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Performance Responsibility of the Information and Documentation Management Officer (PPID) of Padang City in Enhancing Public Information Disclosure

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Abstract

The performance responsibility of the Information and Documentation Management Officer (*Pejabat Pengelola Informasi dan Dokumentasi* [PPID]) is central to advancing public information transparency at the local government level; however, studies specifically addressing PPID performance responsibility remain limited. This study aimed to analyze the performance responsibility of the PPID of Padang City and to identify the challenges encountered in enhancing public information disclosure. A qualitative descriptive approach was employed, with data collected through interviews and documentation, while informants were selected using purposive sampling. Data were analyzed through the stages of data reduction, data display, and conclusion drawing based on the responsibility theory of Jabra and Dwivedi. The findings show that the PPID of Padang City has demonstrated a fairly good level of performance responsibility, as reflected in the implementation of one-stop services, the conduct of internal and external evaluations, and the provision of information that is accurate, fair, and timely. Nevertheless, several challenges persist, including limited human resources, suboptimal coordination among regional apparatus organizations, and the absence of an integrated public

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information system. The study concludes that strengthening inter-organizational coordination, enhancing human resource capacity, and optimizing digital information management are necessary to improve public information disclosure and support transparent, accountable, and participatory governance. These findings contribute to the understanding of performance responsibility in public information management at the local government level and offer practical directions for institutional improvement.

Keywords: Public Information Disclosure; Performance Responsibility; PPID; Local Governance; Information Management

INTRODUCTION

Information is a fundamental element of modern life that continues to evolve alongside technological advancement. It can be understood as recorded observations of various phenomena, facts, data, or communications that provide value to individuals (Eastabrook in Pawit Yusup, 2009). Similarly, Davis in Zulkifli Amsyah (1997), defines information as processed data that holds meaning and practical utility. At the global level, the importance of access to information was reinforced through the World Summit on the Information Society WSIS (2003), particularly in the Declaration of Principles on "Building the Information Society: A Global Challenge in the New Millennium."

In Indonesia, the right to information is constitutionally guaranteed under Article 28F of the 1945 Constitution, which affirms that every individual has the right to obtain and disseminate information for personal and social development. This mandate is implemented through Law Number 14 of 2008 on Public Information Disclosure, which aims to ensure transparency, accountability, and public participation in governance. Public information disclosure refers to the willingness of public bodies to provide relevant and factual information to society (Syahrul Mustofa, 2020). In practice, it is measured through the Public Information Disclosure Index (IKIP), which has shown national improvement, increasing from 71.37 in 2021 to 75.65 in 2024 (Central Information Commission, 2024), although this progress has not yet fully reflected optimal implementation.

In addressing this issue, the role of the Information and Documentation Management Officer (PPID) is central to implementing public information disclosure within public institutions. PPID is responsible for managing, providing, and delivering

information services in accordance with established standards. According to Natsir & Ferliana (2024), PPID performance is a key entry point in realizing transparent, accountable, and participatory good governance. Furthermore, Moh. Apriansyah & Wibowo (2024), emphasize that PPID performance responsibility is reflected in the alignment of task implementation with sound administrative principles, including regulatory compliance, the development of standard operating procedures, and systematic documentation management. However, several challenges persist, such as limited human resources, weak coordination among regional apparatus organizations (OPD), and suboptimal utilization of information technology.

Previous studies indicate that public information disclosure still faces structural and administrative challenges. Natsir and Ferliana (2024) found that PPID performance remains suboptimal due to limited human resource capacity and disorganized administrative systems. Meanwhile,

Moh. Apriansyah & Wibowo (2024)

highlight responsibility as a key indicator in assessing PPID performance, particularly in terms of regulatory compliance and service accountability. Despite these contributions, a research gap remains, especially in examining PPID performance responsibility contextually at the local government level using formal evaluation indicators such as monitoring and evaluation by the Information Commission. Moreover, prior studies tend to be general and have not specifically explored the inhibiting factors affecting the achievement of information disclosure standards.

