

## Strengthening Democratic Values Through Public Information Services: The Role Of Regional PPID Officials In Cilegon City

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### Abstract

*The purpose of this study is to explain the role of the Information and Documentation Management Officer (PPID) of the Regional Public Agency in Cilegon City, Banten Province, the Cilegon City public agency which consists of the PPID of the Regional Apparatus Organization (OPD) which carries out executive functions in the region. In its history, the Cilegon City Government in 2019 had the lowest score in delivering information, namely with a score of 60.34 with a fairly informative qualification from all cities and districts in Banten Province, but in 2023 it was ranked 3rd after Serang Regency, this indicates the need for efforts to strengthen the role of PPID especially in Cilegon City. The method used in this study uses normative legal research, namely by using a data analysis approach with a study of statutory regulations (statute approach), the data analysis used is by using descriptive analysis, namely analyzing statutory regulations and comparing them with legal events based on their implementation. The results of the study explain that the role of PPID is very important to support information and documentation in the regions, especially the city of Cilegon, and the consequences for PPID public bodies that do not convey information transparently can have legal consequences, the legal settlement process can be carried out in two ways, namely through litigation and non-litigation.*

**Keywords:** Democratic Values; Public Information Services; PPID Officials; Cilegon City.

### Abstrak

Tujuan dalam penelitian ini adalah menjelaskan tentang peran pejabat pengelola Informasi dan dokumentasi (PPID) Badan publik daerah di Kota Cilegon Provinsi Banten, badan publik kota cilegon yang didalamnya terdiri dari PPID Organisasi Perangkat Daerah (OPD) yang menjalankan tugas fungsi eksekutif di daerah. Dalam sejarah perjalanannya Pemerintah Kota Cilegon pada tahun 2019 memiliki nilai paling rendah dalam penyampaian informasi yaitu dengan score 60,34 dengan kualifikasi cukup informatif dari seluruh kota dan kabupaten se provinsi banten, namun pada tahun 2023 munduduki peringkat ke-3 setelah kabupaten serang, hal ini menandakan perlu adanya upaya penguatan peran PPID khususnya di Kota Cilegon. Metode yang digunakan dalam penelitian ini menggunakan penelitian hukum normatif, yaitu dengan menggunakan pendekatan analisis data dengan kajian peraturan perundang-undangan (*statute approach*), analisis data yang digunakan yaitu dengan menggunakan analisis deskriptif yaitu menganalisis aturan undang-undang dan membandingkan dengan peristiwa hukum berdasarkan implementasinya. Hasil penelitian menjelaskan bahwa Peran PPID sangat penting untuk menunjang informasi dan dokumentasi di daerah khususnya daerah kota cilegon, dan konsekwensi bagi PPID badan publik yang tidak menyampaikan informasi secara transparan maka dapat berdampak hukum, proses penyelesaian hukum dapat dilakukan dengan dua jalur yaitu dengan jalur litigasi dan jaulur non litigasi.

**Kata Kunci:** Nilai-nilai Demokrasi; Layanan Informasi Publik; Pejabat PPID; Kota Cilegon.



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## INTRODUCTION

Public information disclosure is one of the important pillars in democracy. In Indonesia, Law Number 14 of 2008 concerning Public Information Disclosure provides a legal basis for public bodies to provide information to the public. However, even though there are clear regulations, there are still many obstacles faced by the Serang Regency Information and Documentation Management Officer (PPID), hereinafter referred to as PPID, the role of PPID of regional public bodies is very important as a community information center. However, there are areas that are still difficult to connect to the internet. And one of the main problems is the lack of public understanding of their right to access information. So that the public is still unfamiliar with the information provided by regional public bodies in socializing the performance of regional public bodies, such as for example maternity guarantees for pregnant women for people in the village, there are still many who do not know this information.<sup>1</sup>

In addition to the lack of public understanding, there are also internal challenges within the public body itself. Many PPIDs do not have adequate resources, both in terms of the number of employees and competencies. So that information services that should be delivered to the public cannot be provided with information optimally, so that the public does not know the information even though the information is very important as the main source of education. This causes the process of delivering information to the public to be suboptimal, so that people do not get the information they need to actively participate in the democratic process, and have extensive knowledge.<sup>2</sup>

The limitation of information technology is also one of the obstacles in public information services. Although many Regional Apparatus Organizations (OPDs) in Serang Regency already have official websites, not all relevant information is available online. Especially in terms of delivering budget accountability and expenditure of public bodies. And data related to the implementation of public bodies should all be conveyed comprehensively so that the public can access them for the needs of the community itself. This results in people having to come directly to the PPID office, which is often difficult for them, especially for those who live in remote areas.<sup>3</sup>

