

Policy Implementation Of Public Information Services Through The PPID Website At The Communication And Informatics Office Of Tanjungpinang City

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ABSTRACT

Digital public information services delivered through local government information and documentation portals are expected to improve transparency, yet implementation can remain uneven in practice. This study examines the implementation of public information service policy through the information and documentation portal managed by the Communication and Informatics Office of Tanjungpinang City. The study applies George C. Edward III's policy implementation framework, covering communication, resources, disposition, and bureaucratic structure. A descriptive qualitative approach was used, with nine purposively selected informants comprising the head of the office, portal administrators, an implementing unit administrator, and service users. Data were collected through in-depth interviews, direct portal observation, and documentation, then analysed using the interactive model of Miles and Huberman and validated through source and technique triangulation. The findings show uneven implementation: information reaches users through multiple channels, but some application requirements are incomplete or inconsistent; personnel and budget are limited; local officers have limited technical authority because the platform is centrally controlled; officer disposition supports service responsiveness; and coordination across regional units remains fragmented. The study concludes that Edward III's framework remains useful but requires contextual extension in digital government, where technical authority and platform ownership can condition local implementation capacity and digital service continuity.

INTRODUCTION

Public information disclosure is one of the prerequisites for transparent and accountable governance. Law Number 14 of 2008 on Public Information Disclosure establishes access to information as a constitutional right of citizens and, at the same time, as an obligation of public bodies to fulfil. This mandate was subsequently translated into an institutional form through the Information

and Documentation Management Officer, a unit responsible for managing public information and handling information requests in every public body, including regional governments.

As digital governance has developed, information and documentation services that were originally conventional have shifted to online delivery. Setyawati (2023) explains that digital governance changes the way public bodies convey information to citizens, moving from face-to-face services towards the use of digital technology in fulfilling the right to information. Nevertheless, Sangaji and Irianto (2025) emphasise that the digital transformation of public services cannot rest on technology alone; it also demands institutional reform and the strengthening of organisational capacity. The availability of digital channels therefore does not automatically guarantee that the public's right to information is fulfilled.

The gap between the availability of digital channels and the quality of the services delivered through them is clearly visible in Tanjungpinang City. As the capital of the Riau Islands Province with an archipelagic character, most of the city's territory consists of waters and includes islands such as Dompak and Penyengat. This geographical character makes physical access to government offices difficult for residents, so that digital public services become a strategic necessity rather than a mere complement.

A direct check conducted by the researcher on 134 application and website domains belonging to the Tanjungpinang City Government on 29-30 July 2026 showed that 25 domains (18.7%) were publicly accessible with HTTP status 200, 89 domains (66.4%) were accessible only through the city government's internal network with HTTP status 403, and 20 domains (14.9%) were not accessible at all. This finding indicates that the number of digital channels owned is not proportional to the extent to which they are actually accessible to the general public.

Among all regional apparatus, the Communication and Informatics Office manages the largest number of applications and websites, namely 27 domains. The classification of the operational status of these 27 domains follows the HTTP status codes established by the Internet Engineering Task Force in RFC 9110 on HTTP Semantics (Fielding & Reschke, 2022), with the results presented in Table 1.

Table 1. Recapitulation of Access Status of 27 Applications and Websites of the Communication and Informatics Office of Tanjungpinang City

No.	Access Status	Total	Percentage
1	Active (HTTP 200)	11	40.7%
2	Temporarily Inactive (HTTP 503)	1	3.7%
3	Permanently Inactive (HTTP 410)	2	7.4%
4	Inactive (Server Down)	3	11.1%
5	404 Not Found	10	37.0%
	Total	27	100%

Source: Data of the Communication and Informatics Office of Tanjungpinang City and the researcher's direct verification, 29-30 July 2026.

In terms of access category, 10 services (37.0%) are classified as open public services and 17 services (63.0%) are internal. Of the 10 public services, only 4 remain active and reachable by the public, namely the City Government Portal, the information and documentation portal, Open Data, and the official website of the Communication and Informatics Office. Among these four, only the information and documentation portal is directly connected to the fulfilment of the public's right to

information, and it is also the only service that allows two-way interaction: citizens not only receive the information made available, but may also submit formal information requests.

