

ARTICLE

Dynamics of Public Information Disclosure Implementation within the Aceh Government

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ABSTRACT

Post-armed conflict and tsunami disasters, the Government of Aceh seek to implement public services and development programs transparent and accountable. One of the strategic steps taken is its implementation based on the mandate of the public information disclosure Act (KIP Law) and Aceh Qanun (Aceh Regional Regulation) Number 7 of 2019 on KIP Management. Even though it already has KIP rules, there are still some problems in its implementation, such as compliance with SKPA in providing public information and the number of disputes over public information. This study aims to identify and analyze the dynamics of the implementation of public information within the Aceh Government and the challenges of public management. This study uses a qualitative method through observation, document review, and interviews. The basis of data analysis uses Information Commission Regulation Number 1 of 2010 and Aceh Governor Regulation Number 57 of 2018. The results are (1) SKPA has work plans, programs, and activities for the management of public information; (2) there is a budget allocation for Information and Documentation Implementation Officers (PPID); (3) It has a list of public information and SOPs. The findings of this study also find logistical consequences for the future of Aceh's development through the KIP perspective. Information that is open, accessible, and inexpensive can nurture public trust in the Aceh Government and in itself will increase community participation in development. Trust is the principal social capital in the development of community welfare.

A. INTRODUCTION

Obtaining information quickly, cheaply, and transparently is part of the fundamental human rights and the sign of all freedoms that will be of concern to the United Nations (UN), as stated in Resolution 59(1) of 1946 agreed upon by the UN General Assembly (Nakuta &

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Mnubi-Mchombu, 2013; Toni, 2017). Therefore, the right to information is internationally recognised as stipulated in Article 19 of the UN Universal Declaration of Human Rights, which states that "everyone has the right to freedom of expression and ideas" (Peled & Rabin, 2010). Such rights include "the right to hold opinions without interference and seek, receive and disseminate information and ideas through any medium without considering national borders (Setligt, 2017)

The 1998 reform is an important milestone for Indonesia for the recognition of information rights as stipulated in the constitution of the second amendment to the 1945 Constitution of the Republic of Indonesia article 28F, which states that "everyone has the right to communicate and obtain information in order to develop their personal and social environment, and has the right to seek, obtain, own, and store information using all available channels." Based on the constitution, Law No. 14 of 2008 concerning Public Information Disclosure (KIP Law) was enacted two years after its enactment on April 30, 2008 (Pinangkaan, 2016)

The KIP Law was established to fulfil the right of citizens to obtain public information in order to realize and increase public participation in the implementation of government, both in the supervision of public administration and in the decision-making process for public policy (Febriananingsih, 2012) On the other hand, the KIP Law affirms its obligations and becomes an operational foundation for state institutions, non-governmental public institutions and public companies that receive an allocation of funds from the state budget (APBN), regional expenditure revenue budget (APBD), foreign aid and from community fund sets to open access to information to the public at large (Retnowati, 2012).

The KIP Law encourages people to become more democratic by allowing users access to information owned by the government, either the central government, local governments, or other public institutions, such as educational institutions and health institutions (Aritonang, 2011; Febriananingsih, 2012). Before the enactment of the KIP Law, all public information was confidential. Still, after the birth of the KIP Law, all public information became open to public access, except those that were excluded/confidential with limited exceptions (Maximum Access Limited Exemption/MALE). To support the implementation of the KIP Law, the Central Information Commission has established regulations to facilitate the performance of public body obligations in fulfilling public rights, namely, Information Commission Regulation (PERKI) Number 1 of 2010 concerning Public Information Service Standards (Information Commission Regulation No. 1 of 2010 concerning Public Information Service Standards, 2010).

The implementation of the KIP Law as the main part of public services is the responsibility of the central government and the responsibility of the local government. It is based on the function of transparent and easily accessible public services that will make the achievement of service implementation more optimal. On the other hand, transparency in public services can encourage community participation in regional development (Basri & Siti, 2014).

The Aceh government seeks to improve public services transparently to garner public trust so that the implementation of development programs can go according to plan (Jeffery, 2012; Lee, 2020). Although previously, Aceh was hit by armed conflict between the Indonesian National Army (TNI)/POLRI against the Free Aceh Movement (GAM) and the earthquake and tsunami disaster (Waizenegger & Hyndman, 2010).

