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## PERFORMANCE OF THE INFORMATION AND DOCUMENTATION MANAGEMENT OFFICER AT THE NTT PROVINCIAL COMMUNICATION AND INFORMATICS OFFICE

**Kadiwano Rammy Aprianti\***, Liliwari Aloysius, Pandie David B.W.

Master's Program in Administrative Science, Postgraduate program,  
University of Nusa Cendana Kupang, East Nusa Tenggara, Indonesia

\*E-mail: [ammyaprianti@gmail.com](mailto:ammyaprianti@gmail.com)

### ABSTRACT

The purpose of this research is to identify the performance of the Information and Documentation Management Officer (PPID) at the NTT Provincial Communication and Informatics Office in implementing Law No. 14 of 2008 on Public Information Openness. The approach employed was the qualitative approach with descriptive method. This research was conducted at the NTT Provincial Communication and Informatics Office. The focus of this research was the Performance of the Information and Documentation Management Officer at the NTT Provincial Communication and Informatics Office which was sorted into Individual Performance of the PPID and Team Performance of the PPID at the NTT Provincial Communication and Informatics Office in providing public information service to the public. The sub-foci were seen from; (1) Productivity, (2) Quality of Service, (3) Responsibility, (4) Responsiveness, and (5) Accountability. The research results show that the PPID performance at the NTT Provincial Communication and Informatics Office has not been maximal and optimal in public information service based on the five indicators the researchers studied i.e. Productivity, Service Quality, Responsiveness, Responsibility, and Accountability. Public accountability concept of the PPID at the NTT Provincial Communication and Informatics Office is still unable to show accountable performance, causing it to be far from expectation and less optimal.

### KEY WORDS

Performance, information, documentation, good governance, public service.

The e-government and e-budgeting programs initiated by the government in the open government implementation will further intensify the need for the Public Body website. In fact, it is an indicator to investigate whether the concerned public body has a commitment in realizing information transparency which minimizes corruption and another misuse of authority.

The PPID (Information Management and Documentation Officer) website of the Provincial Communication and Informatics Office presents information based on Information That Shall Be Available and Published Periodically, Information That Shall Be Published Promptly, Information That Shall Be Made Available at All Time, and Exempted Information. It is the first step to support information openness on the Public Body. However, in fact, the PPID website is not optimally managed, the information displayed is not always updated, the numbers of website visitors do not experience significant improvement, and much presented information and news are still the national news. The operators of the PPID website of the Provincial Communication and Informatics Office also experience several changes due to the policy of the office head and the personal reasons of the previous operator. This certainly affects the standard of news writing. It is necessary to have Human Resources which specifically handle the news provision and writing in the form of information relating to the institution, the resulting policy, and the undertaken activities, including the financial condition and the budget use.

The NTT Governor Regulation No. 28 of 2015 on Standard Operating Procedures (SOP) of Public Information Service within the NTT Provincial Government has been stipulated. However, there is no direct information service in the Provincial Communication and Informatics Office. Kupang peoples are not aware of the existence and function of the

PPID. In relation to the less optimal Main PPID performance, the NTT Provincial Communication and Informatics Office has received a warning letter from the NTT Provincial Regional Inspectorate with IP Number. 12/LHP/PKPT-2017 dated March 23, 2017, regarding: (1) Recommendation to the NTT Provincial Regional Secretary to give a written warning to the Head of NTT Provincial Communication and Informatics Office as the PPID for the negligence and to give an order to immediately coordinate and consolidate the information and documentation collection of the PPID from all Regional Apparatuses (PD) in the provincial level; (2) Written warning to 41 Regional Apparatuses of each Regional Secretary as the auxiliary PPID who have not established the PPID PD by stipulating Decree (Decree of PPID PD) and submitting to the Head of NTT Provincial Communication and Informatics Office.

Based on empirical data available at the NTT Provincial Communication and Informatics Office, from 49 Regional Apparatuses of Provincial Government, only 8 Regional Apparatuses established the auxiliary PPID (Decree of PD data attached). Accountability and transparency are the problems in the implementation of regional government which until now continues to be reviewed by the government. Nowadays, the greater demands are subjected to the State administrator accountability for the trust given to them. In other words, the performance of government agencies is now under increasing scrutiny as people begin to question the benefits they gain from the government agency service. This condition urges an increasing need for performance measurement of State administrators who have received the mandate from the people.