The position and authority of the information and documentation management function in Tanjungpinang City derive from a tiered legal basis. Regulation of the Minister of Home Affairs Number 3 of 2017 on Guidelines for the Management of Information and Documentation Services serves as the national reference requiring every regional government to establish a Main PPID and Implementing PPIDs. This mandate is elaborated technically through Tanjungpinang Mayor Regulation Number 24 of 2022 on Guidelines for the Management of Information and Documentation Services, and detailed further in Mayor Decree Number 290 of 2025 on the composition of the Information and Documentation Service Management. Although Regulation of the Minister of Home Affairs Number 2 of 2026 has been issued, it has not yet been adopted into regional policy, so that the service examined in this study still operates under the framework of Mayor Regulation Number 24 of 2022.

Preliminary observation of the ppid.tanjungpinangkota.go.id portal showed that the service features are already available, comprising the List of Public Information, online information requests, information service reports, and a public satisfaction survey. However, direct testing carried out by the researcher, by submitting an information request through the portal, revealed a discrepancy between the published procedure and its implementation in practice, in the form of additional requirements that are not stated on the website. This condition shows that the implementation problem does not stop at the availability of the system, but concerns the clarity of information and the readiness of the managing officers.

A number of previous studies have examined the implementation of public information disclosure at the regional level. Alfirisi, Sujana, and Rantau (2024) found that the implementation of e-government in public information services is still constrained by resource limitations and by limited technological access among the public. Putri, Sudrajat, and Sopiyan (2023) examined the application of public information service standards at the information and documentation unit of Sumedang Regency, while Savina, Yulyana, and Purnamasari (2024) highlighted the challenges of public participation at the information and documentation unit of Karawang Regency. These studies are generally located in Java and treat the information and documentation function as an institutional object in general terms.

This study offers three empirical contributions and one theoretical contribution. First, its locus is Tanjungpinang, an archipelagic city outside Java where digital information services can function as an accessibility mechanism for residents facing geographical barriers to government offices. Second, the study examines the implementation of Regulation of the Minister of Home Affairs Number 3 of 2017 at the city level and traces its operation into actual service procedures. Third, it focuses specifically on website-based PPID services rather than public information disclosure policy in general.

The theoretical contribution of this study lies in extending the contextual application of Edward III's policy implementation framework to digitally mediated public services. Although communication, resources, disposition, and bureaucratic structure remain important for explaining local implementation capacity, the findings indicate that these dimensions do not fully capture situations in which the implementing local government does not control the underlying digital platform. In such circumstances, technical authority and platform ownership constitute an additional structural condition that shapes the ability of local implementers to translate administrative responsibility into continuous digital service delivery.

This distinction creates a theoretical tension between administrative responsibility and technical control. Local governments may be responsible for managing information, responding to users, and implementing service procedures while lacking the authority to maintain, modify, or restore the platform through which those services are delivered. The study therefore does not replace Edward III's four dimensions, but proposes their contextual extension by recognising technical authority and platform ownership as a boundary condition in centrally controlled digital-government environments. The research question is therefore: how is the public information service policy implemented through the PPID website at the Communication and Informatics Office of Tanjungpinang City, and what do the findings reveal about the applicability of Edward III's framework in a centrally controlled digital platform context.

METHOD

This study uses a qualitative approach with a descriptive research design. This approach was chosen because the aim of the research is to understand in depth how the public information service policy is carried out in practice, rather than to measure the magnitude of variables. The research was located at the office of the Communication and Informatics Office of Tanjungpinang City as the Main PPID, with the research object being the public information services delivered through the ppid.tanjungpinangkota.go.id portal.

The research focus is limited to the four indicators of policy implementation proposed by George C. Edward III in Winarno (2014), namely communication, resources, disposition, and bureaucratic structure. These four indicators serve both as the framework for constructing the interview instrument and as the framework for analysing the findings.

