PUBLIC INFORMATION MANAGEMENT SERVICES IN SOUTH SULAWESI

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Abstract: *This study aims to identify and explain the management coordination system of public information services at the province of South Sulawesi. This research is a qualitative research to observe the implementation of the management of public information services in South Sulawesi by using a phenomenological approach and by using public opinion surveys. The results of this study focused on communication systems, integration, synchronization, process simplification and coordination mechanisms in the management of public information services in South Sulawesi by using the unit and Documentation Information Management Officer (PPID) as a source of data and key informants using the technique (1) interview , (2) observation sheet/checklist, and (3) noted the document. Data obtained from key informants and additional informants. Data analysis techniques conducted by (1) data reduction, (2) data display, and (3) conclusion. Through the process of data analysis model of Miles and Huberman (2007), the results of this study tried to identify the problems of information services and information service model that better fit the expectations of Law no. 14 of 2008 on Public Information.*

Keywords: *Management, Disclosure, information services*

INTRODUCTION

The Law 14 of 2008 on Public Information in Indonesia has been forced the traditional government turned into a semi traditional system due to expected of the community to create a transparent governance. It this case citizens are guaranteed the right to know the process of governance and public bodies can provide information services openly.

Indonesian's Good Governance requires open government as one of its foundations, and freedom of information (public access to information) is one of the prerequisites for creating open government (open government).

Meanwhile, open government is a government organization that is transparent, open, and participatory. The more open to public scrutiny of state administration, the administration of the country more accountable. At the enterprise level, the concept of good governance (GCG) has also been regarded as a necessity.

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Good governance has a number of indicators, among others, openness, participation, accountability, effectiveness and coherence. According to Mas Achmad Santosa (2001: 22), open government requires a guarantee of five things, namely: (i) the right to monitor the behavior of public officials in carrying out the role of the public; (Ii) the right to obtain information; (Iii) the right to be involved and participate in the formation of public policy; (Iv) freedom of expression, among others, embodied in the freedom of the press; and (v) the right to raise objections against the denial of the right of the previous four.

Access to information is an obligation for the government and public bodies. Fundamentally, an information is a public good, not the government or public institution. However, the government must maintain a balance between the closing of information and the public interest. However, the public interest however still take precedence over the mechanism and implementation of the principle of openness will create good governance and community participation (Mendel, 2004: 2).

There are several aspects to the public bodies that require attention. The management information services such as the need to establish a system for separating and sorting accessible public information and the excluded, documentation, cataloging all public information, the mechanism of information services both internally, the interconnection between institutions / public agencies and external parties, as well as the preparation of related infrastructure, both such as information technology, human resources and systems (Arief Mudatsir Mandan, 14: 2009). However, it would have to prepare the system (regulatory and personnel) who becomes the prime mover in the service information. One of the initial steps that have been taken by the government of South Sulawesi province in running a disclosure is formed Documentation and Information Management Officer (PPID) in the scope of the provincial government. This study aims to identify and explain the management coordination system of public information services at the province of South Sulawesi conducted by a team or coordinating institution and Documentation Information Management Officer in South Sulawesi province in providing public information services covering communication, integration, synchronization, simplification, and mechanism (KISSMe), Sulistiyowati *et al.* (1999).

RESEARCH METHODS

This study was conducted in South Sulawesi Province on the unit and Documentation Information Management Officer (PPID) that implement the storage process, documentation, and provision of public information services. The research started at July 2014 - February 2015. Data sources and informants consists of (1) Responsible PPID , (2) Field Services and Documentation Information, (3) Field of business Clarification of data and information, (4) Division of Information Dispute Resolution. While regular informants consisted of PPID Maid of any Pemerintahana

Unit (SKPD). The choice of location is based on the consideration that South Sulawesi Province is considered strategic in their major contribution to the optimization of information disclosure in Indonesia.

This research is a qualitative, using a phenomenological approach which aims to describe systematically and analytically about individual traits, symptoms, and the state of a particular group to determine the spread of a particular relationship between the symptoms of the symptoms and other symptoms in the community. As noted Saladien (2006) that the phenomenological approach aims to understand the response to human presence / community and experience to understand the interaction that seeks to observe, observe, assess, and describe the implementation of public information services in South Sulawesi. Miles and Huberman (2007) asserted; Qualitative researchers are trying to uncover the uniqueness contained in individual, group, community or organization in everyday life, in a comprehensive manner (complete), detail, depth and accountable.

