



Pejabat Pengelola
Informasi dan Dokumentasi
Universitas Negeri Malang

BOOK REPORT **PUBLIC INFORMATION MANAGEMENT AND SERVICES** **UM (UNIVERSITAS NEGERI MALANG) 2022**



**INFORMATION AND DOCUMENTATION
MANAGEMENT OFFICERS
Jl. Semarang No. 5 Malang
Rectorate Building 1st Floor**



ppid.um.ac.id



ppid@um.ac.id



0341 551312 Ext 1170

Foreword

Praise be to God Almighty for God's mercy and grace, the entire team of Pejabat Pengelola Informasi dan Dokumentasi – PPID (Information and Documentation Management Officers) of Universitas Negeri Malang (UM) able to compile reports on public information management and services for 2022.

During the last 5 (five) years, PPID UM has shown a better commitment to implementing the Public Information Disclosure Law number 14 of 2008. It is proven by the awards received from the Indonesian Central Information Commission for four consecutive years, namely: ranked 7th (2016), ranked 4th (2017), Towards Informative category for two years (2018-2019), and entered the Informative category in 2020 to 2022. This proves the consistency of UM in providing qualified information services for the community.

The implementation of public information services in UM is not completely without constraints. There are still many heterogeneous understandings between service providers at UM. Therefore, along with the government and UM policies as outlined through the UM's Rector's Decree, PPID UM deliberately determine to realize fast, precise, and qualified public information.

Hopefully, the Public Information Management and Services Book Report provides maximum benefits and information.

Malang, 28th February 2023
University Executive of PPID

Dr. Yuni Rahmawati, S.T., M.T.
NIP.197206071999032002.

List of contents

Foreword	i
Table of Contents	ii
List of Tables	ii
List of Figures	
CHAPTER I General Description of Public Information Service Policy	1
CHAPTER II General Description of Public Information Service Implementation.....	3
2.1 Public information service facilities and infrastructure	3
2.2 Public information service management personnel.....	4
2.3 Public Information Management Services Budget	4
CHAPTER III Details of Public Information Request Services.....	6
3.1 Number of Public Information Requests	6
3.1.1 Recapitulation of Information Requesters Based on Types of Information Services	10
3.1.2 Recapitulation of Granted and Not Granted Information Applicant.....	11
3.2 Information Completion Period	11
3.2.1 Information Service/Completion Flow.....	12
3.3 Service Satisfaction	13
3.4 Public Information Dispute Resolution	13
CHAPTER IV UM PPID Achievements in 2022	15
4.1 Achievements of PPID UM	15
4.2 Constraints	16
4.2.1 Internal Constraints	16
4.2.2 External Constraints	16
CHAPTER V Closing	17
5.1 Recommendations	17
5.2 Follow up	17

List of Table

Table 2.1 PPID UM Facilities Support	4
Table 2.2 PPID UM Budget and Expenditure Plan in 2022.....	5
Table 3.1 Recapitulation of Information Service Unit (PPID) Visitor in 2020-2022.....	6
Table 3.2 Recapitulation of Information Requesters through Chat Application	7
Table 3.3 Recapitulation of Information Dissemination through Social Media	7
Table 3.4 Classification of Information Requesters through E-PPID in 2022	10
Table 3.5 Recapitulation of Granted and Not Granted Information Applicant.....	11

List of Images

Figure 2.1 PPID UM Public Information Service Desk	3
Figure 3.1 PPID visitor statistics for 2019-2021	7
Figure 3.2 Information display through Chat Application	8
Figure 3.3 Information Display via Facebook	8
Figure 3.4 Information Delivery via Instagram	9
Figure 3. 5 Information Delivery via Twitter	10
Figure 3.6 Statistics of Information Requesters for 2022	11
Figure 3. 7 Flow Chart of Public Information Services	12

CHAPTER I GENERAL DESCRIPTION OF PUBLIC INFORMATION SERVICE POLICY

Universitas Negeri Malang (UM) responded to the mandate of Law number 14 of 2008 concerning Public Information Disclosure (UU KIP) by forming an Unit Pejabat Pengelola Informasi dan Dokumentasi – PPID (Information and Documentation Management Officer Unit) on January 4th 2016 (Rector's Decree Number 4.1.88/ UN32/KP/2016). The presence of PPID at UM provides opportunities for all information requesters to access the information they need easily, quickly, and accurately. In its activities, PPID is assisted by PPID Assistant in the Faculties, Institutions, Bureaus and Unit Pelaksana Teknis – UPT (Technical Implementation Unit) within UM. The role of PPID Assistant is very supportive for the flow of information in the work unit to be conveyed to the public.



