

# Implementation of Public Information Services (Case Study at Youth and Sport Department of East Java Province)

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**Abstract**—Public information service is an effort made by the state administrators in providing information to be received, stored, managed, or developed for both personal and public needs. The existence of public information services can help people access all information and supervise and control the administration of the state so that its implementation can be accounted for.

The several principles of public service are not in accordance with the focus of the study. The suggestion of this research is the need for innovations carried out by PPID so that more applicants can visit and submit requests both in direct services and services through print and electronic media. Increasing PPID function socialization to related parties such as SKPD who need information. Improve coordination with related fields to improve the quality of public information services. Increasing PPID's internal coordination as an effort to improve the implementation of public information services. Applying a strict job description so that the entire PPID organizational structure can work well.

**Keywords**—public services, public information services, PPID

## I. INTRODUCTION

In the current digital era the relationship between information and humans cannot be separated anymore. The needs of human life are made easier by access to information that is getting faster and more complete. This also happens to services provided by government agencies. Government agencies are also demanded to provide the best public information services.

Deddy Mulyadi explains that, "the activity of delivering information becomes a very vital part [1]. Through information that is managed carefully and accurately, the public will understand, even provide support, when a development policy is rolled out. In the contrary, if the information conveyed is not understood and lacks transparency, fears of anxiety and even turmoil are very likely to surface". This opinion shows the urgency of the implementation of public services as well as possible. One way can be realized with public information services.

Law Number 14 of 2008 concerning Openness of Public Information (Keterbukaan Informasi Publik/KIP) Article 1

explains that, "public information is information that is produced, stored, managed, sent, and/or received by a public body relating to the administration and administration of the state and/or other organizers and public bodies in accordance with this Law and other information relating to the public interest"[2]. Referring to the Law, public information service is an effort made by the state administrators in providing information to be received, stored, managed, or developed both for personal needs and for the needs of the wider community. The need for public information services is important because public information is everyone's need for personal and public development in obtaining the information needed.

The seriousness of the state administrators in providing public information services as well as possible is manifested in the existence of Law Number 14 of 2008 concerning Public Information Openness. It is become important in a country that adheres to the principle of democracy. Openness of public information is a feature of transparency that is shown by state officials in serving the needs of the community. While the instructions for implementing Law Number 14 of 2008 concerning Openness of Public Information are outlined in Government Regulation of the Republic of Indonesia Number 61 of 2010 concerning the Implementation of Law Number 14 of 2008 concerning Openness of Public Information.

The quality of public services can be identified by looking at the suitability of the information expected by the community. If the public gets the information that is expected, then the service is quality. Conversely, if the services provided have not been able to answer the needs of the community for information, then the service is not yet of quality. Quality public services must be supported by qualified human resources, competent, and can carry out the duties, principles and functions in accordance with the tasks carried out. In addition, public servants must also have a commitment and moral responsibility to the community, so that the services provided can benefit.

PPID assistants of the Department of Youth and Sports in East Java Province are officials who carry out PPID tasks and functions that have competencies in the management of public information and documentation as well as the

implementation of information services needed by the community.

The legal basis that houses the implementation of public information services in this Assistant PPID is referring to the East Java Governor's Regulation Number 55 of 2011 concerning Guidelines for Managing Information and Documentation in the Government of East Java Province [3]. The regulation explains several technical aspects related to the implementation of public information services within the government of the Province of East Java.

The role of PPID is an answer to the right of everyone to obtain public information. Every country organizer has an obligation to provide and serve requests for public information quickly, on time, at a low cost, and in a simple way. In this case the role of PPID is to provide services in the form of information that must be announced periodically and information that must be available at any time accessible to the public.

However, in the process of implementing public information services, PPID has several obstacles, including: applicants consisting of agencies/SKPD, academics, students and the public do not know the information about submitting files that must be completed in requests for information and documentation services. The implementation of public services will not run properly if the public does not know the information and implementation procedures. Therefore, the implementation of services regarding information and documentation is maximized with the presence of services in PPID so that information can be received by the public well and to speed up the process of implementing information and documentation services.

