

IMPLEMENTATION OF PUBLIC INFORMATION DISCLOSURE POLICY ON REGIONAL DEVICE ORGANIZATIONS IN BANTEN PROVINCE DURING THE COVID-19 PANDEMIC

Toni Anwar Mahmud¹, Rita Myrna², Budiman Rusli³, Asep Sumaryana⁴

¹Doctoral Student at Department of Public Administration, Padjadjaran University

²Lecturer at Department of Public Administration, Padjadjaran University

³Lecturer at Department of Public Administration, Padjadjaran University

⁴Lecturer at Department of Public Administration, Padjadjaran University

Email: toni20001@mail.unpad.ac.id

ABSTRACT

The purpose of this study was to see how the implementation of policies that support the disclosure of public information on the Banten Provincial Government Regional Apparatus during the Covid-19 pandemic. The research method used in this study is a qualitative research method with a descriptive analysis approach. Disclosure of public information which is an obligation of public bodies, especially regional apparatus in Banten Province during the Covid-19 pandemic is still found to be very minimal in conveying public information that must be announced so that communication between the government and the public is hampered. While the Banten provincial government already has various channels for delivering public information such as www.bantenprov.go.id, [jawara e-gov](http://jawara.e-gov) on android applications, there is still a lack of public information that guarantees citizens' rights to know various plans and programs for public policymaking, such as the lack of public information on who is the recipient of social assistance during Covid-19; the lack of public information makes the community's active role in public policy-making not accommodated; the decline in good state administration, so that the public lacks public information to find out various reasons for public policies that affect the lives of many people. The conclusion of this study is that public information submitted still needs to be completed not only related to the spread, prevention and prosecution of Covid-19 cases, but also public information that must be made public. In addition, the various applications contained in e-jawara are still not perfect, so they still need further strengthening and development.

Keywords: Public Information; Policy Implementation; Covid-19 Pandemic

INTRODUCTION

The government's obligation to be an open government was stated by Lathrop and Urma in (Martiawan, 2019), open government is defined as a government that innovates together with everyone, especially citizens, sharing resources that were previously strictly guarded (closed); harnesses the power of mass collaboration, promotes transparency throughout its operations, and behaves not as an isolated agency based solely on jurisdiction, but as a truly integrated and networked organization.

According to the OECD, open government is defined as a tool for creating a more democratic government,

**Autora de correspondencia / Corresponding author.*

enhancing social stability and economic development. The main component in implementing open government is prioritizing community involvement, transparency, accountability and integrity which will result in better policies and services (OECD, 2005).

Febrianingsih in (Nurdin, 2018) defines open government as the administration of government that is transparent, open and participatory, in the entire process of managing public resources starting from the process of decision making, implementation and evaluation.

The spirit of local government openness is also implemented by the Provincial Government of Banten which is the fifth province to establish an Information Commission at the provincial level in 2011 after Central Java, East Java, West Java and Gorontalo. Stipulation of the Governor of Banten Regulation Concerning Guidelines for Public Information Services and Documentation within the Provincial Government of Banten.

The issuance of Guidelines for Public Information Services and Documentation within the Banten Provincial Government is intended as a reference for 39 (thirty nine) Regional Apparatus Organizations (OPD) in providing services and managing public information and documentation within the Banten Provincial Government so as to ensure orderly administration of information service management public and documentation in Banten Provincial Government. The Public Information service is carried out by the Information and Documentation Management Officer (PPID) at each OPD in the Provincial Government of Banten.

However, the guideline for public information services does not technically explain public information service methods. The intended service method is to use the use of technology and information, especially during the Covid-19 pandemic. During a pandemic, Banten Province since March 2020 has established Extraordinary Events (KLB) and followed by central government policies with the establishment of Large-Scale Social Restrictions (PSBB) to the Implementation of Restrictions on Community Activities (PPKM) which places the community as requesters or users of information unable to interact directly with PPID to obtain public information.

So that the use of information technology can provide convenience for the public in accessing public information during the Covid-19 pandemic.

METHOD

In this study the authors used a qualitative method with a descriptive analysis approach while the data collection technique used a literature study. Literature study according to (Creswell, 2014) is conducting, searching, and organizing library sources related to the problem to be studied. This literature study was carried out in a study, aiming to enrich the research material. Literature review is a written summary of an article, journal, book, and other documents.

