Legal Analysis of The Role of Diskominfo in Realizing Transparency & Public Participation in Gresik Regency

M.Vicki Zulfikar[1] & Dodi Jaya Wardana[2]
[1] Faculty of Law, Universitas Muhammadiyah Gresik (UMG) Gresik, Indonesia, E-mail: vikizulvikar37@gmail.com
[2] Faculty of Law, Universitas Muhammadiyah Gresik (UMG) Gresik, Indonesia, E-mail: dodijayawardana@umg.ac.id

Abstract. *The government is responsible for maintaining the transparency of public services and improving public understanding of the law. Data shows an increase in internet access in Indonesia between 2018 and 2022, with 98.44% of people using smartphones to access the internet in 2022. Nevertheless, the APJII 2022-2023 survey shows that there are still many people who do not know the existing applications to improve public service transparency, especially in Gresik. To combat the spread of hoaxes and help governments combat fake websites, decisive action is needed. This research shows that understanding the public is an important part of the democratic process, and increasing public awareness can help them better engage in public service. The findings of this study focus on the relationship between government and society is critical to achieving transparency, which is part of good governance. The findings of this study emphasize that electronic governance systems are very important to increase transparency and public participation. Improved training, technological infrastructure and application development are still needed, although there are still obstacles such as a lack of skilled human resources in the field of Information Technology. With the improvement of regulation and digital education, Diskominfo of Gresik Regency is expected to improve these conditions. To ensure public services run properly, applications such as Gresik Media must be used correctly. To ensure that the public can access clear and open policies and information, all government entities must support transparency in accordance with applicable law. All this is essential to support a good democracy.*

Keywords: Community; Diskominfo; Participation; Transparency.

1. Introduction

With the increasing need for information and the rapidly advancing era of digitalization, the Republic of Indonesia is facing fundamental issues in technology related to data dissemination.Therefore, the Indonesian government must create policies that protect the public's right to access information and promote information transparency. this has been emphasized Everyone has the right to communicate and obtain information, according to Article 28 F of the 1945 Constitution. The goal of public information openness is to foster honesty and lessen governmental corruption. In an effort to promote good governance in Indonesia, this also acts as a guideline for public information sharing based on Law No. 14 of 2008 on Public Information sharing (Nur et al., 2024: *378–385*).

The government has an important role in creating transparency in public services, which can educate and provide legal understanding to the public. (Negara et al., 2022: *248–255*), According to Article 4 Paragraph 1 of Law No. 14 of 2008 on Public Information Disclosure, everyone has the right to obtain public information in accordance with the provisions of this Law. Thus, The Public Information Disclosure Act not only grants people the right to access information but also encourages them to be more active in utilizing public services. (Wahyu Sudoyo et al., 2024: 1), However, data from 2018-2022 shows that internet access in Indonesia is increasing in both urban and rural areas. In 2022, 98.44% of people used smartphones for the internet.

However, in the APJII Survey from 2022 to early 2023 shows that East Java has the most internet users, reaching 81.26%. The main users access the internet to get information, with a percentage of 25.3%. This shows the importance of the internet as a fast and efficient source of information. However, Due to the abundance of information on social media, the government must focus on disseminating information to the public. Decisive action is needed to reduce and eradicate the spread of hoaxes. Research conducted by the AIS Team of the Directorate General of Communication and Information produces data on hoax issues classified by category. As follows:

Figure 1. 1 Data on hoax issue findings Source: Kominfo.go.id, 2023

Gresik Regency, part of Indonesia's 100 smart cities initiative, has introduced an innovation called "Gresik". The application includes 40 sub-menus covering all public services in Gresik. Gresik-pedia is a major program of the Gresik government created and managed by the local Communication and Informatics Office under the Electronic-Based Government System (SPBE). It is an Android application designed to help citizens access various public information and services easily. Gresik Media was built with the concept of "one data one portal and open access", integrating various public services into one platform. In addition, it helps the Gresik government combat fake websites masquerading as official government sites.

