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Administrative Governance and Information Disclosure in Siwolong Polong Village, Mattiro Sompe District, Pinrang Regency

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ABSTRACT

Village administration underpins public services, data management, and development planning at the level of government closest to residents. This study examines administrative governance and information disclosure in Siwolong Polong Village, Mattiro Sompe District, Pinrang Regency, South Sulawesi. The framework combines village administration regulations, public service standards, and the principle of public information disclosure, which together require orderly record-keeping, clear procedures, and information that residents can actually access. The study aimed to describe administrative practices, assess how far the relevant regulations are implemented, identify the obstacles faced by village officials, and formulate recommendations for improvement. A descriptive qualitative approach was used, drawing on semi-structured interviews, observation, document review, and a search of official online channels, with data reduction, thematic grouping, comparison with regulations, and source triangulation as the analytical steps. The village operates an official website with menus for the village profile, public information services, village data, legal products, and news. Because a menu does not prove that its content is complete or current, each menu group was classified as data not yet available, data available but not yet published, or data published: three menu groups were published and three were available but not yet published. Administrative practice largely meets basic service standards and relies on manual registers, whereas digital archiving and website publication are constrained by limited operator capacity and the absence of routine update procedures. The novelty of the study lies in examining the gap between the formal availability of information channels and the quality of their content, supported by field evidence of service practice.

INTRODUCTION

Village government is the tier of government closest to residents. Law Number 6 of 2014 on Villages, as amended by Law Number 3 of 2024, positions the village as the government responsible for managing local affairs and community interests. Many encounters between citizens and the state begin at the village office: obtaining certificates, registering population events, learning about development programs, and collecting data on aid recipients. The quality of village administration is therefore not merely an internal technical matter. It determines the speed of service, the certainty of procedures, and the trust residents place in

their village government.

Several regulations set the standards for this administration. Minister of Home Affairs Regulation Number 47 of 2016 governs village government administration, covering general administration, population, finance, and development. Service delivery is bound by Law Number 25 of 2009 on Public Services, and citizens' right to information is guaranteed by Law Number 14 of 2008 on Public Information Disclosure. In addition, the handling of data that identify individuals must comply with Law Number 27 of 2022 on Personal Data Protection. Village administration must consequently be both orderly and transparent, and transparency has to be distinguished from the exposure of personal data.

Research on Indonesian villages shows that these expectations are not met evenly. The study of village fund management by Ginting et al. (2023) emphasizes that adequate human resources, in both quantity and quality, are decisive for accountable management, and that online reporting through the village financial system reduces the burden of manual reporting. Work on accountability in village fund management examines the factors that shape it, including the moderating role of prosocial behavior (Diansari et al., 2023), while research on inclusive decentralized village governance (Annahar et al., 2023) and on smart villages and rural development (Muhtar et al., 2023) places the village within a broader agenda of capacity and digital readiness. Evidence on trust is directly relevant as well: accountability and transparency have been examined as promoters of community trust in Indonesian village governments (Sofyani et al., 2021). Digital transformation at the local level adds a further requirement, because it is understood as a change in processes, culture, and capacity and not only in tools, with transparency among its expected outcomes (Mergel et al., 2019), and because village-level cases link e-government with budget transparency, accountability, and the need for digital literacy (Nurlinah et al., 2025; Virnandes et al., 2024).

Online channels are often expected to solve the transparency problem, yet their presence does not guarantee the quality of the information they carry. Research on e-government indicates that citizens' trust grows through their evaluations of government integrity, performance, and responsiveness during actual use (Li & Shang, 2023), and that the effect of good governance on trust runs through perceived e-governance effectiveness (Hartanto et al., 2021). Experimental evidence on decision transparency likewise treats the way information is disclosed and received as central to whether it raises trust (Grimmelikhuijsen et al., 2021). A website can therefore exist without functioning as a channel of accountability, and the distance between the two is an empirical question.

Siwolong Polong Village lies in Mattiro Sompe District, Pinrang Regency, South Sulawesi. The district is a coastal area in which most residents depend on fish ponds and fisheries, and it forms part of the minapolitan production zone of the regency. In 2025 the village was recorded as receiving Village Funds of Rp802,107,000, according to regional media reporting. The size of the funds managed makes orderly planning, budgeting, and reporting that residents can reach especially important. The village already operates an official website with menus for the village profile, organizational structure, village data, legal products, and information services, but the existence of a menu does not show that its content is complete and current.

