

Managing Information Disclosure in State University

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Abstract—Information and Documentation Management Officer (PPID) and Information, Documentation and Complaint Center (PIDK) have an important role in managing information disclosure in Universitas Brawijaya. It is also supported by Information System and Communication Officer (PSIK). They actively collaborate in gathering, managing, and serving information openly to the public. Information disclosure is an indication of university support for the development of science and education through providing information that is open to the community. The awareness to be a public unit is also a foundation for universities to provide responsible information disclosure. The use of descriptive research and qualitative approaches is considered appropriate to determine the strategies of PPID and PIDK in managing information disclosure in Universitas Brawijaya. The result of this study is that PPID and PIDK arrange their strategies in managing information disclosure, such as by implementing limited free information disclosure, actively coordinating with the Central Information Commission, creating attractive information websites or service center with the principle of information disclosure and cooperating with other information units (both internal and external). Active integration between various components becomes one of the 'weapon' for Universitas Brawijaya in providing responsible information disclosure.

Keywords—information disclosure; public information disclosure; public information; state university

I. INTRODUCTION

In the era of information society nowadays, the important thing that becomes the basis of social life is the pattern and information of the information itself. Indirectly, the community has encouraged several elements related to managing information to improve the quality of information. One of them is the government. In 2008, the Indonesian government began to introduce the information disclosure movements to all institutions and or community in Indonesia. This is done by the government in order to create a democratic, transparent and in accordance with the principles of government originating from the people, by the people, for the people [1].

The continuity of information disclosure itself has been supported by Law No. 14 of 2008 concerning Information Disclosure. In Law No. 14 of 2008, Information is explanations, statements, ideas, and signs that contain values, meanings, and messages, both data, facts and explanations that can be seen, heard and read presented in various packages and format in accordance with the development of electronic and

non-electronic information and communication technology. Whereas Public Information is information produced, stored, managed, sent and / or received by a public body relating to state administrators and / or administrators of other public bodies in accordance with laws and other information relating to public interests [2].

Public information is a type of information that is actually open to the public. Public information transparency is the responsibility of the public unit (BP) as the implementer of the community's operational activities. Public units that are obliged to provide openness public information such as ministries, State-Owned Enterprises (BUMN), Political Parties, State Universities (PTN), and other units whose operations are funded by the state, government, or public [3].

According to the Information Disclosure Law, public information disclosure is way to optimize public supervision of the state and other public unit administration and everything that related with public interests. Initially, the public unit was limited only to government agencies, ministries, State-Owned Enterprises (BUMN), and political parties. However, as the development of education State Universities (PTN) have been included as one of the public units that are obliged to provide information disclosure to the public.

Universitas Brawijaya which is one of the State Universities (PTN) in Indonesia that has changed into a public unit that has the obligation to provide information disclosure to the entire academic community and society in general. In order to support public information disclosure, Universitas Brawijaya appoints Information and Documentation Management Officer (PPID) as an actor who is responsible for gathering, managing, and serving public information to the academic community openly and transparently. PPID also forms an Information, Documentation and Complaint Center (PIDK) as a form of performance and a 'service desk' that carries out daily activities in providing information services to academic communities and public openly with the principles of *Tri Dharma* in higher education (Education, Research and Community Service) [4].

While conducting their duties to manage and provide information disclosure to academic communities and society in Universitas Brawijaya, PPID and PIDK have produced quite brilliant results. The evidence of their achievements, for example, is some awards from the Central Information Commission (KIP) as the best public unit that provides information disclosure to public. Universitas Brawijaya got 1st rank in the category of Public Unit of State Universities in

Indonesia in 2015 and 2017, while in 2016, Universitas Brawijaya was ranked second [5-7].

The achievements of PPID and PIDK as one of the best public units in providing information to public cannot be separated from the role, strategy and hard work of PPID and PIDK in collecting, managing, and providing information to academic communities and societies. Those efforts arise from an awareness that Universitas Brawijaya is also one of the public unit that indirectly has social responsibility to the community to provide information transparently. Even though, 'open' literary means limited, however, PPID and PIDK willingness, abilities and accuracies in choosing which information can and cannot be shown to the public is one of the most valuable public unit that supports information disclosure. This information transparency is very important as one of the indicators that influence both national and international ranking and predicate of Universitas Brawijaya.

Based on this background, the formulation of research problems are (1) How is the condition of information disclosure in Universitas Brawijaya? (2) What is the strategy of PPID and PIDK in managing information disclosure? Those problems can, at the same time, become a study material for public information disclosure among state universities and at the same time be a recommendation for other universities to enable their information provider units to become better.

