

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

Winter 2-1-2022

ISSN Registration Services in Indonesia: Problems and Solutions

Dwi Ridho Aulianto

National Research and Innovation Agency, Indonesia, dwiridhoaulianto@gmail.com

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Information Literacy Commons](#), and the [Scholarly Communication Commons](#)

Aulianto, Dwi Ridho, "ISSN Registration Services in Indonesia: Problems and Solutions" (2022). *Library Philosophy and Practice (e-journal)*. 6886.

<https://digitalcommons.unl.edu/libphilprac/6886>

ISSN REGISTRATION SERVICES IN INDONESIA: PROBLEMS AND SOLUTIONS

Dwi Ridho Aulianto

National Research and Innovation Agency, Indonesia

Email: dwiridhoaulianto@gmail.com

ABSTRACT

An ISSN is a number that functions as the identity of a periodical. ISSN registration services in Indonesia are provided through the Indonesian Institute of Sciences. This study aims to determine the inhibiting factors during the ISSN application process in Indonesia. The method used is qualitative with a case study approach. Data collection through in-depth interviews with ISSN service officers and journal managers was conducted at the end of 2019 and early 2020 to obtain information about ISSN registration in previous years. The results of the study concluded that the ISSN registration process did not run smoothly. There was an ISSN registration process that took a long time and was not completed. The contributing factors were: unsuccessful form filling; the ISSN application file attached does not meet the requirements; internet network disturbance; failed to upload the requirements file; the ISSN system cannot be accessed; wrong or lost user id and password to enter the ISSN system; the ISSN service telephone line is not connected or no one is picking up the phone; ISSN service officers or ISSN registrants do not open communication messages submitted by either party, either from the communication box feature in the ISSN system or incoming messages in email.

Keyword: ISSN; problems with ISSN submission; ISSN services; Scientific Journal Manager.

INTRODUCTION

The Center for Scientific Data and Documentation of the Indonesian Institute of Sciences as the National Center for ISSN in Indonesia is responsible for providing ISSN services for periodicals published in Indonesia, maintaining ISSN metadata, and providing ISSN-related information for journal managers. The International Standard Serial Number (ISSN) is a number consisting of eight digits, including a check digit, and preceded by the ISSN alphabetic prefix, which is assigned to a periodical or serial publication by the ISSN network (ISSN International Centre, 2015, p. 14). The ISSN consists of Arabic numerals 0–9 and the letter X can be listed on the rightmost digit, X in place of the number 10. The eight-digit ISSN number has no inherent meaning. As a result, ISSN blocks are allocated to various ISSN Centers in each country that are included in the ISSN Network and are responsible for checking the national ISSN database and ensuring that the periodicals provided by the ISSN are not duplicate (Abrahamse & Parks, 2010).

In Indonesia, ISSN registration for periodicals can be done online through the <http://issn.lipi.go.id/page> for both printed and electronic publications by fulfilling the specified requirements. According to Ginting (1999), the benefits of a periodical

having an ISSN include: making it easier to identify and identify periodicals with the same title because the ISSN is given for one issue only; the ISSN facilitates administrative management in terms of procurement or ordering of periodicals by only mentioning the ISSN; for writers, works published in ISSN publications have more value; ISSN periodical publications are recorded in national and international databases. The ISSN management organization consists of ISSN national and regional centers coordinated by the International ISSN Center. The national, regional, and international centers are collectively referred to as the ISSN network. Indonesia was the first Asian country to be included as a member of the registered ISSN network in 1974 and is one of the oldest ISSN National Centers in the world. The ISSN National Center is responsible for providing services and maintaining, storing, and reporting the use of ISSN periodicals to the International ISSN Center, both those with registered status and those with free status, which are carried out online (D. R. Auliato et al., 2015). The provisions for the ISSN service requirements and procedures have been made known through the ISSN website as a source of information for journal managers so that the ISSN submission process runs smoothly.

According to Auliato (2020), the information needs regarding ISSN required by scientific journal managers are information on scientific journal naming, scientific journal subtitles, edition writing, article page writing, frequency of publication, publishing institutions, electronic journal sites, and barcodes. The availability of information is the key for scientific journal managers in managing ISSN scientific journals. Along with the development of information technology, journal management began to change from print to electronic using OJS (open journal system). There are five stages in making an electronic journal, namely details, policies, submission, management, and the look, and ISSN is the basic information that must be included in OJS (Indrianri, 2010).