## LITERATURE REVIEW

*Good Governance.* The word "good" in good governance concept contains two understandings (Sedarmayanti, 2007). First: the values that uphold the will/wishes of the people and the values that can improve the people ability in the achievement of independence (national) goals, sustainable development, and social justice. Second: the functional aspect of an effective and efficient government in performing its duty to achieve the goal. From the various notions of Good Governance, it can be concluded that: good governance is the implementation of solid, responsible, efficient, and effective state administrations by maintaining the "synergistic" constructive interaction among the State, the private sector, and society domain (LAN, 2000).

*Performance.* In the assessment of government performance, Harty (in Dwiyanto 1995) proposes two main measurements i.e.: (1) Size of productivity which is generally assumed as the ratio between input and output. (2) The measurement of the quality of service which measures the extent of the quality of service provided for the society. There are two main requirements for the effective performance: (1) the existence of objectively measurable performance criteria; and (2) the existence of objectivity in the evaluation process (Gomes, 2003).

Furthermore, Bastian (2001) states that performance is an illustration of the implementation achievement level of an activity/program/policy in realizing the organizational goals, objectives, vision, and mission in formulating the strategic planning scheme of an organization. Nasuchan (in Fahmi, 2010) argues that organizational performance is the overall organizational effectiveness to meet the established needs of each group continuously in order to achieve the needs effectively.

Wirawan (2009) classifies employee performance dimensions into three types: work results, work behaviors, and personal behaviors related to the work. (1) Work Results is the quantity and quality of the employee work results in carrying out their duties. Work results in the form of goods and services can be measured by quantity and quality. (2) Work Behaviors. Employees perform two types of behaviors in their workplaces and during their work, i.e. the work behaviors and personal behaviors. (3) Personal behaviors related to the work i.e. the employee personal behaviors required in managing their work.

Robbins (1996) argues that the employee performance is influenced by several factors i.e. the type of work, fellow workers, benefits, respect and fair treatment, willingness to work,

opportunity to contribute ideas, pays/salaries, recognition of performance, etc. The performance assessment of the public bureaucracy need indicators by which the performance level of the public bureaucracy becomes clear. Following Dwiyanto (2002), there are five indicators to measure the performance of the public bureaucracy: Productivity, Service Quality, Responsibility, Responsiveness, and Accountability.

*Public service.* According to Sinambela (2006), public service is any activity undertaken by the government on its people which has any profitable activity in a group or unity and offers satisfaction even if the result is not associated to a physical product. Mahmudi (2010) states that public service is any service activities undertaken by public service administrators as an effort to meet the public needs and to implement the provisions of the legislation.

In providing public service, public service administrators should pay attention to the standards of public service (Mahmudi 2010) i.e. (1) Transparency; (2) Accountability; (3) Conditional; (4) Participatory; (5) Non-discriminatory rights and obligations.

In addition to some of the obligated standards of public service, the public service administrators should pay attention to the principles of public service in providing public service. The principles of public service include (Mahmudi 2010); (1) Efficient procedure; (2) Clarity; (3) Time certainty; (4) Accuracy; (5) Completeness of facilities and infrastructure; (6) Security; (7) Responsibility; (8) Easy access; (9) Convenience.

## METHODS OF RESEARCH

This research utilized the qualitative approach with descriptive method. The research was conducted at the NTT Provincial Communication and Informatics Office. Determination of informants in this research used purposive sampling techniques. The focus of this research was the Performance of the Information and Documentation Management Officer at the NTT Provincial Communication and Informatics Office, which was sorted into Individual Performance of the PPID and Team Performance of the PPID at the NTT Provincial Communication and Informatics Office in providing public information service to the public. The sub-focuses were seen from; (1) Productivity, (2) Quality of Service, (3) Responsibility, (4) Responsiveness, and (5) Accountability. Data collection techniques used interview, documentation, and observation. Data were analyzed using data analysis techniques from Miles and Huberman (2007).

## RESULTS AND DISCUSSION

*Organizational Performance.* Productivity indicator means the ratio between Input (HR, Facilities, and Infrastructure) and Output (Efficiency and Effectiveness of Service). The research results indicate that the Human Resources at the NTT Provincial Communication and Informatics Office have not met the Technology and Informatics-based competence standards. The quality of apparatus resources at the NTT Provincial Communication and Informatics Office needs to be improved continuously. It is very important considering the apparatus level of education is still dominated by Senior High School graduates.

The apparatus ability improvement is an ongoing activity considering the apparatus resources at the NTT Provincial Communication and Informatics Office is still far from the required conditions. It indeed significantly affects the apparatus productivity especially in managing computer and internet networks in each Regional Apparatuses. Thus, each Regional Apparatuses is not always dependent on third parties in operational and maintenance processes that require a larger budget. Apparatuses participated in the training is expected to assist each Regional Apparatuses in performing tasks and functions by using the existing information technology.