II. METHODS

In this study, the researcher uses descriptive research with a qualitative approach. It is in accordance with the aim of the researcher to provide an overview with the analysis result of information disclosure available to the Information and Documentation Management Officer (PPID) and the Information, Documentation and Complaints Center (PIDK) in Universitas Brawijaya environment.

Universitas Brawijaya was chosen as the location of the study because this University was on Top 2 rank in the category of *Badan Public of State Universities in Indonesia for Information Disclosure* for three years in a row [5-7].

In this study, researchers took three data collection techniques. Data collection techniques that researcher use are interviews, observation, and documentation.

III. RESULTS AND DISCUSSION

A. *The Condition of Information Disclosure in Universitas Brawijaya*

Universitas Brawijaya is one of the universities that actively applies information disclosure to all of its academic community. Not only in the academic community, Universitas Brawijaya is also active in providing information services to the public in general, especially those related to education and university problems. The application of information disclosure is done by Universitas Brawijaya as one of the form of implementation of what is mandated by Law Number 14 Year 2008 on Information Disclosure.

Based on interviews with the Chief Executive of PIDK, he explained that the information disclosure in Universitas Brawijaya generally originated and was guided by Law Number 14 Year 2008 about Information Disclosure. The information disclosure itself is still guided by the law, but its implementation is in accordance with the Vision and Mission of Universitas Brawijaya and the conditions of its academic community. Apart from PPID and PIDK, to get comprehensive and detailed information, Universitas Brawijaya also established PSIK in each faculty and cooperates with all units in Universitas Brawijaya to collect, manage, and provide information openly to the academic community and society.

Information disclosure in Universitas Brawijaya itself does not necessarily mean it is widely open. There is information that is conveyed every day, there is immediate information, and there is information that is open, confidential, and excluded. Information that is delivered every day is usually in the form of information about daily activities in UB. Immediate information is usually in the form of information about natural disasters occurring in Malang, in Universitas Brawijaya, or in certain regions.

Beside the daily conveyed information and immediate information, the information submitted by Universitas Brawijaya is open, confidential, and excluded. Open information means that it can be shared with the academic community and the whole society, confidential information means that it cannot be given to the academic community and the public because it is confidential and only for certain purposes, and excluded information which is usually related to the privacy and secrets of a group of people which information can only be obtained with certain conditions.

The example of open information such as information about the departments in Universitas Brawijaya, information about the number of students, information about the number of employees based on their expertise and position, and other information relating to the lives of many people. This is different from confidential information. Confidential information is usually in the form of financial reports about operational activities that use independent funds from Universitas Brawijaya, information about student grades, information about student entrance examination scores, information about meeting minutes, information about financial reports that have not been audited, information about employee salaries, information regarding employee personal debt, information about procurement documents for goods and services, information about certain formulas or theories that are still under development and not yet patented, and also some other information that is kept confidential. In addition, there are also exempt information such as information about the financial statements of certain activities, information about national defense, information about religion, and information about certain values.

B. *The Strategies of PPID and PIDK in Managing Information Disclosure in Universitas Brawijaya*

PPID and PIDK have a vital role in the information management process in UB. This is because all information about Brawijaya University must be collected, managed, and

served through one door, PIDK. In this case, PIDK also cooperates with PSIK in each faculty and also all work units in Brawijaya University in order to obtain valid information.

PIDK is one of important component to support the ranking of Universitas Brawijaya as a university with information disclosure. This matter is also inseparable from the role of PPID as the implementing actor of operational activities carried out by PIDK. The role of PPID and PIDK in supporting the information disclosureranking of Universitas Brawijaya as a university within formation disclosure are: (1) PPID and PIDK are the main actors in carrying out information management tasks, from gathering, managing, to serving information to the academic community and the society. (2) PPID and PIDK function to prepare all information about Universitas Brawijaya. (3) PPID and PIDK are the unit in charge about every information published in Universitas Brawijaya.

One of the actors who manages information distribution is the Information and Documentation Management Officer (PPID). PPID manages the information distribution from the stage of gathering, managing, and serving information to the public. PPID applies the principle of openness (limited free) and transparent. This is in accordance with what is mandated by the Law of the Republic of Indonesia Number 14 Year 2008 concerning Public Information Disclosure (KIP Act).