This study examines administrative quality along two dimensions. The administrative dimension covers the clarity of requirements, the speed of service, the orderliness of registers and archives, and the reliability of data. The social dimension covers residents' ease of access,

the accessibility of information, the fairness of data collection, and trust in the village government. The relationship between the two is examined through field evidence rather than the appearance of a website, because limited online information alone is not sufficient proof of poor service.

No study was found that assesses village administration in Mattiro Sompe District by comparing the availability of information channels with the content actually published. The novelty of this study lies in distinguishing three data conditions, namely data not yet available, data available but not yet published, and data published, because each calls for a different remedy. The study asks four questions: how administrative and service flows are carried out; to what extent regulations are implemented in practice; what obstacles village officials face; and how administrative quality relates to ease of service, access to information, and trust. Its objectives are to describe administrative practice, assess regulatory implementation, identify obstacles, and formulate recommendations for improvement.

METHOD

The study used a descriptive qualitative approach, supported by simple quantitative data such as the number of website menus that were filled and the length of the service process. This approach suits the aim of understanding administrative practice in the context of a village institution and the experience of service users, rather than testing statistical relationships among variables. The object of the study was the administration and public information provision of the Siwolong Polong Village Government, Mattiro Sompe District, Pinrang Regency, South Sulawesi. Fieldwork took place in July 2026 and was organized around four indicators: (1) the clarity of procedures and service requirements, (2) the orderliness of recording, registering, and archiving, (3) the availability and currency of public information, and (4) residents' ease of access to services and information.

Informants were selected purposively according to their involvement in administration and services, and seven informants were included, namely the village head, the village secretary, the head of administration and planning, the officer responsible for the village information service or website, members of the Village Consultative Body, and service users. Four techniques were used to collect data: semi-structured interviews to explore workflows, obstacles, and service experience; observation of file checking, recording, document issuance, and archiving; documentation of administrative registers, standard operating procedures, the village profile, planning and budget documents, and legally accessible village legal products; and a search of public channels, namely the official village website and the regulatory database, carried out in July. The principal instrument was the researcher, supported by interview guides, observation sheets, and a checklist of website menus.

Data were analyzed in stages through data reduction, thematic grouping, data display, and conclusion drawing. Each website menu group was classified into one of three categories: data not yet available, data available but not yet published, and data available and published. Regulatory implementation was assessed by comparing the obligations in each regulation with documentary evidence and observed practice, not with how complete the website appeared. Validity was maintained through source and technique triangulation and through clarification with informants. The identities of residents and aid recipients were not disclosed, and personal data were handled in line with the personal data protection law (Figure 1

summarizes the logic of the three-condition classification used throughout the analysis).