Referring to the Public Information Disclosure Act (UU KIP) in 2008 which regulates the scope of Public Bodies, namely; obligations of Public Bodies in public information services; responsibilities and authorities of Information and Documentation Management Officers (PPID); procedures for Public Bodies in providing certain information in the public information announcement mechanism both periodically and directly as well as services for excluded information; standardization of information services; procedures for managing objections; and the obligation of Public Bodies to compile reports and evaluations of the implementation of public information services, PPID UM continues to strive to build a public information service system that integrates information within Universitas

Negeri Malang. PPID is responsible for providing, storing, documenting, serving, and securing public information.

PPID UM managers are officials and employees in certain scopes with status as additional duties, which is in line with the bureaucratic reform grand design, one of which is in the form of increasing the efficiency of apparatus spending. PPID UM managers have a one-year term of office.

2020-2021 is a challenging time for information services at UM. The COVID-19 pandemic has forced public bodies to innovate in information services. Even though face-to-face activities are limited according to the health protocols, UM continues to provide online-based services in order to continue providing services to students and the community,.

CHAPTER II GENERAL DESCRIPTION OF PUBLIC INFORMATION SERVICE IMPLEMENTATION

2.1 Public Information Service Facilities and Infrastructure

As facilities and infrastructure to facilitate public information services, PPID UM provides a service desk located at Graha Rektorat UM on the 1st floor. Applicants who want to directly request for information can visit the information service room, or through the e-PPID application or UM social media.

Figure 2.1 PPID UM Public Information Service Desk



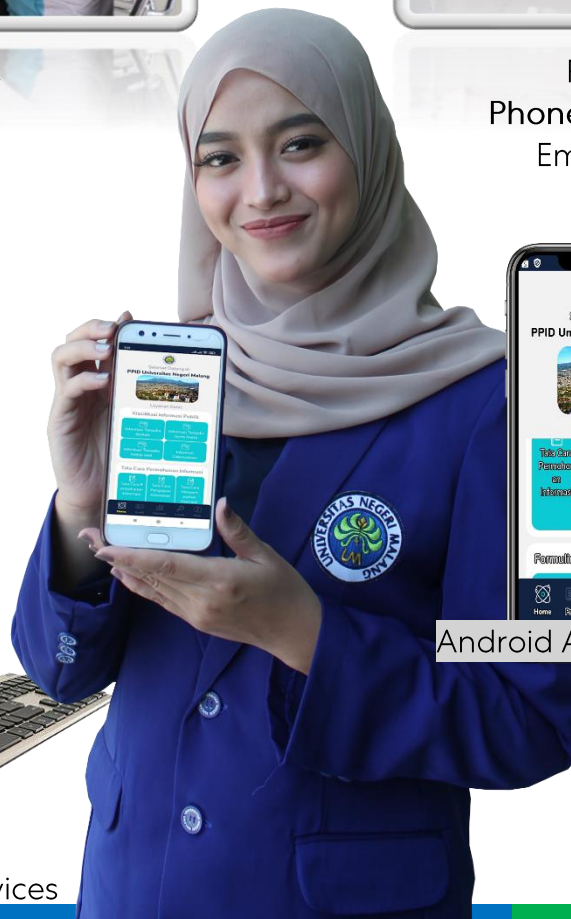
Service Desk



PPID UM Services
Phone. 0341 551312 ext 1170
Email: ppid@um.ac.id



Website-based PPID UM services



Android Application



Whatsapp based PPID UM
Services +62 811-3783-954

Social Media:



