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The Innovation Breakthrough in Digital and Disruptive Era
Implementation of the Information Disclosure Programme at the Communication and Information Office of Minahasa Regency

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ABSTRACT
Provision of maximum and open information services to the public will provide satisfaction to the service recipients, especially in receiving information that must be known by the public. This study aims to find out and describe how the implementation of the openness program for information services and documentation management at the Minahasa District Communication and Information Service. In this study using qualitative research methods, the research location of the Minahasa District Communication and Information Office. The results of this study state that the implementation of the information disclosure and documentation program policy at the Minahasa District Communication and Informatics Service has not been implemented properly, especially in access to information and communication, where: 1) There is no comprehensive transparency regarding various information that every community has the right to know that is from various programs related to the community, activities, as well as the budget of the program to be carried out, 2) The government does not clearly know the rules that serve as a reference in the service openness program, 3) There is no comprehensive socialization carried out by the Communication and Information Service to all people are concerned with various programs that will be carried out or are being carried out, and 4) The government does not really understand regarding various information that is excluded.

Keywords: Openness Programme Information Services, Minahasa

1. INTRODUCTION
The implementation of openness and information services is a function as well as one of the obligations that must be carried out by the government in the realisation of good, clean and responsible governance, it is the duty and obligation of the government to provide easy and transparent information services for all levels of society. Service is a way of providing services and facilities to service recipients. Service is very important and is needed by the community, especially information services in the modern era, information services are needed to fulfil every information need of the community [1].

The government, in this case every government agency in providing information to the public, in this case the community, will determine the extent to which the State has carried out its role and can determine the achievement of one of the goals of the State, namely to prosper the people, one of which can be achieved by providing information services in accordance with standard needs and rules that are in force [2].

Providing maximum and open information services to the public will provide its own satisfaction to service recipients, especially in receiving information that must be known by the public, which will provide its own benefits to the image of the government such as being responsible and providing services in accordance with existing service standards which are one of the duties and functions of several government agencies in Indonesia [3].

in addition to in regulation quantity 25 of 2009 concerning Public offerings states that Public carrier is an activity or collection of sports so as to fulfil service desires according with statutory regulations for every citizen and resident for goods, offerings and / or administrative services supplied by means of public service companies. From the outline above, it could be explained that the community has the proper to receive...
appropriate carrier requirements and offerings accomplished by means of the government is an responsibility and promise that should accept to the existing network in presenting offerings, in particular data offerings and documents wanted with the aid of the community[4].

In the Regulation of the Minister of Home Affairs Number 3 2017 concerning Guidelines for the Management of Information and Documentation Services of the Ministry of Home Affairs and Regional Government in Articles 5 and 7 states that: Information is information, statements, ideas, and signs that contain values, meanings, and messages, both data, facts and explanations that can be seen, heard, and read which are presented in various packages and formats in accordance with the development of information and communication technology electronically or non-electronically and Public Information is information produced, stored, managed, sent, and / or received by a Public Agency relating to the organizers and administration of the state and / or organizers and administration of other Public Bodies and other information relating to the public interest [5].

The management of information services must be appropriate and commensurate, and based on service standards that can meet the needs of the existing community in obtaining quality information services. With the current technology, there are many advances made by the government in achieving public service openness, starting from utilising existing technology in conveying various information and creating various strategies that can encourage information disclosure in accordance with procedures and utilising the technology that is currently developing [6].

However, information disclosure that should be known by the public is often difficult to achieve because the government often does not know about the basic rules and main tasks and functions regulated in the policy, so there are still many people who lack information about every programme that involves the community or every activity that will be carried out by the government [7]

Law No. 14 of 2008 article 2 paragraph 1 on Public Information Disclosure states that every public information is open and accessible to every user of public information, which means that every information from activities and programmes and even the existing budget must and has the right to be known by all people [8].

Based on the results of initial observations and research conducted by researchers, it was found that there were problems where the government did not know clearly about the objectives of the information disclosure programme, and did not know clearly about all the tasks and functions, resulting in the absence of clear and comprehensive information service disclosure carried out by the government to the public in this case the Minahasa Regency Communication and Information Office regarding every activity, programme, work progress and even the government budget for each programme or activity that will be carried out or is currently ongoing [9].

There is also an overlap of the duties and functions of several local government agencies with the Communication and Information Office of Minahasa Regency, the absence of coordination which results in [10] the absence of various information, the existing website has also not been a thing that can answer the openness of services where the existing website has not fulfilled every rule and duty of the Communication and Information Office of Minahasa Regency [11] which states that ensuring information disclosure and information disclosure is related to all series of activities or programmes, information, announcements, even funding in the government, but on the existing website only updated some information without any updates, [12] this is what causes many people to give unfavourable responses about existing information services, so that the duties and functions of the Communication and Information Office of Minahasa Regency are questioned in achieving the goal of providing quality information services and providing broad access to the community [13].