Whatever medium is used in publishing scientific journals, it requires an ISSN and must be registered individually for each published medium. The ISSN registration process in Indonesia is not always smooth. Some are unsuccessful or take longer. This paper discusses the problems that often occur during ISSN registration and explains the solutions that must be implemented so that the registration process runs smoothly.

RESEARCH METHODS

This study uses a qualitative method with a descriptive analysis approach. According to Jane Richie in Moleong (2001), qualitative research is an attempt to present the social world and its perspective on the world in terms of concepts, behaviors, perceptions, and issues related to the human being studied. According to Nazir (1988), the descriptive method is a method of examining the status of a group

of people, an object, a set of conditions, a system of thought, or a class of events in the present. The purpose of this descriptive research is to make a systematic, factual, and accurate description, picture, or painting of the facts, characteristics, and relationships between the phenomena being investigated. Sarwono (2006) explains that the study of literature involves studying various reference books and the results of similar previous studies that are useful for obtaining a theoretical basis for the problem being studied.

Data collection was carried out through in-depth interviews with 3 ISSN officers and 6 managers of scientific journals in 2019 and early 2020. The ISSN system used was the ISSN System version 1.0 with the website address <http://issn.pddi.lipi.go.id>. As for the validity of the data, it is done through triangulation, namely, a technique for checking the validity of the data that utilizes something other than the data for checking purposes or as a comparison against the data (Prastowo, 2011). The process begins with collecting data, selecting data, simplifying, abstracting, presenting, and drawing conclusions.

RESULTS AND DISCUSSION

The ISSN center in Indonesia can issue an ISSN number if the ISSN application form and file meet the specified requirements. ISSN submissions are not always smooth. There are ISSN submissions that are hampered, applications that are processed for a long time, or even submissions that are not completed. Based on the results of the research conducted, it is known that the factors that cause ISSN submissions are hampered, take a long time, or become an incomplete process of submitting ISSN based on communication and interaction between ISSN service officers and scientific journal managers.

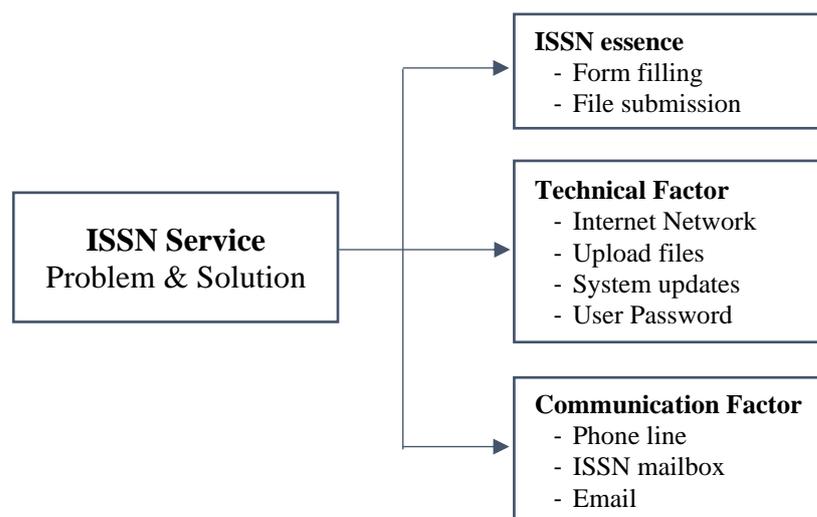


Chart 1. Obstacles to the ISSN Application Process in Indonesia
Source: Research Result Data

First, the substance factor, namely matters relating to filling out the form and completeness of the attached ISSN requirements, including:

- 1) The ISSN registration form is incomplete or incorrect.

The ISSN registration form was incomplete or incorrect for several reasons, namely: the required fields on the ISSN registration form were not filled out completely by the journal manager, so the form could not be saved. Required fields have a red asterisk (*) on the right side of each column. Required information is also available at the bottom of the form in the form of a *) and must be filled in. Several fields that must be filled in are the name of the publication, the synopsis, the managing institution, the name of the manager, the address of the institution, electronic mail, telephone number, frequency of publication, edition effectiveness, publication media, scientific category, and sweet key. If one of the mandatory fields is not filled in, the form cannot be saved, so the form is not completed.

The next cause is that the fields in the email or electronic mail (e-mail) do not match the specified format. The email field must be filled with a valid address and have the new feature "@". Not infrequently, the manager fills this column with the website address, starting with the word "www," which in the end can't be saved because the format doesn't match. In addition, the entries in the "dynamic key" column are incorrect or incorrect. The "sweet key" is a password that is automatically provided by the ISSN website in the form of a 6-digit combination that must be written down by the journal manager when filling out the ISSN registration form in the dynamic key column section. This number will appear when the journal manager clicks on the blue or red link that says "see here". An information box will appear in the form of a 6-digit combination. If the contents of the letter or number combination are incorrect, the ISSN form filling fails.