FB: [Universitas Negeri Malang-UM](#)
IG: [universitasnegerimalang](#)
Twitter: [UM_1954](#)
Youtube: [UniversitasNegeriMalangOfficial](#)
TikTok: [universitasnegerimalang](#)



Other than the provision of the information service desk above, supporting facilities for UM PPID services are as follows ::

Table 2.1 Supporting Facilities of PPID UM

No	Items	Quantity
1	Computer	3 units
2	Printer	1 unit
3	LED TV	1 unit
4	Service desk	3 units
5	Guest chair	1 set
6	Waiting chair	1 set
7	Filing cabinet	1 unit
8	Queuing machine	1 unit
9	Dispenser	1 unit
10	Coffee table	1 unit
11	Telephone	1 unit

2.2 Public Information Service Management Personnel

Based on the UM Rector Decree Number 4.1.310 / UN32 / KP / 2021, the UM PPID organizational structure consists of:

- a. Steering Committee
- b. PPID Superior
- c. PPID
- d. Development Team
- e. PPID Implementing Faculty/Institution/UPT and Bureau, and
- f. PPID Implementing Assistants in operational field, electronic and non-electronic information services, and dispute services.

For more information about the personnel structure of the Universitas Negeri Malang information and documentation, visit:

<http://ppid.um.ac.id/struktur-organisasi/>



2.3 Public Information Management Services Budget

Activity budget support for the implementation of public information disclosure within Universitas Negeri Malang (UM) is allocated through a budget line managed by the Public Relations Section of the Directorate of Information Data, Ranking, Public Relations and Cooperation (DIPHK). PPID UM Budget Plan (RAB) in 2022, including: workshops, resource person's honorarium, and PPID presentations, as well as information system provision budget integrated in systems and service units at UM.

Table 2.2 PPID UM Budget and Expenditure Plan in 2022

PPID UM Budget in 2020-2022

Year	Amount	Information
2020	588.640.000	0,068% from the univesity budget of IDR 868.343.021.000.
2021	1.178.450.000,00	0.14% from the university budget of IDR 844,329,684,000
2022	10.845.479.000	1,24 from the university budget of IDR 876.417.710.000

Budget in 2022



CHAPTER III DETAILS OF PUBLIC INFORMATION REQUEST SERVICES

3.1 Number of Public Information Requests

a) Data on information requesters who come directly to PPID UM

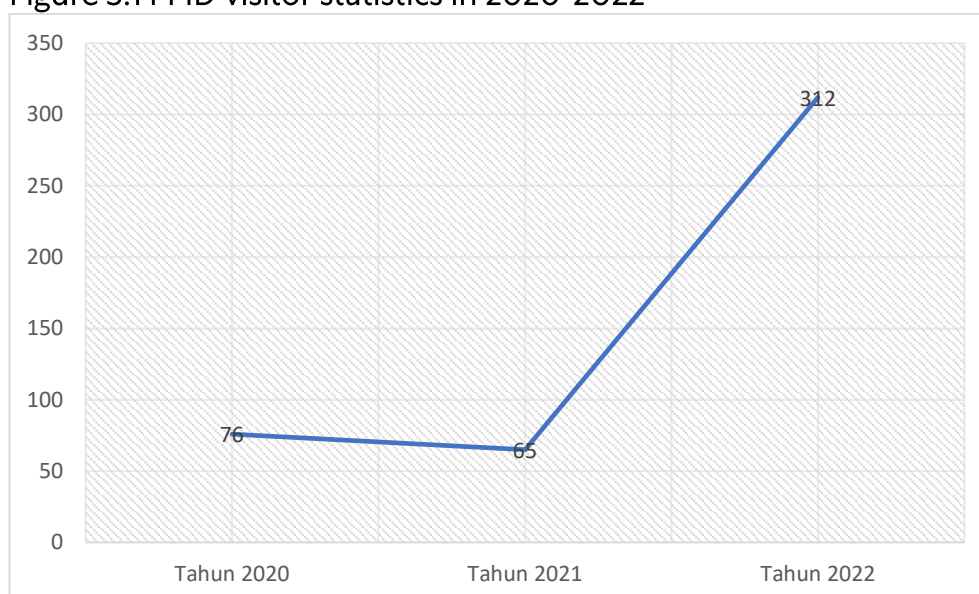
Based on the records in the guest book, the visitor's numbers of the information service unit (PPID) during the period January to December 2022, were as follows:

Table 3.1 Recapitulation of Information Service Unit (PPID) Visitor in 2020-2022

No	Month	2020	2021	2022
1	January	3	-	1
2	February	3	-	2
3	March	3	9	17
4	April	2	15	23
5	May	38	1	49
6	June	25	8	82
7	July	-	10	88
8	August	-	7	50
9	September	-	3	-
10	October	-	4	-
11	November	-	3	-
12	December	-	3	-
Total		76	65	312

Source :

Figure 3.1 PPID visitor statistics in 2020-2022



Based on the statistics of PPID visitor from 2016 - 2021, UM PPID visitors have experienced various fluctuations, this is due to service innovation via Whatsapp.

b) Data on Information Requesters through the Conversation Application

Table 3.2 Recapitulation of Information Requesters through Chat Application in 2020 and 2022

No	Month	Number of Requesters in 2020	Number of Requesters in 2021	Number of Requesters in 2022
1	January	-	80	0
2	February	-	50	0
3	March	-	24	2
4	April	-	83	2
5	May	-	22	4
6	June	218	192	9
7	July	123	134	26
8	August	90	388	22
9	September	103	59	24
10	October	89	44	19
11	November	76	48	25
12	December	57	77	21
Total		756	1.201	154

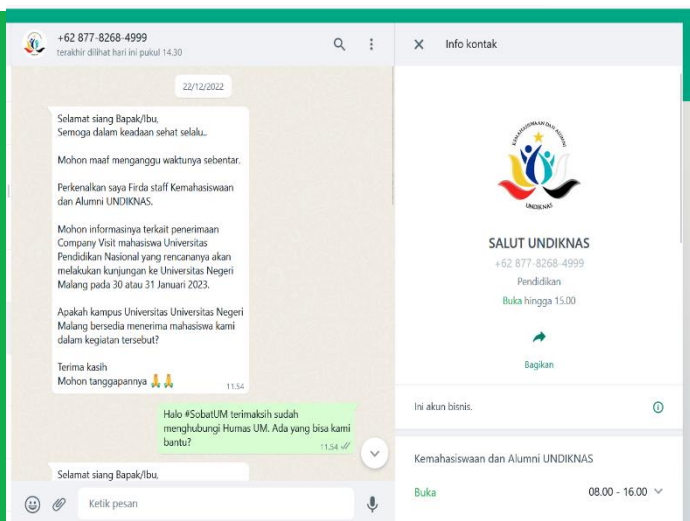
c) Dissemination of Information through Social Media

Table 3.3 Recapitulation of Information Dissemination through Social Media

No.	Social Media/Website	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1	Youtube	42	37	41	37	17	28	24	34	4	59	13	21	357
2	Instagram	28	32	42	34	51	15	61	41	30	54	41	36	465
3	Facebook	11	37	41	37	40	8	27	4	3	15	0	2	225
4	Twitter	20	22	31	36	41	4	10	1	7	11	16	2	201
5	Videotron	3	1	4	3	3	11	7	12	17	6	4	3	74

Here is an example of screenshot of communication through social media:

Figure 3.2 Information Delivery through Chat Application



Pemohon Informasi :
Selamat siang Bapak/Ibu,
Semoga dalam keadaan
sehat selalu..

Mohon maaf mengganggu
waktunya sebentar.

Perkenalkan saya Firda staff
Kemahasiswaan dan Alumni
UNDIKNAS.

Mohon informasinya terkait

penerimaan Company Visit mahasiswa Universitas Pendidikan Nasional yang rencananya akan melakukan kunjungan ke Universitas Negeri Malang pada 30 atau 31 Januari 2023.

