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The Influence of Public Information Disclosure on Transparency and Public Trust in The Batu City Government

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Abstract

This study aims to establish the effect of public information disclosure on transparency and public trust in the Batu City Government. This was done as an effort by the Government to improve transparent and informative governance and to carry out its mandate in accordance with Public Information Disclosure Law Number 14 of 2008, which enables the public to experience a more open system of government. The research method used an explanatory quantitative approach through field research on public information disclosure. The result of the study show that the higher the level of public information disclosure, the higher the level of transparency and public trust in the government, especially in the Batu City Government. The Challenge as a city that was once categorized as an uninformative city in 2023 can be addressed so that in 2024 and 2025, Batu City can receive an award as an informative city that is open to public information needs. Therefore, public information disclosure is a government strategy to realized a transparent government that can be trusted by the public, especially the people of Batu City, whose public information needs can be met by the Batu City Government, which is serious in implementing the mandate of Public Information Disclosure Law Number 14 of 2008.

Keywords: Public Information Disclosure; Transparency; Public Trust; Batu City Government; Batu City Community

Introduction

"Public service is fundamental to effective governance, as the government plays a crucial role in shaping a sound bureaucracy" (Hayat, 2020: 2), according to Faradiba (in N., Hayat et. al, 2022) *"The availability of information is the primary foundation for running a state, within which public service play a strategic role in promoting public welfare, this includes the management of service delivery personnel, service types aligned with laws and regulations, as well as the ethics and professionalism of personnel in carriying out their duties"*. *"Public information disclosure and transparency are fundamental principles in a democratic system that guarantee the public's right to obtain information about policies and action taken by the government"* (Nabila, et. al, 2025: 208). Both aim to encourage public participation in efforts to achieve prosperity by providing access to information to the public (Sholikin, 2025a).

Information disclosure is one of several principles in the effort to achieve good governance. *"Good governance itself is a basic principle in public administration that emphasize transparency, accountability, and effectiveness in public service"* (Safitri & Wahidatin, 2024: 3). *"Thus the achievement of good governance has an impact on the realization of justice and public welfare, creating a safe and comfortable living environment and through effective governance, it can foster a dignified national character and enchange the credibility of the state apparatus, thereby benefiting the people of Indonesia"* (Hayat, 2020: 20).

In fulfilling the government's role in carriying out its duties, *"E-Government is utilized to provide electronic-based services, aiming to create a more efficient, transparent, and responsive government that is, of course, grounded in the needs of the community and the environment. Thus, this role can be described as a dynamic aspect in which individuals and institutions exercise their rights and fulfill their obligations in accordance with their respective roles and responsibilities"* (Windasari, Said, & Hayat 2021).

In implementing E-Government, *"E-Government goals is to optimize the use of information technology to improve management systems and streamline government operations so that the government can meet the needs of the public more efficiently and responsively"* (Nurmalinda & Firdaus, 2024: 1801).

In this regard, it is also supported by public information disclosure, the public is given the opportunity to monitor and understand government actions and policies, which is expected to increase public trust as noted by Paoki et. al, 2021 *"is such that the integration of information quality and technology can provide timely and reliable information that can serve as the basic for effectively formulating and making decisions".*

"Transparency also contributes to reducing the potential for corruption, collusion, and nepotism (KKN), which often arise due to the public's lack of access to government information" (Kholifatus, et. al, 2024: 121). According Lewis and Gilman (in Hayat, 2017: 21) *"public service is a trust-based activity carried out with a sense of responsibility in accordance with the provisions and regulations of service accountability, so that the government gains public trust in the services it provides".*

According to Haikal et. al, (2022) *"from the perspective of public service, transparency refers to the government's openness in providing accurate, complete, and easily accessible information to the public"*, as well as explaning in Law Number 14 2008, article 3, which states *"Guaranteeing the right of citizens to know about public policy plans, public policy programs, and public decision-making processes".* On the other hand, *"the public is also expected to utilized the information obtained in accordance with the provisions of the legislation"* (Ricky & Rahimallah, 2022: 65).