Failed form filling is often caused by incorrect or incorrect dynamic key filling. The journal manager writes down the desired password himself without looking at the provisions on how to fill in the dynamic key. On top of that, the journal manager often copies or copy-pastes the numbers that appear and puts them directly in the dynamic key column. This is not the right thing to do because copying the number display that appears in the dynamic lockbox causes the resulting copy to be different.

- 2) The attached ISSN application file does not meet the requirements.

The ISSN service will send a message with file verification results. If the attached file does not meet the requirements, the repair information will be sent via a "message box" on the ISSN registration form, which is directly connected to the journal manager's email address. The ISSN registration process is stopped until the journal manager corrects the required file according to the records that have been received. Many ISSN submissions do not pass verification because the ISSN application letter meets the requirements, even though the letter does not have

a standard format. The submission letter without the institution's letterhead, no signature, and stamp will not pass verification, so it must be corrected and re-uploaded. In addition, the title written on the front cover page is not the same as that stated in the application letter. It is only the abbreviation of the title, and the main title should be complete with a sub-title (if any). The table of contents page and the editorial board composition page usually meet the requirements, so check if the articles listed are at least five articles, and if there is an editorial board composition.

It is important for the journal manager to be more careful in filling out the ISSN application form and making attachment files. The inputted data must be written consistently. If the required file does not meet the requirements, it must be corrected immediately so that the ISSN application process does not stop.

3) Electronic journals do not meet the requirements.

Filling out the form for ISSN registration in online or electronic media is slightly different from print media. The site field must be filled with the electronic journal site address, and the media column is filled with online media options. The journal site address must be accessible because the ISSN service officer will verify the electronic journal. The section that is examined in the journal header shows the title of the journal, the table of contents section, and the composition of the editorial board. Each section must already exist, as is the case with the printed version of the ISSN application. The title, content of the article, and composition of the editorial board are exactly the same as in the printed version, only transferred to electronic media. If the title of the electronic journal is not the same as the printed version and there is no minimum of five articles, then the ISSN application does not pass the verification process. The parts that are still being revised must be corrected immediately so that the ISSN application process continues.

The second factor that affects ISSN services is the technical factor. This is related to the technical requirements during the ISSN registration process.

1) Network disturbance or slow internet.

The technical problems that journal managers often complain about, especially those from regions, are slow internet network access and the inability to register ISSN for their journals. This complaint is usually submitted by telephone to the ISSN service. If this happens, the ISSN service officer usually assists in filling out the ISSN form directly by asking the journal manager for information related to the journal's being registered. The results of filling out the form in the form of a registration number and password are then given to the journal manager to continue the next process.

2) File upload technical problem (long wait).

The file format and file size for the ISSN submission requirements have been determined, so these provisions must be followed. The file format is in the form

of.pdf and has a maximum size of 1 MB. If it is outside the provisions, then the file upload process is certainly not successful. In addition to the size and format of the file, during the file upload process, many journal managers, especially those who register for the ISSN for the first time, experience confusion because when the file is uploaded, there is no information that the process has been completed; only the "loading" process appears, which continues without stopping, while waiting. So the journal manager did not continue the process because it was considered that the file had not been uploaded successfully.

Another thing that has also happened during the file upload process is that the journal manager uploaded the wrong file or the uploaded file is the same (double) as the previous file, thus making the uploaded requirements less. Files that should be filled with the front cover page file but are filled with application letter files or other files that are not appropriate.

- 3) Due to data updates and backups, the ISSN website cannot be accessed. LIPI periodically performs maintenance on managed systems, including the ISSN service system. This is done to ensure that the data and information stored in the system are safe. System updates usually occur for 1–24 hours. During the process, the related system cannot be accessed by the public. This affects the ISSN service because the journal manager cannot access the website when registering for ISSN or knowing the ISSN registration progress. If there is an update or data backup, LIPI will inform the ISSN website.
- 4) The user password to enter the ISSN system is lost or written incorrectly. The registration number and password obtained after filling out the registration form are the only keys to access the ISSN system, so the journal manager is required to keep the registration number and password properly so they don't forget or lose them. If the registration number and password are forgotten or lost, the journal manager must contact the ISSN service to ask for the registration number and password for the registered journal. The password can also be changed or changed by the ISSN service personnel if the journal manager requires it.