The novelty of this study lies in its in-depth analysis of PPID performance responsibility within the context of public information disclosure implementation in the Padang City Government, referring to monitoring and evaluation indicators stipulated in Information Commission Regulation Number 1 of 2022. Theoretically, this study is grounded in the concept of responsibility in public administration, which requires alignment between task execution and applicable norms, rules, and standards. Responsibility is a core element of good governance, requiring public officials to perform their duties professionally, transparently, and accountably (Agus Dwiyanto, 2017). Thus, this research not only enriches empirical insights but also strengthens the theoretical foundation regarding the relationship between performance responsibility and public information disclosure.

Empirically, the Padang City Government has shown improvement in public information disclosure over the past three years, rising from the "Less Informative" category in 2022 to "Towards Informative" in 2024. However, this achievement has not yet reached the highest "Informative" category. This indicates the persistence of several challenges, including unmet assessment indicators, limited coordination among OPD, lack of integration between the main PPID website and implementing PPIDs, and limited human resources. Therefore, it is important to further examine the extent of PPID performance responsibility in enhancing public information disclosure in the Padang City Government, as well as to identify the inhibiting factors faced by PPID in achieving optimal transparency.

METHODS

This study employs a qualitative research approach with a descriptive method to examine the performance responsibility of the Information and Documentation Management Officer (PPID) in enhancing public information disclosure. The qualitative descriptive method is used to gain an in-depth understanding of phenomena based on actual conditions in the field (Sugiyono, 2018). The focus of this study is twofold: first, to analyze the implementation of performance responsibility of the PPID of Padang City in improving public information transparency; and second, to identify the inhibiting factors faced by the PPID of Padang City in this process.

According to Hamid Darmadi (2011), the research location refers to the area or site selected as the setting for conducting scientific inquiry, where researchers carry out a series of activities to address the research problem. This study was conducted at the Department of Communication and Informatics of Padang City, which serves as the Main PPID of Padang City.

The research informants were determined using purposive sampling, a technique in which participants are deliberately selected based on the consideration that they possess relevant knowledge, experience, and direct involvement in public information management. Data collection was carried out through interviews and documentation.

Furthermore, the collected data were analyzed systematically. According to Sugiyono (2013), data analysis is the process of organizing and examining information obtained from interviews, field notes, and various forms of documentation. The analysis in

this study was conducted through several stages, namely data collection, data reduction, data display, and conclusion drawing.

RESULTS

This section presents the research findings on the performance responsibility of the Information and Documentation Management Officer (PPID) of Padang City in enhancing public information disclosure, comprising both primary and supporting findings. These findings are subsequently analyzed based on the responsibility indicators proposed by Jabra and Dwivedi in Widodo, 2001), which include understanding of responsibilities, delegation of authority, performance evaluation, accurate, fair, and timely actions, as well as leadership commitment. In addition, this section identifies the inhibiting factors faced by the PPID of Padang City in improving public information transparency.

1. Performance Responsibility of the Information and Documentation Management Officer (PPID) of Padang City in Enhancing Public Information Disclosure

Based on the Regulation of the Indonesian Information Commission Number 1 of 2021 concerning Standards for Public Information Services and the Regional Regulation of West Sumatra Province Number 3 of 2022 on Public Information Disclosure, the Information and Documentation Management Officer (PPID) is an official responsible for managing and providing public information services within public institutions. The PPID is obligated to provide, document, and serve requests for public information in an open, prompt, timely, and straightforward manner in accordance with applicable laws and regulations as a manifestation of its performance responsibility. More specifically, the findings of this study can be elaborated into the following four sections:

a. Implementation of Duties, Authority, and Responsibilities of the PPID of Padang City

The implementation of the duties, authority, and responsibilities of the Information and Documentation Management Officer (PPID) of Padang City refers to the Regulation of the Indonesian Information Commission Number 1 of 2021 concerning Standards for Public Information Services. In practice, the PPID of Padang City has implemented these provisions, particularly in the classification and verification of public information, which includes periodic information, immediate information, and information available at all

times. This classification has also been systematically provided through the official PPID website of Padang City at https://ppid.padang.go.id/web.

