

IMPLEMENTATION OF PUBLIC INFORMATION DISCLOSURE THROUGH INFORMATION AND DOCUMENTATION MANAGEMENT OFFICER AT PUBLIC BROADCASTING INSTITUTIONS

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ABSTRACT

Televisi Republik Indonesia Public Broadcasting Institution (LPP TVRI) is a public broadcasting organization. In LPP TVRI there is an Information and Documentation Management Officer (PPID) whose job is to manage, store and deliver information and documentation to the public. The purpose of this research is to describe the implementation of Public Information Disclosure of Public Broadcasting Institution Televisi Republik Indonesia through the Information and Documentation Management Officer on the Website. The theory used in this research is the theory of policy implementation from Van Meter and Van Horn. The research method used in this research is descriptive qualitative which seeks to provide a comprehensive description of the issues raised in this study. Furthermore, to strengthen the argumentation, the researcher collected data using observation, interview, and documentation methods. The results of this study indicate that the implementation of Public Information Disclosure of the Public Broadcasting Institution of Televisi Republik Indonesia through the Information Management and Documentation Officer on the Website has been running quite well. In the aspect of socialization, it has not run optimally, this is evidenced by the lack of public participation and knowledge about the website ppid.tvri.go.id. In the aspect of implementation, the information on the website has fulfilled the rules of public information disclosure even though there are still some blanks. Researchers concluded that LPP TVRI through PPID in an effort to realize public information disclosure has been running quite well.

INTRODUCTION

Televisi Republik Indonesia Public Broadcasting Institution (LPP TVRI) is a broadcasting institution that uses the name of the country which means that with that name the broadcast and all forms of activity in it are shown to be in the interests of the country. LPP TVRI is designated as a legal

entity public broadcasting institution established by the state. The spirit that underlies the birth of LPP TVRI as a public broadcasting institution is to provide information for the public interest, be neutral, independent and non-commercial. The Public Television Broadcasting Institution of the Republic of Indonesia,

whose funds come from the State Revenue and Expenditure Budget (APBN), has an obligation to carry out, serve and provide information to the public.

After 15 years of the issuance of Law no. 14 of 2008 concerning Openness of Public Information, the Televisi Republik Indonesia Public Broadcasting Institution has made initial efforts to implement the mandate of openness of public information by establishing an Information and Documentation Management Officer (PPID) since the decision letter of the board of directors of LPP TVRI No. 74 of 2012 which regulates guidelines for managing information and documentation within LPP TVRI was issued. Information and Documentation Management Officers (PPID) themselves have duties and responsibilities in storing, documenting, providing and/or providing information services in public agency.

In an article entitled "Firing the Main Director is not a solution, TVRI needs comprehensive handling" by Rahayu from

Gajah Mada University published on The Conversation page in 2020, explaining that the TVRI LPP needs to carry out a total audit, including organizational governance, budget system, resource capacity, human resources, and the existence of regulations that bind TVRI. LPP TVRI is required to carry out transparency through mass media or the institution's website, especially regarding financial allocation issues where the public should also have access to monitor the course of financial management (Rahayu, 2020).

From the tweet in the article above, it can be concluded that LPP TVRI has not been transparent towards the public. This shows that the openness of public information at LPP TVRI is not yet fully optimal, which ultimately means that the responsibility as a public body in fulfilling the public's right to obtain information is not being carried out. The following is a graph of public information disclosure at high state institutions.

