

TRANSPARENCY OF PUBLIC INFORMATION BY KERTASARI VILLAGE, CIAMIS DISTRICT, CIAMIS REGENCY

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Abstract

This study aims to describe the implementation of Public Information Transparency by Kertasari Village, Ciamis District, Ciamis Regency, in improving good governance. This research was motivated by the suboptimal implementation of public information disclosure, as indicated by limited access to information, inadequate utilization of communication media, and low community participation in monitoring public information. The study employed a qualitative descriptive methodology, with data collected through observation, interviews, and documentation. The focus of the research consisted of four aspects: (1) information accessibility, (2) accountability, (3) community participation, and (4) communication effectiveness in the dissemination of public information. However, several challenges were identified, including limited technological infrastructure, low human resource capacity, and the lack of effective integration of information communication media. The results of the study indicate that the implementation of Public Information Transparency by Kertasari Village, Ciamis District, Ciamis Regency, has not yet been carried out optimally. Enhancing public information transparency requires strengthening facilities and infrastructure, improving the competence of government personnel, and optimizing information systems and communication media. These efforts are expected to improve access to information, increase community participation, and enhance accountability in local government administration at the village level.

Keywords: Transparency, Public Information, Public Service, Community Participation.

A. INTRODUCTION

Transparency is one of the fundamental principles of good governance. Mardiasmo (2005) defines transparency as the openness of government in providing information regarding public resource management activities to parties who require it. As public demands continue to increase due to changes in political, social, community, and economic systems, transparency has become a significant challenge for governments in carrying out their responsibilities for regional administration. In this context, governments are expected not only to perform administrative functions but also to build public trust through structured and sustainable openness.

Public information disclosure is a fundamental necessity in democratic life and a key prerequisite for enhancing accountability and public participation in governance processes (Wijayanto, 2014). This is reinforced by Law Number 14 of 2008 concerning Public Information Disclosure, which stipulates that every citizen has the right to obtain information quickly, promptly, and easily. In the current digital era, public information dissemination is conducted not only through conventional means but also through various digital media platforms, requiring effective and responsive communication management from government

institutions.

Sangki (2017) explains that transparency and public information are closely interconnected. Transparency refers to a condition in which information is made openly available and easily accessible, while public information constitutes the content disseminated to achieve this openness. Therefore, transparent public information enables citizens to clearly understand governmental processes, policies, and public service outcomes in an accountable manner. Furthermore, public information disclosure serves to prevent the abuse of power while strengthening public trust in government institutions (Sangki, 2017; Lubis, 2023).

At the village administrative level, public information transparency has become an increasingly crucial issue, as villages serve as the frontline of government services that directly interact with the community. Agus Setiawan (2013) emphasizes that both physical and non-physical development are essential components in implementing public information disclosure at the village level. Physical development includes the provision of information service infrastructure such as service centers, internet networks, and public communication facilities, while non-physical development focuses on enhancing human resource capacity through training and public outreach programs. Together, these aspects determine the quality of information accessibility for the community in a fair and equitable manner.

Kertasari Village, located in Ciamis District, Ciamis Regency, was selected as the research site because the implementation of public information disclosure has not yet been fully optimized. Some community members reported that they had not received adequate information regarding village budget utilization, development program implementation, social assistance distribution processes, and decisions resulting from village deliberation meetings. Such information is generally known only by village officials and a limited number of community leaders who attend meetings or consultations, creating a noticeable gap between the community's need for information and the information made available by the village government.

Although Kertasari Village has undertaken several initiatives, such as installing village budget information boards, disseminating meeting outcomes to neighborhood associations (RT/RW), and making limited use of social media, these efforts have not ensured equitable and comprehensible access to information for all residents. The identified issues include: (1) information dissemination that remains predominantly oral, without written documentation that can be revisited; (2) the absence of official information portals such as websites, brochures, or information boards in strategic locations; (3) low levels of community participation due to weak information dissemination mechanisms; and (4) underutilized and poorly integrated information media, both face-to-face and digital. The primary obstacles underlying these conditions are limited information technology infrastructure and the inadequate capacity of village personnel to manage and disseminate information effectively.

