Communication Management of Central Java Province in Realizing Public Information Disclosure Through E-Government in the Digital Era

Aji Wisa Karma[1(✉)], Yani Tri Wijayanti[1], and Alya Dwi Salsabila[2]

[1] Department of Communication Science, Islamic State University of Sunan Kalijaga Yogyakarta, Yogyakarta, Indonesia
`17107030044@student.uin-suka.ac.id,`
`yani.wijayanti@uin-suka.ac.id`

[2] Department of Communication Science, Gadjah Mada University Yogyakarta, Yogyakarta, Indonesia
`alyadwisalsabila@mail.ugm.ac.id`

Abstract. The use of digital media through e-Government is the right way for government agencies to answer challenges, especially in terms of providing easy access to information to the public. The Central Java Provincial Government has received the award five times in a row as the most informative government body from 2018 to 2021. This is certainly inseparable from bureaucratic reforms in communication management with the use of e-Government. Communication management carried out includes four stages, namely, defining problems, making plans, actions and communication as well as evaluation. Meanwhile, e-Government consists of four layers of structure, namely, access, public service portals, management organizations, infrastructure and basic applications. The purpose of this study is to analyze the communication management of the Central Java Provincial Government in Realizing public information disclosure through e-Government in the Digital Era. This research uses qualitative methods with a descriptive analysis approach with analytical techniques using interactive models from Miles and Huberman. To obtain relevant information, researchers conduct collection using interview techniques, observations and literature studies. The results showed that the Central Java Provincial Government has implemented e-Government in realizing public information disclosure even though it is not optimal.

Keywords: Communication management · Digital age · e-Government · public information disclosure

1 Introduction

The significant advancement of information and communication technology in the digital era should be able to be used by the government as a positive opportunity, especially in public services. One of the public services that needs to be considered is in terms of the

openness of public information. Public information disclosure from stakeholders or the government is one of the principles or pillars in a country that adheres to democratic understanding. The right to information is a fundamental right that is one of the main concerns of the drafters of the Universal Declaration of Human Rights (UDHR). This right is the main pillar of transparent and participatory government. By creating openness to information by the public, it can have a positive impact on the realization of social control.

The Indonesian government itself has actually made a commitment in realizing public information disclosure, namely with the establishment of Law No. 14 of 2008 concerning Public Information Disclosure (KIP) which was passed by the House of Representatives (DPR) on April 3, 2008. The KIP Law can be a means for the community to participate in the implementation of national and state life. However, in practice, the KIP Law has not been implemented properly by stakeholders or government agencies. There are still some government agencies that still seem closed, convoluted and slow in opening information to the public. Entering ten years since the implementation of Law (UU) Number 14 of 2008 concerning KIP, there are still many Public Bodies (BP) that have not complied with implementing it. Bp's lack of compliance with the implementation of public information disclosure, which has been mandatory since 2010, can be clearly seen from the results of the monitoring and evaluation (monev) of BP's disclosure carried out by the Central Information Commission (KIP) in 2020. From the results of the monev regarding BP's openness, that of the 348 BP monitored throughout 2020, the majority of 72.99 percent (254 BP) were still very low in compliance in carrying out public information disclosure, namely 17.53 percent (61 BP) were only in the category of quite informative, 13.53 percent (47 BP) were less informative and 41.95 percent (146 BP) were not informative (kominfo.jatimprov.go.id. 2020).

The low implementation in implementing the KIP Law is inseparable from the government's communication management which has not been optimal in encouraging public information disclosure and the lack of innovation of government agencies in utilizing the development of information and communication technology. Another factor that causes ineffective government policy communication is inseparable from the decline in public trust in state organizers. Based on J.A Heise (1985) in (Marroli J. Indarto 2012) revealed that a decrease in trust in government is a consequence of poor communication between the government and the community. Where the public feels that government agencies do not run the wheels of government according to the political structure of democracy in terms of information disclosure. Referring to the approach of Cutlip, Center, and Broom's (2009) in (Abidin Yusuf Zainal 2016) there are four steps of operational communication management, namely defining problems, making plans, actions and communications as well as evaluating the form of communication activities.