Informants were determined through purposive sampling. The categorisation of informants was based on actual data on service users obtained directly from the Communication and Informatics Office of Tanjungpinang City for the 2024-2025 period. According to these data, the majority of applicants come from among students, so this group was designated as the primary user group, while civil servants and private-sector employees, as the two next largest groups, were selected as comparison groups. The study involved nine informants, consisting of the Head of the Communication and Informatics Office as Main PPID and key informant, two administrators of the office's information and documentation portal, one administrator of an Implementing PPID at the Social Affairs Office of Tanjungpinang City, three final-year students as service users, and two non-student users from among civil servants and private-sector employees.

Data were collected through three techniques. In-depth interviews were conducted face to face and recorded with the consent of the informants. Observation was carried out directly on the portal to examine the availability of features, the readability of information, ease of access, and system responsiveness; the researcher also submitted an information request directly through the portal as a form of participatory observation. Documentation covered laws and regulations, the Standard Operating Procedure for the service, and the Annual Reports on Public Information Services for 2024 and 2025.

Data were analysed using the interactive model of Miles and Huberman, which comprises data condensation, data display, and drawing conclusions. The validity of the data was tested through source triangulation and technique triangulation. Source triangulation was carried out by comparing the accounts of the Main PPID managers, the Implementing PPID administrator, and service users, so that the claim of any one party does not stand alone. Technique triangulation was carried out by cross-checking interview results against portal observation and official documents, particularly regarding claims about the timeliness of request completion.

This study has a limitation in the coverage of its informants. The interviews did not reach the Regional Secretary as the Superior PPID or the Secretaries of all implementing regional apparatus, so that the assessment of the tiered coordination flow is limited to the accounts of the Main PPID and the Implementing PPID that were interviewed. Conclusions concerning the effectiveness of communication at the broader level of bureaucratic structure should be understood within this scope.

RESULT AND DISCUSSION

Result

Public information services in Tanjungpinang City are organised within a tiered structure. Referring to Mayor Decree Number 290 of 2025, the guidance function is held by the Mayor together with the Deputy Mayor, while the Regional Secretary acts as Director and as the responsible official in the capacity of Superior PPID, with authority to resolve objections concerning information services. The position of Main PPID is held by the Head of the Communication and Informatics Office, who coordinates the management of public information across all regional apparatus, assisted by an Advisory Team and four Supporting Divisions. At the level of regional apparatus there are Implementing PPIDs distributed across 41 regional apparatus units, together with 46 Information Service Administrators.

The coordination flow within this structure is two-way and iterative. The Regional Secretary sets the policy direction as Superior PPID, which is passed on by the Main PPID at the Communication and Informatics Office in the form of technical coordination with the Implementing PPIDs in each regional apparatus unit, and is then carried out at the operational level by the Information Service Administrators. Conversely, service outcomes, technical obstacles, and requests requiring further decisions are reported back through the same channel until they reach the Regional Secretary if there is an objection that needs to be resolved. This iterative pattern forms the institutional framework for the discussion of the four indicators below.

Communication

On the dimension of transmission, the dissemination of information about the existence of the service has proceeded through a variety of channels. Interviews with users indicate that the service was found through search engines, the official social media accounts of the information and documentation unit on Instagram and Facebook, and word of mouth among members of the public. One student user stated that the service was relatively easy to reach because searching for the website was not difficult, while a user from among civil servants noted that information about the unit is openly documented on the internet, including on social media.

Nevertheless, the effectiveness of transmission is not yet evenly distributed. Some users learned of the service through networks of friends without fully understanding its function and authority. One user from the private sector even submitted a question about the issuance of civil registration documents, assuming that all matters of government service could be raised through this channel. This finding shows that information about the existence of the service has reached the public, but information about the scope of the service has not been conveyed well.