Furthermore, the Main PPID coordinates with Implementing PPIDs within regional apparatus organizations (OPD) through various mechanisms, such as coordination meetings, PPID coaching sessions, and the use of internal communication groups. These efforts are part of the Main PPID's responsibilities in providing guidance, monitoring, and evaluation of public information service implementation at the OPD level.

The coaching activities conducted by the Department of Communication and Informatics of Padang City, as the Main PPID, constitute the exercise of authority in assigning Implementing PPIDs to prepare the Public Information List (DIP). This activity aims to strengthen OPDs' understanding of the types of information that must be provided. This is further supported by evidence of coaching activities conducted by the Department of Communication and Informatics of Padang City as the Main PPID, as illustrated in Figure 1.



Figure 1. PPID Coaching within the Padang City Government Environment
Source: PPID Padang City, 2025

b. Performance Evaluation of the PPID of Padang City

The performance evaluation of the PPID of Padang City is conducted through two mechanisms, namely internal and external evaluations. Internally, the evaluation is carried out through coordination meetings between the Main PPID and representatives of 52

regional apparatus organizations (OPD) within the Padang City Government, involving resource persons from the West Sumatra Information Commission. This activity focuses on the level of compliance of OPDs in managing and providing public information, and the results are reported to regional leaders as an effort to strengthen commitment to public information disclosure. The implementation of these coordination meetings constitutes part of the internal evaluation of the PPID of Padang City, as illustrated in Figure 2 PPID Coordination Meeting within the Padang City Government Environment.



Figure 2. PPID coordination meeting in Padang City Government Environment
Source: PPID Padang City, 2025

Externally, evaluation is conducted through annual monitoring and evaluation (monev) by the West Sumatra Provincial Information Commission, which includes stages such as questionnaire completion, data verification, presentation, and site visits. The assessment is based on six main indicators: information quality, facilities and infrastructure, types of information, organizational commitment, digitalization, and innovation. In its implementation, the Padang City Government consistently participates in this annual monitoring and evaluation process as a means of assessing its level of public information disclosure. This is further supported by evidence of the Padang City Government's participation in the monitoring and evaluation activities conducted by the West Sumatra Provincial Information Commission, as illustrated in Figure 3.



Figure 3. Monev by the West Sumatra Provincial Information Commission
Source: PPID Padang City, 2025

Furthermore, the results of monitoring and evaluation conducted by the West Sumatra Provincial Information Commission on the Padang City Government over the past three years indicate an improvement in the implementation of public information disclosure. The detailed results of this monitoring and evaluation can be seen in Table 1.

Table 1. Results of the Padang City Government's KIP Monev

Tahun	Nilai	Predikat
2022	49,48	Kurang Informatif
2023	81,25	Menuju Informatif
2024	83,26	Menuju Informatif

Source: West Sumatra Provincial Information Commission Report 2022-2024

Based on Table 1, the results of monitoring and evaluation of the Padang City Government as a public body indicate an improvement over the past three years. In 2022, the Padang City Government obtained a score of 49.48, categorized as "Less Informative." In 2023, the score increased significantly to 81.25, achieving the "Towards Informative" category. Furthermore, in 2024, the score rose to 83.26; however, the category remained "Towards Informative."

Despite this improvement, the Padang City Government has not yet reached the "Informative" category, which represents the highest standard in public information disclosure. The main challenges remain in the completeness of supporting data, the accuracy of completing evaluation questionnaires, and limitations in information management at the OPD level.

From the public perspective, information services are considered fairly good and responsive, although improvements are still needed in terms of coordination and information completeness. The relatively low number of information disputes also indicates that, in general, PPID performance has been quite satisfactory, although further strengthening is required in terms of consistency and responsiveness to information requests.

c. Service Delivery Mechanism of the PPID of Padang City

The mechanism for delivering public information services by the PPID of Padang City has implemented a one-stop service system through the Main PPID, whereby all information requests are processed centrally and forwarded to the Implementing PPID according to the type of information requested. The procedures for requesting information have been clearly established and are aligned with public information service standards, thereby facilitating transparent and structured access for the public.