Figure 1. 2 Front view of the Gresikpedia application Source: Gresikpedia app, 2023
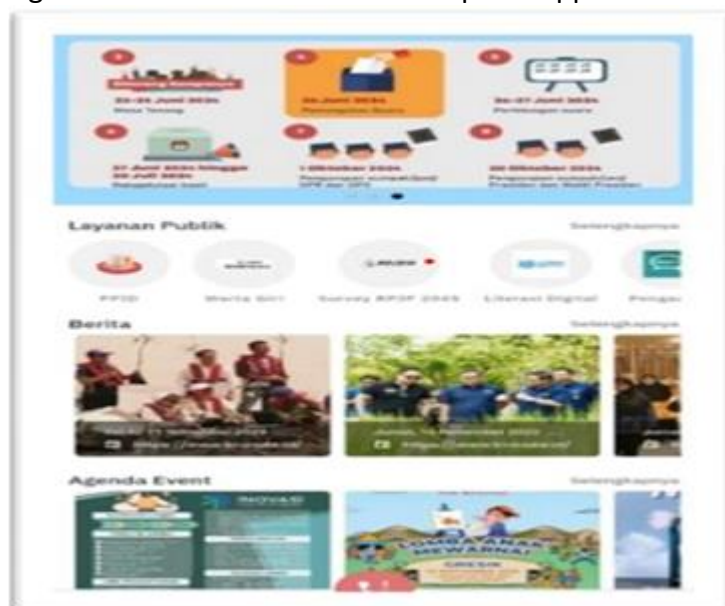
The utilization of this application has not been effective because the community still

does not have knowledge about the application. This shows that people in Gresik Regency do not know about the smart city program, which negatively impacts them. The purpose of this study to evaluate the level of public information disclosure Gresikpedia with respect to the standards set by Law No. 14 of 2008 to support the efficiency of modern government.

2. Research Methods

To gather information and review theoretical frameworks from various sources relevant to this study, this research utilizes normative techniques. Primary and secondary data are the two main categories of data. Books and journals are primary data sources, while online news are secondary data sources. This method entails a methodical search and synthesis of data collected from various sources, such as books, scientific publications, and completed empirical research. The literature will be critically and exhaustively reviewed using multiple sources to ensure that it is extensive enough to support the proposed theories and concepts.

3. Result and Discussion

3.1 Transparency and public participation in law

The concept of legal transparency emphasizes on the ease of access to public services and transparent information that is based on the regulations in force in the state of law. According to research Jimily Asshidiqie (Sony valentino tulung, et al., 2024: *49–54.*), One of the main objectives of the democratic process is to improve people's knowledge. Therefore, public knowledge is the foundation of the concept of the state. In this way, public knowledge has well-defined directions and goals to increase transparency of Public Information and awareness of public participation.

(Akbar et al., 2025: 443-453), Public awareness has a significant impact, so that public awareness of participation in public services is a key element in responding to public service agendas that have an impact on people's lives. (Idrus et al., 2024: *2194–2205*), give an explanation that transparency plays a key role in the framework of good governance. while (Nursalim, et al., 2021: 46-62), Robert Charlick in Santoso (2008:130), highlighting the importance of systematic management of Public Affairs in accordance with the basic laws, norms, and values prevailing in the country so that it can be applied to the principles of good governance. therefore, the urgency that is built must aim with public awareness and strengthen public awareness. This action is very necessary because awareness in community participation becomes the

moral foundation so that it can guarantee effective public services, which have a great impact on people's lives.

(Kusuma et al., 2024: *23–32.*), stating that the relationship between government and society is very important in order to achieve transparency and increase the involvement of community participants to ensure the transparency of public services. (Ulumiyah & Gati et al., 2024: *41–58*), provide an explanation that public information should be more open and accessible to the public. (Febrina & Manurung et al., 2022: *169–182*), emphasize that certain information needs to be available. Therefore, (Rusdy & Flambonita et al., 2023: *218–239*), explaining that the purpose of implementing an electronic-based governance system (SPBE) is to realize transparent and accountable governance, which in turn can increase community participation.

To create a transparent and accountable government, it is important to improve public access and disclosure of information Government-community relations are critical to creating transparency. (Sutisna et al., 2022: 62-77) Public information must be easily accessible so that people can meet their needs. Electronic-based governance system (SPBE) is considered important because it can increase government transparency and increase public participation. Building an open and integrated information ecosystem is essential to building a responsive and engaged government.