Apakah kampus Universitas Universitas Negeri Malang bersedia menerima mahasiswa kami dalam kegiatan tersebut?

Terima kasih
Mohon tanggapannya

Admin UM : Halo #SobatUM terimakasih sudah menghubungi Humas UM. Ada yang bisa kami bantu?

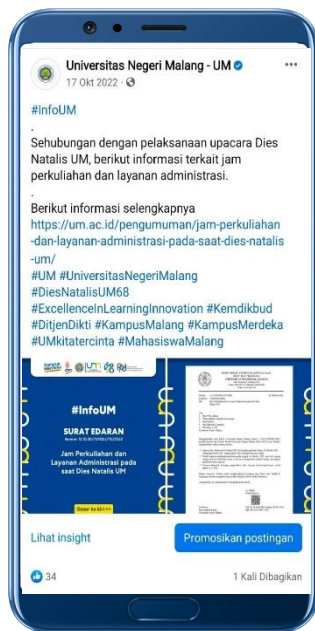
Admin UM : Selamat pagi Ibu/Bapak terkait rencana kunjungan rombongan UNDIKNAS ke UM, mohon menyampaikan permohonan kepada Rektor UM, kemudian disampaikan juga maksud dan tujuannya akan ke unit mana. Untuk surat permohonan bisa disampaikan melalui email rektor@um.ac.id, Cc humas@um.ac.id

Demikian informasi awal yang dapat kami sampaikan..

Salam Humas UM 🙏

Pemohon Informasi : Terima kasih atas informasinya 🙏

Figure 3.3 Information Display via Facebook



#InfoUM

Sehubungan dengan pelaksanaan upacara Dies Natalis UM, berikut informasi terkait jam perkuliahan dan layanan administrasi.

Berikut informasi selengkapnya
<https://um.ac.id/pengumuman/jam-perkuliahan-dan-layanan-administrasi-pada-saat-dies-natalis-um/>

#UM #UniversitasNegeriMalang

#DiesNatalisUM68

#ExcellenceInLearningInnovation #Kemdikbud
#DitjenDikti #KampusMalang
#KampusMerdeka #UMkitatercinta
#MahasiswaMalang

Gambar 3.4 Information Display via Instagram



#InfoUM

Sehubungan dengan pelaksanaan upacara Dies Natalis UM, berikut informasi terkait jam perkuliahan dan layanan administrasi.

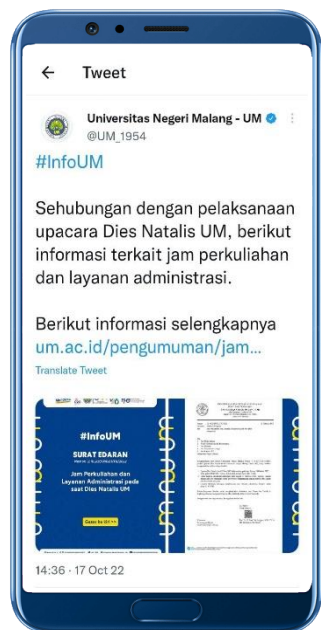
Berikut informasi selengkapnya
<https://um.ac.id/pengumuman/jam-perkuliahan-dan-layanan-administrasi-pada-saat-dies-natalis-um/>

#UM #UniversitasNegeriMalang

#DiesNatalisUM68

#ExcellenceInLearningInnovation
#Kemdikbud #DitjenDikti
#KampusMalang #KampusMerdeka
#UMkitatercinta #MahasiswaMalang

Figure 3.5 Information Delivery via Twitter



#InfoUM

Sehubungan dengan pelaksanaan upacara Dies Natalis UM, berikut informasi terkait jam perkuliahan dan layanan administrasi.

