

Service Mechanism and Participation Level of Public Information Application at the Communication and Information Department of Pekalongan City

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Abstract. Public Information Disclosure is one of the important elements that the government needs to take seriously. Not only as a form of implementing public information transparency, but also as a form of public participation and evaluation of government performance. This study aims to describe the service mechanism and participation in the application of public information at the Communication and Information Office of Pekalongan City with a qualitative descriptive method through in-depth interviews with the Communication and Information Office of Pekalongan City and PPID Diskominfo of Pekalongan City. The results of this study indicate that the level of participation indicates that access to information in Pekalongan City can be monitored on the statistical features provided on the PPID website of the Communication and Information Office of Pekalongan City which can be identified based on the categorization of gender, type of request, request status, and origin of the requester. . Based on these data, it was found that the demand for public information services was dominated by students for both assignments and research. Unfortunately PPID Diskominfo Pekalongan City is still limited to using its official website platform <https://ppid.pekalongankota.go.id> and has not utilized social media optimally.

Keywords: Diskominfo, Public Information Openness, Service Mechanism

1 Introduction

Openness of public information stands on the free flow of information, meaning that all processes, institutions, and public information must be accessible easily and directly by interested parties, including all levels of society. This is part of an effort to promote openness of government action, decision-making processes and consultative processes among the public sector and all stakeholders [1].

Therefore, public information must be provided, meaning that the government must have provided the information it has even though it is not requested by the public. With the openness and transparency of public information, the aspirations and inputs given by the community in policy formulation can be more substantial.

Not only beneficial for the community, this information disclosure also has a positive influence on the government. In this case, the public will be involved, either directly or indirectly, in monitoring the performance of public bodies through published information. Through transparent public information, the public has the opportunity to participate, provide assessments, and evaluate related services and inputs if the services provided do not meet the

established standards. With the existence of community participation in policy making or decision making, the community is taught to be more responsible in building the country as well as a form of implementation of good governance and democracy [2].

The creation of good governance is a real demand faced by democratic countries. One indicator of the realization of good governance is marked by the success of the government in enforcing transparency in state administration. In this case, the state is obliged to fulfill the public's right to know as one of the human rights protected by the constitution.

The issuance of Undang-Undang Number 14 of 2008 concerning Openness of Public Information is a breath of fresh air for the community because of the legal certainty that guarantees their right to obtain public information. This is also in line with Asshidiqi's statement in Nurdiansyah's research that the disclosure of public information in a democratic country is the foundation in building good, transparent, open, and participatory governance. The implementation of a democratic legal state is based on the mandate of the people, so it is only natural that the public has the right to know information about government performance. In addition to aiming to enforce transparency, Undang-Undang Number 14 Tahun 2008 also encourages the active participation of the public in supervising the administration of the state [3].

With the issuance of these regulations, every public agency is obliged to open communication channels for the public. So that the public can easily access the public information they need, as long as the information does not include excluded information. In this case, government public relations plays an important role in supporting the success of the organization to provide public information services that are able to meet the expectations of the community, so that it is hoped that the organization's reputation can increase.

However, in reality, the implementation of public services is often a problem. This is because the availability and accessibility provided are sometimes not in accordance with the needs and changes in social life. Among these problems are public service facilities and infrastructure, human resources, quality and service systems and so on, which need to be reflected in services that provide legal certainty, are affordable, and easy [4]. The next challenge that needs to be faced is the presentation of quality, accurate, and attractive service systems and information management. If the disclosure of public information presented is able to meet the expectations and needs of the community, the credibility of government institutions will also increase [5]. Challenges faced by these public bodies one of which can be seen from the research of Agus Setiawan et al. [6] which reveals that some people in Bandung do not understand the disclosure of public information. This could be due to the lack of socialization of the Bandung City Government regarding the disclosure of public information.

In line with Undang-Undang No. 14 Tahun 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).

In addition to the regional regulation, Central Java Governor Regulation Number 12 of 2015 concerning Amendments to Central Java Governor Regulation Number 47 of 2012 concerning Instructions for Implementation of Central Java Province Regional Regulation Number 6 of 2012 concerning Public Information Services for the Implementation of Central Java Provincial Government was issued. One of these regulations contains the main duties and functions of the Main Information and Documentation Management Officer (PPID) and the Assistant PPID within the Central Java Provincial Government which plays a central role in

providing excellent service in the field of public information to applicants. In the regulation, it is explained that the main PPID task held by the Head of the Regional Apparatus Work Unit (SKPD) in the field of communication and information technology is not only to store, document, provide, and provide information services to the public. However, it also conducts an inventory of excluded information for consequence testing, and coordinates and oversees the process of testing the consequences of exempted information with the relevant agencies.