Bungin (2010) asserted; Qualitative research trying to find a variety of phenomena that need to be done in-depth assessment and analysis and pierced on target research. While the purpose of qualitative research is to describe, summarize a variety of conditions, situations, and the phenomenon of social reality contained in the society which is the object of research, and try to draw it to the surface of reality as a trait, character, nature, model, sign, or a picture of the real condition, situation, or particular phenomenon. Meanwhile, qualitative research also involves significant efforts, such as asking questions and procedures, collect data specifically and participants, analyze the data inductively from the themes specific to general themes, and interpret the meaning. Anyone involved in a form of qualitative research should apply perspective or point of view style inductive research, focusing on the individual meanings, and translate the complexity of a problem, Creswell (2010).

Processes and coordination mechanisms of "KISSMe" analyzed through adjustments (mutual adjustment); direct supervision; standardization of work procedures; standardization work output; standardization work skills; conducted by a team or coordinating institution and Documentation Information Management Officer in South Sulawesi province in providing public information services covering communication, integration, synchronization, simplification, and mechanism (KISSMe), Sulistiyowati *et al.* (1999).

RESULTS

This study attempts to describe and explain the communication system, Integration, Synchronization, Simplikasi and Mechanism (KISSMe) coordination process management information systems conducted by PPID in information services in the province of South Sulawesi.

Koontz and O'Donnell (1968: 75) suggested that unify the communications managerial functions. In addition managerial functions are determined by the organization must be communicated to all employees know the measures taken both internally and externally. According Sulityowati (1999), effective communication indicator approach to coordination is quality information that is fast, the amount sufficient, and timely. Furthermore, based on the survey results revealed that since its inception in 2013, a communication system that is built up between the PPID and PPID maid did not take place effectively. This was due to a lack of coordination in line with government policy and a lack of understanding of the system and also the type of information services. This means that the policy direction set by the provincial government related information flows and internal unity of action is not accompanied by effective communication patterns so that the service program is not performing well.

Information service system that is supposed to use the media website was not a concern. This is due to budget constraints factors and human resources. Then the integration process as an attempt to unify the actions of the various bodies, agencies, units, so it is a unanimity of thought and unity of action which is directed at a target that has been defined and agreed upon (Sugandha, 1991). The existence of Standard Operating Procedure (SOP) is one example of the integration activity indicators. Rules and procedures for the implementation of activities can be reflected from protapnya (Sulityowati, et al. 1999). Although the South Sulawesi provincial government has made a regulation in the form of regulations and documentation information management officer (PPID) which also includes a mechanism for information and documentation services by management officer, but the implementation is found that there are differences in implementation. This was due to the absence of the gold standard and an understanding of the types of information, public documents and document the country is still a matter that multiple interpretations.

In the phase synchronization is characterized by the attempt to adjust, align activities, actions on units in order to obtain harmony in the implementation of the task or job. The existence of a clear division of tasks is a synchronization implementation guidelines. At this stage, information services are often carried out of sync due to tasks that overlap thereby reducing duplication of activities. That is caused by the main and PPID maid held of the head office (head SKPD) which incidentally has specific duties and functions.

In identifying the simplification aspect of information services has reviewed the application of organization than common sense to find ways to better and more easily in performing a task, among others, the availability of information, ease of procedures and access to information. Of the 42 units SKPDs at provincial level as PPID, most of the face of criticism and complaints from users of information. Even many of those who sued and reported to the Information Commission of South

Sulawesi. Since the year 2012 until the beginning of 2015 the cases of disputes was handled by the information units that as many as 62 cases and 70% of them are the Provincial Public Institution. (Data of Information Commission South Sulawesi/ KIP 2015).

To identify service management based information disclosure, researchers used the approach mechanism consisting of: Availability of Information, classification of information, decision-making mechanisms and procedures for dispute resolution information. Findings indicate that most of the information that is available only information ceremonial and public information classification system is not uniform between SKPDs. In addition, the applicant information often have difficulty if you want to access the information.