Berikut informasi selengkapnya <https://um.ac.id/pengumuman/jam-perkuliahan-dan-layanan-administrasi-pada-saat-dies-natalis-um/>

3.1.1 Recapitulation of Information Requesters by Type of Information Service

Based on the classification of information requesters at PPID, they can be classified as follows:

a. Services through E-PPID

Table 3.4 Classification of Information Requesters through E-PPID in 2022

No	Types of Service	Number of Requesters
1	New students' admission	31
2	General Information	22
3	Data Request	14
Total		67

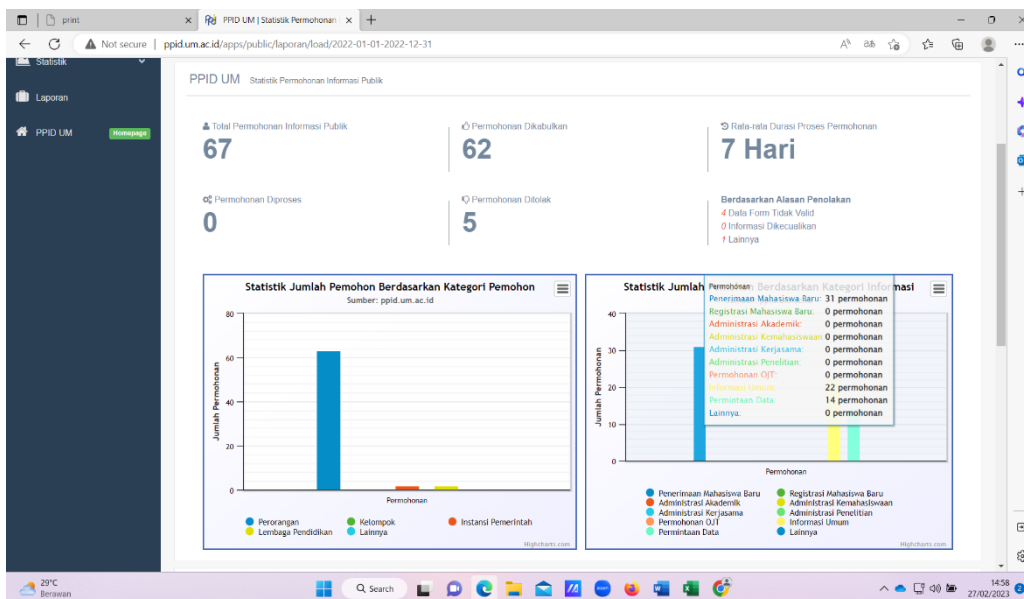


Figure 3.6 Statistics of Information Requesters for 2022

Source : <http://ppid.um.ac.id/apps/public/laporan/load/2022-01-01-2022-12-31>

3.1.2 Recapitulation of Granted and Not Granted Information Applicant

Based on the achievement of information services at PPID UM as follows.

Table 3.5 Recapitulation of Granted and Not Granted Information Applicant, both vis E-PPID and Whatsapp

No	Description	Number	Information
1	Granted information requests	62	E-PPID
3	Not Granted Information Requests	5	Invalid submitted information (E-PPID)
Total		67	

