

TRANSFORMING GOVERNANCE THROUGH INFORMATION ACCESS: A STRATEGY TO ACCELERATE THE ECONOMIC DEVELOPMENT OF JAYAPURA CITY

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Abstract

This study aims to analyze the role of the Jayapura City Government in facilitating access to public information as a community-based development strategy, identify the community's critical capacity in responding to such information, and formulate a constructive interaction model to support local economic development within the context of Papua's Special Autonomy. Utilizing a descriptive qualitative approach supplemented by quantitative data from a survey of 165 respondents across five districts, the research finds that the Jayapura City Government has initiated a digital transformation through the Smart City program and the provision of various information infrastructures, such as Command Centers and free internet access in rural villages. The analysis reveals that a majority of the community (71.5%) perceives the government as moderately to highly active in disseminating development information, with 66.7% of respondents considering the information services relatively user-friendly and responsive. Despite these advancements, structural challenges such as the digital literacy gap and uneven internet access between regions, particularly in peripheral areas like the Muara Tami District, remain significant obstacles to creating inclusive and accountable information governance.

Keywords: Governance Transformation; Jayapura City; Local Economic Development; Public Information Access

INTRODUCTION

Governance transformation is a crucial element in strengthening the implementation of Special Autonomy in Papua Province, particularly in Jayapura City. Although Law Number 21 of 2001, updated by Law Number 2 of 2021, has provided extensive space for participation, the reality is that the relationship between the government and the community remains unequal (Morrell & Widianingsih, 2007). Weak governance and suboptimal public participation have resulted in the fiscal support of special autonomy failing to produce maximum development outcomes (Harikedua, 2024). This condition is exacerbated by the dominance of the government's role, while the community continues to face limitations in accessing public information (Nugroho, 2020).

The lack of access to quality information ultimately paralyzes the community's capacity to engage actively in oversight and policy formulation. Government communication is often one-way and fails to consider local socio-cultural contexts (Ministry of Communication and Informatics, 2018). Furthermore, the city government's use of information technology has not been optimally utilized, while the conventional media employed is unable to reach all levels of society. This information imbalance creates a bias in understanding that risks triggering misunderstandings and even social conflict (Kusuma et al., 2024).

The research problem is rooted in two main aspects. From the community perspective, barriers include low understanding of public information, limited access, and the lack of a critical culture in exercising social control functions (Ismail, 2025). Meanwhile, from the city government perspective, information delivery methods are not yet aligned with citizens' needs, transparency remains minimal, and participatory feedback mechanisms are not yet available (Asmuddin, 2025; Gaol et al., 2025).

Therefore, this research is highly urgent as an effort to build a government that is more inclusive and responsive to public needs (World Bank, 2020). The primary focus is to promote a culture of information disclosure as an absolute prerequisite for strengthening the community's position in special autonomy development. Strategically, the results of this study are expected to serve as a foundation for the Jayapura City Government to design transparent, adaptive, and empowering information policies to foster more equitable regional economic development.

REVIEW OF LITERATURE

State of Art

Studies on bureaucracy and development in Eastern Indonesia have thus far been dominated by a focus on structural reform and public service effectiveness; however, research specifically linking access to public information with regional economic acceleration strategies remains scarce. This study seeks to fill this literature gap by positioning access to information as a strategic instrument capable of transforming bureaucratic workflows while simultaneously encouraging community participation in Jayapura City's economic development. Drawing upon the *enabling government* approach (Osborne & Gaebler, 1992) and *network governance* theory (Frederickson, 1997), this research proposes the necessity of transforming the bureaucracy in Papua into an open, accountable, and information technology-adaptive network. Consequently, access to

information functions as an essential bridge to create synergy between the government and the community in accelerating local development.

Good Governance

The principles of good governance—centered on transparency, accountability, participation, and the rule of law—constitute the primary foundation of modern government management (UNDP, 1997; World Bank, 2020). Within the framework of this research, these concepts are utilized to examine the extent to which the Jayapura City Government has fulfilled its governance mandate through the provision of public information access. Transparency is viewed as a crucial pillar that not only enables the community to monitor budget allocations and decision-making mechanisms but also serves as a preventive instrument against corrupt practices and a primary driver for enhancing public trust in the government.

