The Implementation of Depok Single Window Application Services to Fulfill Citizens' Rights to Information

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Abstract

This study investigates the implementation of the Depok Single Window (DSW) by the Depok City Government, aimed at providing city information services through a single application, viewed from the perspective of the public's right to information. Although DSW has the potential to fulfill this right, challenges in public awareness, adoption, and user experience complaints indicate that its implementation has not fully met expectations. This research evaluates DSW's success, considering aspects of communication, human resources, infrastructure, budget, bureaucratic structure, and implementation attitudes. A qualitative approach with descriptive analysis and case studies, involving in-depth interviews, observations, and literature reviews, was used. The results indicate several shortcomings, including significant deficiencies in communication and promotional strategies leading to low public awareness about DSW, a lack of budget for promotion and marketing hindering public adoption and engagement, and technical issues within the application, such as user interface challenges and system downtimes, limiting its effectiveness and user satisfaction. Despite these challenges, the study finds that policy implementers demonstrate strong support for DSW, showing commitment to its success and making efforts to address technical issues and improve user experience. However, to fully meet the public's right to information, the Depok City Government needs to enhance communication and promotional efforts, increase the budget for these activities, and make continuous technical improvements to ensure the application is reliable and user-friendly. Addressing these issues promptly will enable DSW to better fulfill its purpose.

Keywords: One-Stop Application; Public Service; Depok Single Window; People's Right; Implementation

Introduction

Public information services cannot be underestimated in the context of building a democratic and open society. Transparency and information availability are the main pillars supporting public participation in decision-making and public affairs. As a vital aspect, public information services form a strong foundation for maintaining the community's right to access information (Hermila et al., 2023). The right to access information is not only a constitutional right but also a fundamental need of modern society in making decisions related to daily life. The ability of the public to be actively involved in the public policy process depends on the availability of information that is easily accessible and understandable. Therefore, the right to access information is not just a legal right but an essential prerequisite for running the life of society and the state (Fajrianto, 2023).

The community's right as citizens to obtain information is an important aspect of human rights, as mandated in Law Number 39 of 1999 concerning Human Rights. Human rights in general include the basic rights of every individual, including the right to obtain information (Efriza & Indrawan, 2019). The provision of open and transparent public

information is key to strengthening public oversight of government implementation, which is one of the characteristics of a democratic state. Through Law No. 14/2008 on Public Information Disclosure, Indonesia has established the right to obtain information as an inherent right of every citizen, which must be fulfilled quickly and accurately in accordance with applicable regulations (Irfan & Anirwan, 2023).

The Depok City Government's innovative response to the need for information access rights is showcased through the Depok Single Window (DSW) application, launched on August 17, 2018 (Ayu & Oktaviana, 2022). This platform consolidates the city's service and information center, offering easy accessibility to the public. It serves as a concrete example of the government's dedication to technological innovation, guaranteeing the fulfillment of the right of the public to access information, and providing the community with integrated, effective, and responsive services (Yolanda & Yunita, 2023). This program demonstrates how far the city has come in implementing its smart city vision, which is being led by the Depok Smart City project. Through technological innovation, particularly the adoption of the 8-layer smart city concept, urban management challenges are addressed, facilitated by policy exploration and recommendations aimed at aligning the implementation of Depok Smart City with the holistic development of innovative urban approaches (Supriyatin, 2023).

The app integrates all important information and services in one place, making it an efficient and responsive tool for the needs of the community. Through partnerships with various important institutions, such as Regional Water Supply Company (PDAM), State Electricity Company (PLN), National Narcotics Agency (BNN), Meteorology and Geophysics Agency (BMKG), General Election Commission (KPU), National Zakat Agency (BAZNAS), and various other regional institutions, DSW provides comprehensive access to a variety of information and services needed by Depok residents (Indriasari & Prakosa, 2023). DSW not only provides information and services but also gives Depok residents a platform to voice their aspirations and needs. As a response to the development of information technology and the evolving needs of the community, DSW is a significant step forward in public services in the digital era.