Eyestone (in Hayat, 2018: 12) *"policy is the relationship between a government entity and the environment it governs. Thus, it can be concluded that policy is a series of decisions made by those in authority for the benefit of the public, systematically formulated to be implemented and held accountable as a government initiative and expression".*

Public trust in the government is crucial for creating social and political stability. This has been proven by research conducted by Devina et. al, (2003: 84), which states *"that village governments that are not fully transparent with the public in terms of village fund management often face a decline in the level of trust from their citizens". "One of the real factors of public dissatisfaction is the lack of access to transparent village financial information, making it difficult for the community to effectively and openly monitor fund management"* (Devina et. al, 2023: 89). Furthermore, Damayanti et. al, (2019) argue *"that public trust in public* *services serves as a measure of the extent to which the public's expectations regarding the quality of services provided by the government can be met this fulfillment, in turn, impacts public satisfication, which is influenced by the speed of service, professionalism, ease of procedures, and transparency of information".*

In this case, public information disclosure in the Batu City Government system has become a case study that has attracted attention, given its important role in supporting efforts and initiatives for public information disclosure within the Batu City Government. One of the main initiatives is the development of a Public Information Portal, which allows the community to access information related to government policies, programs, and activities online so that they do not need to come directly to government offices to obtain the information they need (Sholikin, 2025b).

The main obstacle in realizing public information disclosure in Batu City, especially as experienced by the Batu City Information and Documentation Management Officer (PPID), is the limited resources, both in terms of budget and manpower, which results in the Information and Documentation Management Officer (PPID) and the Communication and Information Agency (Diskominfo) of Batu City lack the staff to manage and distribute information effectively.

As a concrete example, Batu City is one of 24 local governments in East Java that are categorized as local governments that not transparent in terms of public information, including the Malang City Local Government (Pemda) and the Malang Regency Local Government (Pemda). However, in the 2024 monitoring and evaluation (monev) agenda of the East Java Province Information Commission (KI), Batu City successfully received the Informative City Category at the 2024 East Java Public Information Disclosure Awards held in Surabaya City.

Therefore, this study aims to contribute to the understanding of the relationship between public information disclosure, transparency, and public trust in the Batu City Government by examining whether public information disclosure affects transparency and public trust.

Method

"A research method can be defined as a series of steps or activities undertaken

by a researcher to collect data and information, which are then systematically processed and analyzed to explain a phenomenon based on scientific principles" (Husnia & Rasyid, 2023). This study uses a research paradigm according to Sugiyono (2017: 45) *"a research paradigm consists of interrelated variables, a study is then conducted to produce a conceptual framework that explains and addresses the relationship among the variables under investigations. This framework definies the type of research and the number of research questions to be addressed, thereby enabling the formulation of hypotheses, including their type and number and the selection of statistical analysis techniques based on the theoretical framework this process result in a quantitative research model"*, with a quantitative approach and a dual paradigm with two dependent variabels, namely to find the extent of the relationship between Public Information Disclosure (X) and Transparency (Y_1) and Public Information Disclosure (X) and Public Trust (Y_2) using simple linear regression techniques. *"Simpel linear regression is a statistical analysis designed to test and examine the relationship between one independent variable and one dependent variable, which is assumed to follow a straight line. It is used to determine the direction and magnitude of the effect of an independent variable on a dependent variable"* (Harsiti et. al, 2022).

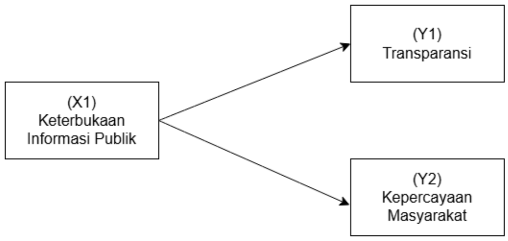

Figure 1. Research Pardigm or Model

This study uses a quantitative research approach, which is research method that aims to test the validity of a particular theory through the analysis of relationship between variables. *"The data obtained is numerical, so it can be calculated and analyzed systematically using statistical prosedures"* (Siroj et. al, 2024: 11.279), *"Quantitative research is a systematic research design used to guide the process of collecting and analyzing numerical data in order to test research hypotheses that have been formulated in advance in a scientific study"* (Putra et. al, 2025).

