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The Human-Right Based Public Service Organizing at the Department of Archives and Libraries in Central Java Province

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Abstract--This research analyzed the promotion of public services based on human rights, hindrances, and efforts of the archive and library office of Central Java to overcome delays. The applied method was a qualitative descriptive method to analyze the promotion of public services based on human rights. The results showed that technology-based public service became the effort to guarantee the community's rights in achieving the information based on current community needs and demands.

Keywords--information technology, public service, human rights.

Introduction

Information becomes the main demand of every human to develop their personality and social environment. Thus, information becomes an important matter for each institution. Information is an important part to support administration processes and promote managerial functions of an organization to encounter developments and challenges of situational changes and quick changes. Information becomes the reference in promoting making a decision and evaluating activities. Information is important as cognitive enrichment means.

All humans have the right to get information to enforce the law, to develop community prosperity, and to make the nation brilliant. Regulation Number 39 the Year 1999 about Human Rights mentions that human rights refer to a series of attached rights on humans as the creations of God, the Almighty. The rights become the protected gifts for all humans. Human rights become the basic rights of humans since they are born. The rights are the gifts of God, the Almighty. Thus, a human cannot recklessly take or violate gifted rights. All people must

respect human rights without discriminating the races, ethnicity, religion, skin, sex, occupation, culture, etc.

All humans have the right to communicate, obtain information, develop personality, and construct a social environment. They also have rights to seek, obtain, have, save, manage, and share information with all means of modes (UUD 45, Article 28F). Achieves are activity or events records of an organization. They are also useful as authentic and trusted information sources. Archiving has an important role for leaders in deciding, formulating policies, and evaluating the activities.

This action is also useful for an organization. Gie (2009) explains the use of archiving and archives. They are for useful administration, law enforcement, research, education, and documentation. Archiving can improve public service quality in managing and using authentic and trusted archives (Law Number 43 the Year 2008). An archiving institution must guarantee the accessibility of static archives for the users. This objective becomes the starting point of the government to address an archiving institution. This institution provides various information services for the community. An archiving institution, as the public service administrator, has some principles, guidance, norms, procedures, and criteria applied by the National Archiving Institution of the Republic of Indonesia. The institution must also provide accessible facilities based on the applied regulation (Law Number 43, Article 64, Clause 4).

The paradigm of governance has shifted from rule government into good governance. The government promotes governance, development, and public service administration within a good governance perspective. Thus, the government involves all components, both internal bureaucracy and the community. Conceptually, the essence of good governance, within the context of public service, include: (1) the obligation of the public apparatus to carry out their functions and authorities based on the good governance, (2) the acknowledgment of human rights for every community toward the government, administrative behavior, and quality of the reliable service, (3) the variety and fields of public service as the impacts of business variety and community variety based on public service governance (Sirajudin et al. 2011).

Public service is important because it provides interaction between service providers and receivers. In this case, the public service providers refer to the government apparatus. Then, the service receivers are the community. This interaction implicates the function of the government apparatus as the service providers for the community. The position of the public apparatus is to determine the capability of the government's public affairs. The expectations and the demands of the community to get qualified public service with the clear and immediate procedure and affordable costs raises within good governance development. The expectation and the demands exist along with the community awareness. This awareness shades the light that all citizens have the right to get excellent service. Thus, the government must provide qualified public services (Sirajudin et al. 2011: 218).

Establishing community trust in public services is an obligation of the providers. This matter brings expectations and demands of the citizens and community toward improved public service. Prime service provision for the community becomes the realization of the government apparatus' obligation as the civil servants. The service must become the principles of all institutions to provide public services to determine the policies. The state must serve all citizens and the community. Thus, they can have their rights and needs fulfilled within the public service framework as mandated by the Constitutions of Republic Indonesia, 1945. Thus, public service system conceptions require values, perceptions, and behavioral reference to realize human rights as mandated by the Constitutions of Republic of Indonesia, 1945. The services by the government can run effectively and efficiently to reach the objectives. Thus, the government arranges some guiding rules of human-right based public services, such as the Law Number 39 Year 19999 about Human Rights, the Law Number 25 the Year 2009 about Public Service, the Ministerial Decision of Public Apparatus Empowerment Number 63 the Year 2003, the General Guideline of Organizing Public Service, the Ministerial Regulation of Domestic Ministry Number 3 the Year 2017 about the Guideline of Information Service Management and Documentation.