Although the Depok Single Window application offers advanced features, appearance, and an attractive interface, it is unfortunate that the use of this application is not always user-friendly, causing most people in Depok City not to fully utilize it (Hidayah et al., 2022). Along with the observations made by the author, there is a lack of public awareness of the existence of this application, which is reflected in its low rating on the App Store, with a score of 2.8 out of 5 based on 20 reviews. This information illustrates that while efforts have been made to provide integrated access to information, challenges in expanding the spread and adoption of this app among the community remain.
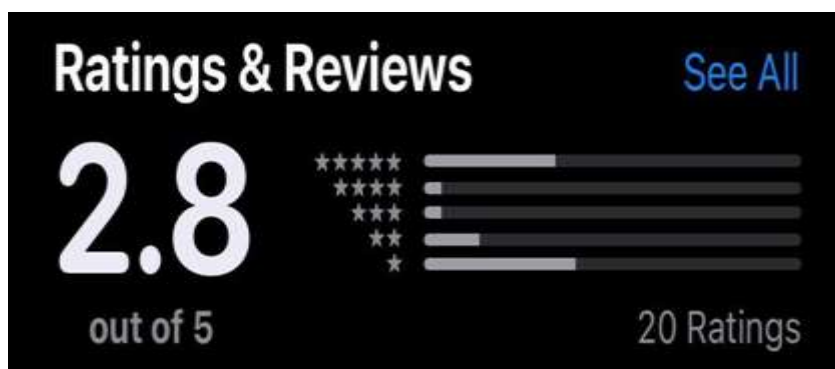

Figure 1. Single Window Depok Assessment on the App Store December 2023
(Source: App Store Author, 2023)

The majority of reviews on the App Store express complaints, with many users citing difficulties in the sign-up process, a complicated interface, and an unappealing and monotonous news display that creates a dull experience. Some reviews also highlight issues such as frequent connection drops, slow app performance, long loading times, and frequent crashes. While many features are available, unfortunately, most of them cannot be utilized by users, although the advantages of a good and easy-to-understand user interface (UI) do attract attention. Thus, although the Depok Single Window has excellent potential in public information services in this technological age, with new features being added from time to time, its implementation has not fully met expectations, as evidenced by many negative user reviews. Nonetheless, the app is very useful by providing everything needed in one platform. This research has very important relevance in the current context, especially in the effort to understand how public information service policies can be implemented in the technological era to fulfill people's right to access information. In a world that is increasingly connected through technology, access to information is a crucial aspect of maintaining transparency and public participation. Public information service policies implemented in the context of technology play an important role in ensuring that the public has wider and easier access to the information they need, as well as ensuring transparency in the delivery of public information.

Previous research relevant to this topic includes the study conducted by Ismowati & Widyastuti (2023) titled *"Evaluasi Aplikasi Depok Single Window (DSW) dalam Mendukung Konsep Smart City di Dinas Komunikasi dan Informatika Kota Depok"* and the study by Indriasari & Prakosa (2023) titled *"Implementasi E-Government Melalui Aplikasi Depok Single Window di Kota Depok"*. Previous studies have highlighted some aspects related to public information service management policies but have not delved deeply into the real implementation in the field, connecting citizens' rights to obtain information. An in-depth study of the level of knowledge of Depok City residents about this application and an evaluation of the performance of the State Civil Apparatus (PNS) makers and developers in disseminating information about DSW is essential to understand more holistically how this public information service management policy truly fulfills the public's right to information.

This research aims to examine the implementation of public information service management policies in fulfilling the public's right to information, by taking a case study of the Depok Single Window. The indicator of success is the ability of the public to access information 24 hours a day, anywhere and anytime, by ensuring that the information provided is available and up-to-date. The benefits of this research include contributing to academic understanding in digital government innovation and improving the effectiveness and efficiency of public information services in Depok City through the promotion and use of the DSW application.

