



# Information Accessibility in Public Services

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The quality of public services in Indonesia has had a problem for a long time. The problem is caused by the complexity and high cost of services, and the difficulty of gaining access to public services. Such conditions are not in line with the government's efforts to create excellent services for the community. This study uses the literature review method and the author uses the method to deepen the analysis of information accessibility in public services. This research is important because the latest sources used strengthen the results of this study. Publishing of Law No. 25, 2009 concerning Public Services is a step and great hope for the realisation of quality public services. Law No. 14, 2008 concerning public information disclosure says that the public information is defined as information produced, stored, managed and sent by a public body relating to the administration of the State and organisers of other public bodies. Information accessibility is a dimension that affects public services, based on the idea that the management of public information is currently getting serious attention. Therefore, it is necessary to develop systems and methods of reliable public information services in the implementation of public services. Access to the information services that are always up to date and transparent is necessary to gain information about the data requirements and documents that are easily accessible to the public with the type of service needed.

**Key words:** *Quality of Public Services, Accessibility, Information.*

## Introduction

The implementation of public services is an effort of the state to fulfil the basic needs and civil rights of every citizen for goods, services and administrative services provided by public services. The 1945 Constitution mandates the state to fulfil the basic needs of every citizen for their welfare. The effectiveness of a government system is determined by the good or bad

implementation of public services. The low quality of public services in Indonesia has been a problem for a long period. The problem is caused by the complexity and high cost of services, and the difficulty of gaining access to public services. Such conditions are not the same as the government's efforts to create excellent services for society. The publishing of Law No. 25 of 2009 concerning public services, is a step and great hope for the realisation of quality public services. Quality service is a service that can provide satisfaction to all sectors, from the service provider itself to the people served. The substance of the law has led to the realisation of the quality of services in society (stakeholders). However, problems often occur, not in the regulation, but in terms of implementation. Public service is one of the agendas of discussion among the people. The significance of discussing public services currently is related to efforts to create a clean government, democracy, human rights and social justice. The latest paradigm in public organisations according to Denhardt et al, (2007) is the paradigm of the New Public Service (NPS) that is very different from the Old Public Administration (OPA) paradigm that emphasises the role of the government as rowing, and the paradigm of the New Public Management (NPM) acting as steering, while the New Public Service (NPS) paradigm plays the role of the government as serving.

Through the development of the paradigm, improving the quality of public servants is the government's responsibility. The implementation of public services by government officials to the public is a manifestation of the functions of the state apparatus as state servants and public servants. Considering the scope of public services provided by a government official is large and complex, both according to form and type, the efforts to reject the basic principles of the service process are urgent to overcome the complexity of these services. The public service expected by the society at this time, is not just to be noticed and carried out by the government, but has led to the demand for quality services.

### **Literature Review**

As regulated and affirmed in the 1945 Constitution, societies are increasingly aware that they not only have and assume responsibility for the existence of the state but also have rights that must be fulfilled by the state (government) as feedback for fulfilling responsibilities and obligations to the state, according to the provisions of the legislation. Public services are categorised as related to government decisions or provisions to carry out a service that is considered to have a positive impact on the lives of its people. Public services sometimes refer to concepts for explaining the specific service options that are very detailed or specific in certain fields, such as public service, transportation, education, health, housing or welfare sectors. Besides, public services have a legacy on the concept of explaining the choice of certain service actions that are very specific or specific, such as in the sectors of public facilities, transportation, education, health, housing or welfare and also concerning of electricity, water, roads, and legal conditions.

Public service is a brief explanation to explain various service activities starting from decision making, implementation and evaluation. There are many attempts to define public services explicitly and clearly, but there is an overlapping, an ambiguity and broadness due to the narrow interpretation of public service boundaries as identified with services. Some experts interpret public services to be limited to official services, such as services regulated by statutory decisions. Others interpret public services as services that have guidelines, references, strategies and special action frameworks that are chosen or defined as government outlines or roadmaps in carrying out service activities for the community. In this study, what is meant by public services is all government declarations statements, whether they are included in the regulatory government laws and government strategic policy documents relating to the interests and demands of the community.

Although the demand for improving the quality of services from the community is getting heavier, according to Sinambela (2008): It is noteworthy, that many bureaucrats do not understand for sure or at least do not understand the service philosophy that public services dream of are far from their real nature. Public services organised by the government are influenced by various factors, both factors that exist in the government as service providers as well as factors on the part of the community as service recipients. The following will be expressed by the views of experts regarding the factors that influence the quality of public services. Thoha (1995) suggests two important factors that influence the quality of public services held by the government 1) individual factors referring to human resources in the organisation. The higher the ability of human resources in the organisation, the more likely the organisation concerned to provide quality services; and 2) system factors that are used to refer to the mechanism and service procedures used. In this case, in general, the more complicated the procedures for organizing public services, the more difficult it is to realise quality public services. Conversely, the more simple and transparent the procedure mechanism that is used, the more likely it is to improve the quality of public services.