The consequences of the absence of appropriate action from PPID in providing information are also very significant. If PPID fails to meet its obligations, they could face administrative sanctions, including fines or even dismissal. The dispute resolution process in addition to having an impact on PPID employees is also prone to disputes, including

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<sup>1</sup> Arumbela Bangun, Osgar S. Matompo, and Moh Yusuf Hasmin. "Fulfillment of the Rights of Citizens in Obtaining Public Information According to Law Number 14 of 2008 concerning Public Information Disclosure." *Collaborative Journal of Science* 5.5 (2022): 248-255. DOI: <https://doi.org/10.56338/jks.v5i5.2416>

<sup>2</sup> Suhendar, Ade. "Public Information Disclosure is a Form of Government Seriousness Towards Good Governance (Implementation of Law Number 14 of 2008)." *Journal of Performance Discourse: A Practical-Academic Study of Public Service Performance and Administration* 13.2 (2020): 243-251. DOI: 10.31845/jwk

<sup>3</sup> Dewi, Lia Riesta, and Eki Furqon. "The Role of the Serang City Communication and Information Service in the Dissemination of Information and Local Government Governance." *Indonesian State Law Review* 3.1 (2020): 9-22. DOI: <https://doi.org/10.15294/islrev.v3i1.22990>

internal settlement at PPID public bodies, then the process is resolved by the Information Commission and then can be processed through the courts, the PTUN Court if the dispute is a public body and to the district court if the dispute is not a public body. It can also show that non-compliance in providing information by public bodies can undermine public trust in government institutions.<sup>4</sup>

The importance of PPID's role in increasing public awareness of their rights. By understanding the role of PPID more deeply, the public is expected to be more active in requesting information, which in turn will encourage transparency and accountability. Recent research shows that areas that have an active and responsive PPID tend to have a higher public satisfaction index. Serang Regency based on assessment scores from year to year the value has increased. Good information services should have an impact on regional progress, of course.<sup>5</sup>

The importance of PPID capacity development is also in the spotlight. Strengthening PPID's competencies through better training and use of information technology can make them more effective in carrying out their duties. The implementation of an integrated and technology-based information management system can help PPID in managing data and information more efficiently, so that the public can easily access the information they need.

The role of PPID as a liaison between the government and the community is very strategic. By conducting effective socialization and providing transparent information, PPID can contribute to strengthening democratic values in Serang Regency. Research shows that high public participation in government processes is directly proportional to the level of good information disclosure. Based on Juliannes Cadith's journal, Rina Yulianti in 2019<sup>6</sup> Serang Regency got 90.54-96.88 in public information disclosure and was in 4th place with a score of 91.75 informative qualifications, and Cilegon City was in 8th last place with a score of 60.34 with quite informative qualifications,<sup>7</sup> while in 2023 Serang Regency obtained 2nd place in public information disclosure in Banten province with a score of 98.37 points<sup>8</sup> and Cilegon City is in 3rd place with a score of 97.20,<sup>9</sup> the

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<sup>4</sup> Alam, Afrizal Bahrul. *JURIDICAL REVIEW OF THE IMPLEMENTATION OF THE INFORMATION COMMISSION'S POLICY IN RESOLVING INFORMATION DISPUTES THROUGH NON-LITIGATION ADJUDICATION (CENTRAL JAVA PROVINCIAL INFORMATION COMMISSION STUDY)*. Thesis. Sultan Agung Islamic University Semarang, 2024.

<sup>5</sup> Sanjaya, Hani, Hilman Hilman, and Thita Moralitha Mayza. "The Implementation of the Public Information Service System on the Satisfaction of the People of Tangerang City." *Scientific Journal of Education* 10.8 (2024): 482-490. DOI: <https://doi.org/10.5281/zenodo.11107652>

<sup>6</sup> Cadith, Juliannes, and Rina Yulianti. "Building Institutions for Providing Village Public Information in the Context of Ensuring the Fulfillment of Constitutional Rights of Village Communities in Serang Regency." *Journal of Public Administration* 13.1 (2022). DOI: <http://dx.doi.org/10.31506/jap.v13i1.15517>

<sup>7</sup> <https://banten.bisnis.com/read/20191108/421/1168237/komisi-informasi-banten-kota-tangsel-paling-terbuka-informasi-publik> Access on Thursday 31 July 2025

<sup>8</sup> Dea Duta Aulia, <https://news.detik.com/berita/d-7040919/pemkab-serang-raih-peringkat-ii-di-anugerah-keterbukaan-informasi-publik>, accessed on July 31, 2025

<sup>9</sup> <https://news.detik.com/berita/d-7041023/pemkot-cilegon-raih-penghargaan-keterbukaan-informasi-publik-2023>

role of PPID is very decisive in the openness of public information services. Therefore, strengthening the role of PPID must be a priority in the regional development agenda.

