

Professionalism of Government Agency Information Service and Management Officers

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Abstract. The government issued a policy of Law no. 14 of 2008 concerning Public Information Disclosure. It aims to create good governance, especially in the transparency of state administration. However, there are many government agencies that have not carried out these regulatory instructions. This unpreparedness can be seen from various factors, including human resources who do not understand the substance of the contents of the law, the limited number of staff and education to the public about the practice of public information disclosure. The implementation of public information disclosure is managed by the Communication and Information Office of Central Java Province as the Main Information Management and Documentation Officer, assisted by the Information Management and Documentation Officer at the Regional Apparatus Organization level as an Assistant Officer. The Department of Communication and Information Technology of Central Java Province has a strategic role as the coordinator of the implementation of public information disclosure, as well as carrying out an evaluation role on the performance of information and documentation managers at the auxiliary level. The main Documentation and Information Management Officer is also obliged to encourage discipline and awareness of all staff at the main and auxiliary levels to implement this policy properly.

Keywords: Central Java, Public Information, Policy, Openness

1 Introduction

The issuance of Law Number 14 of 2008 concerning Openness of Public Information is a breath of fresh air for the public because of the legal certainty that guarantees their right to obtain public information. This is also in line with Asshidiqie [1] statement [2] in a democratic country is the foundation in building good governance, transparent, open, and participatory. according to Suhendar [3], the big challenge facing public agencies today is to build a quality public information and communication system, packaged accurately and attractively. When public information is able to meet people's expectations, the credibility of public bodies can also increase.

In line with Law no. 14 of 2008, the Central Java Provincial Government issued Central Java Provincial Regulation Number 6 of 2012 concerning Public Information Services for the Implementation of Central Java Provincial Government. This regional regulation mandates that public information services are based on the principles of equality, rationality, efficiency and effectiveness. Thus, applicants can obtain public information quickly and on time, at low cost, and in a simple way (article 2). The policy is a reference for all public service institutions to be implemented properly and professionally.

This policy aims to build a climate of public information transparency related to the work program implemented, the achievements and benefits of the program. This effort is carried out to avoid the emergence of negative prejudice in government service providers, build a strong community control function and suppress and eliminate potential practices of corruption, collusion and nepotism. According to Hariyanto [4] studies on corruption, collusion and nepotism refer to Law no. 3 of 1971 concerning the Eradication of Criminal Acts of Corruption, the general provisions of Article 1 Paragraphs (1) and (2) and Law no. 28 of 1999 concerning State Administration that is Clean and Free from Corruption, Collusion and Nepotism Article 1 Paragraphs (1) to (5). Corruption is defined as misappropriation or embezzlement (state or company money) for personal or other people's interests. Meanwhile J.J. Senturia in Encyclopedia of Social Sciences, Vol. VI of 1993, defines corruption as an act of abusing power or trust that produces profits for the fulfillment of personal interests. Corruption includes the behavior of public sector officials, both politicians and civil servants, who enrich themselves inappropriately and violate the law, or those close to them abuse the power entrusted to them. Collusion is a secret cooperation for dishonorable purposes and conspiracy. Nepotism is the tendency to prioritize (benefit) one's own relatives, especially in positions and ranks within the government, or the act of choosing one's own relatives or relatives to hold the government. Nepotism is a special type of conflict of interest. Conflicts of interest arise when someone as a bureaucratic employee or public official is influenced by considerations of personal interest when carrying out their duties.

