

The Role of Information and Documentation Management Officers (PPID) in Public Information Services at the Minahasa Regency Communication and Informatics Office

Recky Wowor¹, Thelma Wawointana², Fitri H. Mamonto³

(Prodi Administrasi Negara, Fakultas Ilmu dan Hukum Program Pascasarjana Universitas Negeri Manado)

Abstract

Openness of public information has an important role as a manifestation of a democratic state which gives priority to people's sovereignty in monitoring the implementation of the duties of the state and other public bodies, as regulated in Law Number 14 of 2008. Public Information Management Officers (PPID) are responsible as officers who authorized to carry out public information provision services. The aim of this research is to assess the extent of the contribution of Information and Documentation Management Officers (PPID) in providing public information services in Minahasa Regency. The research method used in this study is a qualitative method, with data collection techniques through direct interviews with informants who are Information and Documentation Management Officers (PPID). The research results show that PPID's role in realizing public information openness in Minahasa Regency is in accordance with the provisions of Law Number 14 of 2008 and Minahasa Regent Regulation number 251 of 2015 concerning Management of Information and Documentation Services within the Minahasa Regency Government. However, there are several obstacles in implementation, both technical and non-technical. As a result of this research, it is recommended that Minahasa Regency consider adding staff or human resources in the IT sector, providing a special room for activities and data storage for Assistant PPIDs, and creating a data bank that has been validated by the relevant Regional Apparatus Organization (OPD) officials. This is expected to increase the accessibility of public information for the community and facilitate the process of accessing information.

Keywords: *Information Public, PPID, Role, Service*

Abstrak

Tujuan dari penelitian ini adalah untuk menilai sejauh mana kontribusi Pejabat Pengelola Informasi dan Dokumentasi (PPID) dalam memberikan pelayanan penyediaan informasi publik di Kabupaten Minahasa. Metode penelitian yang digunakan dalam studi ini adalah metode kualitatif, dengan teknik pengumpulan data melalui wawancara langsung kepada informan yang merupakan Pejabat Pengelola Informasi dan Dokumentasi (PPID). Hasil penelitian menunjukkan bahwa peran PPID dalam mewujudkan keterbukaan informasi publik di Kabupaten Minahasa telah sesuai dengan ketentuan Undang-Undang Nomor 14 Tahun 2008 dan Peraturan Bupati Minahasa nomor 251 tahun 2015 mengenai Pengelolaan Pelayanan Informasi dan Dokumentasi di lingkungan Pemerintah Kabupaten Minahasa. Meskipun demikian, terdapat beberapa kendala dalam implementasi, baik yang bersifat teknis maupun non-teknis. Sebagai hasil dari penelitian ini, disarankan agar Kabupaten Minahasa mempertimbangkan penambahan staf atau sumber daya manusia di bidang IT, menyediakan ruangan khusus untuk kegiatan dan penyimpanan data bagi PPID Pembantu, dan membuat bank data yang telah divalidasi oleh pejabat Organisasi Perangkat Daerah (OPD) yang terkait. Hal ini diharapkan dapat meningkatkan aksesibilitas informasi publik bagi masyarakat dan memudahkan proses pengaksesan informasi.

Kata Kunci: Informasi Publik, Peranan, PPID, Pelayanan

INTRODUCTION

Based on the mandate of the Freedom of Information Law no. 14 of 2008, the Minahasa Regency Government established the Minahasa Regency Regional Information and Documentation Management Officer (PPID) as the central Public Information Service in Minahasa Regency with a decentralized system. Information and Documentation Management Officer, hereinafter referred to as PPID, is an official who is responsible for service, documentation, provision and/or information services in Public Bodies and is

directly responsible to the PPID superior as mentioned in this regulation.

Through Law no. 14 of 2008, it is hoped that a more open, transparent and accountable government will be created. This law provides a strong legal basis for the public to obtain public information from public agencies, as well as encouraging active participation in public decision making and supervision of the government.

Minahasa Regency is one of the regencies in North Sulawesi Province which definitely has a Public Agency. From the results of the survey

conducted, there are several public bodies in Minahasa Regency that have not utilized websites and do not even have social media to disseminate public information properly. Apart from that, many public bodies do not yet have a public information service desk. This is very unfortunate because Minahasa Regency is ranked fifth nationally in terms of openness of public information, but in reality there are still many agencies in Minahasa Regency that have not disseminated information optimally.

One of the Public Agencies in Minahasa Regency Province is the Minahasa Regency Communication and Information Service, which is a Public Agency which operates in the field of Communication and Information. Due to its status as a Public Agency, the Minahasa Regency Communication and Information Service is obliged to implement the Public Information Openness Law and establish an Information and Documentation Management Officer (PPID) to provide services and disseminate public information to the public.