DISCUSSION

One definition of an activity mentioned that coordination and management functions are performed to seek the cooperation and orderly harmony leads to the achievement of the overall organization. To be voted on how important aspects of coordination in the management of public information services in South Sulawesi Province reveals in the process of analysis and identification of problems. Communication by Koontz, O'Donnell (1968: 75) is the delivery of information from the sender to the recipient and the information that can be understood by the-recipient. Based on this definition can be interpreted true intent of the word communication is that between those who provide information to people who receive, the same perception (sight) and is pleased with the information (Syafiie, 1998). While indicators of effective communication for coordination is the quality of information that is fast, the amount sufficient, and timely (Sulityowati, et al. 1999).

One strategy that is a good presentation of information systems is through the website maintained so that information services can run fast, easy and practical. But it does not run properly by most of the PPID. Various things are very rudimentary in understanding the techniques to communicate effectively by Ba'agil (2000), among others: (1) every person in the organization should be aware of all the communication channels that are in the organization. (2) every person in the organization should be aware that the communication channels open to him and how procedures related to organizational values that apply to the organization concerned. (3) communication lines should be straight and as short as possible in order to avoid distortions in communication that is common when the channel length. (4) there must be the possibility to use all the formal lines with regard to the prevailing organizational hierarchy. (5) should be arranged so that the communication line is not compromised despite the wide range of activities taking place within the organization concerned (6) authenticate communications should be guaranteed (7) a person who acts as a "hub" communication should consist of

people who are elected in communication techniques, including the ability in using the communication infrastructure used. Based analysis in the field, on the one hand a good communication system is not built between PPID and PPID officers, on the other hand the absence of a pattern or raw format and budget support as well as personnel (HR) PPID officers that do not qualify competence. Understanding of interpretation and overlapping jobs and the lack of communication led to a system of coordination that are not in line with government policy and mandate of the Act. This means that the policy direction set by the provincial government related information flows and internal unity of action is not accompanied by effective communication patterns so that the service program is not performing well.

Then the process of integration as an attempt to unify the actions of the various bodies, agencies, units, so it is a unanimity of thought and unity of action which is directed at a target that has been defined and agreed upon by the PPID with reference to the SOP or SOP as one example of an indicator integration activities. Although the South Sulawesi provincial government has made a regulation in the form of regulations and documentation information management officer (PPID) which also includes a mechanism for information and documentation services, but the implementation is found that there are differences in implementation. This is due to the product policy is not clearly regulated information service system absence of standards and a lack of understanding of the categorization of types of information, public documents and the documents state. In fact, it is still the case that multiple interpretations and often being debated. Synchronization aspects implemented to adjust, align activities, actions on units in order to obtain harmony in the implementation of the task or job. Another position (ex-officio) PPID which is also the head of the often overlapping and serng waives duties and authority as the PPID. This was due to the duties and responsibilities as head of department or SKPDs considered much more important. Therefore synchronization in information services are often not aligned and balanced.

The level of simplification and information services between PPID PPID maid reviewed on application aspects terorganisisir than common sense to find ways to better and more easily in performing a task. This can be done for example by making programs realistic, simple and easy to order more obvious targets rational (Sulityowati, et al. 1999). Availability of information, ease of procedures and access to information becomes crucial in the process of information services. However, the understanding and implementation in the field indicate that the type of information held by public bodies should be managed by the PPID is often unavailable, inaccessible and tend to be covered up. Status information / public documents to document the state is still the reason for denial of requests for information by PPID. It also affects the service mechanism which does not have a good basic standard format standardization of procedures and work skills by PPID which in the opinion of the Mintberg Shortell and Arifin (2000), that five

coordination mechanisms among other activities of an organization to adjust to each other (mutual adjustment), direct supervision (direct supervition), standardization of work procedures, standardization of work output, as well as the standardization work skills.

Public Information Services

Information is a basic requirement for the development of each person personal and social environment as well as an important part of the national defense. Right to information is a human right and public disclosure is one of the important characteristics of a democratic country that upholds the sovereignty of the people to achieve good governance. Public disclosure is a means to optimize public oversight of the implementation of state and other public bodies and everything that resulted in the public interest as mandated by the Act No. 14 of 2008.