## II. RESEARCH RESULT

Services according to Gronroos, services are activities or a series of activities that are not visible (intangible that occur due to interactions between consumers and employees or other things provided by service providers that are intended to solve customer/customer problems [4]. Furthermore, public information according to Law Number 14 of 2008 concerning Openness of Public Information explains that public information is information that is generated, stored, managed, sent, and / or received by a public body relating to the organizer and administration the state and/or other public body and organizer in accordance with this Law and other information relating to the public interest.

### A. Simplicity

The principle of simplicity in the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services is the implementation of public information services with public service procedures that are not convoluted, easily understood, and easily implemented. While Mukarom and Laksana explained that simplicity is a service procedure or procedure that is carried out easily and is carried out by the public asking for public services [4]. The principle of simplicity is basically a manifestation of a

process that is easily understood without any procedures that make it difficult for the applicant to obtain information.

PPID Assistant of the Department of Youth and Sports of East Java Province has a commitment in carrying out the principle of simplicity with a form of service that is not convoluted, easy to understand and implement. This is proven by the fact that there are no applicants who find it difficult to obtain information provided by the Assistant PPID. The procedure in the service room is also assisted by the flow of requests for information attached to the room, thus helping the applicant to understand the procedures and procedures for obtaining information. PPID Assistant services can be obtained directly or indirectly, where the applicant easily accesses all information that has been provided through the official website of the Department of Youth and Sports of East Java Province. This is important because in the principle of simplicity, the principle of good service can be implemented easily. This public information service procedure through the information requestor flow comes to the service desk and fills out forms by attaching identification. Next the officer gives proof of receipt of the request for information, then the officer processes the request of the applicant according to the signed form. The clerk fulfills the information request as requested. Therefore it can be concluded that the simplicity of information service procedures is aimed at making the applicants easily obtain public information services from the PPID Assistant for Youth and Sports services in East Java Province.

### B. Clarity

The principle of clarity according to the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for Providing Public Services is:

1. Technical and administrative requirements for public services.
2. Work units/officials authorized and responsible for providing services and resolving complaints/problems/disputes in the implementation of public services.
3. Details of public service fees and payment procedures.

From the explanation above, the PPID Assistant of the Department of Youth and Sports in East Java Province emphasized clarity in providing information to the applicant by explaining the technical and administrative requirements of public services. The requirements are in the form of an application form and a photocopy of identity that is attached. This explanation is also emphasized through the flow of requirements displayed in the service room and also available on the website. This proves the seriousness of the Assistant PPID in providing clarity of public information services provided.

PPID Assistant as a work unit/authorized official is also very responsible for the information provided. This agency is responsible if there are complaints from the public during the information service process. This can be proven from the explanation by giving an objection request form.

The PPID Assistant also explains the cost details, as well as the procedure for payment if the information requested

requires duplicating on a large scale and amount. This needs to be done so that accountability in carrying out information services can be accounted for.

From these explanations, it can be concluded that the principle of clarity must meet the explanatory elements of technical and administrative requirements. In addition there is the authority to be responsible if a complaint/problem/dispute occurs in the information service, clarity of cost details, and payment procedures.

### *C. Certainty of Time*

The principle of time certainty according to the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services is the provision of clear and appropriate time estimates. The certainty of time in the implementation of public information services in PPID Assistant of the Department of Youth and Sports of East Java Province in accordance with the East Java Governor Regulation No. 55 of 2011 concerning Guidelines for Managing Information and Documentation in the Government of East Java Province which explains that the settlement process is to fulfill the request of the public information applicant carried out no later than 10 working days since the application was received by PPID [3]. In addition, if the service requires an extension of time, then no later than 7 working days from the first response is given.