After the Helsinki peace agreement, Aceh was granted authority through decentralization politics carried out partially by the Republic of Indonesia (Aspinall, 2005). The birth of Law No. 11 of 2006 concerning the Government of Aceh (UUPA) became the basis of the constitution, which is considered ideal for the governance and implementation of dignified

Aceh development. In the UUPA, it is stated that to realize the development of the welfare of the people of Aceh, strategic steps based on accountability and transparency in budget management are required (Bangun et al., 2019; Tjoetra, 2018; Law of the Republic of Indonesia Number 11 of 2006 concerning the Government of Aceh, 2006).

As a form of the seriousness of the Aceh Government in implementing an accountable and transparent government based on KIP, the Aceh Government ratified the KIP Law through several regulations, namely, Aceh Governor Regulation No. 57 of 2018 concerning Guidelines for The Management of Public Information Services. This regulation contains various matters related to managing public information within the scope of the Aceh Work Units (SKPA). *Second*, Aceh Qanun (Aceh Regional Regulation) Number 7 of 2019 concerning KIP Management in Aceh to ensure public information services occur according to public provisions and expectations. *Third*, forming and appointing Information and Documentation Management Officers (PPID), both main and auxiliary, in each Aceh Government Work Unit (SKPA) through the Decree of the Governor of Aceh Number 480/335/2012. *Fourth*, Aceh Governor Regulation No. 39 of 2012 concerning Guidelines for Information and Documentation Management is the basis for PPID to convey public information. *Fifth*, the Decree of the Governor of Aceh Number 555/389/2012 becomes the basis for establishing the Aceh Information Commission (KIA).

With these more specific rules, the implementation of transparency and accountability as intended in the KIP Law and Qanun on KIP Management in Aceh should occur by the provisions (Bangun et al., 2019; Tjoetra, 2018). However, obstacles remain for people to obtain public information about their self-development and environment. It is strengthened by the number of public information dispute appeals at KIA (the Aceh Information Commission), mainly related to information that must be available and public information that must be provided periodically (Tjoetra et al., 2020). The evaluation of the implementation of KIP conducted by KIA in 2019 found that some main problems were still found in SKPA (Aceh Government Work Unit), such as (1) SKPA compliance to provide public information is still low; (2) several SKPAs have provided public information but are still far from the provisions of the legislation; and (3) the number of public information disputes is still high (KIA, 2019).

The main purpose is to review and explain the dynamics of KIP implementation in SKPA (Aceh Government Work Unit). The indicators used to measure the dynamics of this implementation consist of (1) policies; (2) budget; (3) availability of human resources; (3) PPID program; (4) infrastructure, as well as (5) facilities and infrastructure. This research is important not only to find out the practice of implementing KIP in SKPA but also to explore the factors that hinder the optimal implementation of the KIP. This research is expected to provide input for the Aceh Government, especially SKPA, to provide public information periodically, immediately, at any time, and excluded by order of KIP and Aceh Qanun (Aceh Regional Regulation) Number 7 of 2019.

B. LITERATURE REVIEW

The Dynamics of Public Information Policy implementation

The term: 'Dynamics' is widely used because it relates to dynamic living. The Great Dictionary of Indonesian (KBBI) contains the word dynamics as motion (from within). This energy moves the spirit related to moving objects and driving energy in the physical sciences. According to Affandi (1996: 144), dynamics are something capable or powerful and constantly moving and changing. While Zulkarnain (2013: 25) defines the dynamics of something that contains the meaning of energy or power, always moving, developing and the ability to adjust adequately to circumstances. Dynamics can be interpreted as always moving, developing, or constantly changing conditions, not fixed or non-constant, the opposite of the word: static or constant. The policy implementation dynamics can be interpreted by developing conditions of

change that occur in executing or implementing policies, in this case, the policy of public information disclosure.

According to Mazmanian and Sabatier in [Agustino \(2008: 139\)](#), implementation is the implementation of fundamental policy decisions or other beneficial decisions to the public. Usually, the decision identifies the problem to be addressed, states the goals or objectives to be achieved, and various ways to structure or stages of implementation. In contrast, Ripley and Franklin in [Winarno \(2012: 148\)](#) implementation is an action or activity that is a consequence of enacting a regulation/law that grants program authority, policy, benefits, or tangible output.