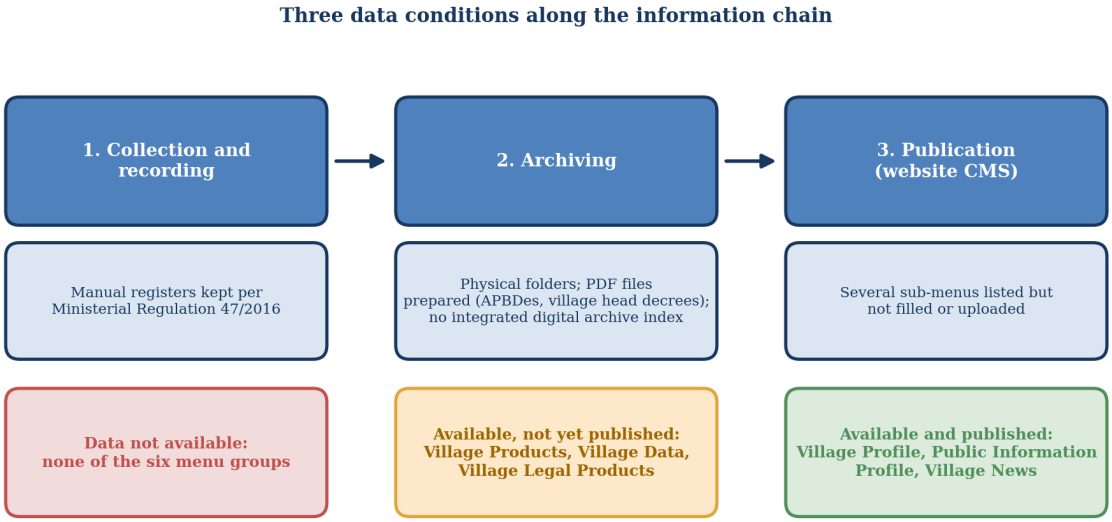


Figure 1. Three Data Conditions Along the Information Chain in Siwolong Polong Village

Source: Authors' conceptualization based on field findings (2026)

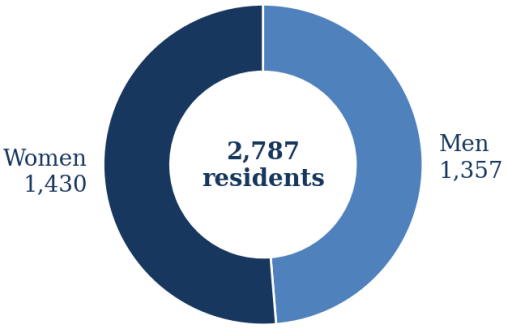
RESULT AND DISCUSSION

Findings and their interpretation are presented together, theme by theme, so that every empirical pattern is read against the regulations and the Scopus-indexed literature at the point where it appears. The themes are the village profile, the status of the information channels, regulatory compliance, service flow, registers and archiving, the constraints faced by officials, and residents' experience, followed by a synthesis by study indicator and the resulting recommendations.

Village Profile and Administrative Context

Siwolong Polong is one of seven villages in Mattiro Sompe District, which together with two sub-districts make up nine village-level units. The current village head was inaugurated by the Regent of Pinrang on 12 October 2023. The 2025 data record 2,787 residents (1,357 men and 1,430 women) in 905 family heads, and the administrative documents record a settlement area of about 165 hectares within the district's 9,700 hectares (Figure 2). A village of this size handles most service contacts face to face, yet it still manages substantial village funds, so the administrative load is real. This combination is typical of the setting described in research on inclusive decentralized village governance, where responsibility has been devolved faster than administrative capacity (Annahar et al., 2023), and it explains why the capacity of a small office, rather than the intentions of its officials, determines whether digital channels are sustained (Ginting et al., 2023; Muhtar et al., 2023).

(a) Population by sex (2025)



(b) Village profile indicators

Residents (2025)	**2,787**
Heads of families	**905**
Village settlement area	**± 165 ha**
District area	**9,700 ha**

Figure 2. Population and Profile of Siwolong Polong Village

Source: Authors' data processing (2026), based on village administrative documents

Availability and Status of the Information Channels

The official village website has a fairly complete menu structure that covers the village profile and organizational structure, planning and financial data, village legal products, and information services with request and objection flows, which shows an initial effort to follow the principle of transparency. Content status nevertheless differs by menu group: the profile, public information profile and services, and village news menus are published, whereas village products, village data, and village legal products are available as menus but not yet published, and no menu group lacks data entirely (Figure 3). The pattern is revealing. The published groups are largely descriptive, while the unpublished ones, notably the budget and planning documents and the legal products, are those that matter most for accountability. This is what the literature on e-government and trust would lead one to expect to be the decisive element, because trust grows through citizens' evaluation of government integrity, performance, and responsiveness during actual use and not through the mere presence of a government website (Li & Shang, 2023), and because good governance builds trust when citizens perceive e-governance as effective (Hartanto et al., 2021). Smart-village research makes a parallel point: a model that relies only on information systems and technology has clear limits unless smart governance and a capable community accompany it (Muhtar et al., 2023).

