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CHAPTER 3

UTILIZATION OF INFORMATION TECHNOLOGY FOR MINIMAZING ASYMMETRIC INFORMATION: A CASE STUDY OF UTILIZATION OF IN ORMATION TECHNOLOGY TO BUILD ACCESS TO EQUITABLE INFORMATION IN THE REGION OF SOUTH TANGERANG

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Abstract

To realize an equitable public information, in 2008 the government issued the Public Information Law (KIP) and the Information and Electronic Transaction Law (ITE). Both Laws guarantee every organization in managing information according to standards that have been established as well as giving people the chance to access the required information. In addition to these two laws, there is the Archive Law No. 43 of 2008, regulating the management of records/documents. KIP Law, ITE Law and Archives Law have accommodated the information management of institutions/organizations in the central and local levels, including the management of local information for new autonomous regions. From 1999 to present, there have formed about 250 autonomous regions. One of them is South Tangerang City. Efforts to achieve equitable information in South Tangerang have been realized with the PPID (Acting Manager of Information and Documentation). This study aims to explore of the utilization of the technology used by the government of South Tangerang to achieve equitable access to information. It is a qualitative study with a descriptive approach. The subjects of this study are 6 (six) SKPD (work unit area), include PPID Office (Officials Responsible for Information Documentation) Regional Archive Agency of South Tangerang, The Office of Population and Civil Registry, as well as three (3) districts, covering District Pamulang, District Setu and District Ciputat. Retrieving data with interview techniques showed that the local government of South Tangerang has directed the realization of equitable access to information for its people. It is identified from information management programs that have been implemented by SKPD and have used technology to manage information. However unintegrated of the information system in South Tangerang information services are still done manually and requires a relatively long time about 14 working days.

Keywords: Information Technology, Asymmetric Information, Management Information

INTRODUCTION

Technology has created a remarkable change; streamline various jobs including the ability of technology to create a knowledgeable society and its ability to build equitable information. In the government sectors, this rapid technology is used to realize good governance, namely the government that clean and responsible. Of 9 (nine) principles of good governance, 2 (two) of them provide access to obtain information that is open to public. The first principle is transparency. It means that the construction of the free flow of information. The entire process of governance, institutions and information can be accessed by interested parties as

well as the information obtained should be sufficient. The next principle is accountability, meaning every decision in the organization is accountable.

Since the post 1998 reform, regional autonomous region continues to grow in Indonesia. As an archipelagic country as well as the implementation of the regional autonomy system, there are a variety of governance transactions that need to be controlled and supervised. The central government cannot be relied upon in overseeing the functions of government at the local level optimally. For acceleration in the public welfare, the government established the Law No. 32 of 2004 on

Regional Autonomy, which was later revised into the Law No. 23 of 2014. The purpose of decentralization is to create an efficient government and to achieve a better public welfare. In principle, the regional autonomy law is structured to improve the welfare of the community, in a sense, improving standards of living of the fulfillment of basic needs, such as, accessing education and health easily and inexpensively. Improvement of social welfare could be marked also by the realization of good transportation facilities, flexible banking system, and ease in handling correspondence trade. All elements of the public welfare could only be done by a government that is clean, accountable and transparent. To realize good governance is not easy, necessary preparation of the management of governance, including the elements of technology that has been utilized by all levels of activities.

The concept of regional autonomy raises the authority of local governments to plan, implement and control or supervise the local development. To carry out the functions of development, each region is requiring the presence of an information system that is accurate and credible. This information system is supported by information technology that can deliver streams of information that is equitable in two directions, both from the local government itself and the people who need any information required.

Along with the development of regional autonomy that reaches the fantastic figure of up to 250 more autonomous, less than 40% of the autonomous region is successful in developing their regions. The failure of autonomous regions is caused by several factors, including internal information from its own local government and local government to the people is not smooth. This condition makes the unbalanced flow of information between governments and communities. This imbalance information called information asymmetry, where one party has a surplus of information, while others have very little information. Consequences raised by this condition are that the slowing rate of growth of the welfare of the region. One of the examples of information asymmetry

suffered by local governments is that new autonomous regions may have difficulty in obtaining certain documents from the holding area. As the newly expanded area of the new autonomous region, it is important for the local governments to access documents for the development of their regions. Another example is between the local government and community members. Local governments have very complete information about the condition of the regions, but members of the public are minimal in obtaining information on the scope of the regions.

To obtain information, the majority of people in each region should come to the organization, and sometimes the process to get the information may not necessarily be obtained immediately. Through the vision of good governance and the use of technology, information that is equitable for the people would be realized, so that asymmetric information can be minimized.

How to realize the equitable information society?