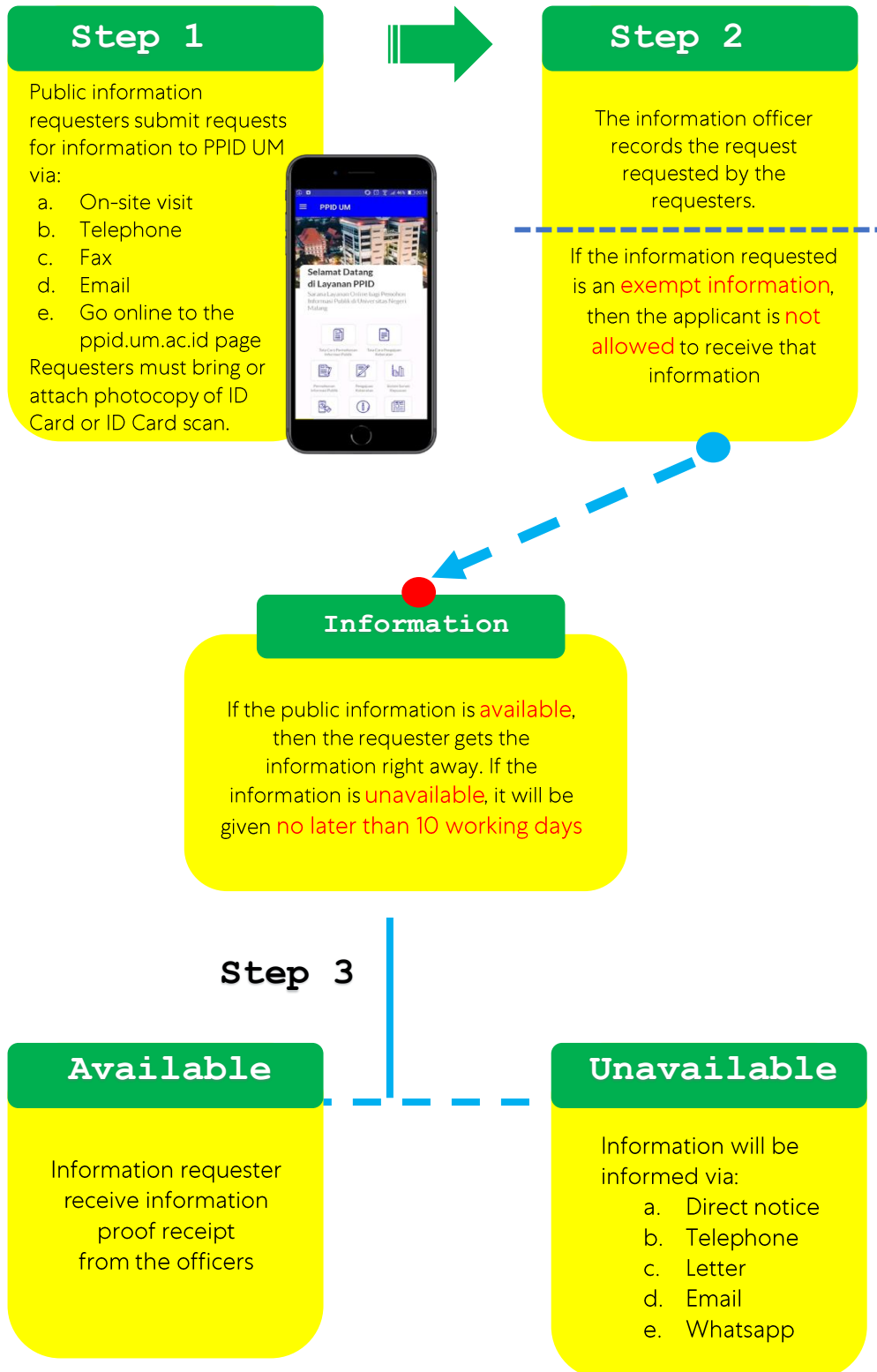
3.2 Information Completion Period

The period for completing public information services at PPID UM during 2022 is an average of 7 working days (<http://ppid.um.ac.id/apps/public/laporan/load/2022-01-01-2022-12-31>)



3.2.1 Information Service/Completion Flow

Figure 3.7 Flow Chart of Public Information Services



3.3 Service Satisfaction

Assessment for Ease of Service

Category	Percentage (%)
Very Satisfied	96.0
Quite Satisfied	2.0
Unsatisfied	2.0

Assessment for Service Speed

Category	Percentage (%)
Very Satisfied	96.1
Quite Satisfied	0.0
Unsatisfied	3.9

Assessment for Service Accuracy

Category	Percentage (%)
Very Satisfied	98.0
Quite Satisfied	0.0
Unsatisfied	2.0

Assessment for Service Cost

Category	Percentage (%)
Very Satisfied	9.8
Quite Satisfied	0.0
Unsatisfied	2.0

Source: <http://ppid.um.ac.id/apps/public/survey-statistik/load/2022-01-01-2022-12-31>

3.4 Public Information Dispute Resolution

Throughout 2022, there were no public information disputes. PPID Universitas Negeri Malang (UM) has fulfilled all requests for public information in accordance with the applicable provisions in Law Number

14 of 2008 concerning Public Information Disclosure and its derivative provisions.