Public Information Disclosure Theory

The concept of Public Information Disclosure (PID) asserts that the citizens' right to access information is an absolute prerequisite for realizing active participation and social control (Florini, 2007). In Indonesia's formal legal framework, Law Number 14 of 2008 mandates the establishment of the Information Management and Documentation Officer (PPID) as a vital instrument to guarantee the availability and ease of information access for the public (Ministry of Communication and Informatics, 2018). This theoretical elaboration serves as a robust legal and conceptual foundation for this research, as it positions access to information as a fundamental right of the community rather than merely an optional government policy.

E-Government Theory and Digital Transformation

E-government is defined as the utilization of Information and Communication Technology (ICT) to optimize the quality of public services, bureaucratic efficiency, and the strengthening of governmental transparency (Heeks, 2006; Castells, 2011). Evaluations of local government digital readiness can be measured through the evolutionary stages of e-government, which encompass the phases of information, interaction, transaction, and full transformation (Layne & Lee, 2001). This theory serves as a relevant instrument in this research to analyze the extent to which the Jayapura City Government has integrated technology to facilitate information disclosure and public services, while simultaneously identifying its digital maturity position within that transformation spectrum.

Community-Based Local Economic Development Theory

The concept of Local Economic Development (LED) emphasizes the aspects of community empowerment, active community involvement, and the optimization of regional potential (Blakely & Leigh, 2013). Within this perspective, access to information is positioned as both social capital and crucial soft infrastructure in strengthening the LED process (Ding et al., 2021). The availability of adequate information enables the community and local economic actors, particularly the MSME sector, to engage in more accurate decision-making, expand market opportunities, and participate deeply in development planning that genuinely aligns with their real needs.

RESEARCH METHOD

Research Location and Time

This research is centered in Jayapura City, Papua Province, a location strategically selected as a benchmark for the configuration of development information systems at the provincial level. Furthermore, the city's complex and multi-sectoral social dynamics make Jayapura a relevant representation for examining governance transformation through access to information. The entire research timeline is scheduled to span six months, commencing from April to September 2025.

Research Approach

This study applies a descriptive qualitative method reinforced by quantitative data as a complementary component (data triangulation). The use of this approach aims to conduct an in-depth analysis of the Jayapura City Government's role in providing access to public information, while simultaneously identifying the extent of the community's capacity to respond to such information critically. Through this analysis, the research is directed toward formulating a constructive interaction model between the government and citizens that can synergize public participation with the acceleration of local economic development.

Data Types and Sources

This research relies on two primary classifications of data: primary and secondary data. Primary data is gathered directly from original sources through surveys of city residents and in-depth interviews with relevant government officials to obtain actual field perspectives. Meanwhile, secondary data is collected through documentation studies of official government reports and reviews of relevant literature to strengthen the theoretical and factual foundations of the study.

Informants and Respondents

The selection of informants in this study is conducted using a purposive sampling technique, considering aspects of role, experience, and the subject's relevance to the research topic. On the other hand, respondents from the general public category are drawn from several districts with diverse information access characteristics to ensure representative data. The study targets the involvement of 100 to 150 respondents, determined through a combination of stratified random sampling and purposive sampling to ensure that both regional coverage and informant criteria are accurately met.

Data Collection Techniques

The data collection techniques in this study are implemented through three primary instruments integrated into a single procedural sequence. First, semi-structured in-depth interviews are conducted with key informants to explore strategies, challenges, and the dynamics of government-community interaction. Second, questionnaires featuring a combination of open-ended and closed-ended questions are distributed to measure public perception of information access and its relationship to development involvement. Finally, a documentation study is performed through an analysis of regional regulations, information service SOPs, performance reports, and content from the official website and social media of the Jayapura City Government to reinforce the validity of field data.

Data Analysis Techniques

The data processing in this study employs a mixed-methods analysis to generate comprehensive conclusions. Qualitative data analysis is conducted through thematic analysis techniques, which include the stages of data reduction, data display, and conclusion drawing

to identify narrative patterns from informants and relevant documents. Meanwhile, quantitative data analysis is applied to process questionnaire results descriptively through frequency and percentage tabulation, which are then visualized in the form of tables and diagrams as supporting data to strengthen the qualitative interpretation.