Method

The research method uses a qualitative approach with a descriptive analysis research type that adopts a case study method. The research objects include the people of Depok City as users and non-users of the Depok Single Window application, as well as the organizers of the Depok Single Window at the Depok City Communication and Informatics Office (Diskominfo). For data collection techniques, this research will use in-depth interviews, observation, and literature study. Primary data will be obtained through in-depth interviews with relevant resource persons, while secondary data will be obtained from literature studies such as news articles, journals, and theses relevant to the research topic. The data analysis technique that will be used is an interactive technique that includes data reduction, data presentation, and verification or conclusion drawing.

Result and Discussion

1. Depok Single Window

The Depok City Government has innovated the Depok Single Window application, which unifies the city's services and information center onto a single platform, hence streamlining public access to local government information (Ismowati & Widyastuti, 2023). This app, which was released on August 17, 2018, is a reflection of technical advancements meant to uphold the freedom to access public information. The DSW app provides all the information and services that citizens require in one location, and it does so by using the hashtag #BeragamSolusidanLayanan. This application shows that the government is committed to providing information services that are integrated, effective, and responsive to community requirements, making it more than just a technology tool (Putri & Harsono, 2022).

DSW is a breakthrough in fulfilling public service rights, combining social media features with government services in one highly accessible platform. Citizens can download the Depok Single Window Application through the Play Store for Android OS users and the App Store for iOS users on their mobile devices, especially those living in Depok City (Wijaya & Prihandoko, 2023). After the download process is complete, residents only need to register through the registration procedure in the Depok Single Window Application by filling in their personal information and current residential address. The simple registration process makes this application user-friendly.

DSW has also established strategic partnerships and integrations with various important government agencies and departments, such as the Depok City Attorney's Office, PDAM, PLN, BNN, BMKG, KPU, BAZNAS, and various departments in Depok City. These include the Manpower Office, Office of Library, Office of Cooperatives and Micro Enterprises, Office of Trade and Industry, Office of Population and Civil Registration, Office of Investment and One-Stop Integrated Services, Office of Education, Office of Health, Office of Transportation, Regional General Hospital (RSUD), Regional Civil Service Agency, Civil Service Agency, and Human Resources Development. This makes DSW a comprehensive means of interaction and access to information.

Figure 2. Various Features in Depok Single Window
(Source: Depok Single Window Application, 2023)

DSW presents a variety of advanced and comprehensive features that facilitate access to information for the community. From Depok City maps to the latest information on WiFi service deployment, real-time CCTV access on several major roads in Depok City, the latest news, and weather forecasts, this platform is a complete source for daily information needs. In addition, DSW also offers quick access to Depok City ASN data, traffic information, and call center contacts for public services. Zakat services in collaboration with BAZNAS, as well as economic features such as MSMEs and commodity price information, are also part of the range of services provided.

Not only that, the presence of a library with a book catalog and member registration enriches the user experience in searching for and obtaining information. Other services include checking PDAM bills, information on community posts, online licensing facilities, and complete information on taxes. PUSPAGA, which stands for Family Learning Center, is a place for individuals to obtain various services aimed at improving the quality of family life, including counseling, consultation, education, and child protection services. Additionally, PPID services for information requests and dispute resolution, as well as access to legal information through JDIH, can be accessed easily through this DSW platform. Besides serving as a means of interaction and access to information, the DSW application provides citizens of Depok City with a platform to voice their aspirations, needs, complaints, and requests for information.

DSW also provides complete health information, including Covid-19-related services such as Tecodep and Kampung Siaga Covid-19, as well as information on logistics, social assistance, citizen mutual cooperation, communication between health facilities in Depok, security, Covid-19 body recovery, daily commodities via online market, PPE, health logistics, appeals from the mayor, vaccinations, Depok Covid-19 data, Covid-19 PE forms, and important contacts (Yudiatmaja et al., 2022). Other features include Saku Bumil, Stunting Calculator, doctor consultation schedule, health facility information, BPJS Health, financing, Depok City Hospital registration, Puskesmas registration and queue, hospital room information, doctor consultation through Halodoc, health news, information on rampant diseases, patient data, and prevention measures in Depok City.