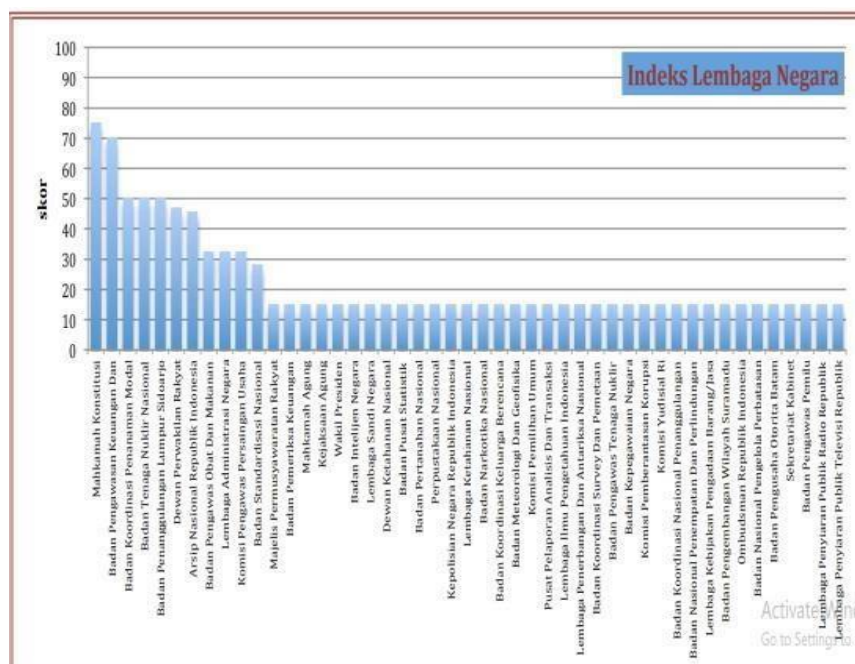


Figure 1. Website-Based Information Openness Index for State Institutions
Source: National Secretariat of the Indonesian Forum, 2022

Opening access to information is an obligation for the government and public agencies, because fundamentally information belongs to the public, not to the government or public agency. However, in reality, based

on data released by the National Secretariat of the Indonesian Forum in 2022, out of 47 state institutions, only 5 state institutions had a score above 50. This represents that 52

state institutions are still low in fulfilling public information disclosure.

Of the various state institutions that exist, LPP TVRI has a big responsibility in fulfilling public information disclosure. LPP TVRI should be an institution that plays an active role in realizing Good Governance and being a representative for the governance of existing government processes, but the reality is what is happening now. The performance of the Televisi Republik Indonesia Public Broadcasting Institution (LPP TVRI) turned out to be very worrying based on the results of the public information openness index in 2022. LPP TVRI could only achieve a score below 20 and was recorded as the worst performance during the reform.

Nowadays, modern society now makes information a basic need which comes from various internet network media sources such as via email, searching for information via websites and so on. The main thing to form an open country is to make it easier for the public to access information. The more open a public body is, the better the public body will be assessed for its accountability.

Based on the data and conditions that have occurred as stated above, the Public Television Broadcasting Institution of the Republic of Indonesia, through the Information and Documentation Management Officer (PPID) and related institutions, continues to make improvements and innovations in creating an institution that is transparent, accountable and provides openness to public information. in accordance with the mandate of Law no. 14 of 2008.

Based on the findings of a pre-research interview with a member of the LPP TVRI production division conducted on May 11 2023, researchers found that the media used by LPP TVRI in carrying out public information disclosure, so far still uses websites as the main media. Public Broadcasting Institutions through Management Officials Information and documentation has implemented public information disclosure of 85%.

This effort can be seen on the website which can be accessed at ppid.tvri.co.id. The PPID website contains

various kinds of information. However, there are still shortcomings in the website that make people choose to come directly to LPP TVRI.

Apart from that, researchers found a public information and documentation service desk as a supporting facility in information services which can be found directly in the TVRI Operational Support Building (GPO) which is intended for people who come directly to the TVRI LPP to obtain the required information and documentation services.

What the Republic of Indonesia Public Television Broadcasting Institution does is in line with the law. No. 14 of 2008 concerning openness of public information, in article 1 paragraph 3 which states that every public body whose funds are sourced in whole or in part from the State/Regional Budget and Revenue and Expenditures, or non-governmental organizations insofar as part or all of its funds are sourced from budgets and revenues and state or regional expenditure, community donations, and/or foreign countries, are obliged to disclose public information to fulfill the public's rights to obtain information from public agencies. This aims to guarantee the rights of citizens and encourage public participation in knowing policy making plans, policy programs, decision making processes and reasons for decision making in public agencies so as to improve information management and services within public agencies to produce quality information services so that they can realizing a democratic, transparent and accountable state. Open information is a requirement for a democratic country to be able to realize good governance (Indah & Hariyanti, 2018) and (Astuty, S. et al., 2017).

Openness or transparency is a real form of good governance, it can be seen from the factors of good governance which are based on transparency, participation, responsiveness, effectiveness and efficiency, and accountability. Openness of public information (public information transparency) relates to all information that comes from the government, can be received with easy access, can be understood, and is valid information. Transparency is implemented to achieve the main values

related to democracy and good governance. (Zulaikha, Z., & Paribrata, 2017) and (Sani et al., 2020).

