

# The Role of Information and Documentation Management Officer in Public Information Disclosure Implementation at Local Government

(Comparative Study in Malang City Government and Batu City Government)

Muhammad Rosyihan Hendrawan\*, Gani Nur Pramudyo

Department of Library and Information Science

Universitas Brawijaya

Malang, Indonesia

\*mrhendrawan@ub.ac.id

**Abstract**—Currently, Indonesia adheres to open government system. The open government system has characteristic of transparency in bureaucracy, public participation in having state, and collaboration between state components. One of supporting factor is public information disclosure to public. Policies regarding all matters relating to public information disclosure have also been regulated in Public Information Disclosure Act Number 14 Year 2008. This act has also been stated that every Public Agency is obliged to form Information and Documentation Management Officer (IDMO). IDMO is an officer who responsible for managing public information in a public agency. This study was descriptive research with qualitative approach that located in two local government which were Malang City and Batu City. The study result concluded that IDMO of Malang City Government and Batu City Government had been guided by Public Information Disclosure Act Number 14 Year 2008 in carrying out their duties and responsibilities. However, not all of public information in the scope of Malang City Government and Batu City Government could be available because of the existence of several institutions or public agencies that were still closed. There were still many people who did not know the functions and the role of IDMO. The researcher recommended to the IDMO of Malang City Government and Batu City Government that they should make a firm action to public institutions that were still closed. Then, routinely hold socialization about IDMO and information disclosure to public. Thus the public would know more about the functions and role of IDMO.

**Keywords**—*information disclosure, information management, public agencies, local government*

## I. INTRODUCTION

Introduction should lead the reader to the importance of the In 2000, Indonesia had following open government systems, such as transparency in bureaucracy, public participants in having state, and collaboration between state components [1]. Implementation of open government systems such as a role of

society in formulation of public policy. The active role of society make Indonesian government system is democracy and Openness. Through the active role of society in the formulation of public policy, the government is easy to understand what society needs in public services.

In Indonesia, the situation of public service implementation needs enhance in many aspects such as the efficiency of services, identify of society needs, and equality in public services. Public services sector has found at least three important problems after implementation of the local statute, such as service discrimination, lack of service guarantee, lack of public satisfaction on public services [2]. Bad public services can emerge corruption, collusion, nepotism (KKN). One of reason in these problems is information disclosure that provides government is not Openness. Lack of information disclosure causes the public less able to control and participate in process of formulating and implementing public policies that trigger the practice of KKN.

Indonesia has formed a public information disclosure act that initiated from the revolution era, in which public demand on three claims to the government, such as democratization, transparency, and supremacy of law and human rights. It purposes to realize good information governance and to respond through the implementation of accountability principle, transparency, supremacy of law, and involve public participation in each public policy process. This act also known as Public Information Disclosure Act Number 14 Year of 2008 (*Undang-undang Keterbukaan Informasi Publik*). Act placed in the culture of information bureaucracy government refer context of a broader political culture and uses this term in combination with information technology and digital media in the sense of overcoming new information technology [3]. The best practice for integrating solutions in every information utilization problem is meeting the needs of the organization and the needs of the users being served [4]. This practice also aims

to balance organizational commitment to openness and transparency with effective responsibilities [5].

Following the Public Information Disclosure Act Number 14 Year of 2008, there are two parties with different positions. Parties provide information such as executive, legislative, and judicial, and also parties receive information such as a society or public information user. Since Public Information Disclosure Act establish in 2008 and implemented in 2010, there are many problems in public institutions on information governance such an inability of public institution is forming the Information and Documentation Management Officer (*IDMO / Pejabat Pengelola Informasi dan Dokumentasi*) that regulated on Article 13 of Act Number 14 Year of 2008 . Roles of IDMO are to responsible for providing, storing, documenting and securing information and also providing of information service to public that they need,

Public information disclosure that manages by IDMO in Malang City Government and Batu City Government has awarded as the best of public information system services in region or city level (B category or Openness). Furthermore, according to Corruption Watch (MCW) or non-governmental organizations that engaged in anti-corruption, mention public information disclosure in Malang City Government and Batu City Government is still lacking, compared to other cities or regencies and assesses that Malang City Government is still closed. This statement was conveyed in connection with the Regulations of the Mayor, especially the Regional Budget (*Anggaran Pendapatan dan Belanja Daerah / APBD*), which was deemed not open to the public and procurement contract documents that were still not transparent.

Researchers are interested in examining how Role of IDMO in Malang City Government and Batu City Government in organizing information disclosure as a form of implementation of Public Information Disclosure Act Number 14 Year of 2008 due to differences between two parties namely from the government and public institutions [6].