Meter and Horn in [Agustino \(2008: 139\)](#) state that "policy implementation is actions carried out by both individuals, policy implementers, and private institutions to achieve the goals outlined in the policy." Bressman and Willdansky in [Agustino \(2008: 198\)](#) state that "policy implementation is the process of interaction between a unit of purpose and action to achieve a goal. Policy implementation is an advanced stage of policy formulation." At the formulation stage, it sets strategies and policy objectives, while at the stage of policy implementation, it is organized to achieve the desired goals.

[Syukur \(1987: 41\)](#) states that the implementation process has at least three crucial and absolute parts, namely, (1) the existence of programs or policies implemented; (2) target groups, i.e., community groups that are targeted and are expected to receive benefits from the program, changes or improvements; and (3) elements of implementing organizations or individuals responsible for the management, implementation, supervision of the implementation process.

In general, the policy is what public officials in government do or do not do on the public issue ([Kraft & Furlong, 2018: 37](#)). The public is defined as a group of people who form a semi-closed system, where most of the interactions are between individuals in the group ([Winarno, 2012: 20](#)).

As referred to in the general provisions of the UU KIP, what is meant by public information is "information that is generated, stored, managed, sent, and or received by public agencies relating to administration and administration and or management and administration". other public agencies according to KIP Law and other information related to the public interest." ([Article 1 Number 2 of the KIP Law, 2008](#)). Thus, the KIP policy can be interpreted as an action taken by the government to regulate and control the government in delivering services to the community.

It explicitly refers to Article 1 of the UU KIP, which states that "information is information, statements, ideas, and signs that contain values, meanings, and messages, data, facts, and explanations that can be seen, heard, read, presented in various forms. packages and formats with the development of information and communication technology electronically and non-electronically" ([KIP Law, 2008](#)).

The dynamics of the implementation of KIP policies can be understood as changes or conditions that occur after the enactment of the KIP Law, including decisions and various actions taken by the Government and local governments to achieve the predetermined goals as stipulated by the KIP Law. Moreover, the enactment of the KIP Law is an important part of carrying out the 1998 reform plan, namely the realization of democracy in Indonesia with a commitment to open access to information to the public. The goals to achieve with the presence of the KIP Law are to (1) optimize and protect the rights of the people to have quality public services; (2) guarantee the right of the public to access information; (3) accelerate the eradication of Corruption, Collusion and Nepotism (KKN); (4) increase the active role and participation of the community; (5) develop science, educate the life of the nation; and (6) know the reason for a public policy is to improve the lives of the majority of people to realize good and clean governance ([Pinangkaan, 2016](#)).

Public Information Disclosure

Concerning the general provisions in the KIP Law, it is stated that "everyone has the right to communicate and obtain information to develop his personal and social environment, and has the right to seek, obtain, own, and store information using all kinds of available channels" (Febriananingsih, 2012; Retnowati, 2012). This provision is essential and strategic because the right to information is a human right as a form of a democratic nation and state life, as regulated in Article 28F of the 1945 Constitution.

The fulfilment of the right to information is crucial because it supports the paradigm of transparency of state government accountability. On the other hand, fulfilling the request for public input is a strategic effort to realize public participation in policymaking and development. Available information can encourage the public to exercise their right to engage in the public decision-making process (Bangun et al., 2019; Tjoetra, 2018; Tjoetra et al., 2020).

By opening public access to public information, public agencies are expected to be accountable and oriented towards excellent public services so that these conditions can accelerate the realization of an open and clean government, which is a strategic effort to prevent corruption and corruption in good governance (Pinangkaan, 2016; Retnowati, 2012).

Development of Public Information Disclosure in Indonesia

After the fall of the New Order regime in 1998, followed by a new phase called reform, there was a paradigm shift in state governance in Indonesia. In the era of reform, there is a change in governance towards the concept of good governance, namely, transparent, participatory, accountable, just, effective and efficient, as well as accessible to organization and politics, press and opinion so that it affects changes in social dynamics including decentralization of government (Aziz & Arnold, 2003: 95).

The government has made amendments to the 1945 Constitution, human rights law, press law, political party law and election law. One of the monumental achievements was the ratification of the KIP Law initiated by 63 Civil Society Organizations (CSOs) from the embryo of the draft law on the freedom to access information. KIP Law No. 14 of 2008 was declared to come into force nationally two years after its ratification on April 30, 2010. Furthermore, Government Regulation Number 61 of 2010 concerning Instructions for the Implementation of Law No. 14 of 2008 concerning Public Information Disclosure was established.