In addition to providing health information, DSW also provides features for job seeker registration and organizes the Depok Job Training Management Information System (SIMPEL KEPOK) service, which is a collaboration with the Depok City Manpower Office to announce job vacancies in Depok and organize various trainings. Examples of training include sewing, carpentry, content creation, graphic design, barista skills, catering, cosmetology, and workshops. DSW provides comprehensive education services, ranging from announcements, innovations, articles, agendas, to education news. In addition, it also provides information on PPDB, the education calendar, passing grade monitoring, and school data in Depok. Furthermore, DSW collaborates with the Depok City Transportation Agency to provide information related to public transportation in Depok City, including departure schedules from Jatijajar Terminal, ticket prices, ticket booking information, Interprovincial City Transport (AKAP) bus lists, Interprovincial City Transport (AKDP) bus lists, and public satisfaction surveys on public transportation in Depok City. Additionally, DSW offers CCTV access service features on several roads in Depok City.

2. Implementation of Depok Single Window

With the rapid growth of technology and the shifting needs of society, the Depok Single Window application has become a new hope for the e-government evolution of public services. By making public services in Depok City easier to access and more

integrated, DSW provides a creative and effective solution. However, along with these developments, it is important to evaluate the extent to which the implementation of DSW has met the expectations that have been set. This analysis will use George Edward III's policy implementation model. The policy implementation model, based on George Edwards III's theory, serves as the basis for analyzing and evaluating the implementation of public information service policies, particularly the Depok Single Window platform. The theory emphasizes four key aspects: communication, resource allocation, attitude of policy implementers, and bureaucratic structure, which interact with each other to achieve success in policy implementation (Sangkut et al., 2023).

a. Communication

Communication refers to the delivery of information from policy implementers and is the standard for determining the success of a policy. The success of policy implementation can be assessed by the extent to which communication is carried out by policy implementers; the better the communication, the less likely the failure of policy implementation (Edwards, 1980). In the context of this research, communication between the Depok City Government's Communication and Informatics Office and the people of Depok City is carried out effectively to ensure the success of public service implementation. According to the results of observations and interviews conducted by the author with the people of Depok City, five out of seven interviewees admitted that they did not know about the Depok Single Window (DSW) application. However, after the author provided a detailed explanation of the features and benefits of DSW, all five respondents expressed interest in using the platform. One of the interviewees, identified as N, who is a resident of Depok City, revealed that:

> I think the most important factor is that the Depok City Government has rarely provided socialization about Depok Single Window or promoted DSW on platforms such as social media or in advertisements like billboards. Even though after you explained it earlier, I was interested in this application because it turns out that the application has quite good facilities, including complete information, CCTV, and community services. So, it's a shame if an application this good is not promoted.

Reporting from the data on the quick win achievements of the Depok City Diskominfo in 2020, the number of Depok Single Window users was recorded at 16,000, while according to data from the Depok City Central Statistics Agency (BPS), the population of Depok City reached 2.48 million (Pranata Alif Utama et al., 2023). This means that DSW users are only about 0.645% of the total population of Depok City.

In fact, according to Denhas Ary Wibowo, S. Ikom, M.T, the Head of the Informatics Application Division of the Communication and Informatics Office of Depok City, socialization to the community has been carried out through various platforms, including visits to urban villages to inform urban village heads and employees to socialize to their citizens, and through outdoor media such as billboards. In addition, socialization efforts are also conducted through social media such as Instagram, Twitter, the DSW website, and even mass media in the form of news channels in Depok. City leaders (the mayor and his staff) are also involved in promoting DSW during visits to remote areas in Depok City, with the hope that the public will become more familiar with and use the application. Despite these efforts, the number of app downloads does not always reflect active use, as it depends on individual needs and public awareness. According to him, someone might download the DSW app when they really need it, such as for government affairs or health services.

Figure 3 DSW Instagram over time
(Source: Depok Single Window Instagram, 2024)

On social media, DSW has its own account (instagram.com/depoksinglewindow). The Informatics Application Division of Depok City Diskominfo is very active in creating content for the DSW Instagram. Content is created regularly, including routine content that does not need to be continuously informed and unique content that varies each time. Through the DSW Instagram account, they present content with various themes each year to advertise DSW, especially through the Reels feature. The author also notes the use of different colors according to the time and theme chosen to increase the visual appeal and creativity of the content.

