

## THE EFFECT OF INFORMATION TRANSPARENCY AND DIGITAL ACCOUNTABILITY ON PUBLIC SERVICE SATISFACTION IN RANCAMANYAR VILLAGE

Afina Azzahra Almusthofa<sup>1\*</sup>, Raden Imam Al Hafis<sup>2</sup>

Departement of Public Administration, Universitas Terbuka, Indonesia

Corresponding Author Email: 048615186@ecampus.ut.ac.id

### ABSTRACT

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The acceleration of the Electronic-Based Government System (EBGS) demands a transformation toward transparent and accountable village governance. This study aims to analyze the influence of information transparency and digital accountability on public service satisfaction in Rancamanyar Village, Bandung Regency. Using a quantitative approach, this study relies on service users as the primary data source, collected through questionnaire distribution, and supported by secondary data in the form of a documentary study of the village's official digital platform. Data analysis was conducted using descriptive and inferential statistics to test the significance of relationships between variables. The results indicate that information transparency and digital accountability simultaneously have a positive and significant effect on public service satisfaction in Rancamanyar Village. However, when examined separately, the documentary analysis and community perceptions reveal technical barriers, such as the lack of synchronization in data updates and the slow system response to resident complaints. These findings imply that the provision of digital infrastructure has not yet been fully matched by optimal bureaucratic responsiveness. This study recommends the need to strengthen standard operating procedures for periodic data updates and to improve the reliability of digital interaction channels in order to realize inclusive, user-centric public services.

## 1. INTRODUCTION

### Background

The delivery of contemporary public services faces the dynamic complexity of governance resulting from the acceleration of information and communication technology. These developments have disrupted public expectations, which now demand speed, ease of access, and comprehensive transparency, not merely compliance with formal procedures. These sociological demands require government officials to apply the principles of good governance. The integration of ICT at the village level is highly strategic for optimizing government management and stimulating sustainable community welfare (Sakir, 2024).

In modern state administration, digitalization has become an operational necessity through the ratification of Presidential Regulation No. 95 of 2018 on the Electronic-Based Government System (EBGS). This regulation carries the mission of achieving efficiency, effectiveness, transparency, and accountability in the bureaucracy, a mandate that must be implemented down to the level of the Rancamanyar Village Government in Bandung Regency. This implementation is crucial for building a healthy democratic foundation and fostering public participation (Aprilla et al., 2024).

However, the on-the-ground reality in Rancamanyar Village still reveals a digital divide. Technical barriers such as limited network coverage, frequent application outages, and low responsiveness of officials in managing cyber complaints create a public administration paradox: the introduction of electronic systems actually triggers new public dissatisfaction (Tazam & Safitri, 2024).

Theoretically, the effectiveness of village digitalization rests on two dimensions: Information Openness, which encompasses transparency, efficiency, and participation (Sumarto in Ricky & Rahimallah, 2022), and Digital Accountability, which ensures that the performance records of officials can be verified in real-time. The ultimate goal of this governance framework is the achievement of Public Service Satisfaction, a subjective-empirical benchmark that depends on the alignment between the reality of services and the actual expectations of the community (Lupiyoadi in Ismiyati, 2023). It is this empirical misalignment in Rancamanyar Village that underpins the urgency of this study.

## Literature Review

### (1) Public Information Transparency in the Digital Age

Public information transparency is one of the fundamental pillars of good governance. Theoretically, information transparency serves to reduce information asymmetry between the government as the service provider and the public as the service users. According to Dunn (2018), transparency in public administration is not limited to the physical availability of documents but encompasses ease of access, clarity, and the reliability of the information presented to the public.

In the digital age, this concept of transparency has evolved into online transparency. Meijer (2015) states that internet-based digital transparency provides a space for the public to monitor government activities directly. In the domestic context, this mandate is legally reinforced by Presidential Regulation No. 95 of 2018 on SPBE. Through digital platforms such as official village websites, village governments are required to present service data, procedural workflows, and budget accountability without rigid bureaucratic barriers.

### (2) Digital Accountability in Public Administration

Accountability is the obligation of the agent (the government) to be accountable for all actions, policies, and resource management to the principal (the public). Dwiyanto (2021) emphasizes that in modern public administration, accountability has shifted from a vertical-bureaucratic model toward horizontal accountability, which positions the public as the primary evaluator of government performance.