Information accessibility is a dimension that affects public services. This is based on the idea that the management of public information is currently getting serious attention from various groups, both from the government and other public institutions. Public information is a basic right that must be fulfilled by public institutions to convey to the public. Therefore it is necessary to develop systems and methods of reliable public information services in the implementation of public services. Furthermore, Law No. 14 of 2008 concerning public information disclosure said that public information is defined as information produced, stored and managed by a public body relating to the administration of the State. The real function of information is to reduce uncertainty in the communication system of an institution or organisation. Information today is no longer a string of words that contain meaning but includes services, goods and processes, starting from the source to the final result.

Related to this issue, the measure of accessibility of information in public services as per the measure used by the United Nation (UN) in the 2008 survey where the UN conducted an e-Government survey in 192 UN member states in 2008 by assessing all ministry's websites in all of their member countries regarding the affordability of information included the following indicators 1) the existence of a website; 2) the existence of a web portal; 3) the existence of a Head of National website, 4) the existence of an e-Government section; 4) the procurement of various information archive sources (legislation, documents, policies, priorities, etc); 5) news and various "up-date" government policies; 6) the access to various applications; 7) the presence of a Chief Information Officer (CIO); 8) the information related to the responsibility of government officials for various online services; 9) the availability of personal a account that aims to update the dialogue between the government and the society; and 10) the availability of information for the society in using the website. In this paper, the author only uses 5 (five) indicators of 10 (ten) UN survey results. The 5 (five) indicators are 1) the presence of a website; 2) the procurement of various information service archives; 3) latest news about services; 4) the access to various applications, and 5) the availability of information for the public in using the website.

## **Methods**

This research used literature review. According to Moleong (2011) the author uses the method to deepen the analysis of Information Accessibility in Public Services (Apriana et al, 2019; Tobari et al, 2018; Irmayani et al, 2018), this research is important because the latest sources used strengthen the results of this study (Baryanto et al, 2019); (Budiman et al, 2019); (Fathurrochman et al, 2019).

## **Results and Discussion**

The existence of a website is for communicational tool from an organisation both for government and private organisations. Government organisations have the task of providing public services and the existing website of the authority must be believed to be an information site, where people who want to get the information they expect can be obtained from the website.

The ownership of a website for a government organisation that provides public services is a step in realising e-service for quality services. The function of the website is as a tool for communication and service requirements needed for the community. The online socialisation conducted is an implementation of website-based service policy. Related to public service, e-service through the website is an effort to utilise the information and communication technology for improving the efficiency, effectiveness, transparency and accountability of



service quality. The development of information and communication technology offers a solution for improving quality services. Therefore the availability of the website in government institutions should provide services to the society, and it must be easily accessed when they want to know the process and requirements of a type of service that they need. Information technology became important in the twenty-first century in this third millennial era. Information technology is a technology used to process data, including processing, obtaining, compiling, storing and manipulating data in various ways to produce quality information.

Based on these, the roles and functions of the government in the framework of socialising, the regulations related to determining public services and providing information to the public transparently and quickly is necessary. One step that must be taken is creating a website portal that can be accessed for various types of services needed by society. With the existence of website, the information, communication and transactions between the public and the government will be done easily and rapidly. Information can be accessed from the office, home, etc. without having to be present directly. The process of tracking information through this system is one way that the quality of public services can be improved.

The procurement of various service information archives is an absolute necessity for every organisation, both government and private organisations. The overall activities of the organisation need information. Therefore, information is a very important part of supporting the work process of administration and the implementation of management functions of the bureaucracy in facing changes in situations and conditions that are developing rapidly. One important source of information that can support is website where the process of administrative and bureaucratic activities in the archives as a record of information from all organisational activities, the archive functions as a memory source, decision-making tools, proof of the existence of the organisation and for the benefit of other organisations. The organisation will always need data and information to complete the work and make management effective. Good archive management that can support administrative activities is often overlooked for various reasons. Various obstacles such as a lack of archivists and a limitation of facilities and infrastructure have always been the reasons for the poor management of archives in almost all government and private agencies. Such conditions are exacerbated by the image that always puts the field of filing as a "peripheral field" among other activities.

Good administration is expected to be "nothing" if it does not start from good archives. The function of good archives must have a positive impact on the disclosure of information on public services along with an effort to get a clean and authoritative apparatus. It is appropriate for archives of public organisations to see that archiving has an important role not only in



internal services within government agencies but that it also needs an active role in public services.