Data Validity and Credibility

To ensure the authenticity and accuracy of the findings, this study applies data validity testing through both qualitative and quantitative approaches. In the qualitative aspect, the study employs source triangulation by comparing perspectives across various stakeholders, technical triangulation through the integration of observations, interviews, and documentation, as well as time triangulation to minimize temporal bias. Data validity is further reinforced by conducting member checks with informants and maintaining an audit trail to ensure the transparency of the research process. Meanwhile, in the quantitative aspect, testing is conducted using SPSS software to validate hypotheses regarding the relationships between variables. The validity test utilizing Pearson Correlation targets an r -value > 0.3 for the Public Information Access variable (X) and the Participation and Economic Impact variable (Y). Reliability testing through Cronbach's Alpha indicates that the instrument possesses adequate internal consistency, with values of 0.774 for variable X and 0.689 for variable Y. Finally, the strength of relationships and influences between variables is measured through Correlation Tests (Pearson and Spearman) and Simple Linear Regression Analysis to demonstrate the impact of the independent variable on the dependent variable.

RESULTS AND DISCUSSION

Research Location

Jayapura City was selected as the research location due to its strategic position as the administrative, economic, and public service center of Papua Province, as well as its role as Indonesia's primary gateway in the eastern region, sharing a direct border with Papua New Guinea. Administratively, this 940 square kilometer city encompasses five districts with heterogeneous demographic characteristics, where the population reached 404,154 residents in 2024, with the highest density in South Jayapura District (BPS, 2024). The regional economic structure is dominated by the trade sector (19.43%), government administration (17.28%), and construction (11.04%), reflecting a strong dependence on public service activities and infrastructure development (BPS, 2024). Although the Jayapura City Government has endeavored to implement Law Number 14 of 2008 through the digitalization of services and e-government, the success of this governance transformation remains hindered by structural challenges such as the digital literacy gap, uneven internet access, and the limited capacity of officials in managing information systems (Kominfo, 2018; BPS, 2024).

Respondent Characteristics

This study involves 165 respondents in Jayapura City with heterogeneous characteristics to ensure data representativeness. In terms of gender, the composition of respondents is highly balanced, consisting of 50.3 percent males and 49.7 percent females, which allows for policy analysis from an inclusive gender perspective. Based on age groups, the majority of respondents (50.3 percent) fall within the 26 to 35-year range, and cumulatively, 97.6 percent of respondents are of productive age (18 to 45 years). The dominance of this age group reflects the potential demographic dividend (Bloom et al., 2003)

characterized by high adaptivity to information technology and active involvement in regional economic development.

Viewed from the level of education, more than 80 percent of respondents have a background ranging from senior high school to postgraduate education, with the largest group being undergraduate degree holders (35.2 percent). This high level of education, in accordance with human capital theory (Becker, 1993), strengthens the validity of the research as respondents possess the cognitive capacity and literacy required to critique governance issues and access to public information. Meanwhile, based on occupational backgrounds, participation is dominated by civil servants or government employees (33.3 percent) as key bureaucratic actors, followed by students (18.2 percent) as a critical group, and business actors (private and entrepreneurs) representing the non-governmental economic sector. This professional diversity aligns with the concept of network governance (Frederickson, 1997), which emphasizes cross-sector collaboration in inclusive development.

Geographically, the distribution of respondents covers five districts in Jayapura City, with the highest participation coming from Abepura District (29.1 percent) as a center for education and trade. Representation from other districts, such as Heram (24.8 percent), South Jayapura (20 percent), and North Jayapura (17.6 percent), provides an overview of urban community dynamics that are intensely engaged with public services. Although participation from Muara Tami District is the lowest (10.9 percent), the presence of respondents from this border area is crucial for highlighting the challenges of regional information infrastructure gaps. The heterogeneity of these locations indicates that local economic development policies must consider geographical differences to remain responsive to the needs of the entire community (Blakely and Leigh, 2013).