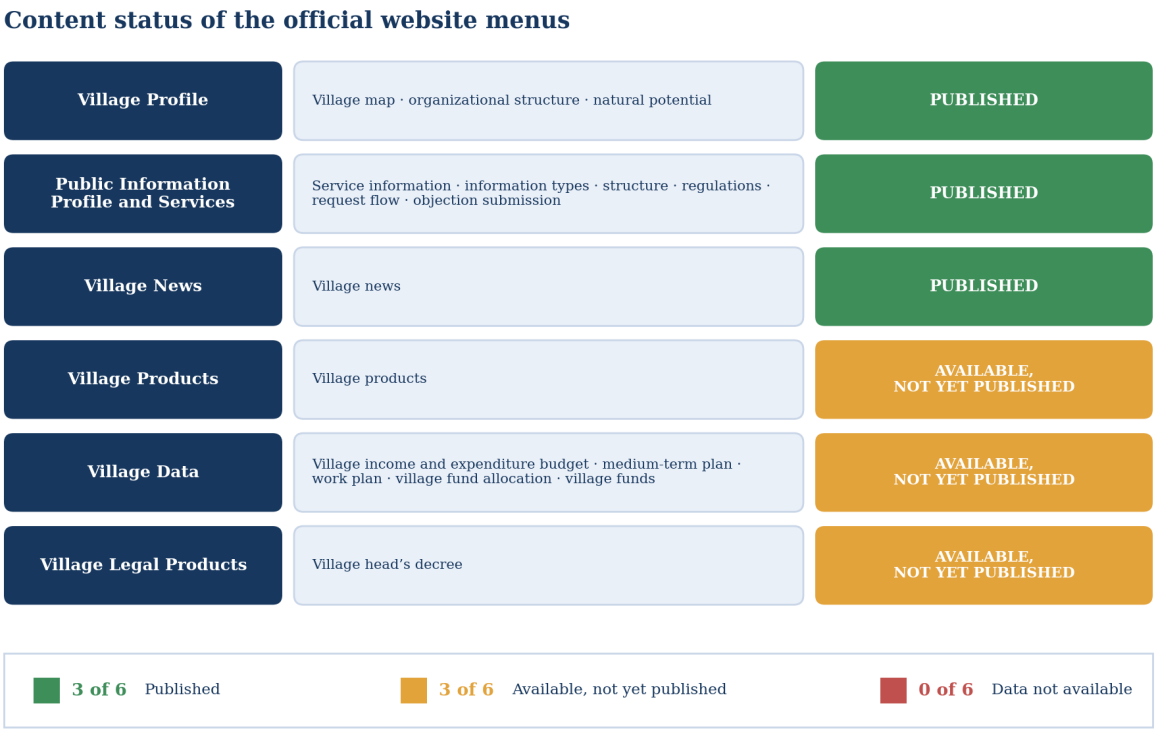


Figure 3. Content Status of the Official Website Menus of Siwolong Polong Village

Source: Siwolong Polong Village official website, processed by the authors (2026)

The three-condition classification also separates problems that would otherwise be confused. A menu that is available but not yet published signals that the data exist in the administration, so the obstacle lies in publication and not in collection, whereas a menu with no data would signal a deeper gap in collection. Treating the two as one problem leads to the wrong remedy, such as training in data collection when the real need is an upload routine. This distinction is consistent with the view that transformation depends on organizational processes and responsibilities, not only on tools (Mergel et al., 2019), and with evidence that governance, leadership, capability, and transparency jointly shape whether digital transformation generates trust (Virnandes et al., 2024).

Compliance with Regulatory Obligations

To keep the assessment anchored in documents and practice rather than in the appearance of the website, the main obligations were mapped against the evidence reviewed (Figure 4). Three of the four obligations were in accordance with the regulation: general administration, population, finance, and development under Minister of Home Affairs Regulation No. 47 of 2016; service standards under Law No. 25 of 2009; and personal data protection under Law No. 27 of 2022. The obligation concerning announcements and public information services under Law No. 14 of 2008 was only partially appropriate. This result fits the website findings, since the village has the procedural elements of public information services, namely the request flow and the objection channel, while the publication of planning and budget documents remains incomplete. Meeting the procedural form of an obligation is not the same as meeting its substance, which is why research on transparency examines how disclosed information is received by citizens and not only whether it is disclosed

(Grimmelikhuijsen et al., 2021). In village settings, accountability and transparency are in turn expected to translate into community trust (Sofyani et al., 2021), and accountability in village fund management is shaped by factors such as prosocial behavior (Diansari et al., 2023), so the missing budget publication is more consequential than a purely technical omission.

