

# The Performance of Public Information and Documentation Management Officers in Electoral Information Services: A Case Study of the Gorontalo City Election Commission Following the 2024 Simultaneous Elections

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**Abstract.** This study examines the performance of Public Information and Documentation Management Officers (PPID) in electoral information services at the Gorontalo City Election Commission following the 2024 simultaneous elections. The study responds to the need to ensure transparent, accessible, and responsive public information services in local electoral institutions, particularly after a high-intensity electoral period that increased public demand for accurate election-related information. Using a qualitative descriptive approach, data were collected through in-depth interviews, observation, and documentation study, and analyzed through four dimensions of public service performance: effectiveness, efficiency, service quality, and responsiveness. The findings show that PPID performance was generally adequate. In terms of effectiveness, services were supported by a front office, digital applications, and dashboards, and the information provided was largely relevant to applicants' requests, although more structured explanations and presentation were still required. In terms of efficiency, the use of softcopy documents, free-of-charge services, WhatsApp, e-PPID, and task distribution helped reduce service costs and time, but the disposition flow and internal coordination needed strengthening. Service quality was supported by the "KPU Melayani" principle, service declarations, standard operating procedures, suggestion boxes, and community satisfaction surveys; however, improvements were needed in clarity, completeness, accuracy, and comprehensibility of information. Responsiveness was reflected in direct services, email, WhatsApp, inter-subdivision coordination, objection mechanisms, and public consultation forums, although follow-up speed and digital channel optimization remained limited. The study concludes that strengthening coordination, information structuring, and digital service management is essential to improve electoral information transparency.

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## 1. Introduction

Public information disclosure has become a fundamental principle in democratic governance, particularly in electoral administration where transparency, accountability, and public trust are essential components of institutional legitimacy. Electoral institutions are expected not only to conduct elections fairly and professionally but also to provide open access to public information related to electoral processes, results, regulations, budgeting, and dispute management. In Indonesia, the enactment of Law Number 14 of 2008 concerning Public Information Disclosure established a legal obligation for public institutions, including the General Election Commission (KPU), to ensure accessible and transparent information services. Within this framework, the Public Information and Documentation Management Officer (PPID) functions as the central institution responsible for managing and providing public information services.



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The increasing public demand for electoral information following the 2024 simultaneous elections demonstrates the strategic role of PPID in maintaining democratic accountability and strengthening public participation in governance processes. The implementation of simultaneous elections in 2024 generated a substantial increase in requests for public information across electoral institutions in Indonesia. Public interest in accessing election documents, vote recapitulation results, budgeting information, legal documents, and electoral dispute decisions remained high even after the electoral stages had officially concluded. This condition created additional challenges for electoral information management units, particularly at the local level where institutional resources may be limited. Previous studies have emphasized that transparency in electoral information services significantly contributes to public confidence in democratic institutions and promotes accountable governance (Arbainah & Habibi, 2024). Furthermore, the effectiveness of public information services in electoral institutions has increasingly become an indicator of institutional performance in modern public administration systems (Bouckaert & Halligan, 2015).

In public administration studies, the performance of public institutions is often evaluated based on their capacity to deliver services effectively, efficiently, responsively, and accountably. Boyne et al. (2006) conceptualized public service performance as a multidimensional construct involving effectiveness, efficiency, service quality, and responsiveness. This framework has been widely applied in evaluating public sector organizations because it allows researchers to assess not only administrative outputs but also the broader quality and impact of public services. In the context of public information disclosure, these dimensions become highly relevant since information services require institutional readiness, administrative coordination, technological support, and responsiveness to citizens' needs. Dahler-Larsen (2014) further argued that performance indicators in public organizations play a constitutive role in shaping institutional behavior and public accountability mechanisms. Therefore, evaluating PPID performance requires both normative and empirical approaches grounded in public service performance theory.

Several studies have explored the implementation of public information services within electoral institutions in Indonesia. Aprilia and Hertanto (2023) found that PPID played a strategic role in responding to public information demands during the recruitment process of temporary electoral bodies in the 2024 elections. Their findings indicated that public satisfaction was influenced by accessibility, clarity of information, complaint handling, and transparency in recruitment processes. Similarly, Perdani (2024) emphasized that optimizing public information services in electoral supervisory institutions requires strong institutional policies, digital innovation, and inclusive service approaches. Aqshadigrama (2025) further demonstrated that information system quality directly affects institutional transparency and democratic governance in electoral administration. These studies collectively indicate that information management systems and service quality are crucial factors in strengthening electoral transparency and accountability.