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Table 1. District/City Values in the Framework of Ranking the Openness of Public Bodies in 2020

| KAB/KOTA | Penilaian Tahap 1/Informasi Publik Berkala | Penilaian Tahap 2/Wawancara Mandiri | Penilaian Tahap 3/Verifikasi dan Penambahan SKD ke Cukai | Penilaian Tahap 4/ Uji Publik Peningkatan Peringkat | TOTAL | CATEGORY | RANK |
|------------------|--|-------------------------------------|--|---|-------|------------------|------|
| | Nilai | Nilai | Nilai | Nilai | | | |
| Kotasemarang | 100 | 99.3 | 95.0 | 98.7 | 98.3 | Informatif | I |
| Kab.Demak | 100 | 98.0 | 97.5 | 94.7 | 97.5 | Informatif | II |
| Kab.Batang | 100 | 99.3 | 92.5 | 97.8 | 97.4 | Informatif | III |
| Kotasurakarta | 100 | 100.0 | 90.0 | 98.3 | 97.1 | Informatif | IV |
| Kab.Klaten | 100 | 100.0 | 89.8 | 93.2 | 95.7 | Menujuinformatif | V |
| Kab.Brebes | 100 | 96.0 | 92.5 | 94.0 | 95.6 | Menujuinformatif | VI |
| Kab.Temanggung | 100 | 94.7 | 95.0 | 92.5 | 95.5 | Menujuinformatif | VII |
| Kab.Banyumas | 100 | 100.0 | 85.0 | 94.5 | 94.9 | Menujuinformatif | VIII |
| Kab.Wonogiri | 90 | 100.0 | 94.8 | 93.1 | 94.5 | Menujuinformatif | IX |
| Kab.Kebumen | 100 | 99.3 | 85.0 | 93.0 | 94.3 | Menujuinformatif | |
| Kab.Rembang | 100 | 96.0 | 85.0 | 96.3 | 94.3 | Menujuinformatif | X |
| Kab.Purbalingga | 100 | 90.7 | 86.7 | 96.8 | 93.5 | Menujuinformatif | |
| Kab.Sukoharjo | 100 | 94.0 | 87.0 | 91.3 | 93.1 | Menujuinformatif | |
| Kab.Wonosobo | 96 | 100.0 | 80.0 | 95.8 | 93.0 | Menujuinformatif | |
| Kab.Karanganyar | 90 | 100.0 | 84.2 | 96.3 | 92.6 | Menujuinformatif | |
| Kotamagelang | 94 | 96.0 | 86.8 | 92.8 | 92.4 | Menujuinformatif | |
| Kab.Kudus | 98 | 90.0 | 84.5 | 96.5 | 92.3 | Menujuinformatif | |
| Kotapekalongan | 92 | 99.3 | 77.5 | 95.2 | 91.0 | Menujuinformatif | |
| Kab.Kendal | 100 | 98.0 | 65.8 | 91.3 | 88.8 | Menujuinformatif | |
| Kab.Tegal | 90 | 96.7 | | | | | |
| Kotasalatiga | 90 | 96.7 | | | | | |
| Kab.Pekalongan | 94 | 88.7 | | | | | |
| Kab.Banjarnegara | 90 | 92.0 | | | | | |
| Kab.Cilacap | 90 | 89.3 | | | | | |
| Kab.Boyolali | 84 | 92.7 | | | | | |
| Kab. Pati | 76 | 86.0 | | | | | |
| Kab.Grobogan | 88 | 73.3 | | | | | |
| Kab.Magelang | 68 | 89.3 | | | | | |
| Kotategal | 84 | 68.7 | | | | | |
| Kab.Pemalang | 80 | 69.3 | | | | | |
| Kab.Purworejo | 78 | 65.3 | | | | | |
| Kab.Blora | 62 | 77.3 | | | | | |
| Kab.Semarang | 42 | 87.3 | | | | | |
| Kab.Jepara | 66 | 53.3 | | | | | |
| Kab.Sragen | 10 | 90.7 | | | | | |

The facts table 1 show quite sad results related to the practice of public information disclosure, from thirty-five regencies/cities in Central Java there are only four areas that are categorized as informative, and 15 that are categorized as informative, the rest do not get any ranking and assessment criteria. There are many factors behind not getting a score because the indicators set are not fulfilled properly. These results show the reality that there are several regions that have not managed public information disclosure activities seriously.