3.2 The role of the Communication and Information Office of Gresik Regency

(JDIH BPK RI et al., 2021: 9), The organizational structure and institutional framework of the Gresik Regency Communication and Information Office are established by Regional Regulation Number 12 of 2016 concerning the Formation of Regional Devices of Gresik Regency (Regional News of Gresik Regency Year 2016 Number 18), which was later amended by Regional Regulation Number 15 of 2020 concerning Amendments to Regional Regulation Number 12 of 2016 concerning the Formation of Regional Devices of Gresik Regency (Regional News of Gresik Regency Year 2016 Number 18). Here is the organizational structure :
1. Head of Department
2. Secretariat, consisting of:
a. General and Personnel Subsection
b. Finance Subsection
c. Functional Position Group

3. Field of Statistics and Public Information, consists of Functional Position Groups;

4. Field of Technology and Informatics, consists of a Functional Position Group;

5. SPBE Sector, consisting of Functional Position Groups;

6. UPT; and

7. Functional Position Group

A. Head of the department

B. Secretariat

C. Head of the Statistics and Public Information Division

D. Head of the Technology and Informatics Division

E. Head of the SPBE Sector

F. UPT

The Office of communication and information (Diskominfo) of Gresik Regency is in charge of Communication, Information, statistics, and encryption Affairs. They apply (Negeri & Tuntungan et al., 2022 : *77–86*), Electronic-based governance system or Smart City to improve services to the community. And at the same time, it plays a strategic role in increasing government transparency and encouraging public participation. This is realized through various digitization initiatives, such as the provision of Public Information Services, data openness systems, and the use of Information Technology in communication between government and society. there are several obstacles and problems faced, among others :

1. The coverage of information and communication technology facilities is still not optimal.
2. The limited availability of skilled and professional human resources in the IT field
3. The lack of integration of information systems and regional device databases
4. Kurangnya kemampuan memberdayakan potensi komunikasi Masyarakat
5. The suboptimal development of ICT applications
6. The provision of ICT infrastructure is not yet optimal, especially FO-based infrastructure.

Therefore, in the explanation above, this must be resolved in order to address the issue.There are several steps as follows:

1. It is necessary to improve ICT facilities by implementing the Telecommunications Law and related regulations, as well as enhancing cooperation between local governments and the Ministry of Communication and Information to expand the telecommunications network.

2. Human resources in the IT field must be improved through training funded by the regional budget and collaboration with universities.
3. Third, the integration of information systems between agencies is very important, by developing a unified data platform and regulations for information standardization.
4. Empowering community communication must be strengthened by optimizing the role of information managers and the use of social media.
5. The development of ICT applications needs to be encouraged with special budget allocations and synergy between the government and technology companies.
6. The provision of fiber optic-based ICT infrastructure must be enhanced through investment and regulations that support infrastructure development.

For that reason, a combination of (Suryawijaya et al., 2023: *55–68*) appropriate regulations, policies, and technology is needed to ensure that digital transformation in the public sector runs effectively. This has been emphasized in Law No. 14 of 2008 on Public Information Disclosure (PID) Article 3 which states that:

a. guaranteeing the right of citizens to know the plans for public policy making, public policy programs, and the public decision-making process, as well as the reasons for making a public decision;
b. encouraging public participation in the public policy-making process;
c. increasing the active role of the community in public policy-making and the good management of Public Bodies;
d. realizing good governance, which is transparent, effective and efficient, accountable, and responsible;
e. understanding the reasons why public policies affect the livelihoods of many people; which
f. developing science and educating the nation's life; and/or
g. improving the management and information services within Public Bodies to produce high-quality information services.

(Sinergi & Jsj et al., 2024: *65–71.*), Synergy between the government and the community is very important so that people have the opportunity and right as citizens to know public policies and government programs, including program plans and policy implementation. Therefore, to ensure accountable transparency, the government must foster public trust through digital socialization carried out by the information and Communication Department, so that the policies made have a

positive impact on people's assessments. As a result, infokom Gresik must create an effective strategy and implement it with a humanistic approach.

It aims to increase public confidence and response to policies issued so that the results obtained are in accordance with the basic principles of the law and the aspirations of the community. so that people also understand the importance of every policy that applies in Gresik Regency. As a result, the path of providing services should be easily accessible to all members of society. As a result, as mentioned above, Infokom Kabupaten Gresik must be transparent in carrying out its functions and provide education on understanding laws and government programs.