In terms of accuracy, the PPID of Padang City strives to ensure that the information provided corresponds to the applicant's request, both in content and type. Information that is readily available is delivered directly, while information that is not yet available is coordinated with the relevant regional apparatus organizations (OPD) to ensure that the data provided remains relevant and meets the applicant's needs.

From the perspective of fairness, information services are delivered in a non-discriminatory manner, without differentiating applicants based on their background, whether they are members of the public, students, or other parties. Each request is processed in accordance with the same procedures and applicable regulations, reflecting the principle of equality in public service delivery.

With regard to timeliness, the PPID of Padang City adheres to the service time standards set by the Information Commission Regulation, namely a maximum of 10 working days, with a possible extension of 7 working days. In practice, most information requests are completed within a relatively short period, although in certain cases the response time is influenced by the responsiveness of Implementing PPIDs within OPDs.

Overall, the service delivery mechanism of the PPID of Padang City demonstrates that services have been implemented fairly well, with efforts to maintain information accuracy, uphold fairness, and meet timeliness standards. Nevertheless, further

strengthening of internal coordination is required to ensure more optimal and consistent service delivery.

d. Leadership Commitment in Supporting PPID Services in Padang City

Leadership commitment is a crucial factor in supporting the performance of the PPID of Padang City. This support is reflected in the dedication of the Mayor and the Head of the Department in providing direction, policies, as well as facilitating infrastructure, coordination, and the strengthening of human resources in the implementation of public information services.

The West Sumatra Provincial Information Commission also emphasizes that the success of the PPID largely depends on leadership support, as the implementation of public information disclosure cannot be carried out optimally without strong commitment from leaders. From the public's perspective, this support is reflected in responsive services and increasingly open access to information.

Overall, leadership commitment can be considered good and has contributed to the improvement of PPID performance, although further strengthening of implementation at the OPD level is still required.

2. Inhibiting Factors Faced by the Information and Documentation Management Officer (PPID) of Padang City in Enhancing Public Information Disclosure

Although the implementation of public information disclosure in Padang City has been supported by the presence of the Information and Documentation Management Officer (PPID), the research findings indicate that several inhibiting factors remain in enhancing public information transparency, including:

a. Limited human resources (HR) within both the Main PPID and Implementing PPIDs, resulting in suboptimal responsiveness in public information services, delays in data updates, and limited capacity in conducting continuous verification and management of information.

b. Suboptimal responsiveness of regional apparatus organizations (OPD) or Implementing PPIDs in responding to data verification requests, due to the low prioritization of public information disclosure in some OPDs and uneven awareness of the obligations of

Implementing PPIDs in accordance with Information Commission Regulation Number 1 of 2021.

c. Lack of integration between the Implementing PPID websites and the Main PPID website of Padang City, leading to inconsistencies in the presentation of public information and making it more difficult for the public to access information independently.

DISCUSSION

This study aims to analyze the performance responsibility of the Information and Documentation Management Officer (PPID) of Padang City in enhancing public information disclosure, referring to the responsibility theory of Jabra and Dwivedi in Widodo, 2001), which includes indicators such as understanding of responsibilities, delegation of authority, performance evaluation, accurate, fair, and timely actions, as well as leadership commitment. Based on field findings, the performance responsibility of the PPID of Padang City demonstrates a fairly good level of achievement; however, further strengthening is still required, particularly in the implementation at the operational level. The following section presents a discussion of each responsibility indicator, accompanied by an interpretation of the research findings.

1. Understanding of Responsibilities

Understanding responsibility reflects the extent to which public officials comprehend and perform their duties in a professional manner. Jabra and Dwivedi in Widodo (2001) emphasize that responsibility is not merely administrative but also represents an ethical commitment in carrying out assigned tasks.