The method used in this study is an explanatory quantitative method, *"Explanatory research is a quantitative research method that aims to explain the cause and effect relationship between independent variables (X) and dependent variables (Y) and to test the formulated hypothesis"* (Alfatih, 2021: 1-4), *"Explanatory quantitative research is a* *type of research that uses numerical data analyzed statistically to test hypotheses and explain causal relationships among the variables under study"*(Sugeng, 2022).

Data analysis is carried out quantitatively or statistically with the main objective of testing the formulated hypothesis namely:

H0: Public information disclosure has no effect on the transparency perceived by the community in the Batu City Government.

H1: Public information disclosure affects the transparency perceived by the community in the Batu City Government

H2: Public information disclosure does not affect public trust in the Batu City Government

H3: Public information disclosure affects public trust in the Batu City Goivernment

Based on calculations using the *Slovin* formula, the sample size was determined to be 150 respondents. The sampling technique used in this study is non-purposive with a probability sampling method and a cluster random sampling scheme, giving the entire populationan equal change being selected as a sample. This is as stated by Sugiyono (2017) that: *"it is said to be simple because the sampling of members from the population is done randomly without regard to the strata in the population".*

A study on digital literacy among the elderly by Uswatun Nisa et. al, (2023) which examined digital skills and digital safety, found that several informants exhibited low levels of digital competence. Of the eight elements assessed, four were categorized as low and the remaining four as moderate. Furthermore, digital safety levels were generally low, with some informants classified as very low. Based on these findings, this study limits its respondents to individuals with specific characteristics to ensure accurate and relevant results in examining public information disclosure, transparency, and public trust.

There are sample characteristics in this study, which are described in the following table:

Table 1. Sample Characteristics

Characteristics	Descriptions
Batu City Community	All residents living in Batu City, both those directly involved in interactions with the government and

	those who are not.
Background	Men and women, educated, able to ptovide diverse perspective on public information disclosure, transparency, and trust in the government.
Age Range	Ages 20-40 (preferably those already have an ID Card)

The data collection process in this study was obtained through observation, documentation studies, and questionnaires with data analysis techniques of validity testing, reliability testing, classical assumption testing (normality testing, multicollinearity testing, and heteroscedasticity testing), partial testing (T test), simultaneous testing (F test), and coefficient of determination testing (R^2).

According to Riyanto and Hatmawan (2020) *"a validity test is a testing technique that assesses the extent to which each item in a questionnaire can measure the concept being studied in a research study".* Meanwhile, according to Riyanto and Hatmawan (2020), *"a reliability test aims to determine the level of consistency of the research instrument in measuring the variables under study".*

In a classical assumption test, three tests are conducted: the normality test, according to Riyanto and Hatmawan (2020) *"which aims to determine whether the data for the independent and dependent variables are normally distributed or approximately normal",* using the *Kolmogorov-Smirnov test,* followed by the multicollinearity test, as similarly noted by Riyanto and Hatmawan (2020) *"which is conducted to determine whether the independent variables are correlated or not, because in a good regression model, there is no multicollinearity".* Additionally, within the classical assumption tests, there is a heteroscedasticity test, which according to Riyanto and Hatmawan (2020) *"aims to determine whether there are differences in residual variance within a regression model between one observation and another".*

The Partial Test or T-test, according to Riyanto and Hatmawan (2020) *"is a statistical test conducted to* *determine the degree of influence of each independent variable individually on the dependent variable"*. Followed by the Simultaneous Test or F-Test, which according to Riyanto and Hatmawan (2020) *"is used to interpret parameters simultaneously, with the results indicating the extent to which the independent variables influence the dependent variable".*