As a result, to achieve this, the Department of Communications and information technology must ensure transparency regarding the following :

1. Dissemination Of Public Information:
    To disseminate local government information systematically and informatively, diskominfo is responsible as the frontline. Major news publications, daily content, talk shows, and special programs tailored to the needs of the public are some examples of such efforts.
2. Social media management :
    Diskominfo conveys information about public services in a way that appeals to the younger generation through the official Instagram account @pemkabgresik. To increase public engagement and understanding, this approach involves changes to message design, content types, and delivery styles that are more casual and informative.
3. Application implementation pedia Gresik :
    Gresik Media application, developed by Diskominfo, is an Android-based platform that allows people to access various information and public services in Gresik Regency. The purpose of this application is to increase the transparency of information and facilitate two-way communication between the government and the public.

To increase transparency above, the Department of communication and information of Gresik Regency must have a specific goal that results in increased community participation. Some of the steps that can be taken to achieve this goal are the following:

1) contribute to increased community participation

a. Digital socialization and education

(*Diskominfo et al., 2025: 1*), By using its programs, such as the "Gresik Cemerlang" Program, Diskominfo can routinely hold socialization and education about digital literacy. These programs aim to improve people's digital literacy and understanding of technology in education and health, as well as encourage people to use digital services actively.

b. Developing A Local Electronic Catalog :

(Rifqi et al., 2024: *314–330*) To facilitate the process of procurement of goods and services electronically, Gresik Regency has implemented an e-catalog application through Diskominfo. In addition to improving efficiency and transparency, the program encourages local MSMEs to be more involved in government procurement.

c. Cooperation with the Media :

Diskominfo establishes strategic cooperation with the mass media to ensure the dissemination of accurate information and build public trust.This synergy is important in enhancing government transparency and accountability, as well as encouraging public participation in regional development.

2) Challenges Faced :
   a. Uneven Access to Technology:
      There are still areas in Gresik Regency with limited access to technology, hindering the equitable distribution of information.
   b. Community Digital Literacy:
      Varying levels of digital literacy among populations can have an impact on how effective digitization programs are.
   c. Data and Information Security:
      Efforts to protect public data and information must be balanced with increased transparency of information.
   d. Uneven Access to Technology:
      are still areas in Gresik Regency with limited access to technology, hindering the equitable distribution of information.
   e. Community Digital Literacy:

The effectiveness of digitization programs can be influenced by the level of digital literacy of the community.

f. Data and Information Security:
   Efforts to protect public data and information must be balanced with increased transparency of information.

Therefore, the above explanation needs to be supported by a strong legal foundation and effective program implementation. While there are still challenges related to infrastructure, digital literacy, and data security, strategic measures such as strengthening regulation, digital education, and improving infrastructure can help address these problems.

3.3 Legal analysis on the role of Information and Communication Services in realizing transparency and community participation in Gresik Regency

Quality governance depends on effective public participation and transparency. (Haq et al., 2024: *332–340*) The main task of the Gresik Regency communication and Information Office is to ensure that the application of the principles of electronic-based services must comply with applicable regulations and laws, as stipulated in Gresik Regent Regulation Number 23 of 2021 concerning electronic-based government systems. In addition, to ensure that the service runs properly and in accordance with the law, applications such as Gresikpedia must be used in accordance with standard operating procedures and applicable regulations. According to (Ketut et al., 2025: *811–822*), In accordance with Law No. 14 of 2008 on Public Information Disclosure, all public institutions, including the Department of Information and communication, are required to provide clear information about government policies and activities so that the public can access it. To realize an accountable and trustworthy state administration, all government entities must support transparency, according to Article 2 of the UU KIP.

(Wuryan Andayani et al., 2024 : *116–131*) provide pernjelasn that public services provided by local governments, including Diskominfo, must be transparent, accountable, and responsive in accordance with the provisions contained in Law No. 25 of 2009 on public services. (Aziz & Zakir et al., 2022 : *1030–1037*), affirmed in Article 8 of Law No. 25 of Public Information Disclosure emphasizes the importance of transparent public services, which allow the public to easily obtain information and provide the necessary input to the government.