Based on the policy implementation framework proposed by Subarsono (2015), the conditions observed in Kertasari Village indicate a significant gap between the regulatory mandates on public information disclosure and their practical implementation. This gap requires in-depth examination in order to formulate concrete and strategic solutions. Therefore, this study aims to describe the implementation of public information transparency in Kertasari Village, Ciamis District, Ciamis Regency, with the objective of producing empirical analysis and strategic recommendations to enhance accountability and community participation in local governance.

B. LITERATURE REVIEW

Transparency is a fundamental principle of good governance. Krina (2012) defines transparency as a principle that guarantees access or freedom for every individual to obtain

information regarding government administration, encompassing two main aspects: public communication by the government and the public's right to access information. Similarly, Dwiyanto (2006) emphasizes that transparency refers to the provision of governmental information to the public, accompanied by guarantees of easy access to accurate and adequate information. Within the framework of good governance, transparency requires governments to operate openly and ensure that citizens can access information regarding public policy processes, budget allocations, as well as the monitoring and evaluation of policy implementation (Dharma, 2016).

Public information disclosure is a fundamental right of citizens within a democratic system of governance. Its legal basis is established in Law Number 14 of 2008 concerning Public Information Disclosure and Government Regulation Number 61 of 2009, which explicitly regulate the rights, obligations, and responsibilities of both government institutions and society in promoting transparency and accountability. Jimly Asshiddiqie (2003) asserts that within the concept of a democratic rule-of-law state, public information disclosure serves as a foundation for building transparent, open, and participatory governance throughout the entire process of public resource management, from decision-making and implementation to policy evaluation.

The principles of public information disclosure, as outlined in Law Number 14 of 2008 and the theory of good governance, include transparency, accountability, public participation, equality of access, and legal certainty. Setiaman, Sugiana, and Narotama (2013) further argue that public demand for information increases when the information provided offers tangible benefits. Therefore, governments are obligated to ensure information availability through adequate infrastructure, relevant content, and transparent mechanisms and procedures. Furthermore, Machrus (2025) identifies several factors influencing the effectiveness of public information disclosure, including the quality and format of information, policy dissemination, partnership relations between government and society, optimization of human resources, and public awareness and participation in utilizing information.

As the analytical foundation, this study adopts the public information disclosure policy implementation framework proposed by Subarsono (2015), which consists of four main dimensions:

- **Accessibility**
The provision of information channels that are easily accessible and usable by all segments of society, including vulnerable groups such as persons with disabilities, the elderly, and individuals with limited digital literacy.
- **Accountability**
The responsibility of the village government to ensure that all disseminated information is accurate, reliable, accountable, and delivered in a timely manner.
- **Community**
The active involvement of citizens in all stages of the information process, from provision to evaluation, through mechanisms such as public consultation forums and policy implementation monitoring.
- **Communication**
The strategic and targeted use of various media and technologies to ensure that information is received, understood, and responded to effectively by the community.

Participation

Effectiveness

Several previous studies support the relevance of this research. Nurdiansyah (2016) found that public information disclosure plays an important role in promoting transparency and accountability; however, its implementation remains ineffective due to limited public outreach and a bureaucratic culture that tends to be closed. Febrianingsih (2012) highlighted that most public institutions have not fully implemented the mandates of the Public Information Disclosure Law, such as establishing Information and Documentation Management Officers

(*Pejabat Pengelola Informasi dan Dokumentasi—PPID*) and determining lists of publicly accessible information. Meanwhile, Niara (2024), in a study conducted in Pekanbaru City, found that public information services had not yet been fully optimized, particularly regarding the timeliness of information provision and the effectiveness of communication between PPID and the community.

Compared to these previous studies, the present research offers a distinctive contribution by focusing specifically on the implementation of public information transparency at the village administrative level, particularly in Kertasari Village, Ciamis District, Ciamis Regency. Using a qualitative approach and the theoretical frameworks of Subarsono (2015) and Heidenheimer (1987), this study seeks to explore the realities of public information disclosure in a contextual and empirical.

C. RESEARCH METHODOLOGY

This study employed a qualitative descriptive approach, which aims to explore and understand the meanings derived from social phenomena in a comprehensive and contextual manner (Creswell, 2016). According to Moleong (2007), qualitative research is a research procedure that produces descriptive data in the form of written or spoken words derived from observable behaviors of research subjects. This approach was selected because it is considered the most appropriate method for comprehensively describing the actual conditions of public information transparency implementation in Kertasari Village and for uncovering the situations and challenges encountered in the implementation of public information disclosure at the village level.