In addition, the author analyzed the communication between Diskominfo and other institutions and agencies. Although DSW is eager to add new features to the Depok Single Window application based on user feedback, it is important for service providers to ensure their readiness before new features are introduced to avoid mismatches between user requests and service availability. For example, users want features related to the environment and waste banks that are not currently available. One specific issue mentioned was the problem with puskesmas registration not being available online, which led to user disappointment. This highlights the importance of local officials' readiness and capacity to provide adequate services before new features are implemented to avoid complaints unrelated to the application itself.

Based on the findings of the study and interviews, there are still not many active users of the Depok Single Window (DSW) initiative, despite socialization efforts through various channels like social media, visits to urban villages, and outdoor-based media. Even though the regional apparatus is eager to include new features based on user feedback, there are still gaps in their preparation and competence to deliver services that meet community expectations. Due to the community's limited usage of the program, citizens' right to information has not been fully met despite communication efforts.

b. Resources

Although a policy has been clearly detailed and communication has been well established, successful implementation still depends on the availability of resources. Without adequate resources, policy or program implementation will be futile. Resources, including human resources, budget, and facilities and infrastructure, play a key role in realizing effective policies.

1) Human Resources

Human resources play a crucial role in determining the success of policy implementation. As Edward III explains, "probably the most essential resource in

implementing policy is staff." In this context, human resources include Diskominfo employees responsible for the implementation of the Depok Single Window (DSW) application. The success of DSW implementation is highly dependent on the understanding and skills of the implementers, including their ability to socialize DSW to the community.

According to the author's research, DSW has implemented strategies for the qualification, training, and competency improvement of human resources involved in managing and operating the DSW application. This is evident from the regular updates made to the application, the quick response from the admin, and the efforts of the informatics application field to collaborate with related communities. For example, the Depok Google Developer Community has become a forum for various activities such as content and application development competitions. In competitions like the Depicta ICT Award (instagram.com/depokictaward), one of the categories contested is UI/UX design, in which the DSW application design has been a participant. Although the winning design was not directly implemented, its existence as an idea adds value in promoting DSW to the community.

In an interview with Diskominfo Depok, they admitted that there is no specific strategy to reach out to segments of society that are less familiar with technology, such as the elderly or other vulnerable groups. They stated that this is a difficult challenge and has not been thought about in depth, with the focus of promotion being more on social media to attract millennials. However, for the elderly, promotional efforts are limited to one billboard on Margonda Road, which, in the author's observation, is considered very minimal, considering that not all elderly people have access or opportunity to see it. In addition, reliance on RT/RW in disseminating information is also not always effective because some of them are only willing to socialize if there is a budget allocation available.

The lack of direct involvement of regional apparatus in socializing the DSW to the community without the intermediary of the head of kelurahan, along with the lack of surveys conducted by ASNs to understand the level of public awareness, has led to non-optimal promotion efforts for the DSW in Depok City. This reflects the need to improve communication and promotion strategies that are more active and targeted so that the public is more aware of the existence and benefits of the application. By addressing these shortcomings, it is expected that DSW can more effectively meet the information needs of the community and have a more significant impact on its use in Depok City.

Therefore, although the implementation of the Depok Single Window has included strategies to train and improve the competence of human resources and collaborate with relevant communities to promote the application, there are still challenges in achieving citizens' right to information as a whole. The lack of specific strategies to reach segments of society that are less accustomed to technology, such as the elderly, as well as the lack of direct involvement of regional apparatus in socializing DSW to the public without the intermediary of the head of village, has led to non-optimal promotion efforts in Depok City.

2) Facilities and Infrastructures Resources

Infrastructure resources, such as buildings, land, and other facilities, play a crucial role in policy operationalization. Edward highlighted that physical facilities are critical resources in policy implementation. Although implementers may have adequate personnel and understand their duties, without equipment and other facilities, policy implementation will not be successful. In this study, ICT infrastructure is considered an integral part of the resources that support successful policy implementation. Facilities and infrastructure resources include ICT infrastructure, such as servers, networks, and other hardware, which support the success of DSW. The availability of adequate facilities and

infrastructure is crucial, for example, in ensuring the availability of accurate and quickly accessible data through the DSW. If the ICT infrastructure is inadequate, this can hinder the smooth implementation process and reduce the effectiveness of the DSW as a means of public information services.