## II. METHODOLOGY

This study was descriptive research with qualitative approach. The purpose of qualitative approach is to understand of meaning that symbolized in people's behaviour according to their perspective [7]. The study also used comparative study. Comparative study is study that compares of situation of one variable or more in two more different samples and different time [8]. The primary data source was obtained from several interviews with related informants while the secondary data was obtained from documents relating to the themes taken. Data collection techniques used in this study were interviews, observation, and documentation. While the research instruments were researcher, and several supporting tools such as interview guidelines and their tools.

The study focus is general description of IDMO in Malang City Government and IDMO in Batu City Government roles on implementation of public information disclosure through their duties and responsibility, such as (1) public information

governance, public information services, and their disseminate (2), supporting and inhibiting factor on implementation of public information disclosure, and (3) Effort for enhancing IDMO roles on implementation of public information disclosure.

Data analysis conducted by using a constant comparative method found by Taylor and Bogdan [9]. Constant comparative method conducted by compared one data to other, regularly compared category to others. Generally, analysis process in a constant comparative method is data reduction-categorization-synthesis and compiling work hypothesis [10]. The researcher used data triangulation techniques on processing validity tests, such as source triangulation with checking data that have collected from few sources, technique triangulation with checking data in the same source with a different technique, time triangulation with an interview, observation or other methods in different situation or time.

## III. RESULTS AND DISCUSSION

### A. Roles of Government IDMO

1) *Malang city government:* The roles of IDMO Malang City Government are following government roles regulator, facilitator, and dynamist [11]. The regulator is balancing implementation of development through the publication of the regulations. The Facilitator provides facilities and infrastructure to achieve the intended target. The dynamist is government move citizen participation when the problems occur in the development process to enhance and preserve the dynamist of regional development.

The role of Malang City Government is to start from regulator roles. There are creating and publishing of Malang Mayor Regulation No. 50 of 2010 concerning Guidelines for Public Information Services. It arranged the implementation of functions, tasks, and roles of IDMO Malang City Government [12]. It was found that public services of IDMO Malang City Government not fully maximized. The researcher found many of the information that not published and published not sequence by year. It means in a specific year, there is no available information. Related to coordination and consolidation of collecting information and documentation material from IDMO assistant and regional working unit (*OPD / Organisasi Perangkat Daerah*), IDMO considered not implemented their responsibilities maximally. This analysis supported by a report that created IDMO Malang City Government in 2018 mentions regional working unit has not been able to submit the List of Information and Public Documentation (*DIDP / Daftar Informasi dan Dokumentasi Publik*) and the List of Excluded Information quickly and accurately in the latest version. IDMO Malang City Government has stored, documented, and provided public information through IDMO Malang City Government official website at <https://malangkota.go.id>.

IDMO Malang City Government as a facilitator in public disclosure has to provide adequate facilities related to public

services to society. Furthermore, IDMO Malang City Government as dynamist has a good role, but there is information that the public or information user needs not available. Followed by the formation and role of IDMO itself for the society, it was felt that socialization was still lacking.

2) *Batu city government*: IDMO Batu City Government implements regulator, facilitator, and dynamist roles. IDMO Batu City Government as regulator are all related to IDMO Batu City Government has been regulated in Batu Mayor Regulation Number. 28 Year 2011 Concerning Information and Documentation Management Guidelines (Basic Operations of IDMO Public Agency Batu City Government). This regulation has regulated mechanism of collecting, classification, and information services. Some mechanisms determine how public services of IDMO Batu City Government should provide to their society. IDMO Batu City Government not optimally on collecting public information because much of public information must be announced not disseminate to public. There is still public institution that is closed for their information. IDMO Batu City Government perform good classification and documentation that can access in IDMO Batu City Government official website at <https://ppid.batukota.go.id/>.

IDMO Batu City Government as facilitator has provided good facilities in aspects of public information requests using website. Service points of IDMO Batu City Government are manually or directly need to make improvements to the service places such as adding a special room for IDMO, in order to the service can be done optimally.

IDMO Batu City Government, as a dynamist, IDMO Batu City Government has not been able to disseminate information disclosure fully. It derived from some acknowledgments from the people interviewed that they do not understand public information and the formation of IDMO Batu City Government. So society considers disclosure of information in Batu City Government is not open. It is also supported by Malang Corruption Watch (MCW) in which states there is no public information that must be announced and services provided are not optimal, for example, there are still requests for information that are not responded.

#### *B. Supporting and Inhibit Factor*

1) *Supporting factor*: In IDMO Malang City Government, Coordination and Malang Mayor Regulation Number 50 Year 2010 is one of supporting factors for providing information and public service. In IDMO Batu City Government, the process of requesting public information is faster when information available. IDMO Batu City Government also provides a fairly complete application of public services and makes it easy for the public both in terms of public service complaints and facilities, seeking information update and information entrepreneurial.

2) *Inhibit factor*: In IDMO Malang City Government, lack of human resources capability and education background are in roles of information management and documentation. In IDMO Batu City Government have public institutions that are still closed to the information they have and less representative service desks.