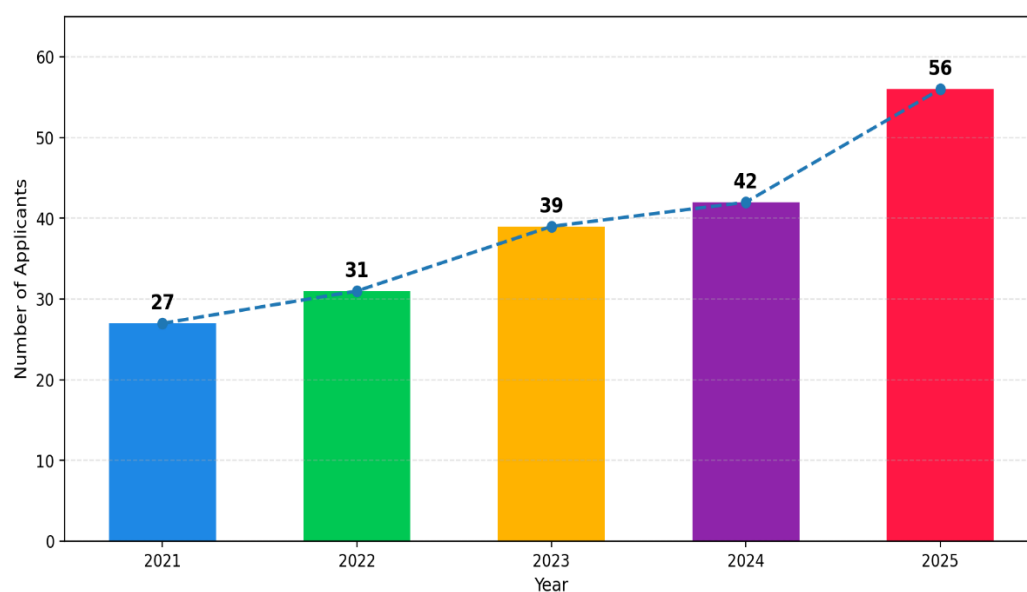
Despite these scholarly contributions, existing studies still exhibit several limitations. First, previous research has predominantly focused on electoral institutions located in western regions of Indonesia, particularly Java and Sumatra, while limited attention has been given to eastern Indonesian regions such as Gorontalo. This geographical imbalance creates an empirical gap because local institutional contexts, infrastructural conditions, and public service capacities differ substantially across regions. Second, most studies focus on information services during electoral stages, whereas limited research examines the post-election period when public demand for electoral documents and accountability information remains significant. The post-election phase presents unique administrative challenges because institutions often experience organizational transitions and resource adjustments while still being expected to provide timely and accurate information services.

Third, previous studies generally rely on descriptive normative approaches without integrating comprehensive public service performance frameworks. Existing research often measures transparency based solely on legal compliance rather than examining broader dimensions such as effectiveness, efficiency, service quality, and responsiveness. Consequently, the theoretical contribution to public administration literature remains limited. Applying Boyne et al.'s (2006) multidimensional framework provides a more comprehensive analytical perspective for evaluating PPID performance in electoral information services.

Such an approach enables the identification of institutional strengths, operational challenges, and opportunities for service improvement within local electoral institutions. The Gorontalo City Election Commission (KPU Kota Gorontalo) represents a particularly important case for examining public information service performance. As a local electoral institution operating in eastern Indonesia, the organization faces distinctive geographical, institutional, and administrative conditions in managing public information requests.

Another important context for understanding the role and existence of the PPID at the Gorontalo City Election Commission is the growing public demand for information services, as reflected in the number of information applicants from 2021 to 2025. The trend shows a consistent increase in public information requests, from 27 applicants in 2021 to 31 in 2022, 39 in 2023, 42 in 2024, and 56 in 2025. This upward trend indicates that public demand for electoral information at the Gorontalo City Election Commission has continued to grow over time. It also reinforces the importance of PPID as a service unit capable of providing information accurately, promptly, transparently, and in accordance with applicable legal provisions.