Based on this, the Minahasa Regency Communication and Informatics Service has provided an information and documentation management team or what is called an Information and Documentation Management Officer (PPID), where the PPID is responsible for information services, information management, documentation and archives as well as complaints and disputes in public bodies. According to the initial data that researchers obtained from the Minahasa Regency Communication and Informatics Service through Mr. Donny Elean as Head of the Informatics Division of the Minahasa Regency Communication and Informatics Service, it is the same as information from other services.

Such as employee information, activities, finances, etc. This public information is different for each service, and this information can be obtained by anyone and there is no closure in it or it cannot be covered. Most of the public information available at the Minahasa Regency Communication and Information Service is in the form of static and dynamic archives. Requests for information can be made through the Information and Documentation

Management Officer (PPID) which must be carried out using certain procedures to obtain the desired information.

The purpose and objective of establishing PPID in the Minahasa Regency environment is that the official has the responsibility and authority of the information and documentation management official or PPID of Minahasa Regency to provide certain information through a mechanism for implementing public information service activities which can be accessed by the public through the Main PPID with the Main PPID and the entire OPD of the institution related to public information, submitting a list of public information that can be accessed by the public through the Main PPID so that there is no overlap in public services.

Implementing the Public Information Openness Law, the Minahasa Regency Communication and Informatics Service is still experiencing many problems and obstacles, namely the Minahasa Regency Communication and Information Service does not yet have complete work facilities such as an information service desk, where the public information service desk is a mandatory component for carrying out public information services. . Apart from that, many information applicants do not know how to obtain information from the Minahasa Regency Communication and Informatics Service and the Minahasa Regency Communication and Informatics Service has also been involved in information dispute cases because they did not provide information to information applicants beyond the specified time limit.

Considering how important public information disclosure is carried out by Public Bodies and the importance of the role of Information and Documentation Management Officers (PPID) in providing public information services, this research is considered important to conduct to see the extent of the role of Information and Documentation Management Officers (PPID) in providing services in request for public information at the Minahasa Regency Communication and Information Service. Therefore, the title that the researcher adopted in this research is "The Role of Information and Documentation Management Officers (PPID) in

Public Information Services at the Minahasa Regency Communication and Information Service."

METHOD

The research method that researchers used in this research was the field research method (field research) by collecting data, clarifying and analyzing it to obtain evaluation results on the problem. Meanwhile, the type of research is qualitative research. Qualitative Research is a research method used to examine the condition of natural objects (Sugiyono, 2013), where the researcher is the key instrument.

This research produces descriptive data in the form of speech, writing and behavior of the people being observed. So researchers can recognize objects and feel what they experience. Researchers' reasons used this method because the researcher wanted to know more deeply about the role of Information and Documentation Management Officers in the Minahasa Regency Communication and Informatics Service. The data that researchers obtained was described and analyzed in the form of words.

This research was conducted at the Minahasa Regency Communication and Information Service located at Jl. Manguni No. 75, Kembuan, Kec. North Tondano, Minahasa Regency, North Sulawesi. The reason for choosing the Minahasa Regency Communication and Information Service as the research location was because of the Department of Minahasa Regency Communication and Informatics is a public institution. The Minahasa Regency Communication and Informatics Service naturally applies the Public Information Openness Law and the Information and Documentation Management Officer (PPID) as a provider of information needed by the public.

Focus and Description of Research Focus Based on initial observations made by the researcher, the focus of the researcher is the Management Officer Information and Documentation (PPID) Minahasa Regency Communication and Informatics Service already has good service in serving incoming

information requests but in terms of facilities it is not adequate, this can be seen from the absence of an information service desk at the Minahasa Regency Communication and Informatics Service.

Data collection techniques are a method used to obtain the data from the thing being researched, this stage is the most important step in research because the aim is to obtain data. In this research, the data collection technique that the researcher carried out was using interview and observation techniques.

RESULTS AND DISCUSSION

The Role of Information and Documentation Management Officers (PPID) in Public Information Services

The Minahasa Regency Communication and Information Service was formed based on Minahasa Regency Regional Regulation Number 04 of 2016 concerning the Formation and Structure of Minahasa Regency Regional Apparatus, while the main tasks and functions of the Minahasa Regency Communication and Information Service are based on Minahasa Regent Regulation No. 54 of 2016 concerning the Organizational Structure and Work Procedures of the Minahasa Regency Communication and Informatics Service, which has the main task of assisting the Regent in carrying out Government affairs in the fields of communication, informatics, coding and statistics in Minahasa Regency.