The management of regional data and information should be facilitated in a cohesive and integrated manner based on Information and Communication Technology (ICT). The NTT Provincial Communications and Informatics Office which initially provided the public service manually has been gradually served an ICT-based service (e.g. licensing, regional income, procurement of goods/services etc.). From various resources owned by the NTT

Provincial Communication and Informatics Office, human resources occupy the top position in influencing service quality. In fact, the apparatus resources at the NTT Provincial Communication and Informatics Office do not utilize the technology appropriately in their daily work. This causes the less optimal quality of service provided for the public.

Responsiveness is the bureaucracy ability in recognizing the public needs, arranging the agenda and priorities of service, and developing service programs in accordance with the public needs and aspirations. Based on the Performance Accountability Report of the NTT Provincial Communication and Informatics Office in 2017, the following targets are stipulated; (1) Achievement of quality improvement of professional ICT-based apparatus; (2) Increased management of postal and telecommunication administration; (3) Implementation of cooperation and media partnership; (4) Increased role of the mass media in the information dissemination objectively and responsibly; (5) Implementation of provincial data communication network; (6) Technology and communication improvement for the society; (7) Availability of e-government support applications; (8) Implementation of data management and Web-based Information; (9) Improvement in the management and use of ICT in government service; (10) Realization of the Internet network and information range expansion through the website.

From the research results, it can be seen that the service at the NTT Provincial Communication and Informatics Office is quite effective in terms of service procedures, service fees, and service products. However, it is still ineffective in terms of time completion and facilities and infrastructure because the time completion is not in accordance with the determined time and the facilities are still inadequate. It certainly influences the provided public service.

From the research results, it can be concluded that the accountability of the NTT Provincial Communication and Informatics Office is quite good from the accountability of the work program. The NTT Provincial Communication and Informatics Office make and submit Public Accountability Report (LKPJ), Local Governance Implementation Report (LPPD) and Government Agency Performance Accountability Report (LAKIP) every budget year.

*Team Performance of the PPID.* From the research results, the PPID at the NTT Provincial Communication and Informatics Office has not fulfilled the prearranged standard of service. It can be seen from the absence of direct information services for the society. Information services run only through the [ppid.nttprov.go.id](http://ppid.nttprov.go.id) website. The existence of the PPID has not been widely known by Kupang people. The socialization of the PPID so far is only conducted in some Provincial Apparatuses and Regency Communication and Informatics Office due to budget constraints.

Based on the research results, many Regional Apparatuses have not established the PPID or already established the PPID with less optimal functions. In this case, the Ministry of Home Affairs of the Republic of Indonesia has issued a reprimand letter with the number 489/1257/SJ regarding: Following up on Regional Government which has not established the PPID aimed to 16 regencies in NTT Province to immediately establish the Regency Main PPID and Auxiliary PPID and to send supporting data in the form of Decree and SOP to the Head of Information Center of the Secretariat General as the Main PPID of the Ministry of Home Affairs with a copy to the NTT Governor.

The quality of service provided by the PPID at the Provincial Communication and Informatics Office to the society has not been optimal due to several obstacles. The main constraint is limited Human Resources (HR), causing less optimal information service performance. Besides, the lack of seriousness of the PPID members in doing their duties also occurs. A shift in the responsibility between the PPID members often happens and the office head does not give sanction for the PPID members who neglect their responsibilities. Based on the research, the PPID at the NTT Provincial Communication and Informatics Office only performs public information services online through [ppid.nttprov.go.id](http://ppid.nttprov.go.id) website with 36,729 visitors in May 2018. However, no feedback is found from the visitors on the information page posted on the PPID website of the Provincial Communication and Informatics Office. This certainly makes the PPID website is not interactive and cannot function as a medium of direct communication with visitors.

Based on the research, the responsiveness of the PPID at the NTT Provincial Communication and Informatics Office is still considered low due to the lack of ability and sensitivity to the public need for information. Information service provided by the PPID team at the NTT Provincial Communications and Informatics Office through the PPID website is not maximal. This can be seen from the information category. According to the research results, the PPID at the NTT Provincial Communication and Informatics Office has not compiled List of Public Information because of the lack of seriousness from the office head in coordinating the PPID team. During this time, the PPID only focuses on program activities accommodated in DPA (Budget Implementation Document). Institutionally, the PPID at the NTT Provincial Communications and Informatics Office has been established on February 18, 2013. However, the implementation in the field shows less optimal results in the process of collecting, supplying, classifying, storing, documenting, and providing information services.