The third factor that affects ISSN services is the communication factor that occurs between ISSN service officers and ISSN applicants.

- 1) The telephone line is not picked up or disconnected. The ISSN service provides a telephone line for journal managers or ISSN registrants if some problems or questions need to be submitted. Information on telephone numbers that can be contacted can be found on the ISSN website in our contact section. The questions asked can be related to the progress of submitting ISSN or problems faced by journal managers in managing journals with ISSN. Many complaints were submitted by the journal manager that the ISSN service telephone number could not be contacted, was not connected, or

no one picked up, even though the journal manager called on working days and hours.

2) Not checking the communication mailbox in the ISSN system.

Each verification result will be sent via the message box provided on the ISSN system according to the submission number, so that the information will only be received by those who have the submission number. This message box functions as a means of communication between journal managers (ISSN registrants) and ISSN service officers. If the journal manager does not monitor or forgets to check incoming messages on the ISSN system, the ISSN registration process will be temporarily stopped because there will be no continuation of the process. This makes the verification process take a long time or even stops the ISSN registration process because there is no reply from the journal manager.

3) Incoming emails from the ISSN LIPI service are not being checked.

Information sent through the communication mailbox available on the ISSN system will be automatically forwarded to the ISSN registrant's email. However, many journal managers include the journal's email address when filling out the form but rarely check the email, so if there is an incoming email, sometimes it is unknown and causes the ISSN registration process to take a long time.

CONCLUSION

Based on the results of the study, it was concluded that the inhibiting factors that caused the ISSN registration process to take a long time or even not be completed were: first, the substance factor, which was related to unsuccessful (failed) form filling; and second, the ISSN submission file attached does not meet the requirements. Second, technical factors in the form of internet network disturbances, failed uploads of the requirements file, the ISSN system cannot be accessed because it is updating or backing up data, and the wrong user id and password to enter the ISSN system (lost). Third, the communication factor in the form of the ISSN service telephone line is not connected or no one picks up the phone; the ISSN service officer or ISSN registrar does not open the communication message submitted by either party on the communication box feature in the ISSN system, and ISSN registrants do not check incoming email from the ISSN LIPI service.

REFERENCE

- Abrahamse, B., & Parks, B. (2010). The ISSN as Identifier and as Linking Mechanism: An Interview with Françoise Pellé. *Serials Review*, 36(4), 251–255. <https://doi.org/10.1016/j.serrev.2010.08.007>
- Aulianto, Dwi Ridho, Hermin Triasih dan Tri Margono. (2015). Pengembangan Elemen Metadata Guna Menunjang Layanan Publik Issn Online. Lokakarya Nasional Dokumentasi dan Informasi 2015: Pengelolaan Data dan Informasi dalam Perkembangan Teknologi Informasi di Era Big Data. Pusat Dokumentasi dan Informasi Ilmiah LIPI.
- Aulianto, Dwi Ridho, Pawit M Yusup, dan Yanti Setiati. (2019). Sistem Pengawasan Manajemen dan Kinerja Organisasi Layanan Publik (Studi Kasus Desain Sistem Pengawasan Manajemen dan Kinerja Melalui Business Process Modelling and Notation pada Layanan ISSN PDII LIPI). *Oration - Organizational Communication Conference*. Universitas Padjadjaran. Hal. 312-318.
- Aulianto, Dwi Ridho, Pawit M Yusup, dan Yanti Setiati. (2019). Perkembangan ISSN Terbitan Berkala di Indonesia. *Khizanah Al-Hikmah* Vo. 7 No. 2. Hal. 103-114.
- Aulianto, Dwi Ridho; Pawit M Yusup, dan Yanti Setiati. (2020). "Analysis of The Needs of Information about ISSN for Scientific Journal Managers in Indonesia. *Library Philosophy and Practice (e-journal)*. 3579. ISSN 1522-0222. <https://digitalcommons.unl.edu/libphilprac/3579>
- Indriani, Yulia Dwi. (2010). Open Journal System untuk Mengelola Publikasi Ilmiah. *Jurnal Pustakawan Indonesia* Vol. 10 No. 2. Hal. 38-46.
- ISSN International Centre. (2015). *ISSN Manual*. France
- Nazir, M. (1988). *Metode Penelitian*. Jakarta: Ghalia Indonesia.
- Prastowo, A. (2011). *Metode penelitian kualitatif dalam perspektif rancangan penelitian*. Jogjakarta: Ar-Ruzz Media
- Sarwono, Jonathan. (2006). *Metode Penelitian Kuantitatif dan Kualitatif*. Yogyakarta: Graha Ilmu.