkatan pelayanan publik. *Jurnal Inovasi Penelitian, 1*(11), 2443–2452.
- Suhartoyo, S. (2019). Implementasi Fungsi Pelayanan Publik dalam Pelayanan Terpadu Satu Pintu (PTSP). *Administrative Law and Governance Journal, 2*(1), 143–154.
- Suhendar, A. (2020). Keterbukaan Informasi Publik Bentuk Keseriusan Pemerintah Menuju Good Governance (Implementasi Undang Undang Nomor 14 Tahun 2008). *Jurnal Wacana Kinerja: Kajian Praktis-Akademis Kinerja Dan Administrasi Pelayanan Publik, 13*(2), 243–251.
- Susilo, D. (2022). *Teori Komunikasi: Kajian Interdisipliner dalam Kajian Publik dan Kajian Media*. Indomedia Pustaka.
- Susilo, D., & Harliantara, H. (2023). Framing Analysis of Indonesian Fast Train on detik.com. *Gema Kampus IISIP YAPIS Biak, 18*(2), 148–162. <https://doi.org/10.52049/gemakampus.v18i2.327>
- Susilo, D., Hidayat, E., & Dalangin, J. J. (2023). The Declining Trend of Religious Films in Indonesia: Can They Win Again? *ETTISAL: Journal of Communication, 8*(2), 39–54.
- Susilo, D., & K. Santos, M. C. (2023). Digital Marketing Communication for Promoting Philippines Tourism. *International Journal of Research and Review, 10*(6), 209–220. <https://doi.org/10.52403/ijrr.20230625>
- Tcholtchev, N., & Schieferdecker, I. (2021). Sustainable and Reliable Information and Communication Technology for Resilient Smart Cities. *Smart Cities, 4*(1), 156–176. <https://doi.org/10.3390/smartcities4010009>

- Van Heerden, G., & Rensburg, R. (2005). Public relations roles empirically verified among public relations practitioners in Africa. *Communicare: Journal for Communication Sciences in Southern Africa*, 24(1), 69–88.
- Vogelgesang, E. (2018). *Exploring the Role of Public Relations in the Diffusion of E-Grocery Services-A Practitioners' Perspective*.
- Vraga, E. K., & Tully, M. (2021). News literacy, social media behaviors, and skepticism toward information on social media. *Information, Communication & Society*, 24(2), 150–166. <https://doi.org/10.1080/1369118X.2019.1637445>
- Vuori, J., Aher, K., & Kylänen, M. (2020). The Influence Of Weber And Taylor On Public Sector Organizations' Communication. *The Handbook of Public Sector Communication*, 115–125.
- Wagola, R., Nurmandi, A., Misran, & Subekti, D. (2023). *Government Digital Transformation in Indonesia* (pp. 286–296). https://doi.org/10.1007/978-3-031-36001-5_37
- Wiencierz, C., & Lünich, M. (2022). Trust in open data applications through transparency. *New Media & Society*, 24(8), 1751–1770. <https://doi.org/10.1177/1461444820979708>
- Wilson, C. (2022). Public engagement and AI: A values analysis of national strategies. *Government Information Quarterly*, 39(1), 101652. <https://doi.org/10.1016/j.giq.2021.101652>
- Wu, W., Zhu, D., Liu, W., & Wu, C.-H. (2022). Empirical research on smart city construction and public health under information and communications technology. *Socio-Economic Planning Sciences*, 80, 100994. <https://doi.org/10.1016/j.seps.2020.100994>
- Xue, J., He, Y., Liu, M., Tang, Y., & Xu, H. (2021). Incentives for Corporate Environmental Information Disclosure in China: Public Media Pressure, Local Government Supervision and Interactive Effects. *Sustainability*, 13(18), 10016. <https://doi.org/10.3390/su131810016>
- Yeo, S., & Pang, A. (2017). Asian multiculturalism in communication: Impact of culture in the practice of public relations in Singapore. *Public Relations Review*, 43(1), 112–122.
- Zulaikha, Z., & Paribrata, A. I. (2017). Implementasi Kebijakan Keterbukaan Informasi Publik di Jawa Timur Tahun 2016. *Jurnal Studi Komunikasi*. <https://doi.org/10.25139/jsk.v1i2.168>