The Central Information Commission announces four regions with no Information Commission establishment until 2018 i.e.: North Kalimantan Provincial Government, North Maluku Provincial Government, West Papua Provincial Government and NTT Provincial Government. Under Article 60 of the Law on Public Information Openness, Provincial Information Commission shall be established not later than 2 (two) years after the enactment of the Law in 2010. Therefore, no later than 2012, all provinces should have established the Provincial Information Commission. However, four provincial governments have not established the information commission until 2018. In this regard, the NTT provincial government must establish the Information Commission and prepare the budgets for the Information Commission operations.

The NTT Provincial Information Commission has not been established due to a number of political and formal factors. Some examples are the good intention and goodwill from the regional head, the budget availability, and the understanding of the Public Information Commission importance for the East Nusa Tenggara people. Information openness is not only the order of Law no 14 of 2008 but also is the public right to comprehend the development planning, actions, policies, decisions, and results administered by the policymakers from the central to the regional government, making the Information Commission should be immediately established. Thus, there is no need of extravagant fear with the Information Commission establishment that the disgrace and depravity of the regional administration will be revealed because the control and supervision carried out by the Public Information Commission is based on the provisions contained in the Law.

In the framework of public information accountability of government agencies, the Head of NTT Provincial Apparatuses who have not established the Auxiliary PPID should immediately establish the PPID by referring to the procedures and processes for the PPID establishment which can be downloaded through the [ppid.nttprov.go.id](http://ppid.nttprov.go.id) website and [ppidprovntt@gmail.com](mailto:ppidprovntt@gmail.com) email. The NTT Provincial Communication and Informatics Office as the Main PPID of the NTT Provincial Government have also received a reprimand from the Regional Secretary regarding the Auxiliary PPID establishment at the NTT Provincial Government following the Audit Reports (LHP) of the NTT Provincial Inspectorate Number: IP.12/LHP/PKPT-2017 dated March 23, 2017, with the objective of inspection on the Government General Administration and Government Affairs at the NTT Provincial Communication and Informatics Office and the NTT Governor letter Number: BU.481/09/DKI2016 dated August 30, 2016.

The results of the evaluation of the NTT Provincial Government to date (June 2018) present 7 Regional Apparatuses with the established PPID, i.e.: (1) the NTT Provincial Forestry Office; (2) the NTT Provincial Inspectorate; (3) the NTT Provincial Communication and Informatics Office; (4) the NTT Provincial Local Planning Agency; (5) the NTT Provincial Agriculture Office (6) the NTT Provincial Health Office; (7) the NTT Provincial Social Office.

*Performance of the PPID Members.* In 2018, the PPID has not renewed the decree of the PPID Team members at the NTT Provincial Communication and Informatics Office because of the vacant Office Head position since the appointment as the Assistant III of the Regional Secretariat of the NTT Provincial Government. It also eventually makes the PPID members at the NTT Provincial Communications and Informatics Office have not worked

maximally since there is no establishment of PPID team in 2018. The NTT Provincial Regional Head Election in June 2018 caused the rationalization of APBD (Provincial Government Budget) in 2017 and 2018. The budget for 2018 Governor Election reached IDR 517 billion. The consequences of the budget rationalization are budget cuts on all Provincial Apparatuses including the NTT Provincial Communications and Informatics Office.

Programs and activities of the PPID at the NTT Provincial Communications and Informatics Office in 2018 have been cut as well. The accommodated PPID activities in the 2018 Budget Implementation Document are only data collection and PPID monitoring in 49 NTT Provincial Apparatuses. Budget rationalization of the PPID activities has an impact on the quality of the program's outcomes, i.e. public information service on the regional administration and development.

Government and public service systems in the E-Government era should be transparent, effective, efficient, accountable, and useful. This is a challenge that must be faced by the NTT Provincial Communications and Informatics Office in performing its main duties and functions. The rapid advancement of information and communication technology opens opportunities to access, process, and use information quickly and accurately. Public information service at the NTT Provincial Communications and Informatics Office is achieved by establishing Information and Documentation Management Officer in accordance with Law No. 14 of 2008 on Public Information Openness. One way to optimize public information services is to develop the PPID website of NTT Provincial Government that can be accessed on the <http://ppidnttprov.go.id/>

Based on the research results, the researchers find that the operators of the PPID website of NTT Provincial Government often experience a change. Some reasons for the operator change are the internal staff rolling within the office, the personal reasons of the previous operator, and the like and dislike factors of the head. This certainly affects the quality of public information services presented in the PPID website.