**Number of Public Information Applicants at the Gorontalo City Election Commission (2021–2025)**



Source: Gorontalo City Election Commission, 2026

**Figure 1.** Number of Information Applicants at the Gorontalo City Election Commission, 2021–2025.

Data from KPU Kota Gorontalo indicate that the number of information applicants increased from 27 individuals in 2021 to 56 individuals in 2025, reflecting growing public demand for electoral information and documentation. This increasing trend underscores the importance of strengthening institutional information services to maintain transparency and public trust after the 2024 simultaneous elections.

Institutionally, the PPID of KPU Kota Gorontalo has implemented several initiatives to improve information services, including front-office services, e-PPID applications, digital dashboards, public satisfaction surveys, suggestion boxes, and online communication channels such as WhatsApp and email. The institution has also received recognition for information disclosure and legal documentation management at the provincial level. Nevertheless, several operational challenges remain, including delays in internal coordination, limitations in digital service utilization, inconsistent information presentation, and the need for clearer communication with applicants. These conditions suggest that while institutional efforts toward transparency have progressed, service quality and responsiveness still require improvement. This study aims to analyze the performance of Public Information and Documentation Management Officers (PPID) in electoral information services at the Gorontalo City Election Commission following the 2024 simultaneous elections. Specifically, the study evaluates PPID performance based on four dimensions of public service performance: effectiveness, efficiency, service quality, and responsiveness.

The novelty of this study lies in its focus on post-election public information services in a local electoral institution within eastern Indonesia using a multidimensional public service performance framework. By integrating empirical findings with public administration theory, this research contributes to the broader discourse on electoral governance, public accountability, and democratic transparency in Indonesia. Furthermore, the study provides practical insights for strengthening institutional information services and improving public trust in electoral administration.

## **2. Preliminaries or Related Work or Literature Review**

### **Public Administration and Public Service Performance**

Public administration is fundamentally concerned with the organization and management of public institutions in delivering services and implementing public policies. Riccucci (2022) argued that public administration has evolved into a multidisciplinary field emphasizing governance, institutional accountability, and democratic values. Similarly, Denhardt et al. (2019) emphasized that public administration should prioritize citizen interests and participatory governance rather than merely managerial efficiency. In contemporary governance systems, public institutions are expected to provide transparent and accountable services that respond effectively to citizens' needs.

Public service performance has become a central concept in evaluating governmental institutions. Boyne et al. (2006) conceptualized public service performance through four interconnected dimensions: effectiveness, efficiency, service quality, and responsiveness. Effectiveness refers to the extent to which organizations achieve intended objectives, while efficiency concerns the optimal utilization of resources in delivering services. Service quality focuses on user satisfaction and service standards, whereas responsiveness reflects institutional capability to address public demands promptly and adaptively. These dimensions collectively provide a comprehensive framework for evaluating organizational performance in public institutions.

Recent public administration literature has increasingly highlighted the role of digital governance and collaborative service delivery in improving public sector performance. Osborne (2018) argued that modern public services should emphasize public value creation through collaborative governance and citizen engagement. Likewise, Torfing (2019) emphasized that innovation and interorganizational collaboration are essential for improving service outcomes in complex governance environments. In the context of electoral institutions, public information services require not only administrative procedures but also technological adaptation and institutional responsiveness.

### **Public Information Disclosure and Electoral Transparency**

Public information disclosure is recognized internationally as an essential component of democratic governance and accountability. In Indonesia, Law Number 14 of 2008 concerning Public Information Disclosure obliges public institutions to provide accessible and transparent information services. Electoral institutions, as public bodies responsible for organizing democratic processes, are particularly expected to uphold transparency principles through effective information management systems.

Several empirical studies have examined public information services within electoral institutions. Arbainah and Habibi (2024) found that transparent electoral information services positively influence public trust and democratic participation. Aprilia and Hertanto (2023) demonstrated that PPID effectiveness significantly affects public satisfaction in electoral service delivery, particularly regarding accessibility, complaint management, and information clarity. Meanwhile, Perdani (2024) argued that optimizing public information services requires institutional innovation, digital service systems, and stronger internal coordination.