Transparency or openness as a form of implementing good governance is explained by Ben Worthy (2010) as: "Transparency could create a 'virtuous circle' of increased legitimacy, democratic participation and trust that could be the breakthrough that eventually brings about a dynamic change in the government, politics, and even the 'shape' of a nation" (Worthy, 2010) in (Alvioni et al., 2022). In this case, Ben Worthy explains that transparency can create a 'virtuous circle' of increased legitimacy, democratic participation and trust which can be a breakthrough that will bring dynamic changes in government, politics and even the 'shape' of a nation.

Openness of public information is one of the important pillars in realizing good governance. Efforts to ensure the principle of optimal public information openness are realized by the enactment of Law of the Republic of Indonesia Number 14 of 2008 concerning Openness of Public Information which mandates that all institutions that included in the category of Public Agencies, in carrying out their duties and functions, they are required to be able to implement good governance. To achieve this good governance, of course it is necessary to apply the principles of accountability, transparency and community participation in every public policy process, one of which is through openness of public information. . The dissemination of information is conveyed in language that is easy to understand, including: information relating to public agencies such as: profile, position, management, aims and objectives of establishing the public agency (Mariyam, 2022) and (Pera Irawan, 2017).

In Law No. 14 of 2008 concerning information disclosure regulates various types of information that must be provided in carrying out public information disclosure, namely in article 9 it is explained that the information that must be provided is periodic information, in article 10 there is information that is announced immediately, and in article 11, there is information that must be available at all times. The information provided must be accurate,

correct and not misleading, this is also regulated in article 7 paragraph 2 (Keterbukaan Informasi Publik, 2008).

So that the public can easily access the information provided, every public body is obliged to build and develop an information and documentation system to manage public information well and efficiently in accordance with what is mandated in the Law. No. 14 of the Year concerning KIP in article 7 paragraph 3.

Information is explanation, 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 globally. electronic or non-electronic. Then public information is information that is produced, stored, managed, sent and/or received by a public body relating to the administration and administration of the state and/or the administration and administration of other public agencies in accordance with this Law as well as other related information. with the public interest (Keterbukaan Informasi Publik, 2008).

To support this research, a literature review of previous research was carried out by (Yuono, 2023) with the title Implementation of Public Information Openness of the Government of Mukomuko Regency, Bengkulu Province. In this research, it is explained that the implementation of public information disclosure in Mukomuko Regency, Bengkulu Province through the Communication and Informatics Service has been underway through the establishment of PPID Mukomuko in 2014, but the legal regulations were only formed after the Communication and Informatics Service was established in January 2017. The aim of this research is to find out why the Mukomuko Regency Communication and Information Service implements public information disclosure and to find out how the process of implementing public information disclosure in Mukomuko Regency is carried out. This research uses a qualitative approach and case study method, collecting data through observation, interviews and documentation.

The results of the research show that the Government of Mukomuko Regency, Bengkulu Province has carried out transparent dissemination of public information to the community to date, through the establishment of a PPID (Information and Documentation Management Officer) apparatus and routinely conducting evaluations every year.

In the second research was carried out (Trisno, 2018) with the title Communication Networks in the Management and Provision of Public Information. Explained: This research was conducted to describe the communication network in the management and provision of public information at Government Public Relations and Regional Work Units (SKPD) in Solok City. The description of the communication network was obtained using qualitative descriptive research methods with interview, observation and documentation data collection techniques. The communication networks observed revolved around communication network functions, connectivity, communication network typology, and the separation of the Solok City Public Relations Division and other Regional Work Units (SKPD). The results of this research illustrate that; 1) The function of the Government Public Relations communication network with other SKPDs in Solok City as the person in technical responsibility who is able to manage the organization's internal communications. The Public Relations Department has provided information technology in the form of an application system in the form of the internet which is integrated in each organizational unit, 2) Connectivity of the Public Relations Section of the Solok City Regional Secretariat and other SKPDs has a strong and close relationship because it utilizes informal communication which prioritizes interpersonal closeness, the Public Relations Department and other SKPDs within the Solok City Government, it operates in a decentralized manner, 4) In the communication network of the Solok City Regional Secretariat and other SKPD, every member of each agency can communicate with each other, either directly or using media such as the telephone.

There are similarities and differences between previous research and current research. Both on research objects and research objectives as well as research results. From this background, knowing and researching the implementation of public information disclosure carried out by the Republic of Indonesia Television Public Broadcasting Institution (LPP TVRI) through the Information and Documentation Management Officer. Researchers also want to analyze the extent to which the data and information provided by PPID LPP TVRI are complete to meet the information needs of the community and want to find out the obstacles that exist during the implementation of information openness at this institution.