Based on these problems, the researcher formulated in the study: What is the Role of Information and Documentation Management Officials (PPID) as a public body in socializing the performance results of regional public bodies based on Law Number 14 of 2008 concerning Public Information Disclosure in Serang Regency, and What are the consequences for Information and Documentation Management Officials (PPID) as regional public bodies if they do not inform the results of their performance based on the Law Number 14 of 2008 concerning Public Information Disclosure?

## **RESEARCH METHODS**

This research uses a type of normative legal research,<sup>10</sup> which focuses on the analysis of legal norms contained in Law Number 14 of 2008 concerning Information Disclosure. This research was conducted with a normative law analysis analysis approach (*Stattute approach*) to examine and understand existing legal provisions, as well as their implications for the implementation of public bodies in information disclosure in Serang Regency. The specification of this research focuses on the Role of Information and Documentation Management Officials (PPID) in Serang Regency in information disclosure services as an implementation of democratic system values.

The data sources in this study consist of primary and secondary data. Primary data analysis of Law Number 14 of 2008 concerning Information Disclosure, which is the legal basis for the Serang Regency Regional Public Agency in carrying out its duties. The law establishes a clear legal framework related to the role of PPID in carrying out its duties, as a function of community service in information disclosure, especially in Serang Regency. Meanwhile, the secondary data used from the sources obtained are from books, journals, proceedings, and other relevant scientific articles in accordance with the topic of discussion in this study. Data analysis in this study was carried out using a descriptive analysis method, which aims to describe the conditions and problems faced by public bodies in Serang Regency as a community service function associated with the provisions of the legal rule contained in Law Number 14 of 2008 with legal events that occur in the field, the author can identify problems and provide solutions from the results of the research analysis.

## **RESULTS AND DISCUSSION**

### **The Role of Information and Documentation Management Officials (PPID) as Public Bodies in Socializing the Performance Results of Regional Public Bodies in Cilegon City**

The role of Information and Documentation Management (PPID) is regulated in Law Number 14 of 2008 concerning Public Information Disclosure which is regulated in Article 13 that public bodies in carrying out public information services are carried out by PPID, and in the technical implementation carried out by PPID in order to realize the fast, precise, and simple service process of PPID assisted by regional functional officials. In the technical implementation in the local government, PPID is carried out by the

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<sup>10</sup> Mukti Fajar Nur Dewata, Y. A. (2019). Dualism of Normative & Empirical Law research. *Yogyakarta: Student Library*.

regional communication and information office which organizes the process of delivering local government information to the public.

Information and Documentation Management Officials (PPID) have a very important role in disseminating information related to the performance results of regional public bodies in Cilegon City. In this context, PPID acts as a bridge between the government and the public, ensuring that relevant and accurate information is accessible to the public. According to data from the Journal of Public Administration written by Cadith, Juliannes, and Rina Yulianti (2022), the transparency of public information at the village level has increased significantly thanks to PPID's efforts in socializing public information disclosure in rural communities.<sup>11</sup>

One concrete example of the role of PPID in Cilegon City is the "One Data" program launched by the Cilegon city government, which aims to integrate various public data sources. This program not only improves efficiency in information management, but also provides the public with better access to information related to public services. Through socialization activities carried out by PPID, people are increasingly aware of their right to information, which is one of the pillars of democracy.