In its socialization efforts, DSW utilizes a variety of available facilities and infrastructure, including social media platforms such as Instagram and Twitter, outdoor media such as billboards, and mass media such as Berita Satu in Depok City, among others. As an official application managed by the Depok City Government through the Depok City Communication and Informatics Office (Diskominfo), DSW has its own workspace located on the 7th floor of the Dibaleka 2 Building, which is situated at Jalan Margonda No. 54, Depok, Pancoran Mas District, Depok City, West Java 16431.

During the interview, Diskominfo also revealed that they mainly benchmark with similar applications such as Jaki and Tangerang Life. However, they noted that the Depok Single Window (DSW) app pioneered the concept in 2018, followed by similar apps from other cities such as Jaki and Tangerang Life. They mentioned that there is an exchange of experiences between these cities, and some of them even use the same "Single Window" brand, marking Depok as a pioneer in the trend.

Figure 4. Maintenance at DSW
(Source: Depok Single Window Website, 2023 (dsw.go.id))

However, when the author attempted to access several DSW applications, such as the PLN, PDAM, and prosecutor registration applications, the website could not be accessed and indicated that it was under maintenance, as shown above. In an interview with one of the DSW users in Depok City identified by the initials A, it was mentioned that,

> The disadvantage of this application lies in the lack of information updates that occur in it. In addition, when opened sometimes when it rains, the application tends to experience delays. I as a user also often see information about the weather and traffic on the app, but sometimes the process of creating it takes quite a long time.

This shows that although DSW has been equipped with adequate facilities and infrastructure, as well as supporting ICT infrastructure, there are still some technical problems that interfere with users when accessing the application. From the perspective of citizens' right to access information, DSW fulfills the community's needs to access information 24 hours a day, anywhere and anytime. However, in reality, the application tends to be slow, some features cannot even be accessed, and the information provided is not always available and up-to-date. For example, some applications such as PLN,

PDAM, and prosecutor registration were inaccessible, indicating that the website was undergoing maintenance. In addition, user complaints regarding the lack of information updates in the application, as well as delays when opening the application, especially during rainy conditions, confirm that further improvements are still needed to maintain the responsiveness and efficiency of the application, as well as ensuring that the information provided remains relevant and accurate for users.

3) Financial Resources

Budget limitations and citizen resistance can restrict the government from obtaining adequate facilities, thus affecting the quality of services that can be provided to the public (Edward, 1980). In Edward's study, the limited budget available is a major obstacle in achieving program objectives. Budget limitations can impact the financial aspects that support policy implementation, including DSW implementation. Through the author's interview with the Head of Informatics Application Division of Depok City Diskominfo, it seems that the allocation for the development, operation, and maintenance of the Depok Single Window (DSW) application is sufficient. However, there is still a shortage in terms of budget allocation to conduct direct surveys with the community to improve socialization efforts.

The absence of a budget for marketing and promotional activities is also a weakness in expanding the reach of information related to DSW. The fact that most content published on DSW's Instagram account (instagram.com/depoksinglewindow) is created by their own employees indicates limitations in budget to attract external talents or organize broader marketing campaigns. Therefore, the fulfillment of citizens' right to information is still not optimal due to the lack of concrete measures to expand the socialization and promotion of DSW applications, especially in terms of budget allocation for direct surveys and marketing activities.

c. Bureaucratic Structure

Bureaucratic structure, as an integral component of a system, describes the organizational foundation, procedures, and regulations governing policy implementation (Edwards, 1980). In the context of the Depok Single Window, the significance of a robust bureaucratic structure lies in its ability to ensure a seamless flow of information from the government to the public through collaboration among regional apparatus in the Depok City Government. A thorough evaluation and exploration of the bureaucratic structure are essential, as they offer insight into how the organizational framework influences the success of policy implementation in providing responsive and valuable information services to the public.