In Law Number 25 of 2009 concerning Public Services states that service standards are benchmarks used as guidelines for service delivery and references for assessing service quality as obligations and promises to the public in the context of quality, fast, easy, affordable and measurable services [14].

2. RESEARCH METHOD

In this study using qualitative research methods, the authors chose this method because qualitative research is research as it is, not made, and the key to this qualitative research is the researcher himself so that from this qualitative research method the researcher is required to be able to have critical thinking and broad insight regarding the problem under study and matters or various problems that exist in the field so as to obtain various relevant, accurate data based on various processes during the research.

The research location chosen by the researcher based on the existing problem is the Minahasa Regency Communication and Information Office.
Data sources in qualitative research methods according to Sugiyono explain that in a qualitative approach, the data determined and used are "purposive sampling" and "snowball sampling".

The data analysis technique used is qualitative data analysis proposed by Miles and Huberman. Qualitative data in general consists of 3 lines of activity that occur simultaneously, namely data reduction, data presentation, drawing conclusions or verification [15].

3. RESULTS AND DISCUSSION

The Office of Communication and Informatics is an implementing element of government affairs which is the regional authority in the field of communication and informatics which is domiciled under and responsible to the Regent through the Regional Secretary. The Office of Communication and Informatics carries out the preparation and regional policies and assistance tasks in the field of communication and informatics which are the authority of the region.

Information disclosure for the community or public is a law that can protect every right and need of the existing community, so that the running of an applicable rule or a policy becomes more effective and efficient in its application, it requires the government as an implementor of a policy in the hope that this policy can run accordingly, as well as a community that has an active role in supporting the government to realise implementation, therefore the government and the community are two very important elements and are needed from the implementation process, especially the Implementation of the Open Information Service and Documentation Management Program at the Communication and Informatics Office of Minahasa Regency which deals with access.

Services that are oriented towards community satisfaction are very important, so the quality of services and human resources is also needed in providing services that are oriented towards quality and satisfaction to various levels of society, with quality services and openness will certainly bring significant impact both from the quality and performance of the existing government in supporting every program from the central government and also the National State's goals in providing welfare.

Openness of information and documentation is the most sensitive thing, where the government is required to be able to always provide various information and documentation disclosures to the existing community, and from the openness carried out by the existing government it is hoped that the community will also participate in every programme and recommendation from the government in order to achieve various goals and implement existing policies, in this case the Implementation of the Information Service Openness and Documentation Management Program at the Minahasa Regency Communication and Informatics Office, especially specifically on Access to Public Information and Documentation.

In accordance with the opinion of William Dun which states that public policy is a series of choices that have a relationship which is made for various fields of government in carrying out various tasks, it can also be explained that public policy is a variety of alternative choices from the existing government to be able to solve various problems from the existing community. Meanwhile, according to Anderson, it can be explained that policy is a step or various actions taken by the government deliberately for various problems faced.

James Andersen provides a view that public policy has distinctive characteristics where:

a) Policies have definite goals
b) Public policy has definite actions
c) The policy has real action not just hope
d) The policy may be positive and may be negative.

In this research, the reference is normative theory or the policy itself, in this case the researcher takes reference to Permendagri Number 3 of 2017 concerning Guidelines for Management of Information and Documentation Services, which states to improve existing information services, the need for guidelines in managing various information services for all communities, so as to produce quality and open information services in achieving various expectations in which also includes realising good and clean government.

To be able to find out how the Implementation of the Openness of Information Services and Documentation Management Programme at the Communication and Information Service of Minahasa Regency researchers took the focus of research on Access to Public Information and Documentation, with sub-focus, namely: 1) Information and Public Documentation are open and accessible to every User of Public Information and Documentation. 2) Information and Documentation can be obtained by the Applicant of Public Information and Documentation quickly, on time, and can be accessed easily. 3) Exempt Public Information and Documentation.

3.1. Public Information and Documentation is open and accessible to every User of Public Information and Documentation.

According to the regulation in this case Permendagri Number 3 of 2017 concerning Guidelines
Information services provided by the government are important for people's lives, where the various information provided can be a reference for people to act and do something.

Information services Information and documentation services are services that provide information needed by the community, especially the various existing programmes, various existing provisions and various kinds of information provided by the government which are the basis of the community in carrying out various activities and daily activities, as a consideration for the direction of self-development and can also be the basis for making decisions. This information service exists to try to fulfil the shortcomings of individuals or groups regarding the information needed. Public information disclosure is one of the pillars of democracy, transparency and good governance.