To carry out its main duties well, the Minahasa Regency Communication and Information Service needs to get comprehensive support from all competent and qualified officials and staff as well as professional staff to improve the quality of service.

The Information and Documentation Management Officer (PPID) is a mandate of Law No. 14 of 2008 concerning Openness of Public Information. Based on the research results previously described, the role of the Head of the Information Communications Service can be identified of Minahasa Regency Statistics and Coding in sub-chapters, the author describes the results of the research with the theory used in the research.

Communication is a process when someone or several people use the information to connect with the environment and other people. Or communication is the process of transferring understanding in the form of ideas or information from one person to another. In this research, communication occurs between Information and Documentation Management Officers and the community.

Information is something that cannot be separated from social life and society, information is information, statements, ideas and signs that can be seen, heard and read presented by Law No. 14 of 2008 concerning Openness of Public Information in various packages and information in accordance with developments in electronic and non-electronic information and communication technology.

In the existing regulations, namely Law Number 14 of 2008 concerning Openness of Public Information, it is explained that information is generated, stored, managed, sent and/or received by a public body that is related to the administration and administration of the state and/or organizers and administration of other public bodies in accordance with this Law as well as other information relating to the interests of public bodies

Recognition of the right to information is a means of monitoring and supervising government administrators in optimizing state administration, optimizing the role and performance of public bodies and everything that has an impact on public interests. The successful implementation of public services cannot be separated from the communication factor. Communication has a significant effect on the quality of public services provided by Information and Documentation Management Officers in carrying out their roles. The magnitude of the influence of communication on the quality of public services by Information and Documentation Management Officers in carrying out their roles is determined by the dimensions of the communicator.

The low quality of public services will have an impact on low public/citizen trust in public service providers or the government, the decline in public trust will have an impact on weakening citizen support for the government

or heads of state/regional heads, and in turn does not rule out the possibility of citizens withdrawing support to the government/regional government. In serving and providing public information, public communication is also used as a tool in conveying information messages.

Based on article 7 of Law Number 14 of 2008 article 4 of Information Commission Regulation Number 1 of 2010 concerning Public Information Service Standards, namely:

- a) Public bodies have at least the obligation to establish regulations regarding standard operational procedures for public information services
- b) Appoint an Information and Documentation Management Officer (PPID), and periodically establish a Public Information List for all managed public information,
- c) Periodically establish a Public Information List for all managed public information,

Public information available from the Public Information and Documentation Management Officer (PPID) within the Minahasa Regency Government can be accessed by the public via the Web or by directly visiting the public service center at the Minahasa Regency Information, Statistics and Encryption Communication Service. The process is carried out directly, namely by filling in data request form that will be provided by the PPID service officer.

CONCLUSION

Based on the results of both theoretical and detailed descriptions carried out by researchers regarding the role of the Head of the Minahasa Regency Information Communication Service:

1. In the regulatory aspect of Public Information Provision Services in the Minahasa Regency environment, the principle of openness of public information has not been fully implemented in carrying out the mandate of Law No. 14 of 2008 concerning Openness of Public Information.
2. In the personal aspect, it is not yet fully effective in carrying out the spirit of public information openness, where it can be seen that there is a lack of capacity strengthening training and also education that is not in

accordance with the positions in the PPID Minahasa Regency Government.

3. In terms of social structure, the Minahasa Regency Government PPID does not yet reflect being the best PPID in North Sulawesi Province, because in civil society's assessment, the Minahasa Regency Government PPID is not yet optimal and proactive in providing information to the public either through regional government channels.
4. The obstacles faced by the Information and Documentation Management Officer (PPID) of the Minahasa Regency Government are the lack of cooperation between the main PPID and the supporting PPID, the lack of human resources who understand information technology in information services, the information applicant's understanding of public information is still weak, and incomplete public information service infrastructure such as small service waiting rooms.