The settlement period is openly disclosed through the explanation contained in the form or accessed through the website. The time period is useful for the applicant because the applicant has the right to know the estimated service time for the desired information.

From this explanation it can be concluded that the principle of time certainty is used to provide certainty for the desired information received in accordance with a predetermined time.

### *D. Accuration*

The principle of accuracy according to the Decree of the Minister of Administrative Reform No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services is a process of public information services that can be accepted by the applicant correctly, correctly, and legally. PPID Assistant maintain the accuracy of the information provided by determining the information needed through the formulation of various information that is important.

Accuracy is very important needed to get the right information. Standard Operational Procedure (SOP) that has been set as a benchmark for information services. PPID Assistant has an information service product and can be well received. Applicants usually consist of students who need information to support their studies, the general public who need public information, and SKPD who need data to improve information to the public.

In practice, the principle of accuracy found obstacles in the form of a lack of coordination with the fields authorized in the auxiliary PPID itself. That is because of time blocked

from conducting meetings. These constraints have an impact on late or incompatible information provided.

It can be concluded that the principle of accuracy is useful in realizing public information services that are appropriate and in accordance with the needs of the community. However, in practice, the principle of accuracy still faces obstacles, such as the lack of coordination to formulate the information presented.

### *E. Savety*

The principle of security according to the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services is the implementation of public information services that provide a sense of security and legal certainty. Mukarom and Laksana provide an understanding that security is defined as the process of implementing services or the quality of service products that can provide a sense of security for the community [4]. While security in Assistant PPID realized in maintaining the confidentiality of applicant data. This is evidenced by the use of data processing applications that can only be accessed by PPID officers.

The security of public information services in PPID Assistant aims to provide a sense of security for applicants for public information services. This is important, considering the applicant's data is vulnerable if misused. From the results of the research that has been done, it is obtained that there have never been any complaints/problems related to data misuse. It reflects the commitment of the Assistant PPID in maintaining the security of the applicant's identity can be accounted for.

From these explanations, it was concluded that security in the Assistant PPID has applied the principle of security according to the Decree of the Minister of Administrative Reform which is proven by the absence of complaints/problems that arise.

### *F. Responsiveness*

The principle of responsibility according to the Decree of the Minister of Administrative Reform No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for Public Service Delivery is the implementation of public information services which explains that the role of the leader of the information service provider is responsible for organizing information services and resolving complaints / issues in the implementation of information services. While the responsibility given by the Assistant PPID is carried out by Mr. Sugeng as the Chairperson of Assistant PPID in the implementation of information services, related to technical matters of service delegated to Mr. Andrian as PPID officer. This happens because PPID officers directly carry out information services to the applicant.

From these data, it was concluded that the responsibility of the Assistant PPID carried by Mr. Andrian as the technical information service implementing officer remained responsible to Mr. Sugeng as the Chairperson of the PPID.



### G. Completeness of facilities and infrastructure

The principle of completeness of facilities and infrastructure according to The Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services is the availability of adequate work facilities and infrastructure, work equipment and other supporting facilities including the supply of telecommunications technology facilities and informatics. While the completeness of the facilities and infrastructure in the room of Assistant PPID Office of Youth and Sports in East Java Province is said to be quite adequate with 2 computers, 1 printer, 1 telephone, and 1 TV. In addition to the work equipment, PPID Helper has a telecommunications facility in the form of a website to facilitate the applicant's information. The facilities and infrastructure contained in the Assistant PPID are in a proper condition, so it is sufficient to assist the implementation of information services to the applicant.

The completeness of facilities and infrastructure has a function to support the implementation of information services to the applicant. For this reason, completeness maintenance is needed so that the implementation of information services can run well. While in PPID the maintenance assistance for completeness of facilities and infrastructure is realized with routine service every month.