On the dimension of clarity and consistency, a more fundamental problem was found. The requirements for information requests submitted by applicants with a student or researcher background are not fully stated on the portal, so that applicants only learn of the additional requirements after being contacted by officers. Conversely, users from among civil servants and the private sector considered the procedure to be clear and consistent with the published information. This

difference in experience shows that the lack of clarity is specific to certain categories of applicant rather than being pervasive.

In line with Edward III's theory in Winarno (2014), clarity is a precondition for implementers and target groups to hold a uniform understanding of a policy. When part of the requirements is not documented on the official channel, the delivery of information depends on the initiative of individual officers, so that its consistency is difficult to guarantee. The communication dimension has therefore supported the dissemination of information, but still requires strengthening in terms of clarity and consistency.

Resources

On the human resource component, the Head of the Communication and Informatics Office as Main PPID openly acknowledged that the number of officers is still limited, namely one functional official at the level of section head and one officer on the information request service who monitors the website, assisted by portal administrators. In his assessment, at least two additional officers are needed to collect, contact, and coordinate with the Implementing PPIDs. This limitation affects the workload, because officers frequently hold concurrent duties and the service becomes vulnerable to disruption if one of them is unavailable. A comparison between current conditions and the ideal conditions according to the managers' assessment of needs is presented in Table 2.

Table 2. Comparison of Human Resource Conditions of the Information and Documentation Service Managers of Tanjungpinang City

Aspect	Current Condition	Ideal or Required Condition
Number of personnel	One functional official at the level of section head and one officer on duty for the information request service, assisted by portal administrators	The addition of at least two officers to collect, contact, and coordinate with the Implementing PPIDs
Workload	The service continues to run but rests on a small number of officers and is therefore vulnerable to disruption, and officers frequently hold concurrent duties	An adequate division of tasks accompanied by substitute officers, without excessive concurrent duties
Competence	Basic competence is obtained from annual training and socialisation organised at the provincial level	Mastery of digital service system management, data and archive management, and cross-agency coordination through continuous training

Source: Processed from interviews with informants managing the information and documentation service of the Communication and Informatics Office of Tanjungpinang City, 2026.

On the information component, the managers have a good command of the classification of public information, namely information that must be announced, information available at all times, and exempted information. This competence is acquired through annual training and socialisation organised by the Information Commission at the provincial level. Even so, training that depends on provincial organisation means that capacity building is not yet fully planned independently at the city level.

The most decisive finding lies in the component of facilities and authority. The portal used by the Tanjungpinang City Government is a system built and managed by the Ministry of Home Affairs, as indicated by the official notice on the portal and by the destination options on the request form. As a consequence, regional authority is limited to content management and the service process, while authority over the system rests with the central government. When the portal experiences a disruption,

regional managers cannot handle it independently and must wait for the central government, which according to informants can take several days. This division of authority is presented in Table 3.

Table 3. Division of Authority over the Management of Information and Documentation Services in Tanjungpinang City

Regional Government Authority (Main PPID)	Central Government Authority (System Owner)
Managing content and handling public information requests in accordance with Regulation of the Minister of Home Affairs Number 3 of 2017 and Mayor Regulation Number 24 of 2022	Provision, development, and maintenance of the platform together with its basic security
Compiling and publishing the List of Public Information and the List of Exempted Information	Restoring status and handling technical disruptions that cannot be accessed by the region
Serving, guiding, and supervising implementation in accordance with the Standard Operating Procedure and the service charter at the regional level	Full authority over system recovery, which according to informants can take several days

Source: Processed from Regulation of the Minister of Home Affairs Number 3 of 2017, Tanjungpinang Mayor Regulation Number 24 of 2022, and interview results, 2026.

This condition constitutes a strategic weakness: the facility is available, but control over its maintenance lies beyond the reach of the region. This finding extends the conclusion of Alfirisi, Sujana, and Rantau (2024), who identified resource limitations as the main obstacle to e-government at the regional level. In the case of Tanjungpinang, the limitation is not only a shortage of personnel and budget, but also a limitation of authority that is structural in nature and cannot be overcome merely by adding resources at the regional level.