ACKNOWLEDGEMENT

Postgraduate Program in Public Administration Study Program, Faculty of Social Sciences and Law, Manado State University

BIBLIOGRAPHY

- Agung Wijaya, Peran Samsat dalam Upaya Pencegahan Penanggulangan Pemalsuan Surat Kendaraan Bermotor Studi Samsat Purwekerto, Skripsi Ilmu Hukum, Fakultas Hukum, Universitas Muhammadiyah Purwekerto, 2015
- Anto Dajan, Pengantar Metode Statistik, Solo: TS Rahma Solo, 2010
- Bima Sakti Wiyono Putro, Peran PPID dalam Pelayanan Serta Penyediaan Informasi Publik, Skripsi Ilmu Administrasi Negara, Fakultas Hukum Universitas Briwijaya Malang, 2013
- Dewan Perwakilan Rakyat, Sejarah KIP, "https://ppid.dpr.go.id/index/statik/id/13" diakses pada 27 Maret 2019.
- Dhoho A.Sastro, dkk., Mengenal Undang-Undang Keterbukaan Informasi Publik, Jakarta: Pelitaraya Selaras, 2010
- Dinas Komunikasi, Informatika dan Persandian Aceh, Undang-Undang Republik Indonesia Nomor 14 Tahun 2008 tentang Keterbukaan Informasi Publik dan Peraturan Pemerintah Republik Indonesia Nomor 61 Tahun 2010 tentang Pelaksanaan Undang-Undang Nomor 14 Tahun 2008 tentang Keterbukaan Informasi Publik, Banda Aceh: Dinas Komunikasi, Informatika dan Persandian Aceh, 2017
- Kementerian Komunikasi dan Informatika RI, Pedoman Pengelolaan Informasi dan Dokumentasi di Lingkungan Kementerian Komunikasi dan Informatika, Jakarta: Pusat Komunikasi dan Humas, 2010
- Miles, M. B., & Huberman, A. M. (1994). *Qualitative Data Analysis: An Expanded Sourcebook*. Thousand Oaks, CA: Sage Publications.
- Moh. Kisaran, *Metode Penelitian: Refleksi Pengembangan Pemahaman dan Penguasaan Metode Penelitian*, Malang: UIN Malang Press, 2008
- Muh. Idrus Sardi Ismail, *Pelaksanaan Tugas Pejabat Pengelola Informasi dan Dokumentasi dalam Mengkoordinasi dan Mengkonsolidasikan Pengumpulan Bahan Informasi dan Dokumentasi di Provinsi Sulawesi Selatan*, Skripsi Ilmu Administrasi Negara, Fakultas Hukum Universitas Hasanuddin Makassar, 2018
- Mustafa Lutfi dan M. Iwan Setiawan, *Meneropong Komisi Informasi Publik*, Malang: Universitas Brawijaya Press, 2014
- Open Government Indonesia, *Pembentukan Perangkat PPID dalam pemenuhan pelayanan publik*, <https://www.opengovindonesia.org/news/51/pembentukan-perangkat-ppid>, diakses pada 19 Maret 2019.
- Rafika R.N, *Step by Step Lancar Membuat Standar Operasional Prosedur*, Depok: Huta Publisher, 2017
- Rakhmat Bakhtiar, *Implementasi Undang-Undang Nomor 14 Tahun 2008 Tentang Keterbukaan Informasi Publik di Kabupaten Pandeglang (Studi Pada Pejabat Pengelola Informasi dan Dokumentasi*

- Kabupaten Pandeglang), Skripsi Ilmu Administrasi Negara, Fakultas Hukum dan Ilmu Politik, Universitas Sultan Ageng Tirtayasa, 2014
- Ristekdikti, Tata Cara Pembentukan Pejabat Pengelola Informasi dan Dokumentasi (PPID),
[http://jdih.ristekdikti.go.id/v0/?q=system/files/dokumen tasi/11263991598.pdf](http://jdih.ristekdikti.go.id/v0/?q=system/files/dokumen%20tasi/11263991598.pdf)
- Sharif Hidayat, Teori dan Prinsip Pendidikan, Jakarta: Erlangga, 2008
- Sofyan, Modul Bagi Badan Publik Melaksanakan UU No 14 Tahun 2008 Tentang Keterbukaan Informasi Publik,
<http://www.keuangedesa.com/wp-content/uploads/2015/04/Modul-Badan-Publik-Melaksanakan-UU-No-14->
- Sugiyono, Memahami Penelitian Kombinasi, Bandung: Alfabeta, 2012 Sugiyono, Memahami Penelitian Kualitatif, Bandung: Alfabeta, 2013
- Suharsimi Arikunto, Prosedur Penelitian Suatu Pendekatan Praktis, Jakarta: Renika Cipta, 1997
- Tahun-2008-Tentang-Keterbukaan-Informasi-Publik-%E2%80%93- ICELCLD.pdf ,
- Yasnita Dwi Putri, Peran Samsat dalam Upaya Pencegahan Penanggulangan Pemalsuan Surat Kendaraan Bermotor Studi Samsat Purwekerto, Skripsi Ilmu Hukum, Fakultas Hukum, Universitas Muhammadiyah Purwekerto, 2015.