

## **IMPLEMENTATION OF PUBLIC INFORMATION DISCLOSURE POLICY IN ENCOURAGING GOOD GOVERNANCE AT NATIONAL LIBRARY OF INDONESIA**

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**Abstract.** *This study aims to examine the implementation of the Public Information Disclosure (PID) Policy at the National Library of Indonesia (NLI). Public information transparency is expected to increase public trust and provide the public with an opportunity to participate in monitoring government performance. Law Number 14 of 2008 requires all ministries and government institution to establish a Public Information Officer (PIO) for ensure public access to public information. The PIO obliged to managing the entire public information service process, from collection and documentation, service delivery, and resolution of information disputes. This study used a qualitative descriptive method, collecting data through interviews, data verification, and literature review. The results indicate that the PIO service provides quality information, demonstrates digital innovation, and demonstrates strong leadership commitment. However, public utilization of direct services remains low compared to requests for information through social media.*

**Keywords:** *Good Governance; Public Information Disclosure (PID) Policy; Public Information Officer (PIO).*

### **1. INTRODUCTION**

Good governance is a concept bureaucracy that emphasizes transparency, accountability, public participation, effectiveness, efficiency, and supremacy of law. The implementation of good governance aims to create clean government and ensure that every policy and public service provided meets the needs of the community.

One crucial aspect of achieving good governance is public information disclosure (PID) Policy. Transparency is the basis for creating a government that is accountable, participatory, and responsive to public needs. Through information disclosure, the public has the opportunity to actively engage and participate in the oversight, decision-making, and evaluation of government performance. Therefore, public information disclosure plays a strategic role in realizing quality public administration in Indonesia.

One well-known case demonstrating the success of PID Policies in promoting good governance in Indonesia is the TransJakarta bus procurement case in 2013, uncovered by Indonesia Corruption Watch (ICW). This case clearly demonstrates how the public's right to information can be a catalyst for exposing corruption and promoting accountability.

Dwiyanto (2018) explains that public information transparency reduces the potential for abuse of power because the public can directly monitor government performance. This aligns with Sedarmayanti's (2004), Open government is one of the main characteristics of good governance, which requires solid, responsible government management that aligns with democratic principles. Good governance has two orientations: a focus on achieving national goals and working accountably in serving the public interest. As an element of government, National Library of Indonesia (NLI) is obliged to provide accurate and non-misleading information

to the public. Policies have been formulated to encourage the implementation of public information disclosure policies. Based on this, the author tries to examine the implementation of public information policy at the NLI.

## **2. LITERATURE REVIEW**

Good governance has become a central issue in accountable government administration. According to Koiman (2009), governance is defined as social interaction between the government and society in various fields related to the public interest. According to Zulkarnain (2002), good governance is important for Indonesian society because it pursues the demands of good and democratic governance through cooperation between the government and society.

According to Tjokroamidjojo (2000), good governance is literally divided into two words, "Good" and "Governance." "Good" means having an orientation towards the interests of the community, nation, and state in accordance with the positive laws of the state so as to produce effective, productive, and efficient values. Meanwhile, "Governance" can be interpreted as the administration and authorized direction of citizen activities in a country, state, or city.

United Nations Development Programme (UNDP) defines Good Governance as role of economic, political, and administrative authority to manage state affairs at all levels. Governance encompasses all the mechanisms, processes, and institutions through which citizens and groups express their interests, exercise their legal rights, fulfill their obligations, and bridge their differences.

According to Pope in Yasin (2011), The more information people get, the more it directly increases the role of those people in dialogue with other members of the community. The implementation of good governance began after 1998 (after the reform era), as a guarantee to the public of a government free from corruption. One of the Indonesian government's efforts towards good governance is the implementation of public information transparency.

Definition of Public Information Disclosure Literally according to the big Indonesian dictionary, Information contains the meaning of information/notification/news or news about something. The term and public is all people/general or many people.

Indonesia's commitment to information transparency is embodied in Law Number 14 of 2008 concerning Public Information Disclosure (PID Law). This regulation provides a legal basis for every citizen to gain access to public information and encourages government institutions to disseminate information quickly, accurately, and openly. This can boost the performance of state officials and create a more professional and responsible work system, as every action and decision can be directly monitored by the public.