Disposition

The disposition dimension shows the strongest results compared with the other dimensions. All users interviewed, both students and non-students, considered the officers to be friendly, helpful, and committed to completing requests in accordance with the applicable provisions. This responsive attitude was evident even in cases where a request fell outside the scope of the unit's authority, when officers still directed the applicant to the appropriate agency rather than simply refusing.

The commitment of implementers is also visible in the initiative to contact applicants directly in order to complete requirements that are not stated on the portal. Interestingly, this initiative is at the same time a symptom of the problem on the communication dimension: the good conduct of officers masks the inadequate documentation of procedures. Within Edward III's framework, this condition shows that a strong disposition can compensate for weaknesses in other dimensions in the short term, but such compensation rests on individuals and is therefore fragile in the face of staff turnover.

The findings indicate that the disposition of implementers represents an important supporting condition for the continuity of public information services. Officers demonstrate responsiveness by providing clarification, assisting applicants, and directing users to the appropriate institution when requests fall outside their authority. However, this commitment should not be interpreted as the most decisive factor determining the overall success of the digital service. Rather, disposition functions as a buffering mechanism that helps mitigate weaknesses in communication and system accessibility at the point of service delivery.

The distinction is important because the capacity of local implementers remains constrained by technical authority over the platform. Officers may be willing and responsive in assisting users, but they cannot independently resolve technical disruptions when control over the underlying platform lies outside the local government. Therefore, strong disposition can sustain service responsiveness

despite structural and technological limitations, but it cannot substitute for technical authority or guarantee continuous digital service availability.

Bureaucratic Structure

On the aspect of Standard Operating Procedures, the service already has procedures that are clear, documented, and applied consistently. The managers' claim regarding timeliness was tested through source and technique triangulation. From the user side, three student applicants stated that they received a response within three to five working days, faster than the ten working days stipulated. From the document side, the Annual Report on Public Information Services shows a consistent pattern of request completion, as presented in Table 4.

Table 4. Comparison of Public Information Request Service Data of Tanjungpinang City for 2024-2025

Item	Year 2024	Year 2025
Requests received	18	13
Requests granted in full	13	10
Requests granted in part	0	0
Requests rejected	5	3
Public information disclosure qualification score	91.27 (Informative)	97.68 (Informative)

Source: Processed from the Annual Reports on Public Information Services of Tanjungpinang City for 2024 and 2025.

Table 4 shows that every request received a decision, whether granted or rejected with a recorded reason, namely requests for information that is not held, data outside the institution's control, and requests whose purpose falls under the authority of another agency. The official documents recognise only two categories of decision and do not recognise a category of deferral. The increase in the public information disclosure qualification score from 91.27 in 2024 to 97.68 in 2025 should therefore be interpreted cautiously. The score indicates strong formal performance in the assessment conducted by the Information Commission, but it does not necessarily capture every dimension of users' experience with the digital service. The field findings reveal that 37.0% of the identified public-facing domains were classified as 404 Not Found, while certain information-request requirements were not fully documented on the PPID portal. These findings suggest a distinction between formal institutional performance and substantive digital accessibility.

The difference does not necessarily mean that the qualification assessment is inaccurate. Rather, the two forms of evidence measure different aspects of performance. The qualification score reflects compliance with the assessment framework used by the Information Commission, whereas direct observation and user interviews in this study capture the practical accessibility and usability of the digital service. The coexistence of a high qualification score and continuing weaknesses in digital accessibility therefore indicates that formal compliance and substantive service quality should not automatically be treated as equivalent. The claim of procedural orderliness is therefore validated through both source and technique triangulation.

On the aspect of fragmentation, by contrast, obstacles remain. The Main PPID depends on the Implementing PPIDs in each regional apparatus unit for the provision of data and information, while the capacity and speed of response differ across units. This obstacle was acknowledged by both sides, the Main PPID as well as the Implementing PPID administrator, so that the finding is validated through triangulation rather than resting on the claim of a single party. It should be noted that the

obstacle is rooted more in the difficulty of tracing older archives and in the limited personnel at the implementing level than in a weak willingness to serve, since the implementers themselves considered coordination with the Main PPID to run smoothly.