2 Result

There are two categories of Information Management and Documentation Officers as implementing the mandate of the Information Disclosure Act, namely the main at the provincial level and the assistant at the city level and regional apparatus organizations. This

commitment can be seen in the seriousness of the Central Java Province Communication and Information Office by forming one main official and one assistant official.

The reason for the formation of the two management officials in one agency is based on the consideration that the Central Java Province Communication and Information Office has a coordinating function for management officials at the auxiliary level spread across the City/Regency as well as the relevant Regional Apparatus Organizations, as well as the obligation to carry out public information disclosure obligations if any. requests for information related to internal policies and programs.

The policy of two officials in one special agency at the Central Java Ministry of Communication and Informatics, for other regional agencies or organizations there is only one official, namely an assistant official. data, complaints, complaints and even information disputes are all from assistant officials. after that everything is collected by the main officials, entered in the official portal of information and documentation management so that it becomes part of the completeness of the information presented accurately which is also an indicator of public transparency.

Assistant officials have the task of providing information and documentation services within their official environment, while the main officials provide services that cover all public organizations in Central Java, including the Regency and City offices below. and information as well as intermediaries if there is a dispute or conflict in the request for information.

Problems that cannot be resolved at the assistant official level will be taken over or will be assisted by an intermediary in their resolution. Based on information, the most dominant problem that arises is the length of time in responding to requests for information submitted by the applicant, the delay is due to the limited number of personnel who provide services and or because supporting data is not yet available, or because the information cannot be fulfilled because it is information that is excluded and the applicant does not have the information. enough information with these provisions.

Main-level officials are also responsible for monitoring and evaluating the implementation of public information disclosure activities in all districts/cities along with the organization of the Regional Apparatus under it. Monitoring is carried out in order to ensure the implementation of these activities properly. The measuring instrument for monitoring and evaluation uses indicators of public information disclosure set by the Information Commission. Each indicator will see the implementation achievements and possible obstacles that arise. The indicators of public information disclosure refer to Information Commission Regulation Number 5 of 2016

Regarding Methods and Techniques for Evaluation of Public Agency Information Disclosure, there are criteria for indicators that are measured, namely information related to:

- 1) Profile
- 2) Leader Profile
- 3) Activities and Performance
- 4) Finance
- 5) Information Access Report
- 6) Report on Procedures for Requesting Public Information
- 7) Procedures for complaints of abuse and violations
- 8) Procurement of goods and services
- 9) Regulation
- 10) List of public information
- 11) Regulations, decisions and or policies

- 12) Agreements with third parties
- 13) Organization, personnel administration and public finance
- 14) Public agency finance
- 15) Service manual
- 16) Public information service reports covering aspects of the availability of special counters/rooms for public information services, optimal services, development of service information systems
- 17) Coordination pattern between management officials and work units
- 18) Implementation of the duties and responsibilities of managers
- 19) Storage and documentation of information

Monitoring activities are carried out by the information commission or at the national level to assess the performance of the main information and documentation management officials, while the main management officials will carry out monitoring and evaluation of the assistant-level managers at the district/city level. Efforts to provide intensive and quality services, the main management officials will carry out monitoring, if when there are questions or requests for information from certain agencies, the main officials will submit them to the assistant officials in the relevant Office, and as soon as possible will fulfill or answer the required questions.

Public information services will be carried out optimally if requests for information can be directly addressed to the relevant public bodies, but in practice there are several applicants for information submitting applications not to the intended Public Agency but through top level officials, thereby delaying the fulfillment of the expected information. The main level official forwards through an application with the admin or operator of all information and documentation management officials, the intended public agency is given a limit of answering ten days plus seven days or seventeen days, if the applicant has objections to the provision or until the time period runs out, the problem will be resolved through the main office.