The operationalization of concepts in this study refers to the public information disclosure policy implementation framework proposed by Subarsono (2015), which is based on Law Number 14 of 2008 concerning Public Information Disclosure. The framework consists of four dimensions used as indicators of transparency effectiveness. First, information accessibility, which refers to the ease and affordability of public access to information through various communication media, both conventional and digital, without discrimination. Second, accountability, which encompasses the responsibility of the village government to provide accurate and timely information accompanied by systematic monitoring mechanisms. Third, community participation, which emphasizes the active involvement of citizens in the provision and supervision of public information as an instrument for strengthening governmental accountability. Fourth, communication effectiveness, which includes the use of both offline and online information media tailored to the characteristics of the audience and the local socio-cultural context.

The data sources in this study consisted of primary data and secondary data. Primary data were obtained directly through observation, in-depth interviews, and field documentation. Research informants were selected purposively and consisted of nine individuals, including the Village Head, Village Secretary, Administrative Service Staff, Village Officials, and five community representatives. These informants were chosen based on their knowledge of and direct involvement in the research focus. Secondary data were collected from literature, regulations, scientific articles, and official documents and archives relevant to the research problem.

Data collection was conducted through two methods: field study and library research. The field study employed three techniques: (1) unstructured non-participant observation, aimed at directly observing public information disclosure practices in the village administration; (2) in-depth interviews, conducted with all informants to obtain rich and contextual data; and (3) documentation, involving the collection of documents, archives, and official records related to public information management in Kertasari Village. Library research was conducted to

strengthen the theoretical foundation and broaden the understanding of the studied phenomenon through relevant scholarly references.

Data analysis in this study utilized an interactive analysis model with a source triangulation technique, as proposed by Sugiyono (2015). The analysis process consisted of four interconnected stages. The first stage was data collection, involving the recording of all observation, interview, and documentation results into field notes that included both descriptive and reflective aspects. The second stage was data reduction, which involved simplifying and focusing the data through a coding process to select information relevant to the research objectives. The third stage was data presentation, whereby information was organized into a simpler and more systematic form to facilitate understanding and interpretation. The fourth stage was conclusion drawing and verification, involving the formulation of conclusions based on patterns identified in the data, followed by verification through re-examination of field notes to ensure the validity and credibility of the research findings.

D. RESULT AND DISCUSSION

Transparency of public information is a key pillar in creating clean and trustworthy governance. Dwiyanto (2006) defines transparency as the provision of government information to the public, along with the guarantee of easy access to accurate and adequate information. In this study, the implementation of public information transparency in Kertasari Village was analyzed using four dimensions according to Subarsono (2015): information accessibility, accountability, public participation, and communication effectiveness.

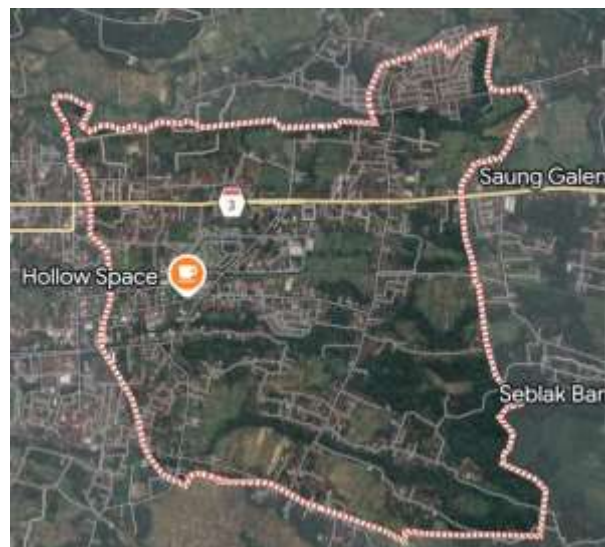


Figure 1.1 (Map of Kertasari Village)
Source: Processed by Researchers, 2026

From a demographic perspective, Kertasari Village has a relatively high population density, with a total population of 11,258 residents distributed across 3,426 households. The population composition by gender is relatively balanced, consisting of 5,598 males and 5,660 females. The local economy is predominantly agrarian, with 5,315 residents working as farmers and 1,328 as agricultural laborers, although other occupations, including civil servants and private-sector employees, are also represented. Community life is supported by 12 Neighborhood Associations (RW) and 58 Community Associations (RT), as well as adequate religious facilities, including 44 mosques.