The state, represented by the government, must take the responsibility to respect, protect, enforce, and advance human rights. Thus, public service should follow human rights to share information about record management. Human-right-based public service refers to public service governance based on the applied laws and human rights principles to provide record management service for the community.

The department of libraries and archives in Central Java is a province record management institution. It has the responsibility to store, manage, and keep the archive or record accessibilities for the users. As mandated by the law, the department of libraries and archives of Central Java must provide qualified public service based on the community's needs and demands. The advancement of science and technology, information globalization, and development of all aspects bring opportunities for the department to provide human-right-based public service. Thus, the provided information will be quickly accessible, cheap, and accurate. This research analyzed the promotion of public services based on human rights, hindrances, and efforts of the archive and library office of Central Java to overcome delays.

The Theoretical Principles

a. Public Service

Public service has theoretically various concepts. Public service refers to an act of providing goods and services for the community via the government to show as the public disclosure. This action may be direct or indirect via the partnership procedure with the private party or community. This action is based on the types and intensity of the community's needs, capabilities, and market. This concept emphasizes how the public service successfully provides a healthy delivery system. Public service is observable from the administration, security, health, education, housing, clean water, telecommunication, transportation, bank, etc (Rewansyah, 2009).

Service is a beneficial activity within a group or a unit. It also offers decisions although it may not include a physical product. The word, public, means to be known by many people. It includes the community and the state. The word is also equal to a state in which many people know about something. Thus, the definition of public service is a service provided by the government, as the promoter, for the community. The service is to fulfill the community's needs and to improve their prosperity (Ridwan & Sodik, 2014).

Inu Kencana defines public service as an activity of a government toward humans. This activity brings benefits and profits for humans and offers them satisfaction after physically using the products. Thus, the definition of public service is a service provided by the government, as the promoter, for the community. The service is to fulfill the community's needs and to improve their prosperity.

Sinambela defines public service as an effort to fulfill the community's expectations and needs, done by the promoter. Essentially, a country or a bureaucracy must fulfill the needs of the community. The needs do not only cover individual needs but also massive needs by the community, such as education, prosperity, etc (Sinambela et al., 2006). Lewis & Gilman define public service as a public trust because all citizens expect public service serves them honestly and responsibly. Fair and responsible public services lead to public trust. Therefore, public service needs some codes of ethics as the pillars. Then, public service requires public trust to realize good governance (Carol & Gilman, 2005).

b. Public Service Organizing

Organizing public service is a governing process of serial activities to meet the public needs based on the applied law for the citizens. Thus, they can use the goods, services, and administrative services promoted by public service.

The public service governance has some supportive elements, such as public service organizers, public service providers, public service recipients, and facilities and infrastructures. The public service governance must obey the applied principles and standards of public services. It is important to realize the protection, legal assurance, and reliable public governance system based on the principles of good governance and excellent cooperation.

The standard of service becomes the reference or guideline to hold the service and assess the service quality. The standard also becomes the obligation and promise of the promoter toward the community to realize qualified, immediate, fast, affordable, and measured service (Law Number 25 the Year 2009).

c. Human Rights

The human right has a divine and basic feature. Koentjoro Poerbopranoto explains that human rights are the natural right of humans. Thus, the human right has a divine feature. Juridically, according to Article 1, Law Number 39 the Year 2009, about Human Rights, human right refers to a series of a human attached to the essence and presence of humans as God's creations. Human right is also His gift for humanity and must be respected,

acknowledged, and protected by the state, government, and law. All humans must respect and protect the dignity of humans.

d. Human-Right based Public Service

Human right based public service is a governing process of serial activities to meet the public needs based on the applied law for the citizens. Thus, they can use the goods, services, and administrative services promoted by public service.

e. Archiving or Recording

All individuals or public organizations require data and information. Information may include visible statements, notes, notions, valuable signs, meaningful meaning, message, data, fact, or explanations. Information may also be audible and is presented in various formats and packages based on the development of information and communication technology, both electronically and non-electronically (The Ministerial Regulation of Domestic Affairs Number 3 the Year 2017).