However, PPID still has constraints related to facilities and infrastructure in the form of data, such as coordination with the work units of the Department of Youth and Sports. These constraints such as the delay of each work unit to deposit information of activities to PPID.

The explanation concludes that the completeness of facilities and infrastructure in physical form is sufficient, while the facilities in the form of data still have obstacles such as weak coordination.

### H. Ease of Access

The principle of ease of access according to the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services includes adequate places and locations and information service facilities, easily accessible to the public, and can utilize telecommunications and information technology technology. While the ease of access provided by the Assistant PPID, such as the strategic location of the office is in the middle of the city so that it is easily accessible by the community. In addition, PPID assistants also have adequate facilities to support the implementation of information services such as computers used to provide services to applicants. In PPID the Assistant utilizes information technology and telecommunications in the form of websites that are accessed through [dispora.jatimprov.go.id](http://dispora.jatimprov.go.id).

In the Office Assistant PPID, it is supported by adequate facilities such as information request flow, organizational structure, and information request procedures. This facilitates the applicant's access to obtain the required information. However, this easy access has not been utilized

properly because there are still very few applicants who submit requests for information in PPID.

From these explanations, it is concluded that the PPID Assistant has adequate physical facilities, but facilities in the form of data are still found to be an obstacle.

### I. Discipline, politeness, and friendliness

The principle of discipline, courtesy, and friendliness according to the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for Public Service Operations explains that service providers must be disciplined, polite and polite, friendly, and provide information services with sincere. This was reaffirmed by Mukarom and Laksana, they explained that discipline is the seriousness of officers in giving time, especially to the consistency of work time in accordance with applicable regulations [4]. While in the PPID Assistant, discipline is realized by implementing information services that are opened in accordance with the applicable SOP, which starts at 9 am to 3 pm. Indicators of politeness in PPID Helper are shown from the ethics used by officers by always applying 3S (smile, slam, and greetings). The hospitality at the PPID Assistant is manifested by the attitude of the officers who always provide good interaction with the applicant.

From the explanation, it is concluded that the principles of discipline, courtesy, and friendliness in carrying out public information services in the PPID Assistant is in accordance with the Decree of the Minister of Administrative Reform on General Guidelines for Public Service Organization.

### J. Convenience

The principle of convenience according to the Decree of the Minister of Administrative Reform Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services covering the service environment must be orderly, orderly, provided a waiting room that is comfortable, clean, neat, beautiful and healthy environment equipped with service support facilities, such as parking, toilets, places of worship and others. This was reiterated by Gespersz explained that convenience relates to location, space, convenience, and information [5]. In the implementation of information services in PPID, the comfort provided is in the form of a clean environment equipped with air conditioner, comfortable seating for the applicant.

Convenience has an important role in supporting the implementation of information services and needs to be maintained so that a healthy environment can be maintained. Efforts to care for the service room at the PPID Assistant are manifested by the presence of cleaning staff who clean and maintain facilities to support services.

From these explanations, it was concluded that the comfort principle in the PPID Assistant was in accordance with the government's appeal as stated in the Decree of the Minister of Administrative Reform No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for Public Service Delivery.

### III. CONCLUSION

The quality of public information services in PPID Assistant for the Youth and Sports Office of East Java Province can be analyzed using several indicators, including: simplicity, clarity, time certainty, accuracy, security, responsibility, completeness of infrastructure, ease of access, discipline, friendliness, courtesy and comfort. The conclusion from this study shows that some indicators of public services are not as expected. For example, in the principle of accuracy there are obstacles in coordination with the competent fields in formulating the information presented. In addition, related to facilities and infrastructure in the form of data, PPID still has obstacles in the form of coordination with fields in the Youth and Sports Agency. Another obstacle is related to the delay of the work units in the Office to submit information on activities to PPID.

### ACKNOWLEDGMENT

A big thank to the Dean of Faculty of Social Science and Law, State University of Surabaya. Thanks to international conference funding. By those, this paper conference can be carried out.

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