In terms of human resource development and infrastructure, Kertasari Village demonstrates a notable educational profile, with 8,737 residents holding undergraduate (Bachelor's) degrees. Public services are supported by educational facilities ranging from early childhood to junior secondary education, consisting of five kindergarten buildings, four elementary schools, and two junior high schools, as well as healthcare services provided through one auxiliary community health center (Puskesmas Pembantu). To support mobility and sanitation, the village is equipped with well-maintained asphalt and concrete roads, approximately 3,000 household latrines, and dug wells that serve as the primary source of clean water for residents. Based on its development status, Kertasari Village is categorized as a self-supporting village (Swadaya) with an initial-level (Mula) classification.

Based on both the theoretical framework and field findings, several fundamental indicators emerged from this study, as described below:

Information Accessibility

- **Ease and Affordability of Access to Information**

The Kertasari Village Government has utilized two channels for disseminating information to the community: conventional channels through official letters and coordination with RT/RW leaders, and digital channels through WhatsApp, Instagram, Facebook, and the village website. The Village Head stated that:

“To facilitate access to information, the village administration usually disseminates information directly through official letters to RT and RW leaders. Secondly, through digital media, we utilize social media platforms such as Instagram, Facebook, and the village website.”

The Village Secretary further emphasized that coordination is consistently carried out with RT/RW leaders to ensure that information reaches the intended recipients.

However, from the community's perspective, information accessibility has not been evenly distributed. An RT leader reported experiencing delays in receiving information despite having access to technology, while residents without digital devices face even greater barriers. According to Dwiyanto (2015), transparency encompasses not only the physical or digital availability of information but also the simplicity of procedures and the speed with which citizens can access information, thereby fostering effective two-way communication. Thus, although information facilities are available, improving the timeliness and inclusiveness of information distribution remains necessary to ensure equal access for all segments of society.

- **Clarity and Accuracy of Information Dissemination**

Internally, information preparation is based on valid data and coordinated among relevant stakeholders, with official correspondence archived as a form of documentation. The Village Head explained that information dissemination is intended to be:

“clear, accurate, and easy to understand.”

The Village Secretary added that every official communication delivered to the community is archived to ensure that information reaches the appropriate audience.

Nevertheless, from the community's perspective, the information received is sometimes perceived as incomplete and delayed. One entrepreneur interviewed in the study reported missing the opportunity to register as a District Election Committee (PPK) member and a Voting Committee (PPS) member due to delayed information dissemination.

Cangara (2016) argues that clarity and accuracy in information dissemination require the use of simple and systematic language, reliance on valid data sources, and timely delivery to prevent misunderstandings and encourage optimal public participation. These findings indicate that although information dissemination mechanisms are already in place, the standards of accuracy, completeness, and timeliness at the community level still require continuous improvement.

Accountability

- **Responsibility of the Village Government in Providing Public Information**

The governance practices of Kertasari Village in providing public information have generally been implemented in an orderly, systematic, and transparent manner, with proper archive management and documentation in accordance with applicable regulations as a form of accountability to the community. The Village Secretary stated that, as civil servants, government officials are required to:

“be open, serve the community as part of public service, work with dedication, and maintain discipline in accordance with prevailing regulations.”

Information regarding village activities and services has also been disseminated through various available communication channels.

However, from the community’s perspective, this openness has not yet been fully optimized. Residents reported that some information is still delivered late, lacks completeness, and remains difficult to access, particularly for citizens aged 50 years and above who rely more heavily on direct communication. According to Sedarmayanti (2012), good governance requires transparency and accountability in the provision of public information, whereby information must be accountable, openly presented, timely, comprehensive, and accessible to all segments of society without exception. Therefore, there is a need to strengthen information dissemination mechanisms that are more adaptive to the diverse characteristics of the community, particularly for groups with limited digital literacy.

- **Public Information Monitoring and Evaluation Mechanisms**

The monitoring and evaluation of public information in Kertasari Village have been carried out through monthly coordination meetings involving all community institutions, including Community Resilience Institutions (LKK), Community Empowerment Institutions (LPM), RT, RW, and youth organizations (*Karang Taruna*). In addition, information undergoes verification and data-checking processes before being disseminated to the public. The Village Head explained:

“Regarding evaluation, we conduct monthly coordination meetings at the village office involving all village community institutions.”