The principles of openness in public information services include: ease of procedures and access to information, availability of information, technology and human resources support, decision-making and dispute resolution mechanism information. This supported by Purwanto (2008) provide direction to produce accurate information management, information management systems need to pay attention to: (1) the identification information, (2) the process of categorization of data and information sources including storage and security processes, (3) needs to be determined how the distribution of information , both to whom and when, (4) the communication of information accurately and reliably to the decision makers (internal) and society and institutions that need or demand (external).

Management can not ignore information system for information systems play a critical role in service systems and policies within the organization. This information service system directly affect how management make decisions, plan, and manage employees, and to improve the performance targets to be achieved, namely how to set the size or weight of each goal / activity, establishes minimum standards, and how to set the standard and standard service procedures to the public. Therefore, the responsibility for the information service system PPID simply can not be delegated to any decision makers.

Increasing interdependence between the agency's strategic plan, rules and procedures on the one hand with the information system (software, hardware, databases, and telecommunications) on the other side. Changes in one component will affect other components. This relationship is critical when management wants to make future plans. What activities will be done the next five years are also very dependent on what systems are available to be able to execute it. For example, an increase in productivity of employees depends on the type and quality of an organization's information systems. Other changes in the relationship with the organization of information service system is increasing the coverage and scope of

the service system and application information. Development and information management today requires the involvement of many parties than the role and compliences during periods ago.

As with the increasing trend of digital technology organization, then the information systems within the organization can cover an increasingly broad range information up to the public, other government agencies, and even information on the latest political developments. One reason why the information system plays a very big role and influence in the organization is due to higher ability of computer technology and the low cost of the use of digital technology. Improved ability robust communication network that can be used by organizations to access information quickly from various corners of the world as well as to control the activity is not limited to space and time. These networks have transformed the sharpness and shape the organization's activities, creates the foundation for entering the era of openness and the digital age. The largest and widest network that can be used is the internet.

Weber in Stoner (1996: 37) explains that the bureaucratic management emphasizes the need for strict hierarchy defined by regulation and authority to regulate clear. Therefore, the mechanistic organization, top management to trigger a change of management, is responsible for delegation and the mandate to the agents of change, policy makers as well as quality control standards in the system will be affected by Act No. 14 of 2008 on Public Information .

Management manages the information in the internal sphere based on the degree of information. In each managerial level, there is the responsibility of how information is distributed in accordance with the duties and functions of the unit concerned. Head of Department as PPID the top managerial positions the organization should be the one to stand in the forefront of information services. Please note by PPID that Act No. 14 of 2008 on Public Information has focused on information that can be accessed by the public. Management information systems managing the organization's information including up to the level of information security, information restrictions as set forth in the Freedom of Information Law, the degree of use of information up until the parties require.

CONCLUSION

PPID (official manager of information and documentation) on any public body (SKPD), in this case the public agency Provincial Government of South Sulawesi is a mechanistic organization, instruction from top management is the control point of the organization.

Government management system is in need of coordination aspects which consists of two-way communication system between officers PPID both internally

and with other PPID that policy information system of choice can be done effectively. In addition, the use of the website in the information services can help PPID officers in performing their duties. Integration in the management coordination of services necessary to make the SOP as the gold standard in order to avoid multiple interpretations, especially in the understanding of the type of information and service procedures. Synchronization aspects of information services is often not done well as tasks that overlap thereby reducing duplication of activities. That is because the main and PPID PPID maid held by the head office (head SKPD) which incidentally has specific duties and functions. Simplification of information services should find ways to better and more easily in performing a task, among others, the availability of information, ease of procedures and access to information. However, of the 42 units SKPDs provincial level as PPID, most of the face of criticism and complaints from users of information. Similarly, aspects of the mechanism show that the information provided is mostly ceremonial information and public information classification system is not uniform between SKPDs. In addition, the applicant information often have difficulty if you want to access the integrated informasi and caused by it has no standards, both in terms of procedures and services in support of aspects of human resources and budgeting. Therefore, it is necessary to establish a standardized model of information services and in accordance with the purpose of the law so that implementation can be implemented optimally

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