The Role of the Jayapura City Government in Providing Access to Information

The Jayapura City Government has initiated a transformation in information governance through the Smart City framework and the Electronic-Based Government System (SPBE). This effort is manifested through the development of digital infrastructure such as the Command Center, the 112 emergency service, and the provision of free internet access in 14 villages (UNDP, 1997). The government implements a multi-channel strategy by integrating digital platforms (social media), official channels through the Information Management and Documentation Officer (PPID), and conventional media such as RRI to ensure wide and accurate information reach.

Survey data from 165 respondents reinforce the indications of this strategy's success. The majority of the community (71.5 percent) perceives the government as active in disseminating development information, and most feel that information channels are easily accessible and transparent. The quality of service is also rated positively, with 66.7 percent of respondents considering public information services to be user-friendly and responsive. However, although 61.2 percent of respondents are aware of the PPID's existence, approximately 12.2 percent of citizens still have low knowledge regarding this institution, indicating an uneven gap in socialization.

Despite the public perception leaning towards the positive and aligning with accountability principles (UNDP, 1997), several significant obstacles remain. These constraints include low public information literacy, limited human resource capacity among officials in managing digital platforms, and regulatory limitations regarding the transparency of certain information. Currently, community participation remains more dominant through

formal channels such as the Development Planning Deliberation (Musrenbang) compared to digital channels. Theoretically, this transition indicates that Jayapura City is moving from the stage of information provision toward deeper digital interaction (Heeks, 2006). To optimize its role as an enabling government (Osborne and Gaebler, 1992), consistency is required in enhancing citizens' digital literacy and bureaucratic capacity to foster inclusive local economic acceleration.

Level of Access to Information by the Public

Research data indicates that the people of Jayapura City possess a sufficient level of information literacy, where 68.5 percent of respondents are able to understand the substance of government programs and policies well. This capacity is accompanied by a critical attitude, as evidenced by the ability of 73.3 percent of respondents to evaluate the relevance of government programs to local needs. This signifies that citizens are no longer passive objects of development but are subjects capable of independently assessing bureaucratic performance.

In the economic aspect, information disclosure is proven to provide a positive impact on the lives of citizens. A total of 67.3 percent of respondents feel significantly helped by using government information as a basis for economic decision-making, both for occupational matters and business development. However, this potential is not yet directly proportional to active participation through formal channels; approximately 44.2 percent of respondents still have a low level of participation in providing criticism or suggestions. This obstacle is suspected to be rooted in low public trust regarding the follow-up of aspirations and the impression of a bureaucracy that remains rigid.

Furthermore, there is a significant shift in the public's information consumption behavior. Social media (Facebook and Instagram) has become the primary favorite channel (49.1 percent), outperforming traditional media and official government websites, which are used by only 17.6 percent of respondents. This phenomenon indicates a challenge for the Jayapura City Government to be more active in the digital space to mitigate the risk of disinformation, while simultaneously adjusting participation channels to be more interactive and accessible for a society that now leans toward fast and practical digital platforms.

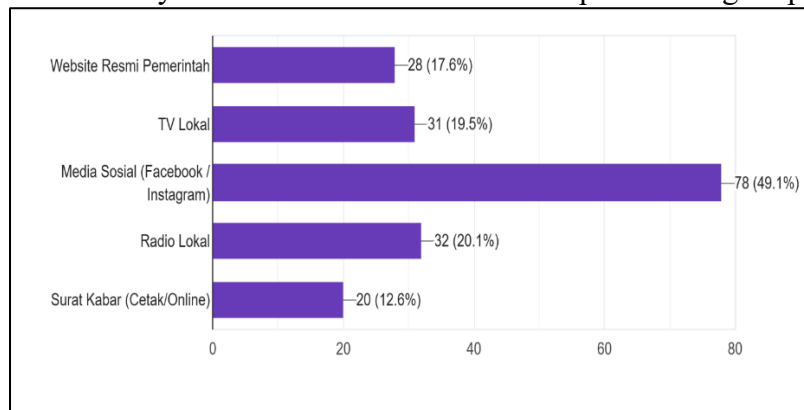


Figure 14.