The duties of PPID are (1) Coordinating and consolidating the collection of information and documentation material from the PPID assistant in each Unit / Work Unit under the Government. (2) Storing, documenting and providing services information to public. (3) Verifying public information material (4) Conducting consequences tests for exempt information. (5) Updating any information and documentation. (6) Providing information and documentation to be accessed by public.

The authority of PPID consists of (1) Refusing to provide information that is excluded in accordance with the Law. (2) Requesting and obtaining information from their work unit /member. (3) Coordinating the provision of information services with the PPID assistant and / or Functional Officials. (4) Determining/ establishing an information whether it can / cannot be accessed by public. (5) Assigning the Assisting PPID and / or Functional Officials to create, collect, and maintain information and documentation for the needs of the organization.

The existence of Law Number 14 of 2008 concerning Public Information Transparency requires all institutions and public unit to work transparently. One of the actors who carry out the task is PPID. In carrying out its duties, PPID makes several 'service center' as a center of performance in carrying out tasks. In Universitas Brawijaya itself, PPID creates an Information, Documentation and Complaint Center (can be referred to as PIDK) as the daily organizer of the implementation of public information disclosure. PPID together with PIDK form the Integrated Information Center (PINTER) as 'service center' when carrying out their duties.

PIDK of Universitas Brawijaya describes several obligations of Universitas Brawijaya as a public unit, such as: (1) Providing and/or publishing information. (2) Providing

public information that is accurate, correct and not misleading. (3) Building and developing information and documentation systems (4) Making a written consideration.

PIDK collaborates with PPID to provide information disclosure so that it is more accessible to public. All programs and activities carried out by PIDK, all come from PPID directives. The programs that are formed all support the concept of public information disclosure. The PIDK work program is divided into several parts, they are: (1) Information Services. (2) Administrator of complaints from user. (3) Implementing a user service satisfaction index survey. (4) Documentation and publication. (5) Public imaging activities.

In order to provide information disclosure, PPID and PIDK come with certain strategies. These strategies are one of the advantages to provide information that is open to the public. The strategy used by PPID and PIDK in managing information disclosure, are: (1) Trying to fulfill the necessary information of the community until the maximum extent possible. (2) Implementing limited free information disclosure. (3) Coordinating actively with the Central Information Commission (KIP). (4) Making an attractive website or information service with the principle of information disclosure. (5) Cooperating with other information units (both internal and external). (6) PPID and PIDK form the Integrated Information Center (PINTER). Those strategies result not only in managing information disclosure but also in improving Universitas Brawijaya's rank in the category of Public Unit of State Universities in Indonesia.

Some of the strategies that have been explained above, illustrate the way how PPID and PIDK provide open information to public. Although in reality not all information can be presented openly, however, PPID and PIDK generally able to meet the information needs by the community. This matter later on became a supporter of Universitas Brawijaya to get good rating as a public unit with information disclosure since the conditions of information disclosure in Universitas Brawijaya is good, the vital role can be implemented optimally, and the accurate strategy that used by PPID and PIDK in collecting, managing, and serving information. This is done by PPID and PIDK as an awareness that State Universities are obliged to provide more open information to public.

IV. CONCLUSION

Information disclosure in Universtitas Brawijaya is specifically handled by PPID and PIDK. PPID makes several 'service center' as a center of performance in carrying out tasks in managing information disclosure in Universitas Brawijaya. PPID also creates an Information, Documentation and Complaint Center (can be referred to as PIDK) as the daily organizer of the implementation of public information disclosure. PPID together with PIDK form the Integrated Information Center (PINTER) as 'service center' when carrying out their duties. PPID and PIDK collaborate with PSIK in the faculty and all work units in Universitas Brawijaya actively collaborate to collect, manage, and serve information that is open to the public.

In carrying out their role, PPID and PIDK have their own strategies. The strategies implemented include trying to meet

the information that community needs to the maximum extent possible. The strategy that carried out such as by implementing limited free information disclosure, actively coordinating with the Central Information Commission, creating attractive information websites or service center with the principle of information disclosure and cooperating with other information units (both internal and external). Active integration between various components becomes one of the 'weapon' for Universitas Brawijaya in providing responsible information disclosure.

There are several things that the researcher suggests to PPID and PIDK so that their roles and strategies as administrators of public information disclosure in public unit can run even better. The things that researchers can suggest are: (1) PPID and PIDK should coordinate more actively with the PSIK in faculties and work units in Universitas Brawijaya. (2) PPID and PIDK will be even better if they are able to establish external cooperation more broadly.

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