The main level information management officer is obliged to optimally assist in resolving the objection, so that it will reduce the possibility of an information dispute. This function is known as information dispute mediation. Mediation is carried out in the form of communication and coordination with assistant officials, reconfirming the desired information request points, contacting the relevant department that has relevant data, and seeking alternative solutions if the requested data is not yet available. The main official will also convey to the applicant information about the information fulfillment process that is being carried out by the assistant official and will be notified immediately if data is available.

Mediation is carried out face-to-face, bringing together applicants for information and public agencies providing information, ensuring data is available and what is not. The Communication and Information Office of Central Java Province, admits that in fact there are several agencies that are very slow in responding to requests for information, understanding the maximum time limit of 10 days plus seven days is not fully understood well, often requests for information are not fulfilled but are postponed until the deadline the fulfillment of information needs ended, so that its status changed to a dispute because there was an objection from the request for information. The purpose of these activities is to improve the performance of the quality of public information services so that the purpose of public information disclosure can be achieved optimally.

In practice, sometimes there are applicants who do not understand the procedure for requesting information. Because there is information that can be requested and some cannot be

fulfilled or excluded, as long as the information is not excluded and under supervision, the management official has an obligation to fulfill the request for information.

This means that the information is readily available and well-documented, but because it is excluded, such as related to audit reports on financial performance, this list can be provided after being audited by the inspectorate or the State Audit Board, as long as the information has not been audited, the information may not be published or disseminated to the public. Sometimes there are applicants who do not understand these provisions and immediately file an objection so that it becomes an information dispute. In this context the role of the main level official is to bridge mediation, so that it does not develop into an information dispute until it enters the legal realm.

Responding to complaints related to the duration of providing information, the management said that not all were responded to in a long time, management officials remained committed to providing fast service according to the provisions, the majority of management officials at the assistant level had worked optimally, meaning that when requests for information showed a fast response, it was less than ten the day the request for information has been fulfilled, but indeed there are several agencies that are having problems, of which three are ready, two of which are not yet available, they are waiting for it. The implementation of public information disclosure activities at the provincial level has shown good performance, managers routinely update data periodically which can be seen on the <https://ppid.diskominfo.jatengprov.go.id/> page, information on the portal includes Public Service SOPs, Periodic Information, Immediate Information, Any Time Information and Information excluded.

Efforts to improve the quality of services in terms of Human Resources continue to be addressed and improved through activities that are periodically carried out in the form of technical guidance, Focus Group Discussions for management officials regularly twice a year, the purpose of these activities is so that management officials both at the main and auxiliary levels have the same understanding regarding the disclosure of public information. Problems that arise are related to the performance of information management officials related to employee rotation, gaps arise between old and new officials, new officials do not really understand and do not have a good background on public information disclosure. So the factors that affect the quality of public information services in addition to the change of managers and also the limited number of management officials and have to hold concurrent positions to do other field tasks. Determination of rotation to fill the position of managing information and documentation Ideally those who are experienced and have knowledge of public information disclosure, but in fact the authority for structuring the position of resources is managed by the personnel sector.

Efforts to see a portrait of the quality of information disclosure referring to indicators of public information disclosure can be seen from the results of evaluation monitoring carried out every year, so each province conducts evaluation monitoring of information management officials under it, this activity is contested every year with the aim of increasing service motivation, the competition is followed for field clusters at the Provincial level, Hospital clusters, here you will see the best ranking from the results of the assessment. the mechanism is not the only parameter to measure whether or not the level of public information disclosure is good, because the most important thing is the impact on the community regarding the community's right to obtain the desired information related to the implementation of the activities of the Public Service Agency. The process of ensuring that the community has satisfaction with public information services is carried out through a satisfaction survey, and the results of the survey will be used as parameters for evaluating services and making

improvements to indicators that are deemed lacking so that they will provide optimal community satisfaction.