Distribution of Communication Channel Choices between Government and the Public Community–Government Interaction in Public Information Governance

The interaction between the Jayapura City Government and the community in the context of information disclosure has shown a shift toward a more participatory direction,

although top-down communication patterns remain quite dominant. Currently, the government primarily serves as an information provider through digital channels such as the PPID website and social media, while citizens tend to be passive recipients. Based on survey data, the majority of respondents (48.5 percent) acknowledge that communication mechanisms are well available, yet their utilization is still hindered by low digital literacy and uneven internet access.

The government has provided spaces for participation through formal channels such as the Development Planning Deliberation (Musrenbang) and public consultation forums, as well as informal channels at the village level, which are often considered more effective due to their socio-cultural proximity. Nevertheless, public confidence in conveying aspirations still needs to be improved; it was recorded that only 13.9 percent of respondents feel very confident in understanding official procedures, while most others remain at a moderate level of understanding. This indicates the need for more massive socialization to build public trust in existing communication channels.

Regarding responsiveness, approximately 67.8 percent of the public rates the government as moderately to highly responsive in addressing citizen input. However, the consistency of these responses remains an important note, considering that some aspirations are followed up quickly while others are overlooked. The main obstacles identified include the use of technical policy language that is difficult for laypeople to understand, the lack of citizen involvement from the early planning stages, and the information gap between the city center and suburban areas. Strengthening the participatory foundation in Jayapura City requires feedback mechanisms that are more measurable, transparent, and inclusive to create truly accountable governance.

Statistical Analysis of the Questionnaire

Statistical Analysis and Hypothesis Testing

This research integrates quantitative analysis using SPSS software to validate the relationships between variables empirically. Based on the validity test, all statement items for the Public Information Access variable (X) and the Participation and Economic Impact variable (Y) are declared valid, with correlation values ranging from $r = 0.643-0.728$ and $r = 0.492-0.714$ ($p < 0.001$), respectively. Meanwhile, the reliability test shows adequate internal consistency with Cronbach's Alpha values of 0.774 for variable X and 0.689 for variable Y, indicating that the instruments are suitable for scientific measurement.

The results of the Pearson correlation test confirm a strong and significant positive relationship between public information access and participation as well as economic impact ($r = 0.698$; $p < 0.001$). This finding is reinforced by a simple linear regression analysis with the equation $Y = 9.205 + 0.604X$. This equation indicates that every one-point increase in the quality of public information access will be followed by a 0.604-point increase in community participation and economic impact. The coefficient of determination (R^2) value of 0.488 indicates that the information access variable can explain 48.8% of the variation in participation and economic impact in Jayapura City, while the remainder is influenced by other factors outside of this model.

As a statistical conclusion, this research successfully rejects the null hypothesis (H_0) and accepts the alternative hypothesis (H_a). This scientifically proves that the provision of transparent and accessible public information has a significant effect on increasing community participation and strengthening local economic development in Jayapura City.

Discussion

Theoretical Analysis

The implementation of governance in Jayapura City demonstrates alignment with the principles of Good Governance, where the government has integrated transparency and accountability through the provision of public documents and performance reports across various official channels (UNDP, 1997; World Bank, 2020). Although community participation has begun to grow through consultation forums and digital channels, its effectiveness is still hindered by infrastructure limitations and uneven information literacy. This condition indicates that strengthening the principles of good governance at the local level still requires consistent efforts to ensure its benefits are felt inclusively by all levels of society.

From the perspective of Public Information Disclosure, the findings of this research confirm Florini's theory (2007) that information is a vital instrument of social control. Although the rights of citizens mandated by Law Number 14 of 2008 have been facilitated through the existence of the PPID, its practice in the field is still in the early stages. Obstacles in service speed and data presentation that do not yet fully meet public needs show that the role of the PPID as the primary information gateway has not reached an ideal state. Therefore, information disclosure in Jayapura currently functions more as a provider of basic data rather than a transformative tool for community empowerment.

Regarding Digital and Economic Transformation, the digitalization of the bureaucracy in Jayapura City has improved service efficiency; however, according to the framework of Layne and Lee (2001), the stages have not yet fully reached the phase of complete transformation. The utilization of e-government is proven to provide tangible economic impacts, particularly for MSME actors in business decision-making and expanding market access (Heeks, 2006). This reinforces local economic development theory (Blakely and Leigh, 2013) which positions information as strategic social capital. Thus, the digital transformation in Jayapura is not merely an administrative innovation but a driving force for citizen economic participation that is crucial for equitable regional growth.