Mapping of regulatory obligations against the evidence examined

Obligation	Regulatory basis	Evidence examined	Status
General administration, population, finance, and development	**Home Affairs Regulation 47/2016**	Registers and administration books at the village office	IN ACCORDANCE
Service standards: procedures, times, complaints	**Law 25/2009**	Standard operating procedures, service information, complaint channels	IN ACCORDANCE
Announcements and public information services	**Law 14/2008**	Public information register, information request records	PARTIALLY APPROPRIATE
Protection of personal data in documents and publications	**Law 27/2022**	File management and publication without personal identity	IN ACCORDANCE

Result: 3 of 4 obligations in accordance; 1 of 4 (public information services) partially appropriate.

Figure 4. Mapping of Regulatory Obligations and Evidence Examined

Source: Authors' analysis of the regulations and field evidence (2026)

The village's record on personal data protection deserves recognition. Identity numbers and family card numbers are not displayed on notice boards or on the website, and documents are managed and published without personal identity. This shows an understanding that transparency of public information differs from disclosure of individual data, and any measure to increase publication must preserve it. The same balance is reflected in the broader challenges, dilemmas, and paradoxes that accompany digital government transformation (Eom & Lee, 2022).

Public Service Flow and Time

A population certificate or an administrative recommendation generally takes 15 to 30 minutes when the required documents are complete and the village head or the village secretary is present, whereas delays occur when officials are on duty outside the office (Figure 5). One resident informant described service as quite prompt for complete documents and said that officials are always present. The flow is therefore clear and quick for the standard case, in line with the compliance of the village with service standards, but it is vulnerable because it depends on the presence of particular officials. In a small administration, a single signatory can become a bottleneck, and consistency of service time depends on whether the procedure is documented well enough for another authorized person to complete it. Evidence from local governments shows that benefits of integrated systems depend on managers' know-how to lead implementation and enactment (Pittaway & Montazemi, 2020), and the same logic applies to routine service: the standard timeframe has to be written into the

procedure and not left to individual availability. Stage-oriented views of digital service delivery likewise treat integration of forms, data, and procedures as the route to faster and less burdensome service (Mergel et al., 2019).

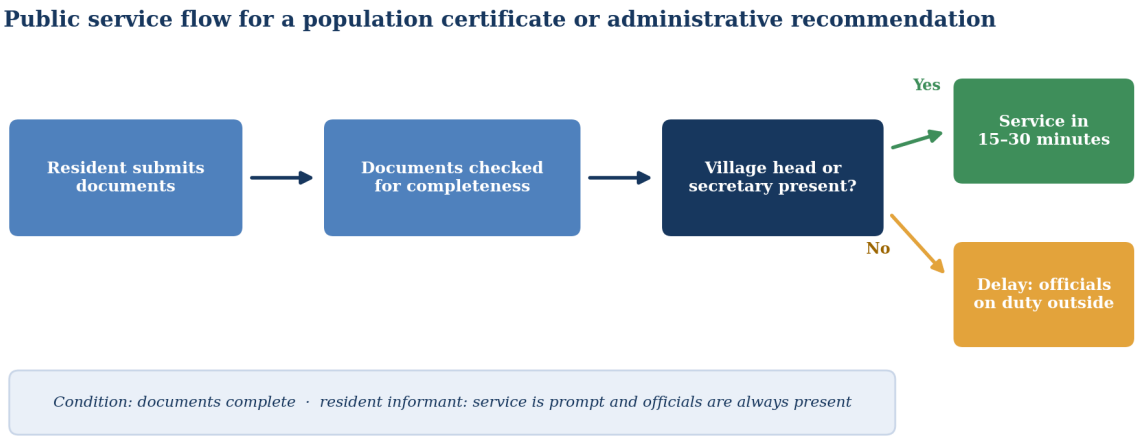


Figure 5. Public Service Flow and Time in Siwolong Polong Village

Source: Authors' field findings (2026)