The level of public knowledge of public information disclosure is still low, bureaucratic difficulties that limit the public education process such as limited education budgets and overlapping main tasks and work functions between fields. In the future, it should start to penetrate into the world of education, considering the number of students who submit information to the main and auxiliary information management officials, students already have a good understanding even though the percentage is relatively small, so far the incoming data requests are dominated by students and students for assignment purposes. and research. There is a need for future arrangements in public education, cooperating with the world of education is a strategic step to further popularize the existence of information and documentation management officials, and make optimal use of various services that follow existing procedures or provisions.

2.1 Theoretical Basis

Situational Theory brought by James Grunig seeks to provide an understanding of public problems. This theory seeks to increase the creation of their publics and suppress the public as the target of communication campaigns.

In this theory, he divides the public into four types, namely:

- 1) All-issue publics: namely the public who are capable of all issues
- 2) Apathetic Publics: not paying attention to all issues
- 3) Single-Issue Publics: only active on certain issues or some core issues
- 4) Hot-issue publics are only active on single issues that include people around them in the population

Together with Todd Hunt, Grunig explained the transition of business PR from a business strategy that initially used one-way communication to open two-way communication. This is in line with Bernays' thinking which emphasizes that to create effective PR, it is necessary to have two sides with the company's goals and targets that are able to predict the emergence of private interests and public trust.

Furthermore, Grunig formed four PR models which include Press Agency, Public Information, Two-way Asymmetrical Communication Model, and The Two-way symmetrical model. First, the Press Agency Model and the Public Information Model, which provide elaboration on communication programs without planning and research, and describe a one-way communication model. While the Two-way Asymmetrical Communication Model refers to research based on planning messages, so that this can encourage the strategic public to comply with the wishes of the organization. The next model, The Two-way symmetrical model, is the most effective model. In addition to referring to the strategy of using research, in this case PR is also based on communication to manage conflict and increase public interpretation. That is, this model emphasizes that it is important for PR to be involved in the "listening" process and emphasizes negotiating with the public.

Tood and Grunig then also presented the Domino Model of Public Relations. As the name suggests, this model implicitly reveals the strength of the cause-and-effect relationship between knowledge and PR messages, attitudes, and behavior. In this case the messages are able to increase knowledge, change attitudes, to the level of changing opinions or behavior.

2.2 Co-orientation Model

Glen Broom and David Dozier state the different types of relationships that lie between organizations and the public. The first type explains the difference in the level of agreement between the company and its public, both of which have the same perspective on the issue. Another type is to pay attention and accuracy and accept the agreement as one of the beneficial outcomes for the PR program. Dozier and Broom's research then becomes important in understanding the role of PR in an organization. Furthermore, this can be elaborated into the following four roles:

2.2.1 Expert prescribers

In this case, public relations practitioners play a major function in answering problems, both in helping to determine management decisions and planning next steps.

2.2.2 Communication Facilitator

PR practitioners as a “bridge” to facilitate communication between management and the public.

2.2.3 Problem Solver Facilitator

Public relations practitioners help to provide a number of alternative solutions to management and other communication conflicts.

2.2.4 Communication Technician

PR practitioners play their roles as journalists in their own area in accordance with management's direction and decisions regarding corporate communications services.

Through the explanation above, it can be seen that there are a number of theories that explain the role of public relations, including the role of the communications executive as expressed by Wright. In this case, PR practitioners directly report to organizational or operational leaders about their roles. Not only that, PR is also directly involved in making decisions. Legal entities, which Wright focused on, generally hire resources from other fields for the purpose of optimizing the role of public relations. The involvement of PR in the decision-making process is important, especially for the success of PR. According to Wright, PR needs to be placed high in the organizational hierarchy. The same thing is supported by John Hudd, who also pays attention to organizational communication functions so that they are placed in high positions in the organizational hierarchy [5].