Digital transformation has also become increasingly important in electoral information services. Aqshadigrama (2025) highlighted that information system quality significantly affects transparency and democratic legitimacy in electoral governance. Halid and Hatu (2022) further emphasized that digital literacy among public servants influences the effectiveness of public service delivery in the Society 5.0 era. These findings suggest that digital governance mechanisms are becoming essential instruments for improving transparency and service efficiency in public institutions. Nevertheless, previous studies still show limited attention to local electoral institutions in eastern Indonesia and the specific challenges of post-election information services.

Existing literature predominantly focuses on general transparency issues during election periods rather than institutional performance after elections have concluded. Consequently, there remains a significant research gap regarding how local electoral institutions maintain public information services during post-election transitions. This study addresses that gap by analyzing PPID performance in Gorontalo City using a multidimensional public service performance framework.

### 3. Materials and Method

This study employed a qualitative descriptive approach to analyze the performance of Public Information and Documentation Management Officers (PPID) in providing public information services at the Gorontalo City Election Commission following the 2024 simultaneous elections. A qualitative approach was selected because it enables in-depth exploration of social phenomena, institutional dynamics, and public service practices within their natural contexts. Creswell and Poth (2018) explained that qualitative research is appropriate for understanding meanings, experiences, and perceptions related to complex social interactions. Similarly, Liang (2019) emphasized that qualitative inquiry allows researchers to examine institutional contexts and social constructions that cannot be adequately represented through quantitative indicators alone.

The research was conducted at the Gorontalo City Election Commission (KPU Kota Gorontalo), which was selected due to its strategic role as the locus of public information services in electoral administration. The institution was considered particularly relevant because it experienced increased public information requests following the 2024 simultaneous elections and had implemented several innovations in digital information management and public service delivery. Furthermore, KPU Kota Gorontalo had received provincial recognition for information disclosure and legal documentation management, making it a suitable setting for examining institutional service performance.

Data collection was carried out through in-depth interviews, direct observation, and documentation studies. Interview participants included the PPID supervisor, PPID officers, information service staff, and public information applicants who had directly interacted with the institution's services. Observations focused on service procedures, front-office operations, digital service platforms, and communication practices between officers and applicants. Documentation analysis involved examining institutional regulations, service reports, public information request records, public satisfaction surveys, standard operating procedures (SOPs), and digital service systems such as e-PPID and the Legal Documentation and Information Network (JDIH).

The analytical framework adopted in this study was based on Boyne et al.'s (2006) multidimensional public service performance model, which includes effectiveness, efficiency, service quality, and responsiveness. Effectiveness was assessed through the institution's ability to provide relevant and accessible information services aligned with applicants' needs. Efficiency was evaluated through resource utilization, service procedures, and digital communication systems. Service quality was examined based on institutional service standards, user satisfaction, and information clarity. Responsiveness referred to the institution's ability to respond promptly and adaptively to information requests and complaints.

Data analysis followed an interactive qualitative analysis model involving data reduction, data presentation, and conclusion drawing. Data coding and thematic categorization were conducted continuously throughout the research process. To ensure data credibility and trustworthiness, triangulation techniques were applied by comparing interview findings, observational evidence, and institutional documents. Thematic analysis procedures followed the guidelines proposed by Nowell et al. (2017), emphasizing consistency, transparency, and interpretive rigor in qualitative data analysis.

The research process was conducted over four months, from February to May 2026, encompassing proposal revision, research permit administration, instrument preparation, data collection, data analysis, and final report preparation. Ethical considerations were also maintained throughout the study by ensuring participant confidentiality, voluntary participation, and transparent research procedures.

## 4. Results and Discussion

### Institutional Profile of PPID at the Gorontalo City Election Commission

The Public Information and Documentation Management Officer (PPID) of the Gorontalo City Election Commission serves as the institutional unit responsible for managing, documenting, providing, and delivering public information services related to electoral administration. The office is located at Jalan Sawit I, Buladu Village, West City District, Gorontalo City. Institutionally, PPID was initially established in 2015 and later underwent organizational adjustments in response to regulatory developments and increasing demands for public information services. The latest organizational structure was formalized through Decision Number 13 of 2025 concerning the PPID organizational structure and task descriptions within the Gorontalo City Election Commission.