The presence of ICT has created a new space known as digital accountability. According to Mergel et al. (2019), digital accountability utilizes electronic platforms to provide real-time and interactive performance records of public agencies. Key indicators include the availability of online complaint channels, the speed of officials' responses to complaints, and the reliability of the system in processing such feedback. Effective digital accountability transforms bureaucracy from passive and closed to responsive and verifiable.

### (3) Public Service Satisfaction

Public service satisfaction is the highest performance indicator and the ultimate measure of the success of public administration practices. Public service is defined as all forms of activities aimed at fulfilling service needs in accordance with laws and regulations for every citizen regarding goods, services, and/or administrative services provided by public service providers.

The service quality theory adopted by Hardiyansyah (2018) states that user satisfaction is achieved when the actual quality of service received (perceived service) meets or exceeds the initial expectations. In the context of village government digitalization, public satisfaction indicators are measured through processing time efficiency, the user-friendliness of the platform interface, the clarity of information regarding requirements, and the responsiveness of digital channel administrators.

### (4) Relationships Among Variables (Theoretical Framework)

Conceptually, information transparency and digital accountability are independent variables that simultaneously and partially influence public service satisfaction as the dependent variable. When village governments implement up-to-date information transparency, the public will experience ease and efficiency of access.

On the other hand, strengthening digital accountability through responsive complaint channels will foster residents' trust in the bureaucracy's commitment to resolving service issues. This harmonious integration of data transparency and digital accountability will directly minimize technical complaints in the field, which ultimately contributes significantly to enhancing positive perceptions and actual satisfaction among service users at the village level (Pratama, 2022; Welch et al., 2015).

## Research Problem and Objectives

### Problem Identification:

1. The implementation of information transparency through digital platforms in Rancamanyar Village has not been optimal, as evidenced by inconsistencies and delays in updating operational service data for residents.
2. The digital accountability mechanism in the governance of Rancamanyar Village remains weak, reflected in the low responsiveness of officials and the system in resolving public complaints submitted through electronic channels.
3. There are indications of a decline in public satisfaction with the quality of public services due to technical infrastructure barriers and the performance of the village's digital applications, which frequently experience outages (downtime).

### Research Objectives:

1. To analyze and empirically demonstrate the partial influence of Information Transparency on digital Public Service Satisfaction in Rancamanyar Village.
2. To analyze and empirically demonstrate the partial influence of Digital Accountability on digital public service satisfaction in Rancamanyar Village.
3. To analyze and empirically demonstrate the simultaneous influence of Information Openness and Digital Accountability on digital public service satisfaction in Rancamanyar Village.

## 2. RESEARCH METHODOLOGY

This study employs a mixed-methods approach with a sequential explanatory strategy. The quantitative approach is used as the primary method to test hypotheses and measure the causal relationship between independent and dependent variables through statistical analysis (Sugiyono, 2020). The variables consist of Information Openness (X1) and Digital Accountability (X2) as independent variables, and Public Service Satisfaction (Y) as the dependent variable.

Furthermore, a qualitative approach is applied as a secondary method to deepen, clarify, and confirm the quantitative data results through direct quotes from informants in the field.

- **Population & Sample:** The study population consists of all residents of Rancamanyar Village who have ever used the village's digital public service platform. The quantitative sample was determined using the Slovin Formula with a 10% margin of error via purposive sampling, resulting in a sample of residents aged >17 years who have actively accessed digital services in the past year. For qualitative data, 3 residents were selected as Key Informants (active users facing system challenges) and 1 village official as a Supporting Informant through in-depth interviews.
- **Data Collection:** Primary data was obtained from a 1–5 Likert-scale questionnaire and structured interviews. Secondary data was collected through a documentary study of features, data timeliness, and budget transparency records on the official digital platform of Rancamanyar Village.
- **Data Analysis:** Quantitative analysis tested validity, reliability, classical assumptions, and multiple linear regression analysis using the equation:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Hypothesis testing used the t-test, F-test, and Coefficient of Determination (R<sup>2</sup>). Qualitative analysis applied the Miles and Huberman model (data reduction, data presentation, drawing conclusions) to integrate direct quotes from informants to strengthen the analytical interpretation of the regression figures.

### 3. RESULTS AND DISCUSSION

Based on the results of the quantitative analysis, a positive direction of influence was found between the variables of Information Openness (X1) and Digital Accountability (X2) on Public Service Satisfaction (Y) in Rancamanyar Village. The simultaneous F-test showed a valid significance value, proving that the integration of information transparency and digital channel responsiveness together determines the level of public satisfaction.