According to Law Number 43 the Year 2009, archiving is a recording activity that takes form into various forms and media based on the development of information and communication technology. The archives are made and accepted by state institutions, local governments, educational institutions, corporations, political organizations, community organizations, and individuals. The information within the archives is important to promote social and national life. The archive forms include papers, photographs, audio-visual products (cassette, videos, CDs), architecture figures, cartographies, and digital or electronic forms.

Based on the functions, the types of archives include dynamic and static archiving. Dynamic archiving includes active and inactive archiving. Dynamic archiving refers to applicable archives for direct archive creations and stores within a certain period. Active archiving refers to a high frequency of archive uses while inactive archiving include the decreasing frequency of the information uses. Static archiving refers to created archives due to historical values. These archives have lower retention. The statement of the archives are mostly patented and verified directly or indirectly by the National Archiving Department of Republic Indonesia (Law Number 43 the Year 2009 about Archiving Article 1)

Research Method

This qualitative research used a descriptive qualitative approach. Descriptive research describes and explains a phenomenon or the investigated object clearly. The descriptive step of this research describes the phenomenon comprehensively and systematically. The researchers did it by analyzing the obtained data to get the problem solved. Qualitative research attempts to understand a phenomenon experienced by the research subjects. The step to understanding requires a holistic method by providing words of descriptions in a specific and natural context. Thus, it needs a natural method. The researchers used this method and

approach because they were systematic, factual, and accurate to reveal the obtained facts from the field (Maleong, 2005).

The research design was qualitative research. It was useful to reveal the facts about good governance principles of human rights-based public service done by the Department of Archives and Libraries in Central Java Province.

Research Approach

Based on the research formulations and objectives, the applied approach had some features, such as juridic, empiric, and normative juridic. The normative juridical approach refers to an approach based on applied law and norms in the research site setting. The empirical juridical approach emphasizes the research to obtain empirical knowledge by directly going to the research site.

In this research, the problem was the governance of human right based public service for archiving matters. Thus, the researchers used an empirical juridical approach to review the governance of human rights-based public service for archiving matter.

Research Results

- a. The Human-Right based Public Service Organizing at the Department of Archives and Libraries in Central Java Province

The Department of Archives and Libraries in Central Java had two main responsibilities to provide service for the community. However, in this research, the topic dealt with the archiving matter of public service. The governance of the archiving process of the department obeyed the Provincial Regulation of Central Java Province Number 1 the Year 2015 about the Archive Organizing in Central Java and the Governor's Regulation of Central Java Province Number 39 the Year 2016 about the Manual of Regional Regulation Implementation.

The Provincial Regulation Number 1 the Year 2015 about the Archive Organizing in Central Java requires the chief of the Department of Archives to provide archiving service. Here are the realizations of the archiving services of the institution.

1. Consultation and assistance;
2. Tracking the archive sources;
3. Composing the guideline and operational standard of archiving procedure;
4. Revising and improving the archiving management;
5. Printing and transferring the archive media;
6. Storing the archives;
7. Maintaining and reproducing the archives;
8. Making the information technology-based archiving system;
9. and promoting archiving training

The service types in this research include archiving information services, such as tracking the archive sources; It consisted of information display and distribution accurately from the archive sources. The service activities became the mediators between the Department of Libraries and Archives of Central Java Province and the archive users. The archiving information service facilitated the users to access any information, both textual or special form archives, such as photographs, audio cassettes, videos, microfiche, and microfilms. These activities became the tasks and responsibilities of the Archiving Service and Application division, especially the Archiving Service Sub-Division. The Department of Libraries and Archives in Central Java was committed to promoting a qualified public service based on human rights. The commitment included some activities or service activities based on the applied law and principles of human rights for every user.

b. The Archive Transparency and Secrecy

The Department of Libraries and Archives did not disclose all archive types recklessly. This action was based on the Governor's Regulation of Central Java Province Number 19 the Year 2018 about Security Classification and Dynamic Archive Access System within the Central Java Province Government. Thus, the department categorized three access categories.

- 1) The secret category was only for specific and verified parties. This procedure was important to avoid threats that violated the function of national governance, national resource, and public order.
- 2) The restricted category refers to any archives for specific and eligible parties. This category prevented the hindrances of task implementation and the institutional function of the government.
- 3) The public category refers to all archives that are eligible for any parties. This category allowed any parties to access because the information did not put any parties at disadvantage.