The institutional responsibilities of PPID include coordinating information management, updating public information lists, conducting consequence tests for exempted information, facilitating public information requests, and monitoring service implementation. These responsibilities demonstrate that PPID functions not only as an administrative service desk but also as a governance mechanism that supports institutional accountability and public transparency. The existence of front-office services, e-PPID applications, digital dashboards, suggestion boxes, and public consultation forums further reflects institutional efforts to modernize information services and adapt to increasing public demand following the 2024 simultaneous elections.

This institutional development is consistent with the principle of good governance in public administration. Kamuli (2008) emphasizes that the implementation of good governance in Gorontalo requires synergy among government, society, and other public stakeholders. In this context, PPID services at the Gorontalo City Election Commission represent an institutional mechanism for strengthening transparency, accountability, and public participation in electoral governance.

### Effectiveness of Public Information Services

The effectiveness dimension refers to the extent to which PPID successfully achieves its objectives in providing accessible, relevant, and accountable public information services. The findings indicate that the effectiveness of PPID services at the Gorontalo City Election Commission can generally be categorized as fairly good. This assessment is supported by the availability of multiple service channels, including direct services through a front office and online services through applications and dashboards.

Interview results revealed that applicants generally considered the information provided by PPID to be consistent with their requests. Applicants acknowledged that the institution had successfully fulfilled their primary information needs, particularly concerning electoral documents and administrative information. However, several respondents also indicated that additional explanations and more structured information presentation were still necessary to improve comprehensibility. This finding suggests that effectiveness should not merely be measured by whether information is provided but also by whether the information is understandable and directly usable by applicants.

The study further identified that PPID had implemented several internal evaluation mechanisms to monitor service effectiveness. These mechanisms included suggestion boxes, satisfaction survey barcodes, evaluation meetings, and coordination with the Provincial Information Commission. Such mechanisms demonstrate institutional commitment toward continuous service evaluation and accountability. The existence of a satisfaction barcode and suggestion system also indicates that PPID recognizes public feedback as an essential component of institutional learning and service improvement.

Observational findings confirmed that the institution had developed an integrated service environment through physical and digital infrastructure. The front-office service area facilitated direct communication between applicants and officers, while digital platforms enabled online information requests and document access. Furthermore, service procedures were aligned with Law Number 14 of 2008 concerning Public Information Disclosure, including procedures for information requests, objection mechanisms, and classifications of periodic, immediate, and exempted information. Despite these achievements, several challenges remain.

Public feedback collected through suggestion boxes in 2025 indicated recurring concerns regarding information clarity, document completeness, structured presentation, and accessibility of digital services. Applicants also emphasized the need for clearer communication from officers and more systematic information organization. These findings indicate that while institutional mechanisms have generally functioned effectively, the quality of information presentation still requires improvement to fully satisfy public expectations.

From a theoretical perspective, these findings support Boyne et al.'s (2006) argument that public service effectiveness involves both goal achievement and user-oriented outcomes. The existence of digital service channels and evaluation mechanisms demonstrates organizational commitment to achieving transparency objectives. However, effectiveness remains incomplete when information users still experience difficulties understanding the data provided. This suggests that public information effectiveness should include communicative clarity and informational usability as essential components of institutional performance.

This finding is also in line with Wantu, Kamuli, Wantu, and Paulus (2022), who explain that public service quality is closely related to clear procedures, officer responsiveness, and the ability of public institutions to provide services that meet community needs. In the context of PPID, effectiveness is therefore not limited to the formal availability of information, but also includes the institution's ability to present electoral information in a clear, orderly, and understandable manner.

### **Efficiency of Public Information Services**

Efficiency refers to the institution's ability to utilize available resources optimally while minimizing service costs and procedural complexity. The findings show that PPID at the Gorontalo City Election Commission has implemented several efficiency-oriented practices in delivering public information services.

One of the primary efficiency strategies identified was the use of digital documents and softcopy information delivery. Public information services were provided free of charge, and applicants were generally encouraged to receive information electronically rather than through printed copies. This practice reduced operational costs related to printing and document duplication while also accelerating information delivery. Communication channels such as WhatsApp, email, e-PPID platforms, and online forms were also used to simplify service procedures and reduce administrative burdens.