The KIP Law requires public agencies to optimize the implementation of public information services by preparing and providing policies, infrastructure and facilities, human resources, financial resources and information (Tjoetra et al., 2020). Article 13 of the KIP Law states that "public agencies are required to provide fast and immediate service and appoint Information and Documentation Implementation Officers or PPID to create and develop an information service systems quickly, easily and reasonably by technical guidelines for public information service standards apply nationally".

Nationally, the development and implementation of the KIP Law have made real progress after almost all provinces in Indonesia already have supporting facilities and infrastructure and appointed PPID. The Central Information Commission annually announces the results of the assessment of public agencies at the Ministry, Regional Government, Non-Ministerial Institutions, Universities, Political Parties and State-Owned Enterprises or BUMN assessments in implementing the UU KIP with predetermined categories, standards and indicators. It is done to encourage the implementation of public information policies.

C. METHOD

The research methods set out in this study are qualitative methods with descriptive approaches (Moleong, 2021: 5-11). This method was chosen because researchers wished to explore the interpretation and arguments of informants based on their knowledge and

experience related to the implementation of public information disclosure in Aceh. The primary data used in the study was obtained through structured interviews with SKPA informants. Secondary data were obtained from reviewing literature study documentation, documents from the research site, and publication results from print and online media. Both data sources are treated dynamically to get a comprehensive analysis of topics related to the dynamics of implementing public information disclosure policies in the Aceh Government.

The determination of SKPA informants was obtained through recommendations from the Aceh Main Information and Documentation Management Officer (PPID). The informants in this study are as follows: (1) the Aceh Communication, Informatics and Crypto Service Office (KOMINSA); (2) Aceh Legislative Council (DPRA) Secretariat; (3) Aceh Energy and Mineral Resources Service Office (DESDM); (4) Aceh Environment and Forestry Service Office (DLHK); (5) Aceh Disaster Management Agency (BPBA); and (6) *Gampong* Aceh Community Empowerment Service Office (DPMG). The duration of the study was 6 (six) months, from October 2019 to March 2020.

Table 1. List of Research Informants

No.	Informant / Position	Number (Person)
1	Aceh Communication, Informatics and Crypto Service Office (KOMINSA)	1
2	Aceh Legislative Council (DPRA) Secretariat	1
3	Aceh Energy and Mineral Resources Service Office (DESDM)	1
4	Aceh Environment and Forestry Service Office (DLHK)	1
5	Aceh Disaster Management Agency (BPBA)	1
6	<i>Gampong</i> Aceh Community Empowerment Service Office (DPMG)	1

The research was analyzed using the data analysis framework from [Huberman & Miles \(2002: 15-19\)](#), i.e., (1) data collection; (2) data reduction; (3) presentation of data; and (4) concluding or data verification flows. The conclusions drawn were based on the presented data and made a short, easy-to-understand statement about the studied subject matter. Testing the credibility of research data was carried out with 4 (four) methods. Namely, an extension of observations increased perseverance in research, triangulation, discussion with colleagues, and member check ([Moleong, 2021: 270](#); [Sugiyono, 2008: 327](#)).

D. RESULT AND DISCUSSION

Findings and discussions of research through observation, literature studies, and interviews can be presented as follows:

Development of the Implementation of the KIP Law in Aceh

The Aceh government has regulated transparency and participation as stipulated in the PA Law. However, the PA Law has not detailed the mechanism for implementing transparency and public information services. The dynamics of implementing public information disclosure policies in the Aceh Government had undergone significant changes from 2015 to 2019. It was strengthened by an award given by the Central Information Commission from 2013 - to 2020. Improving Aceh government services in fulfilling the right to public information is considered due to internal forces and external factors ([Bangun et al., 2019](#); [Tjoetra, 2018](#)).

Furthermore, the Aceh Government also experienced tangible benefits or results from implementing policies, as mentioned by Ripley and Franklin ([Winarno, 2012: 148](#)), namely implementing the instructions after enacting the law. Although the Aceh Government has changed public information services, the main Aceh PPID was not declared a very informative

category by the Central Information Commission in 2020.