In order to support the implementation of the PPID activities and make it easier for the public to obtain information, the NTT Provincial Communications and Informatics Office manages the PPID website of NTT Provincial Government which can be accessed on the page: <http://ppidnttprov.go.id/> and repair other infrastructure and facilities. This is the first step to support the information transparency on Public Body in NTT Provincial Government to be more advanced, transparent, accountable, and responsive in realizing good governance and clean government.

Based on the research, the PPID at the NTT Provincial Communications and Informatics Office has not compiled List of Public Information (DIP) so that vacant information occurs in the information classification column shown on the website. In this case, the PPID at the NTT Provincial Communications and Informatics Office is considered less responsive in presenting public information in accordance with the NTT public needs.

Responsibility describes whether the activities implementation of the public organization is carried out in accordance with the principles of proper administration or in accordance with the organizational policy either explicitly or implicitly. In this case, there has never been any strict sanction for the PPID members or teams with less optimal duties and functions, causing some omission on their responsibilities as public information apparatuses that include the process of collecting, supplying, clarifying, storing, documenting and providing information services.

NTT Governor Regulation No. 28 of 2015 on Standard Operating Procedures (SOP) of Public Information Service within the NTT Provincial Government has been made to facilitate the NTT Provincial Government in providing complete, accurate, and factual public information service. Standard Operating Procedures of Public Information Service hereinafter referred to as SOP of Public Information Services is a series of standardized written instruction on various processes of organizing public information service in the NTT Provincial Government.

The existence of Standard Operating Procedures of the Provincial Government PPID so far is not fully utilized. It is because information service is still limited to online information service through the PPID website and as far as the researchers observed, there has been no

online request for information. This causes the public information service through the website is not interactive between the PPID and the Information Requester.

Accountability for the public services performance can be seen based on some processes that include, among others: the accuracy level, officer professionalism, completeness of facilities and infrastructure, clarity of rules (including clarity of policies or laws and regulations) and discipline. Accountability for the public service performance must comply with the established public service standards or deed/pledge. Based on the research, public information service conducted by the PPID members of the NTT Provincial Communications and Informatics Office have not been optimal. It can be seen from the lack of seriousness of the PPID members in managing the [ppidnttprov.go.id](http://ppidnttprov.go.id) website. There are still vacant basic documents/data that has not been uploaded on the website. Training/technical guidance on public information service for the PPID members is required especially for the PPID website operators in presenting news online. Level of accuracy and professionalism is needed for all PPID members.

## **CONCLUSION**

The PPID performance at the NTT Provincial Communications and Informatics Office has not been maximal and optimal in public information service from the five indicators the researchers studied i.e.; Productivity, Service Quality, Responsiveness, Responsibility, and Accountability. Public accountability concept of the PPID at the NTT Provincial Communication and Informatics Office is still unable to show accountable performance, causing it to be far from expectation and less optimal.

The research results also show that the budget support for the PPID at the NTT Provincial Communications and Informatics Office is not maximal, causing the PPID program activities to experience rationalization and the PPID performance become not optimal. If transparency becomes the part to be developed in the performance of state institutions and administration, the specific budget should be prepared to support the success in building public information service standards.

## **SUGGESTIONS**

The Information and Documentation Management Officer at the NTT Provincial Communications and Informatics Office needs to improve the implementation of Law on Public Information Openness in order to increase the public participation in the state administration performance. In addition, the PPID needs to increase its accountability for its functions and tasks to create transparent, accountable, and participatory governance in accordance with the principles of good governance. In order for services to run optimally, it is necessary to improve the quality of human resources. One of them is by participating in education and training on archives, documentation, secretariat, and public relation. Facilities and infrastructure (such as a counter complaint, information service room) need to be improved to realize the efficiency and effectiveness of the service.

To optimize the PPID performance, the researchers recommend that the regional apparatus head chooses the PPID members focusing fully on the provision of data and information. The PPID members with concurrent main duties and functions should not be chosen to avoid the work overlap. If there is a violation committed by the PPID members, the head should give a sanction in the form of the warning letter. The purpose is to resolve the mistakes. The PPID members are not only prepared with knowledge about public information but also must be equipped with knowledge of minimum service standards so that the society as the information requester feels greatly assisted by the information officers. The NTT Provincial Communications and Informatics Office which is ex officio appointed as the Main PPID should be more active in socializing the PPID establishment for the NTT Provincial Apparatuses and coordinating regularly with established Auxiliary PPID to create harmonious information and data provision.

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