Comparison with Previous Research

This study confirms that public information disclosure in Jayapura City is a crucial catalyst for increasing citizen participation and strengthening the local economy. Through a mixed-methods approach, it was found that although the Jayapura City Government has initiated digital transformation through the Smart City and SPBE frameworks, the resulting communication patterns still tend to be one-way (top-down). Statistically, regression test results show that information access has a significant influence of 48.8 percent on community participation and economic impact, where every improvement in information access is followed by an enhancement in the economic capacity of business actors, particularly MSMEs. However, the effectiveness of this system is still limited by digital literacy constraints, a hierarchical bureaucratic culture, and infrastructure gaps between districts. When compared with previous studies, these findings reinforce the urgency of integrating local wisdom into electronic systems as emphasized by Silo and Ismail (2022), while simultaneously positioning Jayapura City as a role model for governance in Papua. As a final synthesis, the success of this transformation depends not only on technological sophistication but also on the government's ability to build an information ecosystem that is inclusive, responsive, and capable of addressing the real needs of the community at the grassroots level.

Important Findings

An important finding is that the Jayapura City Government has successfully established a foundation for public information access through the integration of digital and conventional channels; however, its effectiveness in encouraging active participation is still hindered by structural constraints such as digital literacy, infrastructure limitations, and a hierarchical bureaucratic culture. These obstacles are exacerbated by minimal socialization and a lack of integration between public service systems, leading to gaps in information access across regions. Empirically, the research instrument was declared valid and reliable with adequate internal consistency values, specifically $\alpha = 0.774$ for information access and $\alpha = 0.689$ for economic impact.

Quantitative analysis provides strong evidence of a significant positive relationship between public information access and community participation as well as economic impact ($r = 0.698$). The results of the simple linear regression test confirm that public information access can explain 48.8 percent of the variation in local economic development, thus the research hypothesis (H_a) is accepted. Theoretically and practically, these findings emphasize that information disclosure in Jayapura City is not merely an instrument of governance transparency but a strategic catalyst capable of increasing public trust and strengthening the economic capacity of the community to utilize various regional development opportunities.

CONCLUSION

This study reveals that the Jayapura City Government plays a crucial role in providing public information access through the integration of digital and conventional channels. Nevertheless, community involvement is still hindered by low digital literacy, infrastructure limitations, and a bureaucratic structure that remains hierarchical. Although the community possesses adequate capacity to absorb information, active participation in conveying aspirations through formal channels has not yet reached an optimal point. This causes the dynamics of government-community interaction to remain dominated by a top-down approach, such that equal two-way communication has not been fully realized.

To address these challenges, this research offers a constructive interaction model based on transparent, adaptive, and participatory information governance. This model is highly relevant in supporting the creation of inclusive government, particularly to accelerate local economic development amidst the dynamics of Papua's special autonomy. Empirically, the results of the statistical analysis provide strong validation for the urgency of this model with the acceptance of the alternative hypothesis (H_a) and the rejection of the null hypothesis (H_0). These findings scientifically prove that the expansion of public information access has a significant effect on increasing community participation and providing a tangible positive impact on economic growth in Jayapura City.

Suggestions

To optimize the role of information access as a driver of the economy in Jayapura City, the Regional Government needs to prioritize the equitable distribution of information technology infrastructure, especially in suburban and border areas, to eliminate the digital divide through the provision of public internet. Strengthening the capacity of the PPID is also crucial through the development of transparent economic information dashboards regarding commodity prices and business opportunities as a form of tangible empowerment. Beyond technical aspects, digital literacy programs for MSMEs and the younger generation must be

expanded so that the community is capable of transforming information into productive economic decisions. Finally, the effectiveness of this policy requires cross-sector collaboration with the media, academics, and the private sector to ensure contextual information distribution, so that information disclosure truly becomes a catalyst for inclusive economic development in the era of special autonomy.

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