Some standards or service indicators must still be improved by the Aceh Government as stipulated by the laws and regulations. KIP Law (2008) and its implementing rules have mandated the obligations of public agencies that must be fulfilled in providing access to the community. The responsibilities of the Aceh Government, in this case, SKPA, are to meet the Informative category, namely, (1) Having legal tools in the form of regional policies in regulating public information disclosure; (2) Allocating a budget for the necessities of public information services; (3) Preparing and compiling a Public Information List (DIP) according to the category; (4) Preparing infrastructure and facilities; (5) Preparing human resources who have public information service qualifications; and (6) Conducting innovation.

Based on data obtained from the Aceh Main PPID in 2019, public agencies or SKPA in the Aceh Government have tried to fulfil their obligations in implementing the KIP Law. However, there are still some problems consisting of policies, human resources, institutions, infrastructure and facilities, and supervision.

Regulation and Planning Policy in the Management of KIP within the Aceh Government

Nationally, some policies governing the disclosure of public information refer to the KIP Law, namely, (1) Government Regulation No. 61 of 2010 concerning the Implementation of Law No. 14 of 2008 on Public Information Disclosure; (2) Regulation of the Minister of Home Affairs Number 3 of 2017 concerning Guidelines for the Management of Information and Documentation Services of the Ministry of Home Affairs and Local Government; (3) Information Commission Regulation No. 1 of 2010 concerning Information Service Standards; and (4) Information Commission Regulation No. 2 of 2010 concerning Information Dispute Resolution Procedures.

In addition to the above regulatory provisions, the implementation of public information services within the Aceh Government also refers to (1) Law No. 11 of 2006 concerning the Government of Aceh; (2) Law No. 25 of 2009 concerning Public Services; (3) Law No. 43 of 2009 concerning Archive; and (4) Law No. 23 of 2014 concerning Local Government. Furthermore, to support the implementation of the KIP Law, the Aceh Government has established Governor Regulation No. 57 of 2018 concerning Guidelines for Information and Documentation Management within the Aceh Government. Furthermore, on October 18, 2019, the Aceh Government enacted Aceh Qanun Number 7 of 2019 concerning Public Information Disclosure (KIP Qanun).

With the enactment of KIP Qanun, the Aceh Government has shown. It has a solid commitment to implementing the KIP Law in the Aceh Government to be more effective and accessible in providing information services to the community. The provisions stipulated in KIP Qanun include regulating the principles, objectives, rights and obligations of public agencies; rights and obligations of information users; classification of public information; management of information services; information and documentation management officials; mechanisms for requesting public information; submitting objections and assistance to dispute resolution; Aceh information commission (KIA); cooperation and lawsuits to the courts and cassation. The purpose of establishing the KIP Qanun is to ensure and guarantee the right of the community to know the plan of public policymaking activities and public decision making and to encourage the achievement of the development goals of "Great Aceh" as stated in the Aceh Medium-Term Development Plan (RPJM).

The KIP Qanun can be implemented and becomes a guideline for the Aceh Communication, Informatics and Encryption Office (KOMINSA), the Secretariat of the DPRA, the Aceh Energy and Mineral Resources Service Office (DESDM), the Aceh Environment, Forestry Service Office (DLHK), the Aceh Disaster Management Agency

(BPBA) and the Aceh *Gampong* Community Empowerment Service Office (DPMG) and the entire SKPA in general with the hope of encouraging good governance by its principles of transparency, participatory, accountable, effective, efficient, equitable and professional in the provision and service of information to the community.

In terms of planning policy, the Aceh Government, through the Aceh KOMINSA Office appointed as the Main PPID Coordinator within the Aceh Government, has prepared a plan followed by budgeting to support the implementation of public information services. But hopefully, planning and budgeting are also followed by other SKPAs appointed as assistant PPID. Based on observations, literature studies and interviews, it is still found that SKPA does not yet have a policy regarding public information management. In addition, there are still SKPAs that have not planned PPID programs and activities and have not allocated budgets for PPID programs and activities. The overview of planning and budgeting policies on SKPA in the Aceh Government is as follows:

Table 2. Policy, Planning and Budgeting within the Aceh Government

Indicator	SKPA					
	KOMINSA	DPRA	BPBA	DLHK	DESDM	DPMG
Policies related to The Management of Public Information available on each SKPA	Yes	No	Yes	Yes	Yes	Yes
	already have Aceh Qanun on KIP	not yet have Aceh Qanun on KIP	already have Aceh Qanun on KIP	already have Aceh Qanun on KIP	already have Aceh Qanun on KIP	already have Aceh Qanun on KIP
Programs and Activities related to Public Information Management in Work Plan (Renja) 2020	Yes	No	Yes	Yes	Yes	Yes
	To finance all activities and Programs of the Main PPID	Only honorarium for the PPID team. Other activities do not exist	Activities on Strengthening Data and Information Center (Pusdatin) Institution	For Data and Information Center (Pusdatin), PPID and Website Manager	For PPID and ICT	Budget for Data Integration Meeting FY 2020, IDR 181,874,000
Budget allocation for PPID or related to Public Information Management fiscal year 2020	Yes	Yes	Yes	Yes	Yes	Yes
	1,036,075,179	60,000,000	35,900,000	51,600,000	48,600,000	103,800,000
		PPID Team Honorarium in FY 2020	PPID and ICT Team Honorarium in FY 2020	PPID Team Honorarium in FY 2020	PPID Team Honorarium in FY 2020	PPID Team Honorarium in FY 2020

From the table above, it can be known that there are still SKPA that do not have KIP Qanun, namely the Secretariat of the DPRA. While other SKPAs already have KIP Qanun to be used as a guideline in public information services within the PPID. As for program planning and activities, SKPA (Assistant PPID) generally only plans for PUSDATIN, ICT and PPID team Honorarium and data integration meetings in FY 2020. Meanwhile, other programs and activities to support public information services are available in FY 2020 Work Plan.

Organizing (Institutional) Public Information Services within the Aceh Government

Institutions or implementers are the main elements in policy implementation, as mentioned by Syukur (1987: 41) and the forces that drive change. Referring to Article 13, paragraph (1) and paragraph (2) of the KIP Law, it is stipulated that to realize fast, precise, and simple service, every Public Agency (a) appoints an information and documentation management officer and (b) creates and develops a system of providing information services quickly, easily, and reasonably by the technical instructions of nationally applicable Public Information service standards; and information and documentation management officers as intended in paragraph (1) letter an assisted by functional officials.

Government Regulation No. 61 of 2010 Article 12 paragraph (1) and paragraph (2) states that "Paragraph (1) Officials who can be appointed as PPID within the State Public Agency at central and regional areas are officials in charge of Public Information. Each State Public Agency's leadership shall appoint paragraph (2) PPID as intended in paragraph (1). Paragraph (3) PPID in a Public Agency other than the State Public Agency is appointed by the head of the Public Body concerned." So based on these provisions, all public agencies should have appointed PPID within their institutions. Moreover, the Governor of Aceh has stipulated Governor Decree No. 480/335/2012 concerning the Determination of Information and Documentation Management Officers within the Aceh Government. The PPID that has been formed consists of the Consideration Team, the Main PPID and the Assistant PPID.

The Decision of the Governor of Aceh has undergone a third change in connection with the determination of the Aceh PPID, which is regulated through the Aceh Governor's Decree Number 480/30/2020. In the regulation, there are two forms of PPID, namely, (1) the main PPID domiciled in the Aceh Communication, Information, and Crypto Office (KOMINSA) and (2) the Assistant PPID domiciled in the office/office that is part of the SKPA. The Aceh main PPID is an official responsible for storing, documenting, providing, and/or serving information at the Aceh Government level. Through the PPID, the public requests for public information services become more accessible, less convoluted, and a one-stop service so that the potential of KKN and other abuses can be suppressed.

Assistant PPID is an official who carries out duties and functions as a PPID on SKPA in the Aceh Government. Therefore, all SKPAs in the Aceh Government must appoint PPID through the Decree (SK) of the Head of Office. In his duties, Aceh's main PPID is assisted by PPID Technical/Administrative Staff, Archivists, Computer Specialists, Public Relations Professionals, Librarians and other Functional/Professional Officials. The following table is an overview of PPID within the Aceh Government:

Table 3. Position of PPID in the Scope of SKPA

Indicator	SKPA					
	KOMINSA	DPRA	BPBA	DLHK	DESDM	DPMG
Agencies that already have a Decree on Assistant PPID	Yes	Yes	Yes	Yes	Yes	Yes
	Already have	Already have	Already have	Already have	Already have	Already have

Based on the table above, it is known that the SKPA consisting of KOMINSA, DPRA, BPBA, DLHK, DESDM and DPMG already has a decree and appoints assistant PPID. Thus, it can be explained that carrying out public information disclosure services within the SKPA has been managed and organized correctly.