In line with Edward III's theory in Winarno (2014), a high degree of fragmentation weakens coordination and hampers policy implementation. The field findings show that this is precisely where the weakness of the bureaucratic structure of the service in Tanjungpinang City lies, namely in coordination across regional apparatus rather than in the absence of procedures.

The Archipelagic Context and Digital Accessibility

The geographical characteristics of Tanjungpinang provide an important contextual condition for understanding the implementation of public information services through digital platforms. As an archipelagic city, physical access to government offices may require greater time and effort for residents who live across different islands and geographically separated areas. In this context, digital public information services are not merely an alternative channel for administrative communication but also serve as an accessibility mechanism that can reduce geographical barriers to government information.

This condition strengthens the practical significance of the communication dimension in Edward III's framework. The findings show that information dissemination has been conducted through multiple channels, but some requirements for information requests are not fully documented on the PPID website. In an archipelagic setting, reliance on direct clarification from government officers may reduce the accessibility benefits that digital services are expected to provide. The effectiveness of communication should therefore be assessed not only by whether information is transmitted, but also by whether citizens can obtain complete and understandable information through the digital channel without unnecessary additional interaction.

The archipelagic context also increases the consequences of resource and technical constraints. Limited personnel can affect the consistency of information updates and coordination among Implementing PPIDs, while technical problems that cannot be resolved at the local level may interrupt the digital channel through which citizens access information. These findings indicate that geographical context does not directly determine the success or failure of policy implementation. Rather, it functions as a contextual condition that amplifies the practical consequences of weaknesses in communication, resources, and technical authority.

DISCUSSION

The findings indicate that communication constitutes an important dimension in the implementation of public information services through the PPID website. Information has been disseminated through the website and other communication channels, and officers generally provide additional explanations when applicants encounter difficulties. However, the findings also show that several information requirements are not presented completely or consistently on the website. This condition indicates that communication effectiveness cannot be assessed solely from the existence of communication channels, but also from the clarity, completeness, and consistency of the information provided.

This finding is consistent with the communication dimension of Edward III's framework, in which policy information needs to be transmitted clearly and consistently to enable effective implementation. However, the digital context adds an important consideration. When citizens rely on a website as a source of information, incomplete online requirements may shift the communication

burden from the digital system back to individual officers. Consequently, the effectiveness of digital communication depends not only on the willingness of implementers to provide clarification but also on the capacity of the digital platform to provide sufficiently complete information independently.

Resources and Technical Authority

The resource findings demonstrate that the implementation of public information services is supported by administrative personnel and digital infrastructure, but these resources do not provide complete control over the continuity of the digital service. The local government has personnel responsible for information management and service delivery, while the underlying digital platform remains subject to technical control beyond the local government's direct authority.

This finding extends the conventional interpretation of resources in Edward III's framework. In a digitally mediated service, resources should not be understood only as personnel, budget, and physical facilities. The ability to exercise technical authority over the infrastructure through which a policy is implemented can also influence implementation capacity. A local government may possess sufficient administrative resources to manage information and respond to users, but still be unable to restore a disrupted platform when technical intervention depends on another institution.

International Comparison: Digital Government Platform Governance

The findings of this study are consistent with international research emphasising that digital public services depend not only on the internal capacity of implementing organisations but also on the governance arrangements surrounding the platforms through which services are delivered. Sun, Huang, and Zhou (2026), in their study of a county-level digital government platform in China, demonstrate that digital government platforms depend on the configuration of boundary resources and coordination activities among participating public organisations. Their findings show that platform governance is an evolving process in which governance arrangements and coordination mechanisms influence the ability of public organisations to develop and sustain digital services.