The Village Secretary also implements a filtering process by coordinating directly with RT and RW leaders to verify the accuracy of circulating information.

Nevertheless, from the community’s perspective, opportunities to assess and verify information remain limited. Residents frequently report receiving incomplete information and often need to reconfirm details with village officials or RT/RW leaders. Mardiasmo (2018) argues that accountability in governance requires systematic and continuous monitoring and evaluation mechanisms to ensure that all information disseminated to the public has undergone rigorous verification, is accurate, and can be held accountable. Therefore, monitoring mechanisms should be strengthened not only through internal processes but also through structured public feedback systems.

Building Public Trust in Government Performance

The implementation of information transparency in Kertasari Village has generally had a positive impact on public trust, as residents are able to access information regarding village programs, activities, and services more openly. One entrepreneur interviewed in the study stated that information transparency:

“has contributed to increasing trust between the community and the village government.”

From the perspective of government officials, transparency represents a commitment to serving the public in an accountable and transparent manner in accordance with existing regulations.

However, respondents indicated that public trust could be further enhanced if information were delivered more clearly, comprehensively, and promptly. According to Sinambela (2016),

public trust in government performance is built through the consistent provision of public information that is clear, accurate, and accountable. Transparency serves as the primary foundation for establishing positive and trustworthy relationships between government institutions as service providers and citizens as service recipients. These findings suggest that the existing transparency practices should continue to be strengthened through improvements in the quality, completeness, and timeliness of information dissemination.

Community Participation

- **Community Involvement in the Provision and Monitoring of Public Information**

Community involvement in the provision and monitoring of public information in Kertasari Village has been facilitated through various channels, including village deliberation meetings, RT/RW WhatsApp groups, and mechanisms for submitting suggestions and complaints directly to village authorities. The Village Secretary explained:

“We involve the community in providing input and information through community institutions. For example, RT and RW groups are expected to have communication groups so that responses can be made quickly.”

All suggestions received are recorded, coordinated, and followed up in accordance with established procedures. From the community’s perspective, all informants reported having submitted suggestions or complaints to the village administration and receiving positive responses in the form of explanations and follow-up actions. According to Suharto (2014), active community involvement in the provision and monitoring of public information represents a concrete manifestation of democratic and participatory governance, in which citizens act not only as recipients of information but also as monitors and partners of government. However, this involvement should be strengthened so that participation is not merely reactive to complaints but also encourages active engagement in the planning and evaluation of public information dissemination on an ongoing basis.

- **Community Participation as an Instrument for Improving Public Service Quality**

Community participation in Kertasari Village has contributed positively to improving service quality and governmental accountability. Suggestions and feedback from residents serve as evaluation materials for the village administration in enhancing services to become more transparent and responsive. The Village Secretary stated:

“With positive community participation, we are greatly assisted, becoming more responsive and quicker in identifying the problems faced by the community.”

All informants, both government officials and community members, agreed that public input has had a significant influence on improving village performance.

According to Thoha (2014), community participation is one of the primary indicators of governmental accountability because citizens’ active involvement in providing feedback, monitoring, and evaluating government performance not only strengthens the legitimacy of public policies but also promotes more responsive, transparent, and community-oriented services. Therefore, more structured and sustainable participation mechanisms are needed, including scheduled complaint forums and measurable feedback systems, to ensure that community participation continues to support improvements in accountability and the quality of public services in Kertasari Village.

Communication Effectiveness

- **Use of Traditional and Digital Communication Media**

Kertasari Village has adopted a combination of conventional and digital communication media in disseminating public information, including face-to-face meetings, notice boards, WhatsApp, Facebook, and Instagram. The language used in information dissemination is adjusted to the socio-cultural conditions of the local community. The Village Head stated that information is delivered by:

“using language that is easy to understand and utilizing media frequently used by the community, such as community meetings, notice boards, and social media.”

Coordination with RT and RW leaders is also conducted as a means of ensuring more equitable information dissemination down to the neighborhood level.

However, all community informants agreed that direct, face-to-face communication remains more effective and easier to understand, considering that not all residents actively use digital media. According to Widjaja (2010), the effectiveness of public information dissemination largely depends on the appropriateness of the communication media selected, taking into account the characteristics, social conditions, and literacy levels of the target audience. Inappropriate media selection may result in unequal information distribution and reduced public participation. Therefore, a more adaptive communication strategy is required, balancing both digital and face-to-face approaches.