Implementation of Public Information Management within the Aceh Government

A fundamental obligation in the implementation of public information disclosure is the preparation of a Public Information List (DIP), both open and excluded, in accordance with the instruction of the KIP Law and the existence of SOPs on Public Information Management, service desks, and SKPA must have a website to publish public information.

Table 4. Implementation of Public Information Management in the Scope of SKPA

Indicator	SKPA					
	KOMINSA	DPRA	BPBA	DLHK	DESDM	DPMG
SKPA That Has Compiled a List of Public Information	Yes Already have	Yes Already have	Yes Already have	Yes Already have	Yes Already have	Yes Already have
SKPA That Already Has SOP	Available It's on the Website	Available It's on the Website	Available Developing an internal SOP but still awaiting the signature process	Available There is a Regulation on The Management of Public Information	Available	Available
SKPA That Has a Service Desk	Yes Already have	Yes Already have	Yes Already have	Yes Already have	Yes Already have	Yes Already have
SKPA Already Has a Website based on the public information category	Yes Already have	Yes Already have	Yes Already have	Yes Already have	Yes Already have	Yes Already have
SKPA that has sufficient human resources in the management of public information and staff qualifications	Yes Already have	Yes Already have	No Only Public Relations Professionals but no IT professionals and Archivists	Yes No IT Professionals and Archivists	Yes Bachelor's Degree in Informatics Bachelor's Degree in Information Technology, Bachelor's Degree in Electrical Engineering	Yes
SKPA has a request for public information,	Yes	Yes There has been no information dispute (no clarification from other teams that know)	Yes Not yet information dispute	Yes Since 2015 there has been no information dispute.	Yes 2017-2019 no information disputes,	Yes Not Yet information disputes

Based on the table above, it is known that the research SKPA has experienced positive development because it has compiled a Public Information List (DIP). The preparation of a Public Information List (DIP) that is open or announced and made available to the public or kept secret or excluded is an obligation of public agencies as stipulated in articles 9, article 10, article 11, and article 17 of the KIP Law.

All SKPAs have standard operating procedures to deliver public services in the form of hard copy and soft copy. PPID is responsible for determining operational procedures for disseminating public information. The obligation to draft SOP is regulated in Article 38 of the Information Commission Regulation (PERKI) Number 1 of 2010, that is, (1) Public agencies are obliged to make regulations regarding the standard of operational procedures of Public Information services as part of the information and documentation system as stipulated in Article 7 paragraph (3) of the Public Information Disclosure Law; (2) Regulations regarding the standard of operational procedures as intended in paragraphs at least contain the following provisions: (a) clarity about officials appointed as PPID; (b) clarity about the person appointed as a functional/professional official and/or information officer if necessary; (c) clarity of the division of duties, responsibilities, and authority of PPID in the event that there is more than one PPID; (d) clarity about the official who occupies the position as the supervisor of the PPID responsible for issuing a response to the objections raised by the Public Information Applicant; (e) standards of Public Information services and procedures for managing objections in the internal environment of public agencies; and (f) procedures for making annual reports on Public Information services.

The Government of Aceh has issued Regulation of the Governor of Aceh Number 57 of 2018 concerning Guidelines for The Management of Public Information Services and The Decree of the Governor of Aceh Number 065/1291/2020 concerning the Determination of Operational Standards for Management and Public Information Services within the Aceh Government as a reference or guideline for all SKPAs within the Aceh Government. However, if an assistant PPID in a certain SKPA wishes to develop an internal SOP, it is very positive as BPBA will create it.

Based on the table above, it can be known that all SKPAs already have a service desk. The service desk is a crucial means in public information services to facilitate the application of the information in accessing information following its principles. Each public information must be obtained by each public information applicant quickly and punctually, with low costs, and straightforward manner.

To provide information that is announced periodically and immediately, the use of the *website* is a means that makes it easier to speed up access to information. Based on the study results, it is known that all SKPAs already have websites based on public information categories. The Success of the management of public information services in accordance with legislation and the ability to develop dynamic services in the implementation of public information disclosure must be supported by sufficient human resources in the management of public information with the qualifications of staff who are available and have the ability in their respective fields. Referring to the table above, the provision of human resources, especially for archivists and IT personnel, are still very lacking. Even those are not available, such as BPBA, which only has public relations personnel. Therefore, policies are needed to provide human resources who have qualifications by the need to support the performance of public information services, especially for archivists and technical personnel of information technology managers.