Similarly, Zhu, Zhang, and Tan (2024), in their study of a public service platform in Beijing, demonstrate that a digital platform functions not merely as a technological tool but also as an organisational arrangement involving the authorised and technological capacities of multiple stakeholders. Their findings indicate that the development and governance of a platform can reshape the roles of government and other service actors and influence how public services are organised.

These international studies support the present finding that digital public service implementation cannot be explained solely through administrative capacity within the implementing organisation. However, the Tanjungpinang case highlights a specific institutional condition: local government retains administrative responsibility for public information services, while technical control over the underlying platform is not fully within its authority. Thus, this study contributes to the international discussion of digital government platform governance by demonstrating how a gap between administrative responsibility and technical authority can constrain service continuity, even when local implementers possess commitment and established administrative procedures.

Disposition as a Buffering Factor

The findings indicate that the disposition of implementers represents an important locally controllable strength. Officers demonstrate responsiveness by providing clarification, assisting applicants, and directing users to the appropriate institution when the requested information falls outside their authority. Such commitment allows the service to continue operating despite limitations in the digital information available to users.

However, disposition should not be interpreted as the single determinant of successful digital service implementation. The commitment of local officers can compensate for incomplete information and some operational limitations, but it cannot substitute for technical authority over the platform. Disposition therefore functions as a buffering factor: it reduces the practical effects of implementation weaknesses at the point of service delivery, but its capacity remains constrained by structural and technological conditions.

Bureaucratic Structure and Coordination

The bureaucratic structure findings show that formal procedures for public information services are already available, but coordination among regional apparatus remains a significant challenge. The existence of SOPs does not automatically guarantee uniform implementation because information requests may involve different Implementing PPIDs and require coordination across organisational boundaries.

This finding reinforces the importance of fragmentation in Edward III's framework. Where responsibility for information is distributed among several organisational units, the effectiveness of implementation depends on the ability of those units to coordinate consistently. In the digital environment, this challenge becomes more complex because the service interface may appear as a single website even though the underlying responsibilities remain distributed across multiple institutions.

The Archipelagic Context and Digital Accessibility

The geographical characteristics of Tanjungpinang provide an important contextual condition for interpreting these findings. As an archipelagic city, physical access to government offices may require greater time and effort for residents located across geographically separated areas. Digital public information services therefore have significance not only as an administrative communication channel but also as an accessibility mechanism that can reduce geographical barriers to government information.

This context increases the practical importance of communication quality. When information about application requirements is incomplete on the website, citizens may need to seek clarification directly from government officers. In an archipelagic setting, such dependence on additional communication can reduce the accessibility advantage that digital services are expected to provide. The geographical context therefore does not directly cause implementation failure, but it amplifies the consequences of weaknesses in communication, resources, and technical authority.

Theoretical Contribution

This study contributes to the application of Edward III's policy implementation framework by demonstrating that the four dimensions of communication, resources, disposition, and bureaucratic structure require contextual interpretation when applied to local digital government services. The findings show that these dimensions remain useful for explaining the internal implementation capacity of local government, particularly in relation to information clarity, administrative resources, implementer commitment, and inter-organisational coordination.

However, the findings also reveal that the four dimensions alone do not fully explain the continuity of digitally mediated public services. In the Tanjungpinang case, local government retains administrative responsibility for public information services, while technical control over the digital platform is not fully within its authority. This creates a structural gap between administrative responsibility and technical authority that can affect the continuity and accessibility of digital services.

Accordingly, this study proposes extending the contextual application of Edward III's framework by incorporating Technical Authority/Platform Ownership as an additional contextual variable. This variable refers to the extent to which an implementing organisation possesses authority,

access, and control over the technical infrastructure required to deliver a digital public service. The proposed extension does not replace Edward III's four dimensions; rather, it recognises that their effectiveness in digital government can be conditioned by the institutional distribution of technical authority.

The proposed extension is particularly relevant to decentralised local-government settings in which digital platforms may be governed through centralised technical arrangements. In an archipelagic context such as Tanjungpinang, where digital services can reduce geographical barriers to accessing government information, limitations in technical authority may have broader implications for service accessibility. Thus, the study positions Technical Authority/Platform Ownership as a contextual condition that mediates the extent to which communication, resources, disposition, and bureaucratic structure can be translated into continuous and accessible digital public services.