The institution also implemented task distribution mechanisms across organizational divisions. Rather than centralizing all information management within a single unit, each subdivision remained responsible for specific categories of information according to its administrative authority. This decentralized coordination system allowed PPID officers to access relevant data more efficiently and ensured that information requests were directed to appropriate departments.

However, the findings also reveal several efficiency limitations. Although digital platforms such as e-PPID had been established, many applicants still preferred direct visits or telephone communication because they considered digital systems difficult to use. This indicates that technological efficiency remains constrained by varying levels of public digital literacy and user preferences. Additionally, internal administrative procedures involving leadership disposition occasionally delayed service processes when authorized officials were unavailable.

The institution attempted to address these challenges through flexible service practices. Officers often used WhatsApp to distribute forms, receive applicant documents, and provide requested information directly when the requested data belonged to publicly accessible categories. Such flexibility demonstrates adaptive administrative behavior aimed at reducing procedural complexity without violating legal regulations.

These findings align with Pollitt and Bouckaert's (2017) perspective that efficiency in public administration requires adaptive management systems and resource optimization. The Gorontalo City Election Commission has demonstrated efforts to integrate digital communication tools and decentralized coordination mechanisms into public service delivery. Nevertheless, sustainable efficiency requires stronger digital literacy programs, simplified internal disposition procedures, and better integration between digital systems and organizational workflows.

The relevance of digital service efficiency is strengthened by Tohopi and Hulinggi (2023), who argue that website-based e-government can support transparency, accountability, effectiveness, and efficiency in local governance. Their study shows that information and communication technology is not merely a technical instrument, but also a policy tool for improving public service performance. In the case of PPID at the Gorontalo City Election Commission, e-PPID, WhatsApp, email, and digital dashboards have contributed to efficiency, although their impact still depends on public digital literacy and internal bureaucratic readiness.

### **Service Quality of Public Information Services**

Service quality in public institutions involves institutional capacity to provide clear, accurate, accessible, and satisfactory services to citizens. The findings indicate that PPID at the Gorontalo City Election Commission has established several institutional foundations supporting service quality, including the “KPU Melayani” principle, standard operating procedures (SOPs), public service declarations, suggestion boxes, and public satisfaction surveys.

Applicants generally perceived officers as polite, responsive, and willing to assist in the information request process. Institutional service environments were also considered relatively accessible and supportive of public interaction. The existence of front-office services and digital communication channels contributed positively to applicants’ perceptions of institutional professionalism.

Nevertheless, several service quality concerns emerged consistently throughout interviews and observational findings. Applicants frequently highlighted the need for more complete information, clearer explanations, structured document presentation, and regularly updated online information. These concerns indicate that service quality challenges are not primarily related to officer attitudes but rather to information organization and communication clarity.

The findings also reveal that service quality evaluation has become an institutionalized practice within PPID operations. Satisfaction surveys and suggestion boxes function as mechanisms for identifying recurring service weaknesses and improving institutional accountability. Such practices support Hardiyansyah’s (2018) argument that public service quality requires continuous evaluation and responsiveness to user expectations.

From a governance perspective, the emphasis on service quality demonstrates institutional awareness that transparency alone is insufficient without comprehensible and user-oriented communication. Public information services should therefore be evaluated not only through procedural compliance but also through citizens’ experiences and satisfaction with institutional interactions.

This finding is consistent with Mozin, Kasim, and Djafar (2025), who state that the Community Satisfaction Index is an important evaluative instrument for improving public service quality based on citizens’ perceptions. They emphasize that service speed, transparency, officer competence, communication, and ease of access are important elements influencing public satisfaction. In this study, the use of satisfaction surveys and suggestion boxes by PPID indicates that service quality evaluation has been institutionalized, although the results still need to be followed up through clearer information presentation and more systematic service improvement.

### **Responsiveness of Public Information Services**

Responsiveness refers to the institution’s ability to respond promptly and adaptively to public information demands and complaints. The findings suggest that PPID at the Gorontalo City Election Commission has generally demonstrated adequate responsiveness in handling public information requests.