DISCUSSION

A. Asymmetric Information

The term asymmetric information was first proposed by economist Joseph E. Stiglitz, used to describe an undeveloped information profile that occurs in the economic world, especially in the insurance market, where information obtained by the public is different from the information held by the insurance broker. Inequality of information if left unchecked will have an effect on the economic slowdown in the long term and large numbers and disrupt the economic stability of the country. Stiglitz in his book Making Globalization Work (2007: 55) also stated that the ongoing globalization process triggers a condition of unequal, both in developed countries and in developing countries. Prosperity is being encouraged but many people cannot feel it. They almost do not have voting rights in the process of globalization. Stiglitz's statement suggests that globalization led to an imbalance

between developed countries and developing countries. Analogous to this thinking, the imbalance could also occur between the government and society. Imbalances in this case are the inequality to obtain equitable information for people in need.

Equitable access to information is the domain of local governments in providing services to their communities. According to Mouw (2013), public services in Indonesia are likely to have some fundamental issues. In addition to the effectiveness of the organization, public participation in the provision of services is still relatively low. Public services also do not have a standard mechanism for complaints and dispute settlement. As a result, the quality of service has not been responsive to the society. Service to the public, particularly the field of information has been arranged in the Law on Public Information (KIP), ITE Law and Archives Law. The KIP Law clearly states the functions and roles of agencies/institutions in managing information, and the right of society to obtain the necessary information. Public Information is information generated, stored, managed, delivered and/or received by a public relating to the organizers and the implementation of state and/or organizers and the implementation of other public bodies in accordance with this Law and other information relating to public interests. Each of public information is open and accessible to every user of public information. Explanations in the KIP Law clearly states that is a must for any organization/agency/institution to manage information received or created by institutions and the right of every member of society to obtain the necessary information.

B. The Implementation of KIP Law, ITE Law and Archives Law

Information management is based on the rules that describe the procedures for management since the information is made/received, managed and presented to the parties that need. Guarantees for the institution/organization in managing and presenting information to the public contained in the KIP Law that clearly describe

the requirement for institutions to manage information according to standards that have been determined, as well as providing for the right of the society to access the required information. The Archives Law explains that equitable information that is archived or information created or received by the agency is obliged to be managed, stored and maintained according to standards that have been determined. For archive documents that do not have values could be destroyed, while the archives that still have values are stored permanently. In the Archives Law also clearly indicates that the records or documents that are entitled to be accessed by the public are documents or information that is inactive. The ITE Law describes that printed documents could be converted to another media and have the force of law. This means that the information that is required by the society do not need to be printed, but the documents or information which have been converted into digital form has also legally valid. Survey of 6 SKPD in South Tangerang on its information management's condition could be seen in the following table.

No	SKPD (Satuan Kerja Perangkat Daerah)	Documents produced and main-tained	Time data updates	People who never filed a re-quest for informa-tion
1	PPID (Act-ing Man-ager of Information and Docu-mentation) of South Tangerang	Documents produced by the internal PPID. It has not managed documents from SKPD in the South Tangerang region. But this time has prepared SOP for the	Every three months there have been reports about the condition of PPID information manage-ment. Structurally, PPID is the parent with PPID branch in	institution Individual NGO

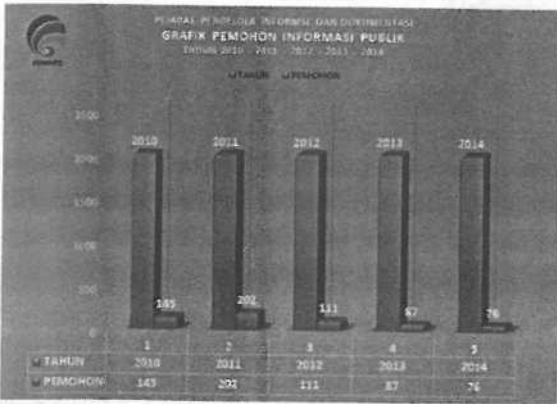| No	Office/Agency	Description	Documents	Category
		submission of documents managed by SKPD	SKPDs. In the event of filing the PPID refer to SKPD branch, then SKPD branch will provide information. However, if the information required by the public is important, then, the PPID parent submits to the branch. If it is still problematic, it is submitted again to the court the position of the provincial offerings. MI is what will decide whether the information will be given or not	
2	Agency for Regional Archive, South Tangerang	Managing internal archive regional body, each month receives documents' reports that are issued by SKPD at the South Tangerang	1 months to identify some reports of SKPD which report submitted to the Records Center area aiready process according prosdur -whether or not	Nothing
3	The Office of Population and Civil Registry, South Tangerang	Managing residence documents in the scope of the South Tangerang region I	Residence's documents have been updating indirectly because they have used technology information	Police individual
4	Pamulang District, South Tangerang	Managing the government's documents at district levels	Paper based documents are stored based on classification standards. IT based documents experience renewal in the real time	Individual Higher Education
5	Setu District, South Tangerang	Managing governments' documents at district levels	Paper based documents are stored based on classification standards. IT based documents experience renewal in the real time	Individual Higher Education
6	Ciputat District, South Tangerang Kecamatan Ciputat – Tangsel	Managing governments' documents at district levels	Paper based documents are stored based on classification standards. IT based documents experience renewal in the real time	Individual Higher Education