2.3 Reputation

The company's reputation is interpreted as a matter that represents a "network" of affective or emotional reactions, whether it's good or bad, strong or weak reactions from consumers, investors, employees and the public to the company's name [6]. Charles J. Fombrun asserted in Reputation there is a link or relationship between a company's identity, name, image, and reputation. This means that the ranking of a public body/government agency is one of the benchmarks for the existence and reputation of a public agency. However, the identity of a company is a reflection of the pattern of work in it, including how employees work, and products are made or marketed, further illustrated in the following fig. 1:

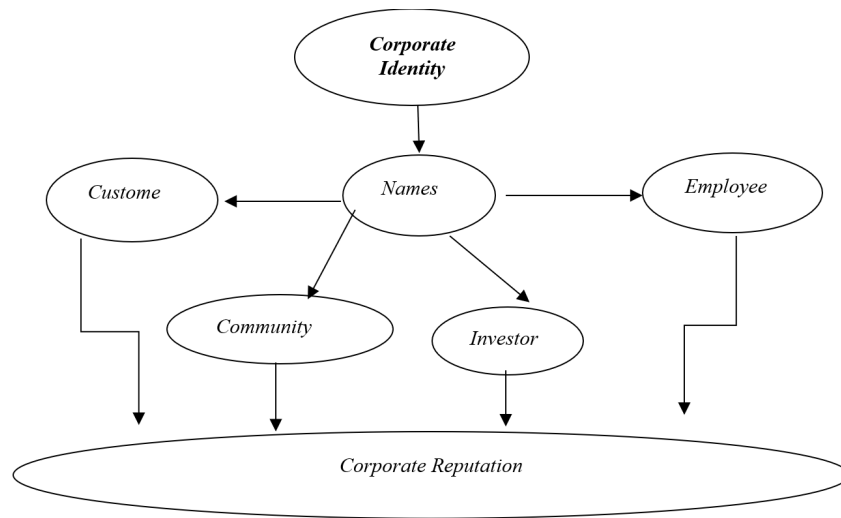


Fig. 1. From Identity to Reputation

In practice, a public body competes for the highest reputation, because reputation is a force that determines how the existence of a company or public body is viewed. When related to this research, it can be seen that the dominant problem that arises is the complaint about the slow response related to requests for information. Responding to this, the Central Java Ministry of Communication and Informatics seeks to show its best performance as the main door in providing information services and ensuring the disclosure of public information for Central Java residents. This can be seen from the various media used to provide information disclosure services to the public, even providing a live chat feature that is connected to the WhatsApp application. Even in order to polish a good reputation, efforts to improve the quality of services in terms of Human Resources continue to be addressed and improved through activities that are periodically carried out in the form of technical guidance, Focus Group Discussions for management officials regularly twice a year. Managers at the main or auxiliary levels have the same understanding regarding public information disclosure. In fact, requests for public information are processed optimally so as not to leave the impression of slow service even with limited human resources. The hope is that this will become a gateway in making the Central Java Ministry of Communication and Informatics have a good reputation, with a positive view given by the community.

3 Conclusion

Public information disclosure is a beautiful dream for the community. The issuance of Law Number 14 of 2008 concerning Public Information Disclosure is a breath of fresh air for the public because of the legal certainty that guarantees their right to obtain public information. The process of ensuring that the community has satisfaction with public information services is carried out through a satisfaction survey, and the results of the survey will be used as parameters for evaluating services and making improvements to indicators that are deemed lacking so that they will provide optimal community satisfaction. Efforts to see a portrait of the quality of information disclosure referring to indicators of public information disclosure

can be seen from the results of evaluation monitoring carried out every year, so each province conducts evaluation monitoring of information management officials under it, this activity is contested every year with the aim of increasing service motivation. Based on the description above, it can be seen that government public relations/PPID officials not only function to create a positive image and reputation of the organization, but also provide public information services to all citizens. Government public relations are also considered to be broader when compared to public relations practitioners who work in companies or other organizations. Because, the identity of a company is a reflection of the pattern of work in it, including how employees work, and products are made or marketed, meaning that in this case public bodies are competing to get the highest reputation, because reputation is a force that determines how the existence of a company or public body is viewed.

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