Responsiveness was reflected through various communication channels, including direct services, WhatsApp, email, telephone communication, and coordination mechanisms among institutional subdivisions. The existence of objection mechanisms and Public Consultation Forums further indicates that the institution recognizes the importance of participatory communication and public feedback in service delivery. Interview findings revealed that officers generally attempted to respond quickly to applicants’ requests, particularly when the requested information belonged to categories of publicly accessible or immediate information.

However, responsiveness remained influenced by internal administrative coordination and the availability of authorized officials. Delays occasionally occurred when information requests required leadership approval or interdepartmental coordination.

The study also identified efforts to strengthen public responsiveness through educational outreach and socialization programs related to JDIH and public information access mechanisms. These activities were intended to improve public understanding of digital information systems and reduce dependency on direct office visits.

The findings support Osborne's (2018) concept of public governance emphasizing interactive and citizen-centered service relationships. Responsiveness in electoral information services requires institutions not only to answer requests quickly but also to establish adaptive communication systems capable of addressing diverse public needs. In this context, digital communication channels and participatory forums represent important institutional innovations supporting democratic accountability.

The responsiveness of PPID also reflects the implementation of good governance values in local public institutions. Kamuli (2008) explains that good governance requires the involvement and synergy of government, society, and other stakeholders. Therefore, the responsiveness of PPID is not only an administrative matter but also a democratic practice that strengthens public trust, institutional openness, and citizen participation in electoral governance.

## 5. Comparison

Compared with previous studies, this research provides several distinctive contributions to the literature on public information services and electoral governance. Previous studies conducted by Aprilia and Hertanto (2023) mainly focused on public satisfaction during electoral recruitment processes, while Perdani (2024) examined information service optimization in electoral supervisory institutions. In contrast, this study specifically analyzes post-election public information services using a multidimensional public service performance framework.

Additionally, previous studies predominantly focused on western Indonesian contexts, whereas this study contributes empirical evidence from eastern Indonesia, particularly Gorontalo City. The findings demonstrate that regional institutional contexts significantly influence service implementation, digital accessibility, and administrative coordination mechanisms. Unlike Aqshadigrama (2025), which emphasized information systems from a technical perspective, this study integrates organizational behavior, service quality, responsiveness, and institutional coordination into a broader public administration framework.

The application of Boyne et al.'s (2006) framework also provides a more comprehensive analytical perspective than purely normative evaluations. By examining effectiveness, efficiency, service quality, and responsiveness simultaneously, the study demonstrates that institutional transparency involves interconnected administrative, technological, and communicative dimensions.

## 6. Conclusion

This study examined the performance of Public Information and Documentation Management Officers (PPID) in electoral information services at the Gorontalo City Election Commission following the 2024 simultaneous elections. The findings demonstrate that PPID performance can generally be categorized as fairly good across the dimensions of effectiveness, efficiency, service quality, and responsiveness.

In terms of effectiveness, the institution successfully provided accessible information services through front-office facilities, applications, and digital dashboards. Information provided to applicants generally corresponded to their requests, although additional explanations and more structured information presentation were still needed. Regarding efficiency, the institution demonstrated adaptive resource utilization through softcopy services, free information provision, WhatsApp communication, e-PPID systems, and decentralized task distribution. Nevertheless, internal coordination and administrative disposition procedures occasionally reduced service efficiency. The study also found that service quality was supported by institutional service principles, standard operating procedures, suggestion systems, and public satisfaction evaluations.

However, improvements remain necessary concerning information clarity, completeness, and comprehensibility. Responsiveness was reflected in the institution's use of multiple communication channels and participatory mechanisms such as Public Consultation Forums, although digital optimization and faster follow-up actions are still required.

Theoretically, this study contributes to public administration literature by applying a multidimensional public service performance framework within the context of electoral information governance in eastern Indonesia. Practically, the findings suggest that strengthening digital literacy, simplifying internal coordination mechanisms, improving information presentation, and enhancing communication strategies are essential for improving public information services and strengthening democratic transparency within electoral institutions.

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**Data Availability Statement:** The data supporting the findings of this study are available from the corresponding author upon reasonable request. Some data are not publicly available due to institutional confidentiality and privacy considerations related to public information request records and interview participants.

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