Based on the survey results, all sectors in the region of South Tangerang have already had a website, which means that the public of South Tangerang have already been able to see the profile of each of the SKPD. But due to the unintegrated system information in SKPD, then the people who need the information still have to visit SKPD destination directly. The transition to the digital information age is also expressed by the informant from the Regional Archive Agency of South Tangerang: "currently, local government of South Tangerang has been managing the data/information manually and electronically. However, there have been already regulations that accommodate all of these data management, namely Law no. 14/433 regarding information."

Within one month, the applicants who require information vary, from individual communities, organizations, NGOs and the police. It is illustrated in the following table

PENGELOLA INFORMASI DAN DOKUMENTASI
GRAFIK PEMOHON INFORMASI PUBLIK
TAHUN 2010 - 2011 - 2012 - 2013 - 2014

http://ppid.kominfo.go.id/laporan/mekanisme/pemohon-dan-pengguna/

C. Profile Management of Information in the Government of South Tangerang

South Tangerang as a region of combustion from Tangerang district since 2008 continues to improve the system in all lines, including information systems. Based on interview with an informant from PPID South Tangerang, it was mentioned that for the moment, the role of SKPD in the South Tangerang region is as PPID branch, this means that every SKPD in the South Tangerang obliges to manage information in accordance with the prescribed standards and must serves the public with information requests quickly, and accurately. The requests process for information from the public to PPID could be seen in the picture below:
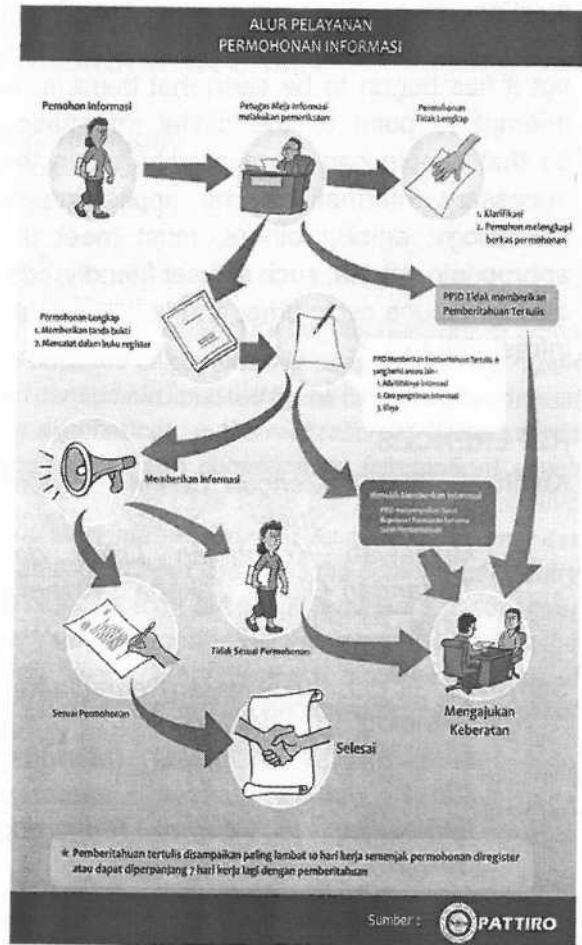
With this flow of standardized information submission, public can obtain a clear picture of the steps that must be done to obtain information from various SKPD in local government, especially in the South Tangerang region. If KIP Law, ITE Law, and Archive Law No. 43 of 2008 really have been implemented, it is expected that people can obtain necessary information in a relatively short time.

D. Use of Technology In Minimize emergence of Asymmetric Information.

Technology is able to transform and realize the fair information services for the http://ppid.kominfo.go.id/laporan/mekanisme/pemohon-dan-pengguna/public. Equitable access to information is a form of community service performed by local governments that is most easily seen. Communities can directly assess the government's performance from the service provided. Although currently.

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existing information systems in the South Tangerang region has not been integrated, but it has begun to be seen that there is an attempt to point to the digital information so that people can more quickly obtain the necessary information. The application of technology, among others, must meet the appropriate criteria, such as user friendly, cost saving, reduce cycle time, and has adequate infrastructure.

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