CHAPTER IV PPID UM ACHIEVEMENTS IN 2022

4.1 Achievements of PPID UM

PPID Universitas Negeri Malang (UM) received an appreciation assessment by the Central Information Commission of the Republic of Indonesia as a Public Agency of the Ministry of Qualification:

- a. **Towards Informative** in 2019 with a score of **83.93**,
- b. **Informative** in 2020 with a score of **93**,
- c. **Informative** in 2021 with a score of **94,09**,
- d. **Informative** in 2022 with a score of **99.95**.

Meanwhile, the work programs that have been achieved in 2022 include:

a. **Digital Direct Delivery Message**

A feature for distributing information between work units within UM. For example, the information requested by the requester is not in the control of the Central PPID admin (university), so the request will be forwarded to the PPID admin of the faculty / directorate / institution / and unit. Furthermore, the faculty / directorate / institution / and unit admin will answer the request for information through the application, which then the answer will be forwarded to the requester by the Central PPID admin.

b. **Automatic Virtual Service**

This is an information request feature that is developed through virtual / video. Information requesters who want answers to information via video can make a request when filling out the application form. This virtual service can be done through the zoom platform, Google meet and Whatsapp video call.

c. **Online Queue**

It is a feature for booking / taking queue numbers, when an information requester will make a physical request for information / come directly to the UM PPID office.

This queue will record the requester's name and cellphone number, as well as the type of service requested by the requester. Therefore, when the requester presents at the PPID office, the requester will go directly to the desired service booth.

d. **Disability service information**

PPID UM disability service information is a feature that provides information on facilities and infrastructure for people with disabilities. This service is accommodated on the PPID page wall which contains information links.

4.2 Constraints

4.2.1 Internal Constraints

Several constraints in the implementation of public information services at the Universitas Negeri Malang (UM) are as follows::

- a. Coordination between the central PPID and PPID Implementing Assistants in units is still not ideal.

The existence of PPID has not been fully understood by all units within the Universitas Negeri Malang (UM). For example, in terms of providing information / updating information, it is still common to find units that rarely upload information in the information list channel (publication room / e-DIP) that has been provided. Even though by utilizing these channels, information will be more accessible to the public.

- b. Implementation of information services has not been maximized. The implementation of PPID information services in the field sometimes experiences difficulties, for example the existence of services located in two different units, causing slow service.

- c. The process of distributing information from the system to units is still done manually through official notes and conversation applications.

4.2.2 External Constraints

Requesters for information at PPID UM are still dominated by prospective students, this shows that the public still does not use PPID as a source of information. Considering that this information service is intended for the public, many general public should be present to seek information from PPID UM.

Apart from this, some people are also afraid of making requests for information to public bodies. There is a pessimism in people's minds that all services in government institutions are slow and convoluted. This situation creates a sense of apathy towards public bodies.

CHAPTER V CLOSING

PPID Universitas Negeri Malang (UM) continues to strive to provide services and provide public information to the public quickly, effectively and efficiently. For the next years, PPID UM will consistently develop strategic steps to evaluate and improve in terms of providing better public information services. Based on the constraints presented above, the following are some recommendations and follow-up activities for PPID UM in 2022;

5.1 Recommendation

- a. Creating a modern and electronic-based circulation of information services.
- b. Creating information services based on virtual face-to-face.
- c. Improving special services for people with disabilities.
- d. Continuous development of website interface to facilitate public access to public information.

5.2 Follow-up

- a. Provide professional human resources in the field of public information services, who are capable, friendly and solutive.
- b. Provide a budget that is in accordance with the needs of organizing PPID UM.
- c. Provide more public information to be accessed through the ppid.um.ac.id page.
- d. Human resource training related to increasing competence in the field of public information services on an ongoing basis.



 www.ppid.um.ac.id

 Universitas Negeri Malang-UM

 UniversitasNegeriMalangOfficial

 @UM_1954

 @universitasnegerimalang

 @universitasnegerimalang