Then the Coefficient of Determination (R^2) test is performed from the perspective of Riyanto and Hatmawan (2020) *"this test is used to assess the percentage of variation in the dependent variable that can be explained by the independent variables in a regression model".*

In this case, the study uses several indicators from three variables, the public information disclosure (X) variable with availability and accessibility of document, clarity and completeness of information, openness of processes, and a regulatory framework that guarantees openness indicators, the transparency (Y_1) variable with openness in meetings or hearings, openness of information, openness of procedures, openness in accepting community participation indicators, and the public trust (Y_2) variable with responsiveness, reability, integrity, openness, and fairness indicators, which uses a score of 1 to 5 to assess each indicator.

Results and Discussion

Batu city is one of the cities in East Java Province, which was administratively formed in 2001 as a result of the divison of Malang Regency. Batu City is divided into three subdistricts, namely Batu Subdistrict, Junrejo Subdistrict, and Bumiaji Subdistrict. Geographically Batu City bordered by Mojokerto Regency to the north and Malang Regency to the west, meanwhile the southern border of Batu City is adjacent to Malang Regency, specifically Dau District and the city of Malang, while the eastern border is adjacent to Malang Regency, specifically Karangploso District (Sholikin, 2026).

The Batu City Commucication and Information Agency is a public agency that is part of the Batu City Government structure and has officially been an independent agency since early 2017, and the Batu City Commucication and Information Agency is responsible for providing accurate and up-to-date regional statistical data, enhacing the security of classified information, and implementing an integrated information and communication system.

The Information and Documentation Management Officer (PPID) of Batu City is a working unit of Batu City Government that operates under the Batu City Communication and Information Agency and is tasked with and responsible for storing, documenting, providing, and serving public information based on the mandate of Law Number 14 of 2008.

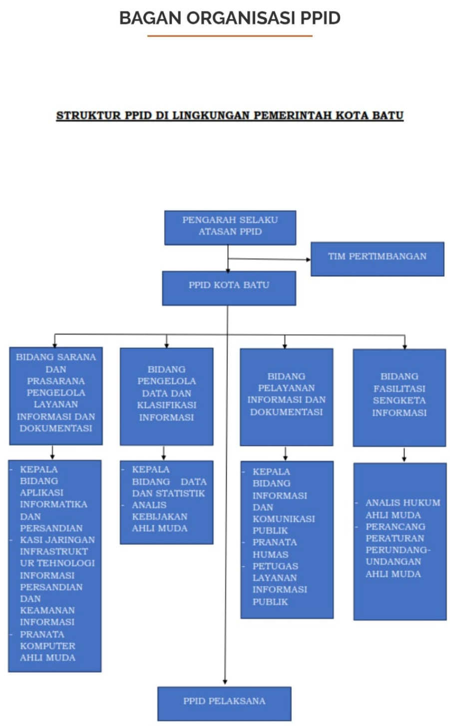

Figure 2. Organizational Structure of the PPID of Batu City

This study scored on a scale 1 to 5 with the following explanation, 1 meaning strongly disagree, 2 meaning disagree, 3 meaning neutral, 4 meaning agree, and 5 strongly agree, and the result of the questionnaire assessment will be calculated using data analysis techniques which is supported by observation on the PPID Batu City website, documentation studies of similar research, and questionnaries distributed to the Batu City Community.

1. Results

In this study, for the validity test result for the Public Information Disclosure (X) variable, the Transparency (Y_1) variable, and the Public Trust (Y_2) variable as a whole were declared valid.

In the reliability test, the Public Information Disclosure (X), the Transparency (Y_1) variable, and the Public Trust (Y_2) variable were declared reliable.