Another fact shows that one of the government bodies in Indonesia, namely Central Java Province, which has won first place four times in a row as the most informative government agency. The Central Java Provincial Government received the title as the most informative government agency from 2018 to 2021. In achieving this, bureaucratic reforms were carried out by the Central Java Provincial Government to provide ease of public information services. One of the strategic things that is done is through the use

of e-government. With the use of e-government, it is hoped that it will be able to answer policy challenges related to public information disclosure.

The use of e-government in Central Java Province itself refers to the Regulation of the Governor of Central Java Number 15 of 2013 concerning the Implementation of Information and Communication Technology of the Central Java Provincial Government, which was later revised through the Regulation of the Governor of Central Java Number 45 of 2013. The existence of this regulation indicates that the Central Java Government has a management strategy in building a bureaucratic system with the use of digital. However, of course, in the implementation of the Central Java Provincial Government, there are no problems in the development and utilization of the e- government system. From the results of the presentation, it made researchers interested in researching the communication management of the Central Java Provincial government in realizing public information disclosure through e-government in the digital era.

2   Method

This research uses qualitative methods with a descriptive analysis approach. Descriptive Research aims to provide a systematic, accurate and factual description of the properties and facts of the population or certain objects (Hariwijaya 2015). The sampling technique used is purposive sampling with informant Mr. Dicky Adinurwanto, S.Sos., MM as the Head of Public Opinion of the Discominfo of Central Java Province. Data collection techniques carried out by researchers are observations, interviews and literature studies on communication management in realizing public information disclosure through e-government in the digital era. The analysis technique uses an interactive model from Miles and Huberman. In carrying out the validity of the data, researchers used triangulation of data sources through examination of other sources, which in this study was the Public Information Commission (KIP) of Central Java Province.

3   Result and Discussion

3.1   Implementation of Communication Management of the Central Java Provincial Government

The transformation of the approach in communication management carried out by the Central Java Provincial Government with the re-governance of communication strategies as a way to change communication patterns in digital form in order to achieve effective and efficient goals. The communication management pattern used is a form of transformation of bureaucratic reforn to provide ease of service to the public. Especially in today's all-digital era, management strategies must pay attention to things such as the increasing complexity of information technology products, radical transformations in social structures, trends in economic globalization, and especially product changes at the organizational level (Buca and Rizescu 2017). Based on the complexity of these issues, information disclosure services to the public require appropriate policies. The use of digital media through e-government is the right way for the Central Java Provincial

Government to answer challenges, especially in terms of providing easy access to information to the public. So the communication management of the Central Java Provincial Government with the use of digital media is a must in order to provide easy access to information to the public. There are four steps to the communication management of the Central Java Provincial Government listed, namely:

a. Defining Problems
   Defining problems The problems faced by the Central Java Provincial Government, one of which lies in the human resources of information system managers are still not optimal in the development and utilization of e-government. "The human resources in the Central Java Provincial Government are still lacking, it is necessary to improve the quality of human resources from information system managers in the development and utilization of e-government. Although it has received awards, it does not mean that the problem does not exist. Keep the rhythm in order to improve the quality". (Karma et al. 2022). With these problems, the Central Java Provincial Government created a training program for a million civil apparatuses of the state that manages information systems in developing skills and skills. The next problem faced by the Central Java Provincial Government that will soon be resolved is the problem of publication quality. "one of the urgent issues or matters that must be resolved immediately is related to publication. Any good news will be wasted if there is no good quality of publication." (Karma et al. 2022)

b. Making The Planning
   Carried out by the Central Java Provincial Government, from the results carried out to be able to reach the highest point of the implementation of public information disclosure, the Central Java Provincial Government cooperates with various parties. Among them are the community itself and government agencies within the Central Java Provincial Government. "The planning should be two-way, it should not be one-way. In addition, we must cooperate with various parties, namely the public, government agencies within the central Java Provincial Government and the Central Government to create a better e-government information system. Because by cooperating with various parties, we will get various inputs." (Karma et al. 2022)

c. Action and Communication
   In its implementation, the Central Java Provincial Government often provides socialization to various government agencies, including district or city governments regarding the importance of public information disclosure and the use of e-government to provide easy access to the public. "We often provide socialization related to the KIP Law and the use of e-government both through the WA group, during work meetings at the beginning of the year and evaluations at the end of the year". (Karma et al. 2022). As evidenced by the existence of Central Java Governor Regulation Number 45 of 2013, various regency or city governments and various Government Agencies in Central Java Province are competing to create websites and social media.