#### *C. Comparing Malang City Government and Batu City Government Effort*

##### *1) Malang city government:*

- Establish Mayor Regulations on public information services following revisions based on the latest regulations to provide better services.
- Enhance coordination with information producing work units aimed at speeding up the process of requesting public information and updating information regularly and periodically.
- Inauguration of information and documentation service tasks executor in all regional working unit with Mayor's Decree from efforts to be taken can be interpreted that government requires recognition of the IDMO profession in serving public information. Strive to provide incentives such as honorarium for information and documentation service tasks executor in all regional working unit. This effort is a form of appreciation for IDMO performance that who work hard to serve the community.
- Conduct periodic coordination, monitoring and evaluation meetings with information and documentation service implementers throughout regional working unit by giving awards to IDMO Assistants who are performing well, from these efforts expected to be able to provide maximum public information services because coordination with each regional working unit is very important in getting the information needed by the community.

##### *2) Batu city government:*

- Implementation of monitoring and evaluating is through Self-Assessment Questioner (SAQ) for IDMO assistant/ regional working unit every three months (quarterly).
- Socialization establishing in IDMO village and technical guidance (bimbingan teknis) of Optimization and Strengthening of IDMOs and regional working unit in Batu City Government.
- Establishing communication forum for document officer of Batu City Government.

#### IV. CONCLUSION AND FUTURE SCOPE

The IDMO Malang City Government and IDMO Batu City Government have implementation of good public services. There are inhibit factors such as a lack of socialization for information disclosure because many people did not know

about the roles and functions of IDMO in information disclosure.

Suggestion to IDMO Malang City Government is (1) enhance coordination with IDMO assistant or regional working unit in Malang City Government environment to get public information which must be provided to society (2) enhance services to society in perceive public information that requested or give explanation clearly appropriate with regulation for the provision of services that are fast, easy, and following national service standards (3) enhance socialization to society directly in a small village with low education. It can be implemented through the public consultation forum, which is a forum for dialogue, discussion, and opinion exchanges. Furthermore, suggestions to IDMO Batu City Government are (1) act decisively to public institution, which is still closed if the data needed by the applicant for information is not provided, with the exception by following regulation. (2) Realizing plan quickly to adding facilities and infrastructure such as front desk table in lobby of Among Tani City Hall Batu City Government for enhancing services. (3) Enhance socialization is not only within the Batu City Government but also to society. Socialization can be done through the lowest level, for example, from hamlet or neighbourhood (rukun tetangga dan rukun warga) so that community can control the performing of the Batu City Government through public information disclosure.

This research also shows that practices in information management in public institution increasingly involve the application of information disclosure, especially in relation to the implementation of various government programs, it is very important for us to pay more attention to the systems that currently exist for the functioning of different units and how they comply with special rules and regulations. With current

conditions in many public institutions, we can expect that these practices will largely remain in silos with different departments.

#### REFERENCES

- [1] A. Dipopramono, *Keterbukaan dan Sengketa Informasi Publik*. Jakarta: Renebook, 2017.
- [2] S. Sirajuddin, D. Sukriono, and Winardi, *Hukum Pelayanan Publik Berbasis Partisipasi dan Keterbukaan Informasi*. Malang: Setara Press, 2011.
- [3] H. De Smaele, "Values underlying the information culture in communist and post-communist Russia (1917-1999)," *Media Commun.*, vol. 3, no. 4, pp. 15–25, 2015.
- [4] M.R. Hendrawan, "The Application of Knowledge Management in The United States Agency for International Development ( USAID )," *Rec. Libr. J.*, vol. 2, no. 1, p. 64, 2016, doi: 10.20473/rlj.v2-i1.2016.64-71.
- [5] M.R. Hendrawan and M.C. Ulum, *Pengantar Kearsipan: dari Isu Kebijakan ke Manajemen*. Universitas Brawijaya Press, 2017.
- [6] Act Number 14 Year of 2008, *Public Information Disclosure*. 2008.
- [7] I. Suprayogo and Tobroni, *Metodologi Penelitian Sosial-Agama*. Bandung: Remaja Rosdakarya, 2001.
- [8] Sugiyono, *Metode Penelitian Kuantitatif dan Kualitatif*. Bandung: Alfabeta, 2014.
- [9] S.J. Taylor and R. Bogdan, *Introduction to Qualitative Research Methods: a Guidebook and Resource*, 3rd ed. New York: Wiley, 1998.
- [10] L.J. Moleong, "Metode penelitian kualitatif edisi revisi," Bandung: Remaja Rosdakarya, 2006.
- [11] A. Muflich, *Masalah dan Kebijakan Pemberdayaan Masyarakat dalam Mendukung Ketahanan Pangan*. Direktorat Jenderal Pemberdayaan Masyarakat, 2006.
- [12] Malang Mayor Regulation No. 50 of 2010 concerning Guidelines for Public Information Services. 2010.
- [13] Batu Mayor Regulation No. 28 of 2011 concerning Information and Documentation Management Guidelines. 2011.