Order of Registers and Archiving

General administration and population records are kept in manual registers in line with Minister of Home Affairs Regulation No. 47 of 2016, but digital archiving is not yet optimal: physical documents are stored neatly in folders, yet retrieving older archives often takes time because there is no integrated digital archive index. Manual registers satisfy the regulatory obligation, as the compliance mapping shows, but they limit what the village can do with its own records. Without an index the cost of retrieval rises with the age of the archive, and the documents that would have to be published, such as budget and planning files, sit in physical folders and loose files. Orderly archiving is thus the first link in the chain shown in Figure 1: data that cannot be found quickly are hard to publish and hard to verify. Studies of village fund management similarly report that online reporting through the village financial system reduces the burden of manual reporting (Ginting et al., 2023), and village-level cases in Gowa Regency associate digital systems with better budget transparency and accountability, while stressing the need for digital literacy and a sound technological base (Nurlinah et al., 2025). A modest digital index would therefore benefit both service and publication.

Constraints Faced by Village Officials

Village officials carry a double burden between daily service tasks and the management of digital media content on the official website. Limited technical capacity to operate the website's content management system (CMS) is the main reason several sub-menus, such as village legal products and the budget data posts, exist as channels but have not been filled or uploaded. One official explained that the village budget (APBDes) and village head decree files are prepared in physical and PDF form, but routine uploading is limited because no operator is assigned to that task. This is the clearest illustration of the "available but not yet published" condition: the data exist and the files are ready, but a person, a schedule, and a routine are missing. The finding agrees with research showing that the know-how of those

who lead digital implementation determines whether local governments realize the benefits of their systems (Pittaway & Montazemi, 2020), with the observation that insufficient capacity building leaves some village officials unable to operate computers and thereby slows public services (Annahar et al., 2023), and with the emphasis on the quantity and quality of village human resources in accountable fund management (Ginting et al., 2023). Digital capability, leadership, and organizational partnership are likewise among the factors that shape whether digital transformation produces trust (Virnandes et al., 2024). The remedy suggested by the data is therefore organizational: assign responsibility, set a schedule, and write a short procedure for updating public information.

Residents' Experience and the Role of Website Publication

Residents generally come to the village office directly to obtain information instead of using the official website. In distributing social assistance and providing population data services, the village government applies personal data protection by not displaying identity numbers or family card numbers on notice boards or the website. The preference for direct contact is rational in a village of this size and should not be read as residents' failure to use technology; it means that the website is not currently the main route through which accountability is exercised, so the effect of online publication on trust cannot be assumed. Whether publication would raise trust depends on whether citizens experience the information as usable and the institution as responsive (Hartanto et al., 2021; Li & Shang, 2023; Sofyani et al., 2021), and digital initiatives in villages are more likely to deliver public benefit when residents' digital literacy and participation are strengthened alongside the technology (Nurlinah et al., 2025). Efficiency gains alone do not guarantee public value, and platforms deliver value only when they are orchestrated around what users actually need (Cordella & Paletti, 2019). Publishing the budget documents is therefore necessary but not sufficient: it should be accompanied by explanations that residents can follow and linked to the face-to-face channels they already use.

Synthesis by Study Indicator

Taken together, the findings can be organized around the four indicators that guided the study (Table 1). Procedures and basic recording are largely in place, whereas the availability and currency of public information and the ease with which residents reach it remain the weakest links. The village therefore does not need to rebuild its administration but to extend a functioning administrative routine into the digital channel, which is the practical meaning of treating digital transformation as a change in processes and responsibilities (Mergel et al., 2019).

Table 1. Summary of Findings by Study Indicator

Indicator	Principal finding	Implication
Clarity of procedures and service requirements	Services take 15 to 30 minutes when documents are complete and the village head or secretary is present; procedures, service information, and complaint channels are in accordance with Law No. 25 of 2009	Quick for the standard case but dependent on particular officials; standard timeframes should be written into the procedures