Table 2. Reliability Test Result

Variable	Number of Item	Cronbach's Alpha	Description
Public Information Disclosure	29 Items	0,968	Reliable
Transparency	15 Items	0,903	Reliable
Public	15	0,889	Reliable

Trust	Items		

Source: Researcher's Data (processed in 2025)

From the result of the classical assumption test of the Public Information Disclosure (X) variable on the Transparency (Y_1) variable in a normality test using the *Kolmogorov-Smirnov* method, it was stated that the variables were normally distributed.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		150
Normal Parameters^a,b	Mean	.0000000
	Std. Deviation	8.20309918
Most Extreme Differences	Absolute	.055
	Positive	.031
	Negative	-.055
Test Statistic		.055
Asymp. Sig. (2-tailed)		.200^c,d

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Figure 3. Normality Test Result from Researcher's Data (processed in 2025)

The Public Information Disclosure (X) variable on the Public Trust (Y_2) variable in a normality test using the *Kolmogorov-Smirnov* method, it was stated that the variables were normally distributed.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		150
Normal Parametersa,b	Mean	0.0000000
	Std. Deviation	8.14829852
Most Extreme Differences	Absolute	0.061
	Positive	0.044
	Negative	-0.061
Test Statistic		0.061
Asymp. Sig. (2-tailed)		.200c,d

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Figure 4. Normality Test Result from Researcher's Data (processed in 2025)

In the multicollinearity test, the existing variables were stated to not excessively influence each other, the result of the multicollinearity test of the Public Information Disclosure (X) variable on the Transparency (Y_1) variable.

Coefficients^a

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	10.365	3.770		2.749	.007		
	X	.394	.032	.712	12.326	.000	1.000	1.000

a. Dependent Variable: Y1

Figure 5. Multicollinearity Test Result from Researcher's Data (processed in 2025)

The result of the multicollinearity test of the Public Information Disclosure (X) variable on the Public Trust (Y_2) variable.

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	12,043	3,745		3,216	0,002		
	X	0,376	0,032	0,698	11,857	0,000	1,000	1,000

a. Dependent Variable: Y2

Figure 6. Multicollinearity Test Result from Researcher's Data (processed in 2025)

From the heteroscedasticity test using the *Glesjer* test, the result of the heteroscedasticity test of the Public Information Disclosure (X) variable on the Transparency (Y_1) variable it was stated that the variables did not experience heteroscedasticity.

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.901	2.211		3.122	.002		
	X	-.002	.019	-.011	-.128	.898	1.000	1.000

a. Dependent Variable: Abs_RES

Figure 7. Heteroscedasticity Test Result from Researcher's Data (processed in 2025)

The result of the heteroscedasticity test of the Public Information Disclosure (X) variable on the Public Trust (Y_2) variable it was stated that the variables did not experience heteroscedasticity.

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	7,140	2,321		3,077	0,002		
	X	-0,007	0,020	-0,028	-0,336	0,737	1,000	1,000

a. Dependent Variable: Abs_RES

Figure 8. Heteroscedasticity Test Result from Researcher's Data (processed in 2025)

In the result of the simple linear regression analysis of the Public Information Disclosure (X) variable on the Transparency variable (Y_1) and the Public Information Disclosure (X) on the Public Trust (Y_2) variable, the result show that every 1 unit increase in the variable X can increase the value of variable Y_1 by 0.394 and variable Y_2 by 0.376.

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	10.365	3.770		2.749	.007		
	X	.394	.032	.712	12.326	.000	1.000	1.000

a. Dependent Variable: Y1

Figure 9. Simple Linear Regression Analysis Result from Researcher's Data (processed in 2025)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	12,043	3,745		3,216	0,002		
	X	0,376	0,032	0,698	11,857	0,000	1,000	1,000

a. Dependent Variable: Y2

Figure 10. Simple Linear Regression Analysis Result from Researcher's Data (processed in 2025)

Through a simultaneous test (F test) of the Public Information Disclosure (X) variable on the Transparency variable (Y_1) and the Public Information Disclosure (X) on the Public Trust (Y_2)

variable yielded test result indicating that variable X collectively has a significant effect on variables Y_1 and Y_2, thus accepting the hypothesis.