In 2018 there was a decrease in the budget, from a total in 2017 of Rp. 18,023,154,000, - then to Rp. 16,750,702,000, - in 2018. This indicates that there is no increase in the target set by the Central Information Commission. The Main Performance Indicators of Central IP agreed with BAPPENAS are: i) Percentage of Public Information Dispute Settlement, and ii) Percentage of Public Bodies that implement Provisions on Public Information Disclosure. If in 2017, the percentage indicator of information dispute resolution is 65%, in 2018 it is still with the same target, which is still at 65%. Likewise with the indicators of Public Bodies that implement the provisions on public information disclosure, in 2017 the target is 70% for Public Bodies, so in 2018 it also has the same target of 70%.

The Central Java Provincial Government continues to forge itself to provide quality public information services for the community. Based on the Report on the Implementation of the Public Agency Information Disclosure Awarding Activities conducted by the Indonesian Central Information Commission during 2015 to 2020, the Central Java Provincial Government was designated as one of the provincial government public bodies that succeeded in making satisfactory achievements in the field of public information disclosure. During the last six years, the value of public information disclosure of the Central Java Provincial Government tends to increase, as shown in the table 1:

Table 1. Rating and Value of Public Information Disclosure Central Java Provincial Government Period 2015-2020

Year	Rank	Value of Public Information Disclosure
2015	5	74,861
2016	8	84,00
2017	2	92,13
2018	1	96,95
2019	1	97,00
2020	1	99,15

(Processed from the official website of the Indonesian Central Information Commission [7])

The Central Information Commission of the Republic of Indonesia periodically monitors and evaluates public information services organized by every public agency, both at the central and local government levels, universities, and other public bodies. The results of the monitoring and evaluation are reported transparently through the Public Agency Information Disclosure Awarding Activities every year and the reports can be accessed on the official website of the Indonesian Central Information Commission. In addition, a categorization of public bodies was established based on the value of public information disclosure achieved into five groups (table 2).

Table 2. Qualifications of Public Bodies Based on the Value of Public Information Disclosure

Category	Value Range
Informative	90 - 100
Towards informative	80 – 89,9
Quite informative	60 – 79,9
Less informative	40 – 59,9
Not informative	< 39,9

(Processed from the official website of the Indonesian Central Information Commission [7])

When viewed from the scores in table 1, it appears that the Central Java Provincial Government has shown positive developments in providing public information services. Initially in 2015, the Central Java Provincial Government was included in the fairly informative category, then became a category towards informative in 2016, and succeeded in becoming an informative public body from 2017 to 2020.

Based on the facts above, this study intends to reveal the service mechanism and the level of participation in the application of public information in the Communication and Information Office of Pekalongan City.

2 Method

This research was conducted with descriptive qualitative method. Erickson in Susan Stainback in Sugiyono [8] explains that qualitative research methods are carried out in depth, where researchers involve themselves in the field and record what they find carefully, conduct theoretical studies on documents obtained during research, then make detailed research report.

Data was collected through interviews with reference to the interview guide that had been prepared. In addition, empirical data is also collected through observation and documentation. The empirical data obtained was then carried out by the coding process for analysis.

3 Result

In general, policy implementation can be interpreted as a legal administration tool in which various roles, organizations, and procedures work together in implementing policies to achieve the planned goals and impacts. However, in practice there is often a possibility that the plans and expectations that have been prepared are different from the results that occur in the field. This is then referred to as the implementation gap [9].

Entering the digital era, people are often thirsty for a variety of transparency that comes from the government, one of which wants public information disclosure, KIP or public information disclosure is felt to be a breath of fresh air for the community because the community is given guarantees for good governance of government information. One of them is access to public information disclosure in Pekalongan City, which in this case is under the auspices of the Pekalongan City Communication and Information Office. Based on research through in-depth interviews (Depth Interview) with the Office of Communication and Informatics of Pekalongan City and PPID Diskominfo of Pekalongan City, it shows one fact that further clarifies the mechanism of service and public participation in submitting requests for information.