Indicator	Principal finding	Implication
Orderliness of recording, registering, and archiving	Manual registers are kept in line with Regulation No. 47 of 2016; digital archiving is not optimal and there is no integrated index	Obligation met, but retrieval is slow and publication depends on locating physical files
Availability and currency of public information	Three of six menu groups are published and three are available but not yet published; the public information obligation is partially appropriate	The gap lies in publication, not in the absence of data, and concerns budget and legal documents
Ease of citizen access to services and information	Residents go directly to the village office; the website is not the main route; identity numbers are not displayed	Publication should be linked to face-to-face channels, with personal data protected

Source: Authors' synthesis of the field findings (2026)

The synthesis also clarifies what the evidence does and does not show. It does not show that residents are poorly served, since service is prompt for complete documents and officials are present, nor that the village withholds information, since the unpublished documents exist and are ready. It shows a specific, correctable gap between the formal availability of a channel and the quality of the content it carries. Because trust in local government is associated with citizens' perception of accountability, responsiveness, and transparency (Hartanto et al., 2021; Sofyani et al., 2021), closing this gap is more likely to matter for residents' confidence than further expansion of the website's menu structure.

Recommendations and Limitations

The findings point to measures that can be taken after verification, each linked to the problem it addresses (Table 2): an audit of the completeness and currency of website content, the designation of a responsible person and an update schedule, standard operating procedures with standard timeframes and complaint channels, strengthened registers and archives, training in data and content management, and protection of personal data in every publication. These measures reflect the evidence that capability, leadership, and governance, and not technology alone, determine whether digital initiatives succeed at the local level (Pittaway & Montazemi, 2020; Virnandes et al., 2024).

Table 2. Recommended Corrective Measures and the Problems They Address

Measure	Problem addressed	Basis in the findings
Audit of the completeness and currency of website content	Menus whose content status is uncertain	Three menu groups available but not yet published
Designation of a responsible person and an update schedule	No routine for publishing prepared documents	No dedicated operator for the content management system
Standard operating procedures with standard timeframes and complaint channels	Dependence of service on particular officials	Delays when officials are on duty outside the office
Strengthened registers and archives, including a digital index	Slow retrieval of older archives	No integrated digital archive index
Training in village data and content management	Limited technical capacity of staff	Double burden between service tasks and website management
Protection of personal data in every publication	Risk that disclosure becomes exposure of individual data	Identity numbers not displayed in public

Source: Authors' synthesis of the field findings (2026)

The study has limitations. It depends on the quality of the search of public channels and on the openness of informants, and it covers a single village, so its findings cannot be generalized to other villages in Mattiro Sompe District. The classification of menu status reflects the situation in July 2026, and website content can change quickly. Further research could apply the same three-condition classification to other villages, compare capacity and practice among them, and measure residents' trust before and after budget documents are published.

CONCLUSION

Siwolong Polong Village operates an official website with a fairly comprehensive menu structure covering the village profile and organizational structure, planning and financial data, legal products, and public information services with a process for submitting requests and objections. Of the six menu groups, three are published and three are available but not yet published. This structure is an initial asset for transparency, but it does not by itself show the completeness or currency of the content.

Administrative practice in the village generally meets basic public service standards and basic manual archiving, and the village protects personal data in documents and publications. It still faces obstacles in digitalization and website-based disclosure. Although online channels formally exist, the publication of budget documents and legal products remains limited because of the capacity of the operators and the lack of standard procedures for routine updates, so residents continue to rely on direct contact at the village office. Improving administrative quality and information disclosure therefore requires alignment among the provision of digital tools, the strengthening of apparatus capacity, and standards for service time.

Conceptually, the study confirms that the quality of village administration cannot be judged by the availability of website menus alone; it must be tested against the content and currency of information, internal documents, service practice, and residents' experience. Distinguishing three data conditions allows recommendations to target the specific problem, whether in data collection, archiving, or publication. Further research is recommended to extend the study to other villages in Mattiro Sompe District in order to compare capacity and practice among villages.

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AUTHOR CONTRIBUTIONS

E: conceptualization, methodology, supervision, and writing–review and editing. ARA: investigation, data collection, formal analysis, and writing–original draft. AAAP: data collection, visualization, and writing–original draft. All authors (E, ARA, and AAAP) have read and approved the final version of the manuscript.

CONFLICT OF INTEREST

The authors declare that they have no conflicts of interest related to the research, authorship, or publication of this manuscript.

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