METHOD

This research uses a case study method. According to Bogdan and Biklen (1982) in (Moleong, 2016), (Creswell & Creswell, 2018), A case study is a detailed examination of a setting or a subject or a document repository or a particular event. Meanwhile (Yin, 2019) provides more technical boundaries with an emphasis on the characteristics, namely how and why. In case studies, researchers try to examine units or individuals in depth. Case studies are used as a research strategy to investigate phenomena in real-life contexts. Researchers collect data through interviews, observation and documentation. Determining informants in this research was carried out using purposive sampling, namely selecting samples (informants) based on certain characteristics that were considered to be related to this research. So qualitative research always expects an inductive thinking process activity to understand reality, researchers are directly involved in the background of the phenomena and situations being studied and focus attention on a life event according to the research context.

RESULT AND DISCUSSION

Implementation of public information disclosure at Television Broadcasting Institutions

Televisi Republik Indonesia Public Broadcasting Institution (LPP TVRI) which refers to the Public Information Openness Law, states that for the realization of good and democratic governance requires fundamental changes that must be carried out in various sectors and stages, one of which is in public agencies such as LPP TVRI, where one of the prerequisites is the implementation openness in government administration. Therefore, it can be implemented by paying attention to several aspects according to Van Meter and Van Horn:

Measures and Policy Objectives

This relates to the extent to which policy implementation standards are realized, because they are often too broad and vague in planning so that it is difficult to measure their success in execution. From the results of the interview, it was found that in carrying out the implementation of public information disclosure, LPP TVRI created a website and contained all the information in it based on the mandate of the KIP Law. Where the mandated information standards are in accordance with what is contained on the website. So it can be said that the standards and measures for the implementation carried out are appropriate. Although it is still in the development stage. And it is not surprising that deficiencies are still found in the website. On the other hand, it is also found that some people still feel that the website that has been created is still not informative enough in terms of the information provided.

According to the results of a document study conducted by researchers on the PPID LPP TVRI website, it is good. Display and classification are easy to access. However, there are still several classifications of information that are not yet available. Like immediate information.

In contrast to the results of previous research in (Berliani et al.,2022), it was found that there are still goals that have not been achieved, such as the unavailability of

information classification that can be easily accessed by the public. So it has not been possible to improve information management and services within public agencies to produce quality information services, which is one of the objectives of the public information disclosure policy.

Resource

Regarding the budget resources owned by PPID LPP TVRI, the implementation of public information disclosure activities comes from the State Revenue and Expenditure Budget (APBN), which is currently still inadequate. So that it hampers the activities carried out by PPID, socialization activities.

Meanwhile, the facilities and infrastructure resources to support the implementation of public information disclosure at LPP TVRI are considered good with the establishment of a public information services desk in the main lobby of the TVRI Operational Support Building. However, it can only be enjoyed by people who come directly. Meanwhile, people who go online only rely on websites as portals to request information.

According to researchers' observations on the PPID LPP TVRI website, which can be accessed via ppid.tvri.go.id, there is already a Public Complaint Service feature (SPANLAPOR) to make it easier for all levels of society to provide complaints regarding information. So that people from far away don't have to come directly to LPP TVRI to get information services. This shows that in terms of the available facilities and infrastructure, it is quite good in implementing and optimizing the openness of public information in terms of management and service.

Meanwhile, in terms of human resources, LPP TVRI is still lacking in this regard. In terms of the quality of human resources within PPID, they have been provided with continuous education and outreach on how to manage, document and store information which will later be provided to the public. However, in terms of the quantity of human resources in this institution, it is still relatively small to carry out public information disclosure so that it becomes an inhibiting factor in optimizing

the implementation of public information disclosure. This is proven by the results of research findings which still exist.

People are still dissatisfied with services where LPP TVRI has not provided complete knowledge to information service officers. Regarding time resources in implementing public information disclosure at LPP TVRI, they are adequate, only in certain situations are time resources inadequate, namely when there are other tasks for PPID that require time to respond or reply to requests for information.

Characteristics of Executive Officers

The characteristics of implementing officers are one of the factors that determine the success or failure of a policy objective. Basically, the implementor must have a firm attitude in dealing with the problems being addressed, so that the goals and objectives can be implemented optimally.