Disclosure of information is one of the things that the Diskominfo of the city of Pekalongan pays attention to, while in practice the legal basis used by the Department of Communication and Information of the City of Pekalongan related to guaranteeing public information disclosure is hierarchically centered on UU No. 14 of 2008, this regulation become an umbrella in implementing public information disclosure. In addition to reflecting on Law Number 14 of 2008, as other legal umbrellas are the issuance of Information Commission Regulation Number 1 of 2010 concerning standards for public information services, Governor Regulation (Pergub) Number 56 of 2019 concerning Implementation Guidelines, Perda Number 6 of 2012 concerning Information Services. Public Administration of Regional Government of Central Java Province, Pergub Number 12 of 2015 concerning Amendments to the Regulation of the Governor of Central Java, Number 47 of 2012 concerning Instructions for the Implementation of Regional Regulation of Central Java Province Number 6 of 2012, as well as regional regulations for the local level or the Pekalongan City area (Perwal) Number 69 of 2013 concerning guidelines for public information services within the Pekalongan City government.

The legal umbrella that is so strong as a provision in ensuring the disclosure of public information is the basis for the Pekalongan City Communication and Information Office, in this case, PPID to display its best performance in serving the community. Therefore, PPID Diskominfo Pekalongan City, serious efforts are needed in understanding the meaning of public information disclosure, this can be seen from the process of drafting regulations at the city level, PPID really pays serious attention to basic substances and covers the interests of the wider community if there is no visible regulation. If there is it will be proposed to be appointed, of course as an effort to improve the quality of public information disclosure services.

In the formulation of regulations before they are passed into regulations, various elements are involved, both from academics to examine academic values in them, members of the council who are sheltered in the Special Committee (Pansus), and so on. PPID Diskominfo Pekalongan city as an executive body first forms a kind of small committee, prepares a TOR (Term Of Reference) in formulating and raising issues that will be proposed in the regulation, starting from the background, objectives, academic studies and so on. Terms of Reference that have been prepared previously, then the manuscript is submitted to the academic element, to be studied carefully from the academic side. In his journey, talking about public information disclosure in Pekalongan City was interesting, it can be seen that during the leadership era of dr. H. M. Basyir Ahmad Syawie, the issue of public information disclosure does not seem to be something that is taken seriously. It was only in the current era of the leadership of the Mayor of Pekalongan, H. Achmad Afzan Arslan Djunaid, that this issue was looked at and taken seriously.

Previously, the public could only submit and/or complain about problems offline (coming to an authorized work unit), then since 2016 the performance of public information disclosure services that were more effective and easier for the public to access. One of them is the existence of the Pekalongan City PPID website <https://ppid.pekalongankota.go.id>, which is one of the pages that are sought to cover the needs of the community regarding public information. The following is the appearance of the Pekalongan City PPID Website page when accessed:



Fig. 1. Pekalongan City PPID Website

On the PPID website page, there are several menus available and accessible to the public when they need data or information related to things that are happening in the Pekalongan city area. Referring to the legal basis of Information Commission Regulation No. 1 of 2010 Article 7 paragraph 2 which explains that every public agency needs to coordinate the physical collection of all public information from each unit/work unit with the type of information periodically, at any time, and other information requested by the public information requester. In response to these regulations, in serving the participation of requests and services for public information disclosure, this PPID website contains types of information, whether information periodically, at any time, immediately, and except for the feature, a feature is also provided for submitting objections to openness services. public information.

Still referring to the Information Commission Regulation Number 1 of 2010 CHAPTER III explains what information must be provided and announced in the first part, namely information on a regular basis, Article 11 paragraph 1 letter a explains that every public body is obliged to publish information periodically at least consisting of: If we look at the PPID Diskominfo website for the city of Pekalongan, this element has been fulfilled, the profile contains the PPID structure, duties and authorities, service announcements, regulations, and PPID Assistant. Then, in Article 11 paragraph 1 letters c, d, and e it is stated that one of the information that must be included in the information category on a regular basis is the realization of the budget and the realization of activities, as well as data on requests for information by the applicant whether it is accepted, rejected, or is being processed. . This has been fulfilled on the PPID Diskominfo website of Pekalongan city, in the section on data types and statistics to be able to see the number of interactions between applicants and the processing of incoming information requests.