Statistics show that the level of public satisfaction with public information services in Cilegon City has increased, various efforts to implement digital programs are carried out by the Cilegon city government, one of which is launching the SP4N Lapor (National Public Service Complaint Management System) program managed by the Cilegon city government, with the existence of such programs that are implemented digitally, it is very effective to absorb public complaints that can be continued The settlement is by the Cilegon City Government itself. This is included in PPID's role in managing information digitally carried out by local governments in the form of community service processes.<sup>12</sup>

However, challenges remain, especially in terms of limited human resources and technology. The local government of Cilegon City continues to strive from the existing shortcomings and limitations to maximize so that the service process to the community is prioritized, if you look at the regional apparatus organizations (OPD) in the city of Cilegon are very numerous, but in every activity and implementation of OPD performance is also very numerous, so it needs very supportive devices and human resources, but the cost budget for device management must also be maximized. This shows the need for further investment in the development of PPID governance related to

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<sup>11</sup> OKTA NOERISMA, M. E. G. A. STRATEGIC MANAGEMENT IN IMPROVING PUBLIC INFORMATION SERVICES AT THE COMMUNICATION, INFORMATICS, STATISTICS AND ENCRYPTION OFFICE OF CILEGON CITY. Doctoral dissertation, SULTAN AGENG TIRTAYASA UNIVERSITY. 2025.

<sup>12</sup> Putri, Nila Cahya, and Qotrun Nida. "ANALYSIS OF THE MANAGEMENT OF THE SP4N WEBSITE REPORT AS A FORM OF E-GOVERNMENT IN IMPROVING PUBLIC SERVICES AT THE CILEGON CITY COMMUNICATION AND INFORMATICS OFFICE." *Untirta Civic Education Journal* 10.1 (2025): 21-31. DOI: <http://dx.doi.org/10.30870/ucej.v10i1.31989>

budget and human resources so that the output produced shows an increase in public satisfaction.<sup>13</sup>

In this context, it is important for local governments to provide greater support for PPID. By strengthening the capacity of PPID, it is hoped that public information services in the city of Cilegon can be maximized, so that democratic values as a form of community service in terms of transparency and information disclosure in the city of Cilegon can be carried out properly and public satisfaction can increase in getting information from the Cilegon City Government, because data and information from the government are very important as an education and information function so that the public understands better, So that the community gets guidelines before doing something. For example, what kind of maternity assurance service in the city of Cilegon is the procedure so that people don't ask many questions, just look at information through the web, then people can follow the flow and steps according to existing procedures.

#### **Consequences for Information and Documentation Management Officials (PPID) as Regional Public Bodies if they do not inform the results of the performance of Regional Public Bodies**

Law Number 14 of 2008 concerning Public Information Disclosure emphasizes that every public body is obliged to provide and inform public information to the public. If PPID in Cilegon City does not inform the results of its performance, then the consequences faced can be very serious. First, they can be subject to administrative sanctions, which range from warnings to dismissal. However, it can also have an impact on disputes that can be resolved by PPID internally, if it is not resolved, it can be submitted and resolved at the Information Commission and the last attempt to resolve disputes can be resolved at the State Administrative High Court (PTUN) if the complaint is made by a state public body and the District Court (PN) if the dispute is filed by a non-governmental public body. This shows how important the role of PPID is in maintaining accountability and transparency.<sup>14</sup>

In addition to administrative sanctions, the absence of public information can result in a loss of public trust in the government. Public trust is very important based on the principles of democratic values because the principle of democracy comes from the values of the people, by the people and for the people, so the government must be honest in conveying information to maintain the highest mandate from the people so that the government is always trustworthy in carrying out its duties. So that the public trusts the government more in being transparent and open in providing information. Non-transparency can cause people to feel alienated and disengaged in the decision-making process, which in turn can reduce public participation in democratic activities themselves.<sup>15</sup>

A clear example of this consequence can be seen in the case where several areas, especially in Banten province, experienced a degradation of the value of community participation in providing assessments, especially in the city of Cilegon, in 2019 only a few community participation gave an assessment to the Cilegon City Government, because the source of information submitted was not optimal, it seemed that there was still a lot of information that was

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<sup>13</sup> Ardi, Muhammad Devon, Yaqub Cikusin, and Retno Wulan Sekarsari. "Evaluation of User Service System at the Library and Archives Service in Cilegon City (Case Study on Library Services)." *Public Response* 18.8 (2024): 91-105.

<sup>14</sup> Sumarna, AjengFajarwati. *Efforts to Resolve Public Information Disputes: Regarding the Implementation of Law No. 14 of 2008 concerning Public Information Disclosure (Descriptive Study of Information Dispute Resolution in Regencies)*. Dissertation. Brawijaya University, 2016.