The latest news about the development of science and technology and the demands of modernity that are increasingly developing must be able to be balanced by the government in providing services to the people who need transparency. Demands from the community on the transparency of information on policies, rules and regulations are directly related to the types of services carried out by the central and regional governments.

Public information disclosure is a means of optimising public oversight of the administration of the state and other public bodies that affect the public interest. For this reason, in the framework of implementing Law No. 14 of 2008 concerning Public Information Openness, it is expected that all levels within the Government institution that carry out public services understand and prepare everything related to the implementation of services. Information dissemination is an important step taken by the government so that it can provide information to the public quickly, on time, at a low cost and in a simple way. Public services in society and public information disclosure cannot be separated. The state is obliged to serve every citizen to fulfil their basic rights and needs within the framework of public services.

Building public trust in public services carried out by public service providers is an activity that must be carried out in line with the expectations and demands of all citizens and residents about improving public services. It reinforces the rights and obligations of every citizen and population and the realization of state and corporate responsibility in the implementation of public services. It is to improve the quality and guarantee the provision of public services following the general principles of good governance and corporations and to protect every citizen and population from abuse of authority in the implementation of public services that must be accompanied by information disclosure to the public.

Public service is an activity or series of activities to fulfil service needs by Law No. 25 of 2009 for every citizen and resident for administrative goods, services, services provided by public service providers and public information disclosure is regulated in Law No. 14 of 2008. Public services that are not accompanied by public information disclosure will alienate people's hopes for the quality of the service itself.

An access to various applications for excellent service are fast, appropriate, fair and accountable, is the hope of every service organisation. Therefore, it is necessary to improve the public service system which involves improving methods and procedures for public services. One effort to improve this is by implementing and developing information and communication technology, a strategic step in the effort to improve access and quality of services to the public.

Information and communication technology as a means to be developed must lead to the realisation of an integrated system that can build connectivity between existing components so that they become more dynamic and easily accessible to the public. To face the era of globalisation, the role of information and communication technology is important and very valuable. Thus information and communication technology is essentially a tool for accessing information. The development of public services not only faces changes in the substance of data and facts, but it is also further challenged to find the form of approaches, strategies and methods of services that are able to answer the challenges of the nation's needs in the era of globalisation and information disclosure.

The usage of information and communication technology is one of the solutions for solving public service problems in Indonesia. At least the using of information and communication technology in public services in Indonesia will be able to overcome geographical problems, time and social-economic problems. Indonesia is an archipelago, a tropical and mountainous country. This affects the development of the public service infrastructure so it can cause uneven distribution of information; reduces underdevelopment in the use of ICT in public services compared to developing countries and other developed countries; accelerates the distribution of service opportunities and improves the quality of services that are difficult to overcome using conventional methods; improves the quality of human resources through the development and utilisation of ICTs; ICTs will help the public services program, so that management will be effective and efficient, transparent and accountable. In the current information era, things can change very quickly. Information becomes something very important. Without information, in the form of data, information or knowledge for their individual needs, information users will find a problem to determine the right decision. No one does not need information. A person's information needs are very different according to the desired needs. Hartono (2000: 692) states that: "Information can be defined as the result of processing data in a form that is more meaningful to the recipient who describes a real event (fact) that is used for decision making" According to Belkin (1978: 55- 85) Information needs occur because of uncertain conditions that arise due to the occurrence of gaps in humans between the knowledge they have and what they need. Furthermore, Chowdhury in Isaac (1999: 92) states the characteristics of information needs, among others, are as follows: 1. Having a relative concept. 2. Changing in a certain period. 3. Different from one person to another. 4. Affected by the environment. 5. The difficult to measure in quantity. 6. The difficult to express. 7. Often changes after someone receives other information.

Based on the opinion above, the service can be said to have high quality if the various types of information provided by government institutions to the community can be understood, trusted and also easily accessible to the customers. It cannot be denied that in the service process carried out by various government agencies that provide services to the society there



have been many complaints from the public about the difficulty of obtaining accurate information related to the requirements of a service. For example; the process of Ownership of Building Permit (IMB), Business of Placing Permit (SITU) and others. Thus, to improve the quality of service, openness of information to the public holds a role that cannot be ignored by the organisation in providing services to the community.

### **Conclusion**

Information accessibility in public services is a way that must be encouraged by government institutions that carry out the task of providing services to the public. The dimensions of information accessibility need to be carried out proportionally and professionally in various types of services to provide guarantees to the public as public information disclosure which is one of the important characteristics of a State of democracy. Furthermore, public information disclosure is a means to optimise public oversight of the implementation of public services.

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