

**DIGITAL GOVERNANCE DALAM PENGELOLAAN KETERBUKAAN
INFORMASI PUBLIK DI KABUPATEN KARIMUN
(Studi Kasus: Tata Kelola PPID Karimun)**

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ABSTRAK

Pengelolaan keterbukaan informasi publik melalui Pejabat Pengelola Informasi dan Dokumentasi (PPID) di Kabupaten Karimun masih menghadapi berbagai permasalahan, seperti koordinasi antara PPID Utama dan PPID Pelaksana yang belum optimal, implementasi kebijakan layanan informasi digital yang belum konsisten, serta kendala aksesibilitas, keamanan, dan pembaruan *webite* PPID. Kondisi tersebut menunjukkan bahwa penerapan *digital governance* belum sepenuhnya mendukung penyelenggaraan keterbukaan informasi publik. Penelitian ini menggunakan teori *digital governance* menurut Welchman (2015) yang terdiri atas strategi digital (*digital strategy*), kebijakan digital (*digital policy*), dan standar digital (*digital standards*). Metode penelitian yang digunakan adalah kualitatif dengan pendekatan studi kasus melalui observasi, wawancara, dokumentasi, dan studi pustaka. Hasil penelitian menunjukkan bahwa strategi digital telah memiliki pembagian peran yang jelas, tetapi koordinasi antar-OPD belum berjalan optimal. Kebijakan digital telah didukung oleh regulasi dan standar operasional prosedur, namun implementasinya belum konsisten pada seluruh PPID Pelaksana. Standar digital juga belum terpenuhi secara optimal karena masih ditemukan permasalahan pada aksesibilitas, keamanan, dan pembaruan *webite*. Penelitian ini menyimpulkan bahwa penerapan *digital governance* dalam pengelolaan keterbukaan informasi publik di Kabupaten Karimun belum berjalan optimal sehingga diperlukan penguatan koordinasi, konsistensi pelaksanaan kebijakan, dan peningkatan kualitas layanan digital.

Kata Kunci: Tata Kelola Digital, Keterbukaan Informasi Publik, Pejabat Pengelola Informasi dan Dokumentasi (PPID).

**DIGITAL GOVERNANCE IN MANAGING PUBLIC INFORMATION
DISCLOSURE IN KARIMUN DISTRICT
(Case Study: Governance of PPID Karimun)**

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ABSTRACT

The management of public information disclosure through the Public Information and Documentation Management Officer (PPID) in Karimun Regency continues to face several challenges, including suboptimal coordination between the Main PPID and Supporting PPIDs, inconsistent implementation of digital public information service policies, and issues related to the accessibility, security, and regular updating of the PPID website. These conditions indicate that the implementation of digital governance has not fully supported the delivery of public information services. This study employs Welchman's (2015) Digital Governance theory, which consists of three dimensions: digital strategy, digital policy, and digital standards. A qualitative method with a case study approach was adopted, and data were collected through observation, interviews, documentation, and literature review. The findings reveal that digital strategy has established clear organizational roles and responsibilities; however, coordination among regional government agencies remains inadequate. Digital policy is supported by regulations and standard operating procedures, yet its implementation has not been consistently carried out by all Supporting PPIDs. Meanwhile, digital standards have not been fully achieved due to persistent issues concerning website accessibility, security, and content updates. This study concludes that the implementation of digital governance in managing public information disclosure in Karimun Regency has not been optimal and requires stronger coordination, consistent policy implementation, and improvements in the quality of digital public information services.

Keywords: Digital Governance; Public Information Disclosure; Public Information and Documentation Management Officer (PPID).