## **3. RESEARCH METHODS**

This research uses a qualitative descriptive method. Data for this study were obtained through interviews and data verification.

1. Interviews, conducted with key informants.
2. Data verification, conducted to ensure the accuracy of information obtained from various sources, both from interviews and official institutional documents.

Informants were selected using purposive sampling, a deliberate sampling technique based on specific considerations. In this case, informants were selected because they deeply understand the process and implementation of public information disclosure. The collected data were then analyzed descriptively, presenting the findings based on predetermined categories. The analysis emphasized the relationship between Public Information Disclosure (PID) Policy and supporting the principles of good governance in the public sector.

**4. RESULTS AND DISCUSSION**

*a. The Importance of Transparency in Governance*

Referring to Law No. 14 of 2008 concerning Public Information Disclosure, public information is defined as all types of information produced, stored, managed, sent, and/or received by government agencies. Folscher (2000) in Medina (2012:9) stated that the advantages of transparency are:

- a. Early identification of policy strengths and weaknesses can lead to rapid implementation of necessary changes.
- b. Improving the accountability of government, house of representatives, and the media. Allowing them to better exercising oversight over the government if they have information on a matter, can prevent corruption.
- c. Transparency can increase public trust to the government and build stronger social relationships. For example, the public can understand and even support government policies.
- d. Increase investment. A clear understanding of government policies and actions will attract both domestic and international investors.

Transparency is crucial in governance because it prevents corruption, increases accountability, and strengthens public trust. Furthermore, transparency also allows the public to actively participate in monitoring government operations. Public information disclosure is directly linked to the principles of good governance and serves as a driving force. Without public information disclosure, good governance principles (such as participation and accountability) will be ineffective. The following explanation below is an analysis of how information transparency in the National Library can be a driving force for the main principles of good governance:

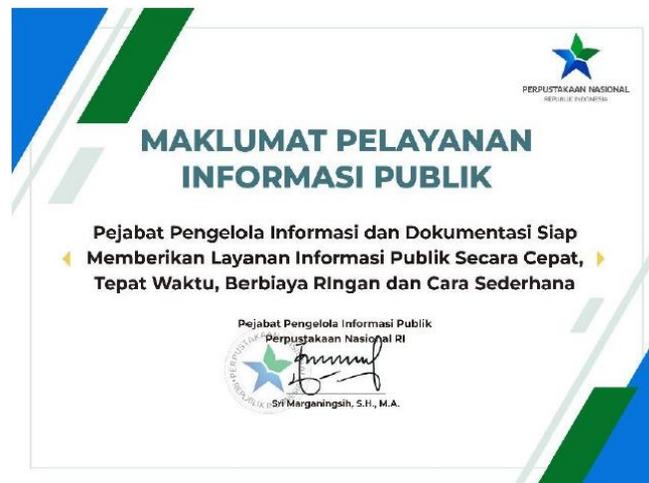
Principles of Good Governance	The Role of Information Transparency in the National Library
Accountability	Improving accountability in the implementation of governance. The public cannot hold the government accountable if it does not have data/evidence (budgets, contracts, minutes). Open information is the basis for public audits.
Public Participation	Driving public participation. Meaningful participation only occurs when the public is informed. Without access to adequate information, public participation will be superficial, ceremonial, or merely mobilization.
Supremacy of Law	As Supremacy of Law Without supremacy of law, information disclosure is merely a government "kindness." However, with the rule of law, access to information becomes a fundamental right, with legal consequences if violated.
Effectiveness & Efficiency	Increase public oversight. Open data prevents budget duplication and facilitates early identification of waste (inefficiencies).

*b. Implementation of Public Information Disclosure Policies in National Library to Support Good Governance*

PID Law mandates the obligation of Public Agencies to open access related to Public Agencies to the public. The scope of government institutions in the KIP Law includes the Executive, Judicial, Legislative Institutions and other State Administrators who receive funds from the State/Regional Revenue and Expenditure Budget. In the explanation of Law Number 14 of 2008, through the mechanism and implementation of the principle of openness, good governance will be created and transparent public participation and high accountability as one of the prerequisites for realizing genuine democracy.