However, partial testing (t-test) revealed unique findings requiring in-depth critical analysis. The partial influence of Information Transparency (X1) was found to be dominant, whereas Digital Accountability (X2), although significant, had a much lower regression coefficient. The researchers found a governance gap resulting from the lack of readiness in infrastructure and human resources at the local level.

The Rancamanyar Village digital platform visually presents governance data and administrative requirements with sufficient transparency in accordance with the mandate of Presidential Regulation 95/2018. However, this data transparency is passive because it is not balanced by interactive digital accountability. This is reinforced by a disappointing acknowledgment from one resident during a direct interview:

"As for checking the requirements for a residence certificate on the village website, the process is indeed clear, Sir. But the problem is when we submit documents via the complaint app the status remains pending for weeks with no

clarity. The staff aren't responsive. So the information is open, but the responsibility for resolving it is extremely slow." (Informant 1, personal communication, May 25, 2026).

This complaint reflects a failure to fulfill the "actuating" (execution) function within the cyber bureaucracy management framework. The frequent downtime of the village website exacerbates public resistance to the effectiveness of this electronic governance system. This is supported by another informant's statement:

"I intentionally use the online service to save time and avoid having to go to the village office for work permits. But when I access it, the app often crashes or keeps loading. When I contacted the village's social media admin, the response was extremely slow. In the end, I had no choice but to go in person manually." (Informant 2, personal communication, May 26, 2026).

Theoretically, this operational failure aligns with critiques of technology adoption without restructuring the organization's work culture. When local bureaucracies get bogged down in the formalities of digitization (merely having a website or app) without strengthening officials' digital competencies and the reliability of reporting systems, an "e-Government paradox" emerges. Rather than reducing bureaucratic chains, electronic systems actually create new administrative barriers (new digital red tape) that empirically reduce public trust (Welch et al., 2015).

The Village Government itself does not deny the existence of these operational obstacles. Through interviews with village officials, the root of the problem from within the bureaucracy was revealed:

"We lack specialized staff with IT competencies to manage the complaint dashboard in real-time. So far, website and application management has been combined with other daily public service tasks, so when manual services are busy, responses to digital complaints are delayed." (Informant 3, personal communication, May 27, 2026).

The statement above confirms that the low level of digital accountability in Rancamanyar Village is not caused by a rejection of technology, but rather by limitations in the human resource capacity of local officials. This finding underscores the importance of institutional capacity building within the broader cyber governance ecosystem. The digitization of services will never achieve optimal public satisfaction unless it is accompanied by a transformation of the bureaucratic work culture from a "resistance to change" mentality toward an adaptive, high-quality service mentality (New Public Service).

### 4. CONCLUSION

A mixed-methods analysis using a sequential explanatory strategy on digital governance in Rancamanyar Village yielded three scientific syntheses regarding the relationship between Information Openness, Digital Accountability, and Public Service Satisfaction: Systemic Integration of Village Digital Governance: The level of public satisfaction (Y) with the performance of the Rancamanyar Village Government's digital platform is jointly determined by the synergy between Information Openness (X1) and Digital Accountability (X2). The results of this simultaneous testing empirically prove that the success of fulfilling the mandate of Presidential

Regulation No. 95 of 2018 on SPBE at the local government level is highly dependent on the agency's ability to combine data transparency with the reliability of system responses. The Gap in the Dynamics of Visual Transparency and Digital Accountability: Partially, residents' positive perceptions are dominated by the Information Transparency variable (X1), far surpassing the contribution of Digital Accountability (X2). This situation reflects that village officials are currently only capable of digitizing downstream areas of a visual-passive nature, such as presenting governance documents and regulatory requirements on official websites. Conversely, the interactive aspects of cyber accountability remain very weak. Online complaint channels remain unreliable due to frequent technical network issues (outages), slow verification processes, and uncertain problem resolution. The Dilemma of Local Human Resource Capacity and the Threat of the Digitalization Paradox The suboptimal functioning of digital accountability mechanisms on the ground does not stem from cultural resistance to technology adoption, but rather from a deficit in human resource (HR) capacity within the village bureaucracy. The absence of specialized, competent IT operators leads to an overlap in the workload of village officials, resulting in cyber complaints often being neglected as the volume of physical services increases. If the formalities of ICT utilization are maintained without institutional capacity building, the local bureaucratic ecosystem will be trapped in the "e-Government paradox." This phenomenon actually lengthens the bureaucratic chain through the emergence of new administrative barriers (new digital red tape) that have the potential to erode public trust empirically.

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