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10292.359	1	10292.359	151.927	.000[b]
	Residual	10026.335	148	67.746		
	Total	20318.693	149			

a. Dependent Variable: Y1
b. Predictors: (Constant), X

Figure 11. Simultaneous Test Result from Researcher's Data (processed in 2025)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9398,039	1	9398,039	140,598	.000[b]
	Residual	9892,821	148	66,843		
	Total	19290,860	149			

a. Dependent Variable: Y2
b. Predictors: (Constant), X

Figure 12. Simultaneous Test Result from Researcher's Data (processed in 2025)

In the partial test (T test) of the Public Information Disclosure (X) variable on the Transparency variable (Y_1) and the Public Information Disclosure (X) on the Public Trust (Y_2) variable obtained result that the hypotheses H1 which states Public information disclosure affects the transparency perceived by the community in the Batu City Government and the hypotheses H3 which states Public information disclosure affects public trust in the Batu City Goivernment were accepted, indicating that variable X had a positive and significant effect on variables Y_1 and Y_2.

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	10.365	3.770		2.749	.007		
	X	.394	.032	.712	12.326	.000	1.000	1.000

a. Dependent Variable: Y1

Figure 13. Partial Test Result from Researcher's Data (processed in 2025)

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	12,043	3,745		3,216	0,002		
	X	0,376	0,032	0,698	11,857	0,000	1,000	1,000

a. Dependent Variable: Y2

Figure 14. Partial Test Result from Researcher's Data (processed in 2025)

Based on the result of the Coefficient of Determination Test (R^2) of the Public Information Disclosure (X) variable on the Transparency variable (Y_1) and the Public Information Disclosure (X) on the Public Trust (Y_2) variable, it was found that variable X was able to explain 50.3% of the variation in variable Y_1 and variable X was able to explain 48.4% of the variation in variable Y_2.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.712[a]	.507	.503	8.23077

a. Predictors: (Constant), X
b. Dependent Variable: Y1

Figure 15. Coefficient of Determination Test Result from Researcher's Data (processed in 2025)

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.698[a]	0,487	0,484	8,17578

a. Predictors: (Constant), X
b. Dependent Variable: Y2

Figure 16. Coefficient of Determination Test Result from Researcher's Data (processed in 2025)

2. Discussion

The confirms that public information disclosure is one of the important factors that can determine the level of transparency and public trust. Although the level of transparency and public trust can also be influenced by various other factors, the government needs to have a comprehensive and thorough understanding of this issue, which can be used as a basis for formulating appropriate measures and policies, particularly in efforts to improve transparent public information disclosure and increase public trust.

This study employs an explanatory quantitative approach aimed at explaining the causal relationship between the research variables. The research model is based on the research paradigm that a single independent variable can influence more than one dependent variable. In this study, the independent variable analyzed is Public Information Disclosure (X), and the dependent variables are Transparency (Y_1) and Public Trust (Y_2).

The results of the analysis of the influence of Public Information Disclosure (X) variable on Transparency (Y_1) variable, indicate that the public information disclosure variable has a positive influence on transparency, as evidenced by a partial test yielding a significance value of 0.000, this indicates that if the significance value is less than 0.05, the hypothesis stating that public information disclosure influences the transparency perceived by the public regarding the Batu City government is accepted. The regression coefficient values obtained indicate a positive relationship, suggesting that increased implementation of public information disclosure tends to be followed by higher levels of transparency, with the public information disclosure variable explaining 50.3% of the variation in the transparency variable.

Further analysis was conducted to test the effect of Public Information Disclosure (X) variable on Public Trust (Y_2) variable. The public information disclosure variable has a positive effect on public trust, as evidenced by a partial test yielding a significance value of 0.000, this indicates that if the significance value is less than 0.05, the hypothesis stating that public information disclosure influences public trust in the Batu City Government can be accepted.

The regression coefficient values obtained indicate a positive relationship, suggesting that increased public information disclosure is associated with higher levels of public trust in the government. The public information disclosure variable explains 48.4% of the observed variation in the public trust variable.