<sup>15</sup> Tjoetra, Afrizal. "DISPUTE RESOLUTION OF PUBLIC INFORMATION AS AN APPROACH TO CONFLICT MANAGEMENT IN SOCIETY." *JSPH (Journal of Sociology of Humanist Education)* 5.1 (2020): 10-23. (DOI) prefix 10.17977.

not conveyed from the implementation of the performance of the Cilegon City Government itself so that the city of Cilegon is at the bottom in the transformation of information conveyed by the Cilegon City Government to the public. So that the PPID of the Cilegon city government got a score of 60.34 with a fairly informative qualification in 2019, but the Cilegon city government can improve from these shortcomings, so that in 2023 it gets the number 3 score of 97.20 with an informative qualification.<sup>16</sup>

If it is not repaired, it will have a very big impact, the trust of the community, especially in the city of Cilegon, in the government cannot be trusted in conveying the information needed by the community. This, if it does not fulfill the obligation of public information, can certainly have the potential to cause legal problems for the officials concerned. In some cases, non-transparent officials may be subject to lawsuits by civil society who feel their right to information is being violated. Therefore, it is important for PPID to understand and carry out its obligations in accordance with applicable regulations. So that the Cilegon city government does not cause problems of information disputes with its community. Which of course will have a long impact on public trust with the Cilegon city government.<sup>17</sup>

The consequences that will certainly be obtained by the Cilegon city government if they do not provide information carried out by PPID can be resolved by litigation and non-litigation routes. The litigation route is through the dispute resolution route in court and the non-litigation route is the legal settlement route through non-court. Thus, the consequences of not informing performance results are significant. Therefore, strengthening PPID's capacity and understanding of the Public Information Disclosure Law is very important to ensure that the information conveyed to the public is accurate, timely, and relevant.<sup>18</sup>

Table 1. Comparison of PPID in Serang Regency and Cilegon City (2019-2023)

No	Area	2019	2023
1	Kabupaten Serang	Score 91.75 (Informative) is 4th in Banten Province	Score 98.37 (Informative) 2nd place in Banten Province
2	Cilegon City	Score 60.34 (Quite Informative) 8th in Banten Province	Score 97.20 (Informative) 3rd in Banten Province

The data above shows that Cilegon City has experienced an increase in terms of community satisfaction and information availability from 2019-2023, while Cilegon City shows a significant increase from the last (8th) in Banten province in 2019 and has increased in 2023 to be in the no-3 position in Banten province. This shows the need for further attention to the management of public information in both regions so that the process of public information services can be presented comprehensively to the community in maintaining a commitment to community services.

**CONCLUSION**

Based on the analysis of problems related to the role of information and documentation officials (PPID) in the city of Cilegon, initially it was still far behind other areas in Banten province, of course, various complex problems among the serious problems are the lack of human resources (HR) and technology management, this is of

<sup>16</sup> Cilegon City PPID Report for 2023. [https://ppid.bps.go.id/upload/doc/Laporan\\_PPID\\_Tahun\\_2023\\_1728033508.pdf](https://ppid.bps.go.id/upload/doc/Laporan_PPID_Tahun_2023_1728033508.pdf), access on July 1, 2025.

<sup>17</sup> Aziz, Thoriq, and M. Dian Hikmawan. "Analysis of Networked Governance in P4GN Policy in Cilegon City in 2020." *ijd-demos* 5.3 (2023). DOI: <https://doi.org/10.37950/ijd.v7i2>

<sup>18</sup> Mustofa, Syahrul. *Public Information Disclosure Law in Indonesia*. Mojokerto, Spasi Media, 2020.

course because it is not supported by an adequate budget, but then it starts from the existing shortcomings of the Cilegon city government able to improve The existing shortages so that based on Peilaian, it showed a significant increase in 2019 getting the 8th rank and in 2023 getting the 3rd rank order out of all Banten provinces. The role of PPID is very important and decisive in conveying regional information sources to the public, so that the community gets maximum information services in the current digital era. Furthermore, regarding the consequences obtained by public bodies, especially in the city of Cilegon, if PPID does not carry out its duties and authorities properly, it can have an impact on legal issues. In the process of resolving laws related to information disputes, it can be done through two channels, namely the litigation channel and the non-litigation channel. The litigation route is through the court route through the PTUN if the dispute is against the government, and the PN if the dispute is between a non-governmental public body. And the non-litigation route, namely the settlement route outside the court which is more persuasive, settlement with family can be resolved by PPID, an authorized public body, and furthermore, if it is not resolved, a dispute can be submitted to the Information Commission (KI). The information commission may resolve and decide disputes no later than 100 business days after the information dispute is filed. This is based on the provisions of laws and regulations that regulate the consequences of information disputes.

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