The Depok Single Window (DSW) brings substantial benefits to the bureaucratic structure of local government. By integrating various public service applications from regional apparatus, DSW creates a more unified and efficient system, facilitating the monitoring and supervision of public services. Additionally, by reducing the need for separate mobile applications, DSW has the potential to decrease the information technology development budget at the regional level. Moreover, DSW serves as an effective medium for disseminating the latest information to the public and enables the measurement of public satisfaction with regional apparatus services. Finally, DSW streamlines the process for sub-district-level regional apparatus to access information related to community taxes, enhancing efficiency in regional financial administration management. According to the author's observations and interviews with Denhas Ary Wibowo, S.Kom, M.T, the Head of Informatics Application Division of the Communication and Informatics Office of Depok City, the Depok Single Window application functions as a portal application, integrating various services from other regional institutions. The strategy involves coordinating with regional apparatus to assess

service relevance, evaluate community needs, and identify potential new services required. Continuous coordination and evaluation with various local agencies are crucial in the DSW implementation strategy to ensure effective and relevant service delivery for the people of Depok City.

However, there are shortcomings in the DSW bureaucracy concerning the integration of services from other regional apparatus and understanding the community's needs directly. Interviews revealed that DSW primarily focuses on bringing services from local government agencies into one portal without directly confirming whether these services meet community expectations. The evaluation indicates that not all services provided on DSW are accessed by the community, suggesting the need for re-evaluation for relevance. For instance, services related to COVID-19 (Kampung Siaga) may no longer be relevant and should be removed from DSW. Additionally, certain collaboration features with various other agencies and institutions available on DSW cannot be accessed. Improvements to the DSW bureaucracy should involve a deeper understanding of community needs and better integration between services from various regional apparatus. In conclusion, while the DSW provides a platform for integrating services from local authorities and streamlining administrative processes, there are challenges in ensuring that the services provided meet the needs and expectations of the community. Addressing these challenges is crucial in improving the bureaucratic effectiveness of DSW to ensure the provision of responsive and relevant services aligns with indicators of citizens' right to information.

d. Implementers' Attitude

The importance of the attitude of policy implementers in the implementation process should not be overlooked, as their attitude can affect the success or failure of a policy implementation. As stated by Edward III and cited by Winarno (2008), policies may face obstacles if they are not supported by policy implementers or if they conflict with their views or interests. In the case of the Depok Single Window (DSW), strong support from all regional apparatus is evident. This support is demonstrated by the mayor and his staff's habit of promoting the application at every opportunity, civil servants responsible for the application consistently conducting socialization through mass media, social media, and outdoor media, and various other regional apparatus integrating their services into the DSW.

Through an interview with the Head of the Informatics Application Division of Depok City Diskominfo, it was found that the DSW is regularly evaluated by various related parties with diverse perspectives. This evaluation involves not only researchers but also other stakeholders with a broader focus than just technological aspects. It covers various factors, including the results of research considered important for the development of DSW. Therefore, some reviews and feedback from users are usually addressed by the DSW admin, providing prompt responses and solutions to user problems directly, without intermediaries. This effort reflects the attitude of implementers who have consistently supported the application across different demographics.

In summary, policy implementers' attitude toward the DSW's execution shows solid and consistent support. The mayor and his staff's proactive marketing of the application, the ongoing socialization of civil personnel, and the involvement of other regional apparatus in integrating their services into the DSW demonstrate a dedication to utilize this application as the main method of delivering public services. Periodic assessments conducted by pertinent stakeholders additionally demonstrate ongoing endeavors to augment and refine the caliber of services rendered. Therefore, the attitude of policy implementers can be deemed positive in meeting citizens' access to information through the DSW, even though there is still room for improvement.