The PPID of Padang City has implemented its coordination function through a one-stop service mechanism, whereby each information request is verified before being forwarded to the relevant regional apparatus organization (OPD). This indicates a structural understanding of duties and functions. However, in practice, several constraints remain at the level of Implementing PPIDs, such as delays in data submission due to limited human resources and overlapping roles. This finding is consistent with the study by Moh. Apriansyah and Novianto Eko Wibowo (2024), which identified similar challenges in the implementation of public information services.

This condition is also in line with the findings of Reza Muharinaldi (2024), which indicate that the implementation of public information disclosure in Padang City has not yet been optimal, as implementers have not fully met the established standards, and challenges persist in terms of human resources and overlapping responsibilities that affect policy implementation.

Therefore, the understanding of responsibility can be considered normatively adequate; however, it still requires strengthening in terms of practical implementation. This finding is further supported by the study of Ivano Ratio Ideal (2019), which shows that PPID performance at the Secretariat of the Regional House of Representatives (DPRD) of Padang City has not been optimal due to limited human resources and the inability of implementers to fully carry out PPID duties and functions in accordance with regulations, resulting in difficulties for the public in accessing information. This is also in line with the findings of Itsna Hidayatul Khusna & Unggul Sugiharto (2018), which indicate that although PPID has carried out its duties, challenges remain in terms of limited human resources and insufficient understanding of duties, authority, and responsibilities among implementers.

2. Delegation of Authority in Accordance with Responsibilities

The alignment between authority and responsibility is a fundamental principle in public bureaucracy (Jabra and Dwivedi in Widodo, 2001). From a regulatory perspective, the PPID possesses clearly defined authority as stipulated in Information Commission Regulation Number 1 of 2021, including the authority to determine information classification and to provide guidance to regional apparatus organizations (OPD). In practice, this authority has been exercised through information verification, the preparation of the Public Information List, as well as coordination and supervisory activities. However, the effectiveness of this authority is still influenced by suboptimal coordination among OPDs. This indicates that, formally, the balance between authority and responsibility has been achieved; nevertheless, its implementation still requires stronger structural support.

3. Implementation of Performance Evaluation

Performance evaluation is an essential component of organizational accountability mechanisms (Jabra and Dwivedi in Widodo, 2001). It is conducted to assess the extent to which task implementation aligns with established standards (Megginson in Setyaningrum et al., 2022).

The PPID of Padang City has carried out internal evaluations through coordination meetings between the Main PPID and Implementing PPIDs within the Padang City Government, focusing on the level of compliance of regional apparatus organizations (OPD) in managing and providing public information. In addition, evaluation is conducted through monitoring information requests to ensure that services are delivered in accordance with established procedures and time limits. The results of these internal evaluations are then reported to regional leaders as an effort to strengthen commitment to public information disclosure. Externally, evaluations are conducted through monitoring and evaluation by the Information Commission. The results indicate an improvement from 2022 to 2024, although the "Informative" category, which represents the highest standard of public information disclosure, has not yet been achieved.

This condition indicates that evaluation has functioned as a mechanism for control and performance improvement, although it has not yet been fully optimal. The main challenges remain in the completeness of supporting data, the accuracy of completing evaluation questionnaires which carry significant weight and limitations in information management at the OPD level. From the public perspective, information services are considered fairly good and responsive, and the minimal number of information disputes suggests that PPID performance is relatively adequate. Nevertheless, further strengthening is required in terms of consistency in updating information and coordination among OPDs to ensure continuous improvement in the quality of public information disclosure.

4. Accurate, Fair, and Timely Actions

According to Jabra and Dwivedi in Widodo (2001), accurate, fair, and timely actions represent a concrete manifestation of responsibility in public service delivery. Accuracy relates to the relevance and correctness of information, fairness refers to non-discriminatory treatment, and timeliness concerns compliance with established service standards.