In the research results, it can be seen that TVRI's Information and Documentation Management Officer (PPID) has carried out its duties in accordance with the directions of the Central Information Commission and is guided by the Public Information Openness Law. Meanwhile, regarding the response (support/approval) from various related parties, they responded well to the implementation of public information disclosure because it makes it very easy for public agencies and the public and supports that the policy of public information disclosure continues and needs to be further improved. Although human resources require them to work more to optimize parts of the information service aspect. Likewise, various sanctions given to parties who carry out their duties not in accordance with the provisions will be given fair and firm punishment.

Attitude or Disposition of the Implementer

The disposition or attitude of the implementer is still indirectly related to the characteristics of the implementing agent. The attitude of acceptance or rejection from the implementing agent will greatly influence the success of policy implementation. Therefore, policy implementers must have high dedication to

the acceptance of a policy that has been established.

From the results of research in the field, regarding the implementer's attitude or disposition to implement openness in carrying out public information disclosure, it has been supported by the implementers, even though PPID is still in the optimization stage in the service sector. In general, implementers at PPID LPP TVRI agree with the implementation of public information disclosure because it has many benefits for public agencies and the community. One of the benefits for public agencies is that it makes it easier to disseminate information to the wider community and gain more trust from the public because the public exercises control over the government. Apart from that, PPID officials have carried out their duties in accordance with applicable regulations.

Inter-Organizational Communication and Implementation Activities

From the results of research in the field related to communication between organizations and implementing activities, it can be said that it has gone well. even though the number of human resources is still limited. Meanwhile, the socialization of information disclosure only focuses on internal parties. This is because the human resources at LPP TVRI are still small, so solid education and outreach is needed to prepare members to implement information disclosure.

Limited human resources will hamper the transparency of information, especially the reporting section. This is because performance with a small quantity of human resources will take time to resolve problems.

LPP TVRI has not specifically carried out this outreach to the public. So public awareness is still very low. To carry out information disclosure, LPP TVRI still relies on a website where it can be seen that the website is still in the optimization process.

It can be said that the implementation of information disclosure that has been carried out has not been optimal because it has not encouraged the public to be aware of the importance of community participation in implementing

public information disclosure in a public institution to create a transparent and accountable institution.

Social, Economic and Political Environment

The final thing to assess policy implementation is the influence of the external environment, namely social, economic and political environmental conditions. If the external environment is not conducive, it will be a factor causing failure to implement a policy. This is important because community support also determines the success of the implementation.

Based on the research results, people who know TVRI are not fully aware of the importance of public information disclosure policies, this is because the socialization carried out by PPID regarding Public Information Openness still focuses on internal parties. Meanwhile, external parties only rely on websites that are still in the development and optimization stage without carrying out special outreach to the community.

The second factor is the economic factor, the public information disclosure policy in terms of the economic environment at TVRI uses budget sourced from the state (APBN). This is one of the factors that hinders all strategies and efforts to maximize plans that are conceptually mature but have not yet been realized.

The final factor is the political factor, according to the results of the research it can be seen that in implementing information disclosure PPID LPP TVRI must uphold the vision, mission and goals of the institution. Where they must be neutral in carrying out their duties and responsibilities in fulfilling the rights of all levels of society. It is proven that according to the results of the author's observations on the website pages, he did not find news and information that contained elements of propaganda that only benefited one party with certain goals.

CONCLUSION

The implementation of public information openness by PPID LPP TVRI on

the website is quite good in appearance, easy to access and the classification is easy to understand. The contents of the content published on the website can be seen to be complete. Although there are still several information classifications which still do not contain the intended information content. Such as immediate information that should have been provided in accordance with the mandate of the KIP Law. In terms of service via the website, it is quite good because there are interesting features available, for example the Public Complaints Service (SPAN-LAPOR), a guide to requesting information via the website and so on to make it easier for the public to report information or request the information they need. The content contained on the website is quite informative, neutral in nature but is still being optimized because there are still some people who lack information.

The factor that is an obstacle in implementing public information openness through PPID at LPP TVRI lies in the quantity of human resources which are still limited so that resolving related problems still requires a long time to resolve the problems. The next obstacle is the budget, where the budget still comes from the APBN, where the funds are not only allocated to PPID, but to all activities within the institution. So the funds obtained are divided and are still considered insufficient. From one side, socialization regarding public information disclosure only focuses on internal parties. But not specifically to external institutions, so new obstacles arise, namely that people are still unfamiliar with the openness of public information at LPP TVRI, especially to people who are technologically clueless. So that openness of public information cannot be carried out completely.

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