3. Evaluating DSW Challenges and Strategies for Information Access

Despite the efforts that DSW made, a comprehensive evaluation revealed that the implementation of the DSW application was unable to effectively fulfill citizens' right to information. Despite strong communication efforts, including engagement through social media and neighborhood outreach, the app's consistently low adoption rate highlights significant challenges in information accessibility across the community. This gap not only points to deficiencies in digital literacy but also raises questions about the effectiveness of DSW outreach strategies, especially in reaching marginalized groups such as the elderly and people with disabilities.

Significant technological problems also pose a serious threat to user experience. These problems include frequent crashes, extended loading times, restricted access during inclement weather, and ongoing server maintenance. These issues erode public trust by undermining the app's dependability and usability. They also reveal basic flaws in the DSW's operational capability and infrastructure, endangering its standing as an essential conduit for the provision of public services.

Moreover, the DSW's inability to fully meet its established success metrics, especially in ensuring round-the-clock accessibility of information, further emphasizes its shortcomings. The unavailability of certain features and outdated information undermines the app's credibility as a real-time data source, further eroding public trust. While efforts have been made to address the service's shortcomings through updates and feedback mechanisms, tangible improvements in responsiveness and alignment of the service with public expectations are yet to be seen. In order to guarantee broad acceptance and efficiency, DSW must put different community involvement tactics into practice. Working with local organizations to enable targeted outreach initiatives to particular demographics is an important strategy. Currently, DSW only partners with fellow developers. Ideally, the Depok city's communication and information department should collaborate with youth organizations in Depok, such as Abang Mpok Depok (instagram.com/abgmpokdepok), which has a significant youth following on Instagram, to advertise DSW. Collaborations could involve Instagram advertisements, seminars, or gatherings to inform youth about the advantages of the DSW app and encourage their use. In order to fully grasp the requirements of the community, DSW should also interact with it directly when conducting socialization and assessment activities.

In order to improve knowledge and comprehension of their services, DSW should not only notify the Depok City authorities but also proactively engage with the locals. A thorough outreach program that involves handing out flyers and holding informational meetings at each neighborhood post in Depok can accomplish this. By adopting a proactive stance and engaging directly with the community, DSW can guarantee that information is shared more efficiently and is seen by a larger number of people.

Additionally, these face-to-face exchanges give DSW a priceless chance to carry out surveys and other evaluations locally. By interacting with people in this way, it is possible to gather firsthand feedback and insights that may be used to identify problem areas and improve the way services are provided. This strategy guarantees that the services offered are better in line with the real needs and expectations of the inhabitants while also fostering greater trust and transparency between DSW and the community. In the end, these initiatives have the potential to greatly enhance DSW's overall efficacy and dependability in providing public services, enhancing its standing as a responsive and community-focused institution.

The policy ramifications of DSW's failures for digital access and public service delivery are substantial. To guarantee fair access to information, policymakers must give funding for digital infrastructure and literacy initiatives top priority. In order to eliminate

structural impediments and encourage the usage of digital platforms such as DSW, collaborative policymaking is essential. In order to effectively reach underrepresented communities, future initiatives should concentrate on enhancing technical infrastructure and honing communication tactics. In the future, funding focused digital literacy initiatives for marginalized populations will be essential to enabling them to make good use of DSW. Enhancing the technological infrastructure is also necessary to guarantee seamless access to DSW services. Examples of these include increasing broadband availability. It is possible to raise DSW awareness and adoption among underrepresented populations by improving communication techniques through focused outreach initiatives and collaborations with community organizations. These suggestions can help DSW develop into a more useful and inclusive platform for interacting with and empowering the community.

Conclusions

This research underscores the implementation of the Depok Single Window (DSW) as an initiative by the Depok City Government to fulfill the right to access public information through a single application. Despite its innovative nature, challenges related to public awareness and adoption, as well as user experience complaints, indicate that DSW has not fully realized its potential in facilitating easy and efficient access to public information for Depok City residents. Drawing on the George Edwards III model for analyzing the implementation of public information service policies, this study identifies several weaknesses and challenges, including the lack of an active communication and promotion strategy, technical issues within the application, and the need for further support from relevant stakeholders. However, the commitment demonstrated by policy implementers to support the use of DSW as the primary means of delivering public services suggests a consistent effort to enhance and improve service quality.

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