Law No. 11 of 2008 on information and electronic transactions requires Diskominfo to manage and provide a secure and efficient digital platform to facilitate information disclosure. A well-managed Information System, in accordance with the principles stated in Article 27 and Article 28 of the ITE Law, will make it easier for the public to obtain precise and accurate information without worrying about the misuse of personal data. It is important to build a good democracy where people have clear and open access to government policies.

Diskominfo Gresik Regency acts as a liaison between the government and the community in terms of information disclosure and strengthening community participation. Therefore, to achieve the goal of transparency, Diskominfo must manage an adequate information system, both technically and procedurally, to ensure that all information provided is valid, accessible, and easily understood by the public. According to Article 9 of the UU KIP, public bodies are responsible for providing information to the public, including through social media and websites. Therefore, Diskominfo should concentrate on developing an adequate ICT infrastructure to make this possible.

Menurut (Samsudin & Aminulloh et al., 2025 : *121–142*), although there is a clear legal basis, the main problem is the lack of digital literacy in many people and the limitations of technological infrastructure in some regions. This can be an obstacle to achieving ideal transparency. To improve the accessibility of information and increase public understanding of it, Diskominfo must work with various parties to increase participation in the governance process. Digital literacy training can increase community participation in gaining access to information and providing feedback on government policies.

(Iswandari et al., 2021: *115–138*), emphasizing that the security aspect of personal data must also be considered by local governments. In carrying out its duties, the local government is supported by Diskominfo in an effort to protect personal data in compliance with Article 27 and Article 28 of the ITE Law relating to personal data protection and the Prohibition of the dissemination of illegal information. Thus, the government and the communications and Information Technology Service must implement strict data security systems to ensure that the data sent does not violate people's privacy and that the data shared remains secure. Thus, this must be supported by a clear legal basis and a strong commitment from Diskominfo. The goal is to increase transparency and increase community involvement in the management of Gresik Regency government.

To solve these problems, it can be done by improving ICT infrastructure, providing digital literacy training to the community, and ensuring the security of personal data. All of this will encourage the birth of a more transparent, accountable, and participatory government, which will ultimately strengthen the quality of democracy in Gresik Regency.

3.4 Legal Strategy of the Communication and Information Agency (Diskominfo) in Realizing Transparency in Gresik Regency

(Tinjau Diskominfo Gresik et al., 2025 : 1), To improve transparency, the Office of communication and information (Diskominfo) Gresik Regency will implement strategies and legislation related to public information disclosure. steps as follows :

a. the diskominfo office will strengthen the legal basis by making local regulations and laws that guarantee the right of the public to access information. These actions include revising local regulations and establishing information and documentation management officers in each local government body.

b. second, the Department of communication and information will develop digitalization and integration of Public Information Systems, Diskominfo will also create an open information portal that will facilitate access to data on government policies and programs. In addition, they plan to integrate information systems between OPDs, so that people can access data from a single portal and get a mobile application that offers real-time information.

c. Dinas Kominfo plans to conduct regular training for ASN and PPID and cooperate with private universities and colleges to improve information disclosure and improve human resources capabilities in the IT field. In addition, they will set up an information watchdog group to ensure all government agencies are transparent.

d. the Department of communication and Information Technology emphasizes the importance of strengthening information and communication technology infrastructure by designing Fiber optic internet networks, establishing government data centers, and utilizing cloud computing services to improve data efficiency and security.

e. measures taken by them to increase public participation in information transparency involve strategies such as maximizing the use of social media to interact with citizens, establishing information disclosure forums, and providing online complaint channels for the public to report lack of transparency by government agencies.

Thus, based on the explanation above, Diskominfo Gresik is preparing a strategic plan and improving the accessibility of public information with a holistic approach.

4. Conclusion

Openness and citizen involvement are essential elements in building a democratic and responsible government order, as mandated by Law No. 14 of 2008 on Public Information Disclosure. In Gresik Regency, the strategic role of the Department of communication and information is realized through the digitization of public services, social media management, and the development of electronic-based applications such as Gresikpedia and local E-catalogs. The focus of this effort is to strengthen public trust in the government through the construction of an open information ecosystem and increased public participation. However, in order for legal transparency to truly become the foundation of equitable public services, concrete steps based on regulation, technological innovation, and a humanistic approach are needed to address the challenges of infrastructure, human resources, and system integration.

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