In carrying out data collection, researchers determine data sources and locations of data sources to be studied. In contrast to field research, the location of data collection for library research is much wider and does not even recognize spatial boundaries.

Literature research has several special characteristics, including; First, this research deals directly with text or numerical data, not with the field or eyewitnesses, in the form of events, people or other objects. Second, the data is ready-made, meaning that the researcher does not go anywhere, except when dealing directly with sources already in the library. Third, the data in the library is generally a secondary data source, in the sense

that the researcher obtains second-hand data, not first-hand data in the field. Fourth, the condition of the data in the library is not divided by space and time (Zed, 2004).

RESULT AND DISCUSSION

The implementation of public information services carried out by the Provincial Government of Banten during the pandemic was dominated by public information on the development of the Covid-19 case in Banten Province through the <https://infocorona.bantenprov.go.id> page. This page provides information on maps of the distribution of Covid-19 in 8 (eight) districts/cities in Banten Province, various regulations during the pandemic such as travel bans, travel bans and so on as well as public information regarding registration for tests to determine whether or not people are infected through online registration. Rapid Test COVID-19. This can be seen in Figure 1 below:

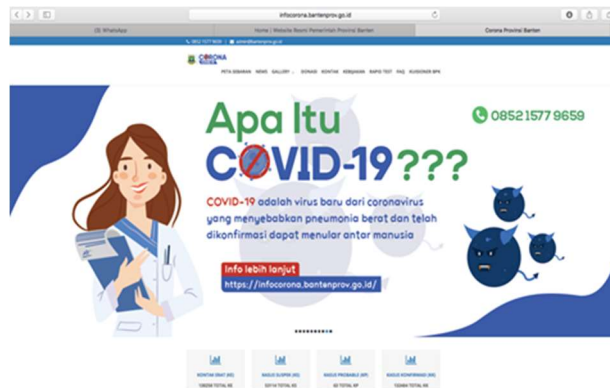


Figure 1. Corona Information Homepage
Source: <https://infocorona.bantenprov.go.id>

The page also explains various categories such as the number of people in Banten Province with the categories of Close Contact (KE), Suspect Cases (KS), Probable Cases (KP) and Confirmation Cases (KK) including their distribution map as shown in Figure 2 below.

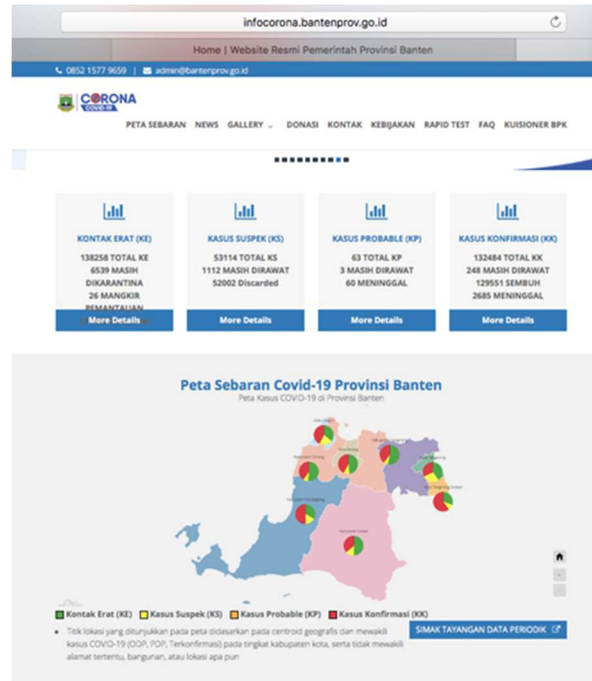


Figure 2. Map of the Distribution of Covid-19 in Banten Province
Source: <https://infocorona.bantenprov.go.id>

Apart from using the website <https://infocorona.bantenprov.go.id>, the Banten provincial government also uses the Instagram social media account @dinkes_prov Banten through the Health Service. Where in the account provides public information related to Covid-19.



Figure 3. Update on Covid-19 Data in Banten Province
Source: Instagram @dinkes_prov Banten

Figure 3 above explains relatively the same thing as public information published on

<https://infocorona.bantenprov.go.id>.