The PPID of Padang City has implemented a structured mechanism for recording and verifying information requests. From the perspective of fairness, services are provided without discrimination, in line with the findings of Natsir & Ferliana (2024). In terms of accuracy, the information provided is sourced from relevant technical regional apparatus organizations (OPD), ensuring a clear and reliable basis, although updates to information are not yet fully consistent. Meanwhile, regarding timeliness, service delivery generally

complies with established standards, although it is still influenced by the level of coordination among OPDs.

Thus, this indicator has been fulfilled fairly well. However, improvements are still needed, particularly in ensuring consistency in information updates and enhancing the speed of coordination.

5. Leadership Commitment

Leadership commitment is a crucial element in promoting the performance responsibility of the Information and Documentation Management Officer (PPID) of Padang City in enhancing public information disclosure. This commitment is reflected in policy support, strategic direction, the provision of facilities, and the willingness of leaders to follow up on the needs of public information service implementation. This aligns with the view of Nadya Veronica (2025), who argues that the commitment of regional leaders plays a significant role in driving the practical implementation of information transparency through regulatory support, funding, infrastructure, and the strengthening of human resources.

Based on the research findings, leadership commitment within the Padang City Government is evident in the role of the Mayor as the PPID supervisor, providing direction, policy legitimacy, and oversight of public information disclosure implementation. In addition, the Head of the Department of Communication and Informatics supports these efforts through coordination, facilitating communication channels, and responding to challenges faced by implementers in the field. This support is also manifested in the provision of infrastructure, such as website management, accessibility features, and inclusive information services. Nevertheless, the effectiveness of leadership commitment is still influenced by the readiness of Implementing PPIDs within OPDs, particularly in terms of data management and inter-agency coordination.

Furthermore, the West Sumatra Information Commission emphasizes that public information disclosure cannot be implemented optimally without leadership support, both in the form of policy and capacity strengthening through coordination and technical guidance. From the public perspective, leadership commitment is reflected in the ease of access to information, clarity of procedures, and responsiveness of services. This finding is consistent with the study by Sri Hafizah Wahyuni (2025), which shows that leadership commitment is a key factor in the success of public information disclosure, as

demonstrated by the PPID of Padang Panjang City, which achieved an "Informative" status through service innovation, strengthened information systems, and strong policy and resource support.

Thus, based on the theory of Jabra and Dwivedi in Widodo (2001), leadership commitment in Padang City can be considered strong and serves as a strategic factor in supporting PPID performance responsibility. However, further strengthening at the OPD level is still required to ensure that public information disclosure is implemented more optimally and consistently.

This study has several limitations that should be considered when interpreting its findings. First, this research employs a qualitative approach with a limited number of informants; therefore, the findings primarily reflect the condition of PPID performance responsibility in Padang City within the specific context and time in which the study was conducted. Second, the data were obtained through interviews and documentation, which are inherently dynamic and highly dependent on actual field conditions, as well as on policy developments and the implementation of public information disclosure, which may change over time.

In addition, this study focuses on analysis based on performance responsibility indicators and does not comprehensively address other factors that may also influence the implementation of public information disclosure.

Therefore, future research is recommended to expand the scope of analysis using different approaches and to consider policy dynamics and the development of public information systems in order to provide a more comprehensive understanding of PPID performance responsibility in Padang City.

CONCLUSION

This study concludes that the performance responsibility of the Information and Documentation Management Officer (PPID) of Padang City in enhancing public information disclosure has been fairly well implemented, as reflected in the understanding of responsibilities, the alignment of authority, the conduct of performance evaluations, and the provision of services that are accurate, fair, and relatively timely, supported by leadership commitment. However, several challenges remain, including suboptimal

coordination among regional apparatus organizations (OPD), delays in data submission, and inconsistencies in updating public information. Using the responsibility theory of Jabra and Dwivedi in Widodo (2001), this study demonstrates that the success of public information disclosure is determined not only by regulations and institutional structures but also by consistency in implementation, coordination, and leadership support. Therefore, strengthening coordination among OPDs, enhancing human resource capacity, and optimizing public information management are necessary to ensure more effective and sustainable services. Furthermore, future research is recommended to examine public satisfaction and its impact on government transparency.

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