- **Utilization of Information Technology and Village–Community Interactivity**

Kertasari Village has utilized information technology through WhatsApp, Facebook, and Instagram, which has proven helpful in accelerating information dissemination and creating a more interactive communication space between village officials and community members. Community informants noted that the use of digital media:

“makes communication with the village administration easier because information can be received more quickly without having to visit the village office directly.”

Nevertheless, not all segments of the community are able to benefit from these technologies, particularly residents who lack access to or familiarity with digital media. Consequently, direct communication remains an essential component of information dissemination.

According to Indrajit (2016), the utilization of information technology in government administration serves as a strategic instrument for enhancing transparency, efficiency, and interactivity in public services. Through digital media, governments can reach communities more broadly, rapidly, and openly while simultaneously providing two-way communication channels that encourage active public participation. Therefore, a more inclusive and equitable information technology strategy is needed, while maintaining direct communication channels for community members who are not yet reached by digital media.

- **Synergy Between Offline and Online Information Dissemination Methods**

Kertasari Village has implemented a combination of offline and online information dissemination methods to support public information transparency. Offline media, such as direct socialization activities and public notice boards, are used to provide more detailed explanations that are easier for residents to understand. Meanwhile, online media such as Facebook, Instagram, and WhatsApp are utilized to accelerate the dissemination of information to a wider audience.

However, field findings revealed that the management of the village website has not yet been fully optimized, and not all community members respond effectively to digital information. According to Bungin (2015), the effectiveness of public information dissemination is largely determined by the government's ability to integrate offline and online media in a synergistic manner that aligns with the needs and characteristics of the community. Since each medium possesses its own strengths and limitations, combining both approaches represents the most effective strategy.

From the community's perspective, face-to-face meetings remain the preferred method because they facilitate direct interaction, enable immediate question-and-answer sessions, and minimize misunderstandings. Therefore, stronger synergy between offline and online communication methods is required through a more structured approach, accompanied by improved management of the village website and enhancement of digital content quality. These

efforts are expected to ensure that all segments of society can access and understand public information effectively and equitably.

E. CONCLUSION

Based on the findings of this study on Public Information Transparency in Kertasari Village, Ciamis District, Ciamis Regency, analyzed using Subarsono's (2015) framework through four dimensions information accessibility, accountability, community participation, and communication effectiveness it can be concluded that the implementation of public information transparency in Kertasari Village has not yet been fully optimized.

From the perspective of information accessibility, the village government has made efforts to provide information through conventional channels such as official letters, coordination with RT/RW leaders, and public notice boards, as well as digital channels through social media platforms including WhatsApp, Facebook, Instagram, and the village website. However, information accessibility has not yet been distributed equally across all segments of society, as not all residents possess adequate technological devices, and delays in information dissemination remain a common concern. Consequently, information accessibility has not yet become fully inclusive.

From the perspective of accountability, the management of public information archives and documentation has been carried out in an orderly and systematic manner in accordance with applicable regulations. Evaluation processes are conducted through monthly coordination meetings involving community institutions. Nevertheless, from the community's perspective, the information received is often incomplete and delayed, particularly for elderly residents who experience difficulties accessing digital information. Therefore, accountability in information dissemination has not yet been fully realized.

Regarding community participation, citizen involvement has been relatively effective through village deliberation meetings, RT/RW WhatsApp groups, and direct submission of aspirations and complaints. All informants acknowledged having provided suggestions or complaints to the village administration and receiving satisfactory responses. This participation has contributed positively by providing valuable feedback for improving service quality. However, participation mechanisms remain largely reactive and have not yet been institutionalized through a sustainable and structured framework.

In terms of communication effectiveness, the village administration has utilized a combination of offline and online communication media. Direct communication is generally perceived by residents as more effective because it facilitates interactive discussions and reduces the risk of misunderstandings. However, the village website has not been managed optimally, and not all community members respond effectively to digital information. As a result, overall communication effectiveness still requires improvement.

In conclusion, enhancing public information transparency in Kertasari Village requires strengthening information technology infrastructure, improving the competencies of village officials in managing and disseminating information, and optimizing communication systems and media in a more inclusive and equitable manner. These efforts are essential to ensure that all members of the community can access public information quickly, clearly, comprehensively, and accountably, thereby supporting the realization of good governance at the village level.

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