The guideline of archive transparency and secrecy is Law Number 14 the Year 2008 about Public Freedom to Access Information. The law allows archives in this category to be accessed by any parties because:

- a. The information does not threaten the law enforcement process;
- b. The information does not interrupt the right protection upon intellectual property and protection from the unhealthy competition;
- c. The information does not threaten national security and defense;
- d. The information does not leak the natural sources of Indonesia;
- e. The information does not put the national economy at disadvantage;
- f. The information does not put foreign relations at disadvantage;
- g. The information do not reveal the personal authentic certificates or testament except for the lawful parties;
- h. The information does not reveal personal information; and

- i. The information does not leak any secret letters or memos except under the decree of the information commission and national court.

Discussion

The Hindrances of The Human-Right based Public Service Organizing at the Department of Archives and Libraries in Central Java Province

The implementation of human right based public service of the department to provide information service was in line with the applied laws and principles of human rights. The implementation also was oriented toward decisions and client satisfaction. The law enforcement within archiving service governance received various factors, such as regulation, the promoter, the governance, facilities, and infrastructures, and community. In this research, the researchers used the influential factors of the law enforcement based on human rights at the Department of Libraries and Archives in Central Java.

a. The Regulation

The archiving information service organizing was based on Law Number 25 Year 2009 about Public Service. The mandate of the law is - to implement the law with some regulations. The Government of Central Java had issued the Provincial Regulation of Central Java Number 1 the Year 2015 about Archive Organizing in Central Java and the Governor's Regulation of Central Java Number 39 the Year 2016 about the Guideline of Provincial Regulation of Central Java Number 1 the Year 2015 implementation. The regulation consisted of some requirements of an archive service promotion, especially the static archive access.

However, Governor's Regulation Number 39 the Year 2016 only regulates the static archive access that contains principles of static archives. They include rights and obligations of the users, rights, and obligations of the archiving institutions, and limitations of static archive disclosure. The Governor's Regulation has not technically regulated the service promotion of archiving information. Thus, the Department of Libraries and Archives issued the Chief Regulation of Library and Archive Department Numbered 045/0068 to promote archiving information service. The regulation explains the Access and Archive Service Guideline stated in Standard Operating Procedure, SOP of Archiving Information Service. It became the standard of archiving information service implementation. The standard of archiving information service consisted of requirements, mechanism and procedures, systems, costs and tariffs, service products, law principles, facilities and infrastructures, service guarantees, security guarantees, service securities, and commitments to provide security, free from dangers, and prevent doubt.

The standard of service is crucial for policy implementation. The service standard becomes the procedure or reference to promote a policy. These procedures make the policy implementation of the service relevant to the previously applied plans. However, the arranged service standard of the Library and Archive Department of Central Java province had not covered

the servicing period, the numbers of the promoters, the internal supervision, the complaint management, the suggestion and recommendation, and the performance evaluation as mandated by the Law Number 25 Article 21 the Year 2009 about Public Service and Ministerial Regulation of State Apparatus Empowerment and Bureaucratic Reform Ministry Number 15 the Year 2014 about the Guideline of Service Standard.

The department must consider some essential materials of public service standards as the community guarantee to obtain satisfying services. The considerations include the servicing period, the numbers of the promoters, the internal supervision, the complaint management, the recommendation, and the performance evaluation.

b. The Organizer and the Promoter

Based on the jobs and the functions, the Department of Libraries and Archives of Central Java had organized archiving information services to meet the community's needs of information. Law Number 25 Article 15 of the Year 2009 about Public Service mentions that public service organizers must employ competent promoters. The service organizers become the main aspects to promote public service. The implementation of the service becomes the main strength to create a relationship with the community. The quality and competence of the promoters influenced the service administration. With adequate competence, the organizers could perform and ensure community satisfaction. The implementation required the promoters to behave fairly, carefully, politely, kindly, assertively, and reliably. They had to perform without committing discrimination. The promoters had to provide immediate solutions professionally. They had to obey the official instruction, acknowledge the accountability values, and the integrity of the institution. They could not leak any secret information or documents based on the applied regulation. They had to be transparent and make correct decisions to avoid conflict of interests. They could not misuse the public facilities and infrastructures and provide incorrect or misleading information toward the obtained information. They had to be proactive to meet the community's needs. They could not misuse their positions and authorities as regulated by the procedure (Law Number 29 the Year 2009). The numbers and the quantities of the promoters also influenced the service for the community. Thus, the promoters could provide maximal services for the users professionally and competently.