Practical and Policy Implications

The findings have several practical and policy implications for strengthening digital public information services in Tanjungpinang City. First, the local government should strengthen the governance architecture of regional digital services by clearly defining the distribution of technical authority between the municipal government, the PPID, the Diskominfo, and the institution responsible for the underlying digital platform. A formal governance arrangement should specify responsibility for system maintenance, technical troubleshooting, data management, service continuity, and escalation procedures when technical problems occur. This arrangement is necessary to prevent situations in which the local government remains administratively responsible for a service but lacks sufficient authority to resolve technical disruptions.

Second, the regional SPBE architecture should be reviewed to ensure that public information services are not dependent on a single technical point of control without an adequate service-level and escalation mechanism. The local government should establish a formal technical support mechanism, including defined response times, responsible technical units, escalation channels, and service continuity procedures. This reform would allow administrative officers to respond to citizens while ensuring that technical problems can be addressed through a clearly established governance mechanism.

Third, the local government should strengthen the regulatory basis for digital public information services through the revision or development of a Mayor Regulation (Perwali) that integrates digital service standards into public information disclosure procedures. The regulation should establish minimum standards for the completeness, accuracy, updating, accessibility, and usability of information published through the PPID website. It should also require each Implementing PPID to maintain standardised information requirements so that applicants do not need to seek additional clarification merely because information is incomplete or inconsistently presented online.

Fourth, digital accessibility should be incorporated into the routine evaluation of public information services. The evaluation should not rely exclusively on formal information-disclosure qualification scores but should also include indicators such as website availability, broken or inaccessible public-facing domains, completeness of application requirements, response time, and user experience. This approach would enable the local government to distinguish formal compliance from substantive digital accessibility and identify problems that may not be captured by conventional disclosure assessments.

Finally, the archipelagic characteristics of Tanjungpinang should be considered in the design of digital public information services. Digital access should be treated as an instrument for reducing geographical barriers to government information rather than merely as an alternative communication channel. Therefore, maintaining reliable platforms, complete online requirements, mobile-accessible information, and clear digital procedures should become part of the regional public-service governance agenda. These reforms would strengthen the capacity of the PPID system to provide

accessible public information without placing unnecessary communication and travel burdens on citizens.

CONCLUSION

The implementation of public information service policy through the information and documentation portal managed by the Communication and Informatics Office of Tanjungpinang City demonstrates that the four dimensions of Edward III's implementation framework-communication, resources, disposition, and bureaucratic structure-remain useful for explaining local digital service delivery. Communication has reached users through multiple channels, although some application requirements are not presented completely or consistently. Human resources and administrative procedures are available but constrained by limited personnel and coordination capacity. Officers demonstrate responsiveness in assisting applicants, while coordination among regional apparatus remains uneven.

The findings also demonstrate that administrative capacity alone does not guarantee continuous and accessible digital public services. Local government retains administrative responsibility for public information services, but technical control over the underlying digital platform is not fully within its authority. This creates a distinction between administrative responsibility and technical authority that can limit the ability of local implementers to

respond directly to technical disruptions and maintain service continuity. The study therefore extends the contextual application of Edward III's framework by positioning Technical Authority/Platform Ownership as an additional structural condition in digitally mediated implementation.

The increase in the public information disclosure qualification score from 91.27 in 2024 to 97.68 in 2025 indicates stronger formal performance within the relevant assessment framework, but it should not be treated as a comprehensive measure of digital accessibility or user experience. The coexistence of a higher qualification score with incomplete online requirements and technical accessibility problems demonstrates the importance of distinguishing formal institutional performance from substantive digital service quality. For an archipelagic city such as Tanjungpinang, strengthening digital public information services therefore requires clearer technical governance, complete and standardised online requirements, stronger coordination, and reliable mechanisms for technical support and platform continuity.

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