d. Evaluation of the Forms of Communication Activity
   Evaluation is one thing that the Central Java Provincial Government does every year. According to the informant, there are separate points in the evaluation carried out by the Central Java Provincial Government regarding performance improvement. "In evaluating the first thing done by the Central Java Provincial Government, namely

mapping the monev results first. From the results of the monev, it will be discovered which parts are still lacking and need to be corrected.

Based on the description above, it indicates that the four communication management processes carried out by the Central Java Provincial Government have an important role in the success of public information disclosure in the digital era. Government communication management is needed, which is directed, integrated, and on target in order to implement a policy. Communication management that is able to optimize the process of managing communication resources to improve the quality of public information services to internal parties (government agencies) and external (the wider community).

3.2 The Strategic Role of E-Government in Public Information Disclosure in the Digital Era

In creating quality public information disclosure, the Central Java Provincial Government applies the principle of easy, cheap and fast by utilizing e-government in the digital era. In principle, the use of e-government to provide easy access to information to the public. The use of e-government by the Central Java Provincial Government in supporting public information disclosure continues to be developed as a form of adaptation to the massive development of technology in the digital era. One form of e- government utilization by the Central Java Provincial Government is the creation of various social media platforms, websites and digital applications as a form of commitment to improving the quality of information services to the public. For example, with the website www.jatengprov.go.id the people of Central Java are facilitated to find information related to various government programs that have been implemented and will be implemented. The people of Central Java are facilitated, because the website provides various features of information services. With this, the government and the community can create a harmonious relationship in improving the quality of public information services.

There are driving factors for the use of e- government carried out by the Central Java Provincial Government in supporting public information disclosure in the digital era. The driving factor is the availability of adequate infrastructure in the implementation of e- government even though it is not optimal. The availability of infrastructure is one of the important factors whether or not an e-government system can be implemented. The next driving factor is that there is a high commitment from the leadership, namely Mr. Ganjar Pranowo as the Governor of Central Java who wants to cut the convoluted public servants. With a high commitment in the success of the use of e-government in the implementation of these policies, it can run as it should, not just follow trends.

4 Conclusion

Based From the results of the presentation above, the Central Java Provincial Government has tried to optimize the management of public information disclosure by utilizing advances in information and communication technology in the digital era. Various communication channels that have been comprehensively integrated through various channels such as websites (www.provjateng.go.id), digital applications and various social

media have been used by the Central Java Provincial Government to facilitate access to information to the public. The use of e- Government in realizing public information disclosure in the digital era is the right step taken by the Central Java Provincial Government. For this reason, it is expected to be able to develop the e-Government program consistently.

Although the Central Java Provincial Government ranked first as the most impfective government body, there were still some problems encountered and resolved immediately. Among the problems lies in the human resources of managing and developing e-government have not been maximized and information and communication technology facilities in supporting public services have not been optimal. So in the future, it is necessary to strengthen and train skilled human resources for public information managers and providers of adequate information and technology infrastructure.

References

Abidin Yusuf Zainal. (2016). Government Communication: Philosophy, Concepts and Applications.

Karma et al (2022) "Interview with The Head of Public Opinion Diskominfo Of Central java Province". August 8, at the Diskominfo Office of Centra Java Province.

Buca, G., & Rizescu, A.M. (2017). The Role Of Communication in enhancing Work effectiveness of an organization. Land Forces Academy Review, 22(1), 49-57. https://doi.org/10.1515/raft-2017-0008

Hariwijaya (2015). Metodhology and Writing of Prescriptions, Theses, and Dissertations for the Social Sciences and Humanities. Parama Science.

Kominfo.jatimprov.go.id. (2020). Head of Central Kominfo: many BP Have Not Implemented the KIP. https://kominfo.jatimprov.go.id

Marroli J. Indarto (2012) Government Communication Management in Information Transparency Policy: A Study of Communication Evaluation of Public Information Disclosure at the Ministry of Communication and Informatics. In Fisip UI.