Then, in serving further public information disclosure, the PPID Diskominfo Pekalongan City also pays attention to Article 12 regarding the types of information immediately, further explained in Article 12 paragraphs 1 and 2 that information that can threaten the lives of many people and public order, such as natural disasters and Non-natural disasters, one of the non-natural disaster information provided on the PPID Diskominfo Pekalongan City website is information about Covid-19, so this element can be said to have been fulfilled. One form of readiness of the PPID Diskominfo Pekalongan City in order to maintain the performance of access to public information disclosure there are also regulations or information regarding regulations that have been ratified/applicable within the Pekalongan city government, of course this is in line with the obligation of a public body to provide information at all times in accordance with article 13 regarding information at any time, which is stated in the information commission regulation No. 1 of 2010.

As a public body, the Pekalongan City Communications and Information Office through the Information Management and Documentation Officer (PPID) who has the authority to

guarantee access to public information disclosure continues to pay attention to exempted information, referring to the information commission regulation No. 1 of 2010 article 15 explaining the exclusion of public information. In simple terms, the exception of public information is information that is excluded from being informed to the public, it does not mean that it does not guarantee access to information disclosure and transparency, but the exclusion of such information is carried out through consideration, especially the consequences if the information is disseminated. In this article it is emphasized that closing Public Information can protect a greater interest than opening it or vice versa. Of course, with the exception of public information, it doesn't just happen, there is still a process that complies with regulations and standard operating procedures. In the information commission regulation, it has also been explained how public bodies are, in this context it means PPID of the Communication and Information Office of Pekalongan city regarding procedures for exempting public information.

Talking about the service mechanism for access to public information disclosure at the PPID of the Communication and Information Office of the city of Pekalongan, the residents or people of the city of Batik can take advantage of the existing media, no longer need to visit offline, can use the PPID website Diskominfo Pekalongan City, as already explained above, that there are several features that residents can use in order to find out or find the information they need within the scope of the Pekalongan city area.

Interestingly, residents can easily access any information they need through this website, because filters and clustering of issues/problems and the agency that oversees them are also provided. For example, when you want to find information about the condition of poverty in the city of Pekalongan, it is enough to visit the PPID Diskominfo website of Pekalongan City, click on the "Data Information" feature, write in the search column regarding the information keyword that we will access, for example "Poverty", then click on section "Search Based on Work Units/SKPD", this section contains several public bodies within the Pekalongan city government. Because our keyword is about poverty, of course the appropriate work unit is the social service, not only making it easier in this context, residents can also take advantage of the information filter feature, what type of information to look for, if you are looking for information on a regular basis, then you can choose by clicking on writing. periodically/periodic information, then click the words "Search for Information". So, the system on the PPID Diskominfo website of Pekalongan City will process and filter, how much information is there that matches the keywords we input. If it is finished processing, it will be seen how much information we can access, as shown on fig. 2:



Fig. 2. Results of Public Information Search for Social Service, Population Control, and Family Planning

From the fig. 2, it can be seen that there is 128 information that can be accessed on a regular basis about poverty in the Social Service work unit, we just have to choose according to the information needed. If this is still not effective, the public can also take advantage of the information search feature based on the time range, input keywords and the same steps as before, then on the calendar icon, information can be selected from the time range since when. For example, periodic information regarding poverty conditions from March 1, 2020 - September 8, 2021 in the city of Pekalongan, will be filtered even more narrowly, from 128 information to 83 information.



Fig. 3. Results of Public Information Search for the Office of Social Affairs, Population Control, and Family Planning March 1, 2020 - September 8, 2021

Then, if it is felt that all the information provided has not answered the existing problems, or is still not satisfied with the information provided, the public does not need to worry, PPID Diskominfo Pekalongan City on its website also provides an objection submission feature, if indeed the information sought / submitted is not appropriate, or you can also ask when the submitted information request has not been processed or has been rejected.