The Central Java Libraries consisted of 7 librarians and 3 staff. The implementation of the service still had poor quality and quantity. From the quality matter, the supportive organizing for service activity was still lack of professionalism and competence. These problems occurred due to a lack of relevant knowledge, science, and skill to understand the archiving service. The promoters also did not master the insight or archiving in the department. This condition caused the service not maximum. The officers did not understand the service procedure and master the information about archive insights. They also could not provide relevant and clear

information. They were also lack of customers' understanding while tracking the archives.

The information technology-based archive information service became an unavoidable need because the community wanted immediate and flexible service. The information service promoters had to master information technology. They also had to have broader insights and science disciplines along with archiving fields. The archiving information service promoters were not competent to carry out the information technology-based services. Some archivers and staff did not master the web-based archiving information service operation. Thus, they could not provide optimum service.

c. Facilities and Infrastructures

Service infrastructures included desktops. However, these desktops did not meet the desktops of the National Archive Department of Republic Indonesia. The desktop of the department had high partitions so the officers had difficulties providing the service and controlling the users while tracing the archives. The room of service had not had any CCTV cameras to monitor any misuses of archives by the users. Some computers were not connected online.

From the budget aspect, the Archiving Service Division, Dra. Retno Puspitosari explained that the service activity budgets were relatively small. Thus, the data input of archives in the database had not been promoted comprehensively. The limited budget made the servicing facilities were not realized.

d. The Service Users or the Community

The community had the right to obtain a qualified service based on the principles and objectives of service. The community as the recipient of the uses had roles to promote the information service. The community behaviors to carry out the rights and obligations also influenced the public service. From the data of Archiving Service Selection, the users of the service included students, employees, and citizens. The students used the service to get primary data for their theses. These young people preferred electronic means or via web-based media since they were practical and quick. According to the Department of Libraries and Archives, this finding could motivate the department to improve the online quality and to meet the clients' satisfaction.

The Hindrances of The Human-Right based Public Service Organizing at the Department of Archives and Libraries in Central Java Province

One of the legal sub-systems is the legal substance. It consists of law materials, such as stated in the law. The substances include regulation, norms, human behavior patterns within the system, and products of the people within the legal system. It consisted of the issued decisions and the newly arranged regulation. The substances consist of living law and are not only regulations stated in the lawbook.

The public service activities aimed to meet the citizens' and community's needs. Many laws and regulations govern the activities. The archiving information service regulation of the Library and Archive Department in Central Java referred to the Provincial Regulation of Central Java Number 1 the Year 2015 about the Archive Organizing in Central Java. Article 55 of the Provincial Regulation mentions that the Archiving Department must promote archiving services. The conditions of archiving service are managed in the second attachment of the Governor's Regulation of Central Java Number 39 the Year 2016 about the Organizing Guideline of Provincial Regulation of Central Java Number 1 the Year 2015 about Archive Organizing in Central Java.

Conclusion

In this 4.0 industrial revolution era, the information technology-based archiving service has become the community demand. The Department of Libraries and Archives had to provide immediate and accessible public information for users. The governance of the archiving process of the department obeyed the Provincial Regulation of Central Java Province Number 1 the Year 2015 about the Governance of Archiving in Central Java and the Governor's Regulation of Central Java Province Number 39 the Year 2016 about the Manual of Regional Regulation Implementation. Technically, the archiving information service was based on the Chief Regulation of Library and Archive Department in Central Java, Number 045/0068, about Guideline for Access and Archiving Service as the standard of operating procedure to promote the service. The department was committed to promoting a qualified public service that guaranteed human rights promotion. The department did it by guarantying the human-right implementation and providing adequate services based on the principles, standards, mandate, and standard or operating procedure.

Recommendation

The human right based archiving information service implementation obeyed the law and the principles of human rights to realize qualified service based on the community demands. 2. The hindrances in promoting archiving information service became the challenges and opportunities to encourage the Department of Libraries and Archives of Central Java to provide qualified service.

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