Looking at the SKPA with public information requests, all researched SKPAs have received public information requests. Next is that SKPA meets the necessary public information so that there is no dispute, but SKPA has experienced conflicts. However, it has undergone development, so there is no dispute anymore because PPID DLHK has provided the applicant's requests for public information.

Supervision of Public Information Service Management within the Aceh Government

Supervision is an integral part of managing public information in every public body. Public agencies must compile reports on public information services no later than three months after the budget implementation year ends as regulated in Information Commission Regulation (PERKI) Number 1 of 2010 concerning Public Information Service Standards in Article 36 paragraphs (1) and (4)

Meanwhile, the provisions regarding public information reports are contained in Article 36 paragraph (4), in the form of a summary of the general description of the implementation of public information services and reports on the complete description of the implementation of public information services. Paragraph (5) states that a public information report by a Public Agency must be available as part of public information.

To find out which SKPA has compiled a report or has not compiled information, as mandated in the PERKI above, can be seen in the following table:

Table 5. SKPA that has or has not Compiled a Report

Indicator	SKPA					
	KOMINSA	DPRA	BPBA	DLHK	DESDM	DPMG
Service Office that has compiled Annual Reports related to Public Information Management	Done	Done	Done	Done	Not Yet	Done
	2019 is still in the process			2018 is done; 2019 is still in the process		2019 is still in the process

Based on the table above, it is known that, in general, the researched SKPAs have compiled a report. However, one SKPA, namely, the ESDM Office, has not compiled its report as stipulated in Article 36 of the Information Commission Regulation (PERKI) Number 1 of 2010 concerning Public Information Service Standards.

Innovation in Public Information Management within Aceh Government

Concerning the dynamics in implementing public information services, they must be able to implement the obligations stipulated in the law. Local Governments, through PPID, both the main PPID and the assistant PPID, also have to develop innovations to provide more optimal services to the community. The innovations to be developed should be in line with the progress of the times and regional capabilities, especially today; with the digital era, it is possible to innovate so that the principle of openness and access to information becomes very easy for the community.

Table 6. SKPA that has or has not Developed Innovation

Indicator	SKPA					
	KOMINSA	DPRA	BPBA	DLHK	DESDM	DPMG
Agencies that have developed public information management innovations	Already	Not yet	Not yet	Not yet	Not yet	Not yet
			There is no application of innovation but actively developing of information systems through Social Media.	There is no yet application of innovation but actively developing information systems through Social Media		

The table above shows that there are still many assistant PPID in SKPA in the Aceh Government that have not developed innovations in public information services. Only PPID KOMINSA has created innovations in DIP preparation applications and public information services through online applications.

E. CONCLUSION

Based on the research and analysis results discussed before, the study concludes that *the first* implementation of KIP policies in the Aceh Government has developed optimally. It is assessed based on performance indicators of the public agencies' obligations to fulfil the right to information. The SKPA studied already has work plans, programs and activities, and the availability of budget allocations related to public information management and PPID. SKPA has compiled a list of public information and available Standard Operational Procedure (SOP), already has a service desk and already has a website to present information to the public based on the category of public information. It is just that the innovation part of public information services still needs to be optimized so that public information services are better, more accessible, and cheaper as stipulated by laws and regulations.

Second, the challenges in implementing public information management are related to the availability of human resources for public information services as stipulated by the KIP Law and KIP Qanun. Not all SKPA studied has human resources that are by their capacity in the assistant PPID to fulfil public information rights. Even BPBA, DLHK, ESDM and DPMG lack the specialist staff needed. The findings of this study are significant because they explain the implementation of KIP in SKPA and are also helpful for the basis of academic evaluation for the Aceh Government for improvement of public information governance in the future. The findings of this study illustrate the logical consequences for the future of Aceh's development through the perspective of KIP. Open, accessible, and inexpensive information can foster public trust in the Aceh Government and naturally increase community participation in development. Trust is the principal social capital in the development of community welfare.

Based on the study results, some suggestions can be conveyed that *the Aceh* Government is expected to set policies related to the provision of human resources in assistant PPID, especially for archivists and IT personnel who are still very lacking. The assistant PPID, DPMG and BPBA only have public relations personnel. In addition, every SKPA, through assistant PPID at SKPA in the Aceh Government, can develop innovations in public information services. It is necessary to facilitate public information services so that the public gets easy, timely, low cost and straightforward access.

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