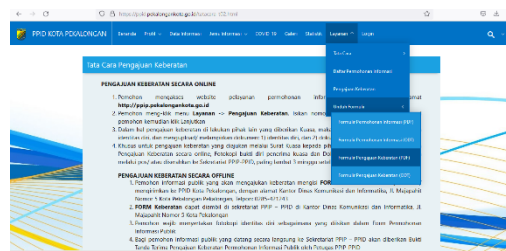


Fig. 4. Procedure for Filing an Objection

Then, what about public participation in accessing public information in Pekalongan City? Based on the research conducted, the PPID of the Communication and Information Office of Pekalongan City admits that there are still people who apply for information, using the PPID Diskominfo website of Pekalongan City, but indeed the majority are dominated by young people, such as college students or students for the purpose of assignments or research. Data on how the level of participation in access to public information disclosure in the city of Pekalongan can be monitored in the statistical feature provided on the PPID website page of the Communication and Information Office of the city of Pekalongan. This participation rate

can also be known based on gender, type of application, application status, origin of the applicant. For example in the fig. 5.

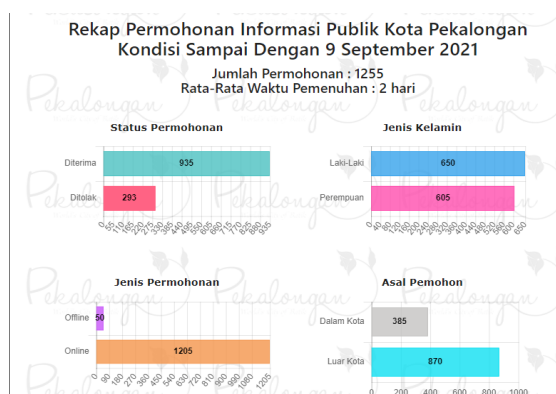


Fig. 5. Public Information Recap of Pekalongan City as of September 9, 2021

Based on the fig. 5, it can be seen that throughout 2021, starting from January 1, 2021 - September 8, 2021, the participation of requests for public information recorded in the PPID of the Communication and Information Office of Pekalongan City was recorded as having 16 applications, with details on the status of applications 6 received, 8 rejected and most of them applicants are women. Unfortunately, the optimization of the use of social media has not been optimally carried out by the Pekalongan City Communication and Information Office, it can be seen that the only social media used are Instagram and Facebook. In addition, the obstacles that still exist are the limited human resources who work at the PPID Diskominfo Pekalongan City, most of whom are not from scientific backgrounds according to their fields. The novelty element that appears or is owned by PPID Pekalongan City is being able to understand the obstacles or problems that occur in the community related to access to public information disclosure, namely the low digital literacy of the community, therefore PPID Diskominfo Pekalongan City before the pandemic period held an exhibition for means of communication and socialization regarding the disclosure of public information, this is a differentiator from other cities.

If it is associated with a study of existing theories, then the relationship between government public relations performance in this case the PPID Diskominfo Pekalongan City can be explained by the Excellence Theory. Basically, this excellence theory explains how organizations that implement excellence communication manage to reach their point of success. In implementing Excellence Communication, a public relations officer is required to have knowledge of strategic management and two-way communication. A public relations officer must be able to carry out management functions such as designing communication programs that meet the wishes of leaders and the public. Public relations must also carry out its function as two-way communication, where a public relations officer must be able to establish communication with the public and obtain information about the wishes and public opinion of the organization. The information and data are submitted to the leadership as consideration in making decisions and policies. Then after decisions and policies are made, public relations communicates them back to the public and looks at the public opinion. Likewise, the flow of two-way communication carried out by a public relations officer to the organization and the public.

4 Conclusion

Entering the digital era, people are often thirsty for a variety of transparency that comes from the government, one of which wants public information disclosure, KIP or public information disclosure is felt to be a breath of fresh air for the community because the community is given guarantees for good governance of government information. One of them is access to public information disclosure in Pekalongan City, which in this case is under the auspices of the Pekalongan City Communication and Information Office. PPID Diskominfo Pekalongan city has met the standards of public information services as mandated in the information commission regulation No. 1 of 2010. Responding to this, since 2016 the performance of public information disclosure services has been built that is more effective and makes it easier for the public to access it. One of them is the existence of the Pekalongan City PPID website <https://ppid.pekalongankota.go.id>, which is one of the pages that are sought to cover the needs of the community regarding public information. One of the novelty elements, the PPID of Pekalongan City has been alert to the fact that the digital media literacy of the community is still low, therefore it packs a socialization regarding the disclosure of public information in exhibition activities conducted before the pandemic period, this is what makes it different from other cities. Unfortunately, limited human resources who do not have a scientific background in public relations are an obstacle for PPID Diskominfo Pekalongan City.

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