By orienting and referring to PID Law, All of government institutions are required to have an organization that has the task and responsibility to provide services and regulate public information regulations, hereinafter referred to as the Information and Documentation Management Officer (IDMO). IDMO has the duty and obligation to provide information services to the public so that information distribution occurs so that aspects that prioritize services can be realized according to existing mechanisms and also support the implementation of good governance.

IDMO Classify public information based on its consequences carefully and thoroughly before declaring certain public information as open information that must be available or information that is exempt from public access. As a follow-up to the importance of transparency and accountability in public administration, as well as the urgency of implementing PID Policy in government institutions, a comparative analysis of IDMO service quality was conducted in National Library of Indonesia (NLI).



**Gambar 1.** Maklumat pelayanan informasi publik PPID Perpustnas

Based on Regulation of the Information Commission of the Republic of Indonesia Number 1 of 2022 concerning Monitoring and Evaluation of Public Information Disclosure, 6 (six) indicators serve as benchmarks for assessing the effectiveness of implementing PID Policy, which directly contribute to improving the quality of public administration in each Public Agency. Testing of these indicators is presented in the table below.

No	Component	Information
1	<b>Facilities and infrastructure</b>	Public information services with 2 (two) methods, namely : <ul style="list-style-type: none"> <li>• Face to face services Information applicants visit IDMO service room located in Salemba raya street, Central Jakarta</li> <li>• Indirect/ online information services In addition face to face services, Information applicants can use online services via the National Library PPID website ( <a href="https://ppid.perpusnas.go.id/">https://ppid.perpusnas.go.id/</a> ) or use electronic mail.</li> </ul>
2	<b>Information Quality</b>	The quality of information can be classified as good. Public information on the website ( <a href="https://ppid.perpusnas.go.id/">https://ppid.perpusnas.go.id/</a> ) is regularly updated.
3	<b>Type of Information</b>	The National Library of Indonesia issued Regulation of the Head of the National Library of Indonesia Number 15 of 2017 concerning the Classification of Public Information within the National Library. This regulation divides public information into three categories: A. Information that must be provided and announced periodically B. Information that must be available at all times C. Information that can't be accessed.
4	<b>Organizational Commitment</b>	The leaders of The National Library of Indonesia (NLI) are committed to implementing information transparency. Based on the annual IDMO report, the implementation of coordination between work units needs to be improved again to carry out its function as a data provider.
5	<b>Innovation and Strategy</b>	NLI provide public information services to the public requesting public information using 2 (two) methods, namely offline and online.
6	<b>Digitalization</b>	Public information services can also be provided digitally via the website or by sending emails. Standard Operating Procedures (SOP) govern public information services without requiring in-person visits to the IDMO office.

## CONCLUSION

Public administration is a government management process aimed at achieving efficient, effective, and accountable services based on democratic values and the public interest. Openness of public information is a crucial pillar in supporting good governance. Information and Documentation Management Officer (IDMO) has an obligation to manage and provide public information services including processing, data collection, information materials, draft responses to public information, storage, documentation, provision and service of public information, and finally, the public information dispute process.

Service analysis IDMO in National Library of Indonesia (NLI) demonstrates good information quality, innovative digital services, and strong leadership commitment. The implementation of the public information disclosure in NLI strongly supports good governance. However, challenges still exist, categorized as external factor. These challenges include the public not maximizing the services of IDMO. Public requests for institutional information are lower than those made through the National Library's official social media platforms, including Facebook, Instagram, Twitter, and Livechat.

In addition, there are obstacles to optimal ongoing collaboration between the IDMO and work units in providing updated information and resolving information requests from information applicant. The recommendation is to enhance ongoing collaboration between the IDMO and work units to improve the quality of public information and public information services to the public, as well as to innovate IDMO services to meet community needs.

Nevertheless, public information disclosure has been proven to increase public trust and the quality of government services, so strengthening the role of IDMO, digitizing services, and innovating public information strategies are key to achieving transparent, participatory, and democratic public administration.

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