The coefficient of determination indicates that part of the variation in the transparency and public trust variables can be explained by public information disclosure, while the remainder is influenced by other factors not included in this research model. Based on these findings, it can be demonstrated that the more open the access to information provided by the government to the public, the greater the public's ability to understand and observe government administration activities. Public information disclosure not only provides access to public data and documents but also plays a role in enhancing accountability and strengthening public oversight of government performance.

Based on the findings of this study, several external variables may be considered in future research to enhance innovation and optimize the outcomes of similar studies. These variables include factors influencing the public's intention to access public information, the ease of access to such information, the capacity of human resources particularly civil servants in delivering information services, and the timeliness of information. In addition, other external factors, such as the quality of bureaucratic services and local political dynamics, may also be taken into account.

Future studies are expected to incorporate these variables as additional considerations to achieve greater novelty and to better address emerging challenges and phenomena in the field, while adapting them to the specific context of the research setting.

This study are supported by similar research conducted by Ayu Rachmawati (2022), which states *"that public information disclosure has a significant influence on public trust, so that the more open the information* *provided, the greater the public's trust in the government"*. The impact of public information disclosure clearly has a tangible and positive effect on increasing transparency and public trust in the Batu City Government, where the Batu City Government is considered to be able to properly implement Law Number 14 of 2008. If it has a positive impact, this will also change the public's perception, which will increase their trust in the performance of the Batu City Government itself through the publication of public information.

In its efforts to achieve the status of an "Informative City", the Batu City Government has encountered several challenges, including the uneven distribution of human resource capacity in information management across local government agencies, suboptimal coordination among work units in providing public data and documentation, and the limited exercise of the public's right to access information. These conditions highlight the need to strengthen public information management to ensure it is more systematic, accurate, and accessible. Furthermore, enhancing public information transparency requires the effective implementation of the principles of transparency as stipulated in Law No. 14 of 2008 on Public Information Disclosure.

To address existing challenges, the Batu City Government, through the Communication and Informatics Agency, has strengthened the role of the Information and Documentation Management Officer (PPID) as the entity responsible for managing and providing public information services. The strategies implemented include capacity building for officials through training and outreach programs, strengthening coordination among local government agencies in managing data, information, and documentation, and improving the quality of public information services. In addition, the Batu City Government promotes public participation in exercising the right to access information to foster more transparent and accountable governance. Through these efforts, the Batu City Government has improved the quality of public information management and achieved the status of an "Infomative City" based on the 2024 evaluation conducted by the East Java Provincial Information Commission.

Conclusion

The conclusion from this study

that hypothesis H1 which assumes Public information disclosure affects the transparency perceived by the community in the Batu City Government and the hypotheses H3 which assumes Public information disclosure affects public trust in the Batu City Goivernment can be accepted.

The fact that the variable of public information disclosure has a positive effect on transparency and public trust in the government can be proven by the results of the author's research. This is certainly in line with similar studies that have produced the same results, which are also reinforced by the theory used.

Therefore, this study concludes that the more open public information is, the more transparent the government will be in carrying out its duties and functions, which will also increase public trust in the government's administration, thereby proving that state laws can be implemented properly and in accordance with their mandate.

Thus, a continuous relationship is established between the public and the government through government transparency towards the public and in return the public will have greater trust in the government, especially the Batu City Government.

Declaration of Competing Interests

The authors declare that they have no known competing financial or non-financial interests that could have appeared to influence the work reported in this paper.

Declaration of Generative AI Use

During the preparation of this manuscript, the authors used DeepL Translator to improve the clarity and readability of the text. Output generated by the tool were carefully reviewed and edited by the authors, who take full responsibility for the content of this article. All substantive intellectual contributions, including conceptualization, analysis, interpretation of data, and final decisions regarding content, arguments, and conclusions, were carried out solely by the authors. The authors take full responsibility for the integrity, originality, and academic quality of this article.

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