Meanwhile, for the use of the Android application using the Banten Province e-gov champion, some information is displayed on various menus in the application, as shown in Figure 4 below.



Figure 4. Banten Province E-gov Champion

Figure 4. Banten Province E-gov Champion

In the android application, various information can be seen, such as information on Corona, tourism, health, education, social assistance e-grant and others.

DISCUSSION

From the several cases shown in Figures 1 to 4 above, it shows that during the Covid-19 pandemic, regional officials of the Banten Provincial Government provided various public information services through the website indicated by the Banten Provincial Health Office conveying various public information regarding case developments. Covid-19, health promotion and various regulations regarding the appeals and prohibitions of the Banten provincial government during the pandemic.

This is in accordance with what was disclosed (Baharuddin, 2020) that the rapid development of information technology has an impact on demands for more optimal public information services. So that public institutions are also required to implement the provisions mandated by the Law on Public Information Disclosure. Progress in the implementation aspect is also very dependent on the use of websites by the government.

The Regional Apparatus Organization (OPD) in the Provincial Government of Banten is a Public Agency which has the obligation as stated by (Pandiangan & Indi, 2020) that the obligations of public bodies in providing information services are regulated by the Information Commission through regulations on public

information service standards. There are 11 (eleven) Public Agency obligations in providing information services, namely: 1. Providing and making available Public Information regulated in Information Commission Regulation Number 1 of 2010; 2. Develop and build an information and documentation system to manage Public Information properly and efficiently; 3. Ratify regulations regarding standard operating procedures for Public Information services in accordance with Information Commission Regulation Number 1 of 2010; 4. Updating and stipulating periodically the List of Public Information for all managed Public Information; 5. Appoint and designate Information and Documentation Management Officer (PPID) to carry out duties and responsibilities; 6. Providing facilities and infrastructure for Public Information services, including bulletin boards and information desks at every Public Agency office, as well as official websites for State Public Agencies; 7. Establish a standard fee for obtaining a copy of Public Information; 8. Budget adequate financing for Public Information services in accordance with the applicable laws and regulations; 9. Provide a response to the objection raised by the Public Information Applicant who filed the objection; 10. Make and announce reports on Public Information services in accordance with Information Commission Regulation Number 1 of 2010 and submit a copy of the report to the Information Commission; and 11. Evaluate and supervise the implementation of Public Information services in their agencies.

While the use of Android-based applications is more about the implementation of public services such as e-grant social assistance aimed at various community groups, and other groups in accordance with statutory provisions and applications for grants and social assistance are required through the e-grant application to maintain information disclosure starting from planning to the distribution of grants and social assistance to those who meet the requirements.

This is also in accordance with what was stated (Rohimat, 2021) that the integration of public services with technology is sought to achieve good governance. E-Government as a means of integrating technology with governance has been implemented in Indonesia since 2000 (Sari, K. D. A., & Winarno, 2012). The rise of corruption, collusion and nepotism is the background for implementing e-government. Starting with the simultaneous central and regional governments establishing a website and increasing the intensity of publication via the mass media as a form of transparency.

It is appropriate for the government to take opportunities in optimizing public services through digital devices. Mobile government as part of the realization of e-government (Rohimat, 2021) can be a breakthrough in public services. Kuschu & Kuschu argue that mobile government is defined as the use of various application, wireless, service, mobile, and equipment technologies to improve the performance of the government, citizens, and entrepreneurs (Rohimat, 2021)

CONCLUSION

From the various explanations described above, it can be concluded that the Banten Province Regional Government Organization as a Public Agency has carried out its obligations as an Information Commission regulation which regulates public information service standards, especially during the Covid-19 pandemic. However, the public information submitted still needs to be completed not only related to the spread, prevention and prosecution of the Covid-19 case, but also public information that must be announced, it is an obligation for regional apparatus organizations in Banten Province to make it easier for users of public information which encourages the creation of good governance and achieve quality public information

services. Including adjusting to Public Information Service Standards Number 1 of 2021.

In addition, the use of android-based e-jawara is more aimed at mobile/android-based public service efforts in the context of implementing an electronic-based government system (SPBE) that is not oriented towards public information services. However, the various applications contained in e-jawara are still not perfect, so they still need further strengthening and development.

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