However, based on the results that have been researched, both from existing interviews and various data obtained from this research, it can be explained that the government in this case the Communication and Informatics Office of Minahasa Regency still does not know the various duties and functions that exist in the implementation of policies relating to openness and management of information and documentation for the existing community, there is still no comprehensive socialisation of various aspects of government which is also one of the factors that have not supported the openness of information services, currently the government is still more focused on various applications of information and documentation services through various electronic media. So it can be said that this is also an obstacle in the application of openness and information and documentation services, where it can be explained that there are still people who do not use smartphones that can access various information on websites and social media so that it can still be said that existing access is still not comprehensive or various existing information is still not easily accessible seeing that there are still many people who are in low economic circles who cannot freely obtain various information that exists and which must be known as a society in accordance with the rules and regulations of the law.

3.2. Information and documentation can be obtained by the applicant quickly, on time, and can be accessed easily.

Fast, precise services and easy access are one of the expectations in information and documentation services and the implementation of openness from the government.
Service is very important, because one of the principles of information disclosure is a service that is fast, timely and can be accessed easily by all existing communities, and applicants for information and documentation. In the realisation of access, in this case information and documentation can be obtained by applicants for public information and documentation quickly, on time, and can be accessed easily, it is necessary to have supporting resources, both human resources and various facilities to support the existing openness programme.

According to James Andorsen, programmes that have been made from the government or policies that have been made by the government need action, not just written rules. James Anderson also emphasises that existing policies must have real actions not just hopes so that existing programmes or policies can achieve predetermined goals in this case openness of information and documentation for the existing community.

However, based on existing facts and the results of research conducted both from interviews and supporting data that, existing access has made it easier for people who have smartphones and internet access but it is still very difficult for some people whose economy is low, as well as parents who do not use social media and there are still people who do not use the internet due to various limitations, from here it can be explained that access is quite easy for some people.

When it comes to the speed of information obtained, it can be said that it is quite fast, so it can be seen that the performance of the government in processing various requests for information and documentation is considered good.

3.3. Exempt Information and Public Documentation.

Exempt information is information that is sensitive in nature. In Law No. 14/2008 on Public Information Disclosure, exempted information is:

a) Public information which, if disclosed and provided to the applicant for public information, may hinder the law enforcement process

b) Public information which, if disclosed and provided to the applicant for public information, may interfere with the interests of the protection of intellectual property rights and protection from unfair business competition

c) Memoranda or letters between Public Bodies or within Public Bodies, which by their nature are confidential except upon the decision of the Information Commission or the court

d) Information and documentation relating to official secrets and/or

e) Information and documentation that has not been controlled or documented.

However, based on the facts, there are still many people who do not know what information is exempt, resulting in various public issues that assume that exempt information and documentation is in the form of budgets because what is found in the field is that the public feels that information related to finances, funds or budgets from the government is not open, and unclear. So it can also be explained that the public feels that there needs to be changes in terms of openness and access to more detailed and comprehensive information and documentation, both from programmes, information that must be known by the public and various existing budgets which later if the government is more open with all existing elements then it can be considered that the government is open and provides access to all levels of society regarding various data, programmes, information, documentation and various existing budgets. From here, the trust of the community in the existing government will be built, as well as the absence of irregularities or misuse of power in this case corruption.

It can also be explained from the results of interviews conducted by researchers that the government does not convey the various core criteria and exempted information so that from here it can be seen that the existing government does not really understand and does not know what information must be exempted for the existing community, so this is also one of the obstacles in its application, or implementation where the government does not really know the existing rules.
4. CONCLUSION

Based on the existing data, it can be concluded that the implementation of the information disclosure programme at the Communication and Information Office of Minahasa Regency has not been well implemented, where:

1. There is no comprehensive disclosure regarding various information that every community has the right to know, whether it is from various programmes related to the community, activities, or the budget of the programme to be carried out based on the duties and functions of the Communication and Information Office of Minahasa Regency, there is also no coordination between existing agencies which results in the tupocation of the Communication and Information Office not running well.

2. The government does not know clearly the rules that become the reference in the service openness programme and does not know clearly the objectives and duties and functions stipulated in the current rules.

3. There has been no comprehensive socialisation carried out by the Office of Communication and Information to all communities regarding various programs that will be carried out or are being carried out.

4. The government is not very familiar with the various exempted information, so that in its application the government cannot convey the various criteria of exempted information stipulated in the applicable regulations.

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REFERENCES


