Information Support in the Parliament Environment: Information Audit on E-PAPER Service by the Library of the Indonesian House of Representatives

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Abstract

E-Paper service at the Library of the Indonesian House of Representatives (also known as the DPR RI library) provides information on Indonesia's latest issues for experts and parliament members. The service served its main purpose as information support for decision-making and the law and regulation-making processes. This study audited the information resources management on E-Paper services in the DPR RI library and identify problems that arise during the management process. We interviewed 20 informants comprising librarians, library managers, the head of the library, and service users (experts and parliament members). We conducted observations of the events and analyzed the documents that are related to the service. This study employs Henczel's information audit model as the study framework. This study presents the E-Paper service's detailed practices in the DPR RI library through six components in the management tools, including man, money, materials, machines, methods, and markets. This study helps understand the information supports in the parliament environment and how librarians process information in timely related situations to support its parent organization.

Keywords: E-Paper service, decision making, Parliamentary Library of The Republic of Indonesia, Library of Indonesian House of Representatives, information management, information audit

A. INTRODUCTION

The House of Representatives of the Republic of Indonesia (also known as the DPR RI) is often tasked with making laws and regulations under the Indonesian people's aspirations. To achieve the task, they require the latest valid information to support the decision. The DPR RI library has an important role in providing information through its facilities and collections. The DPR RI library is a special library held by the Indonesian House of Representatives as its parent body. The DPR RI library established an E-Paper service to provide new daily information to accommodate its users' information needs in the parliament. Librarians are expected to have the competence to fulfill their users' information needs.

This study audits the E-Paper service that began in 2015 that replaced the manual newspaper clipping service. An information audit is an important element in information management, ensuring that the information becomes part of an integrated information resource. Information audit provides a framework in examining how a unit can produce, collect, distribute, store, and share information (Buchanan and Gibb., 1998). Clair (1997, p.26) states that an information audit's primary objective is to identify users' information needs and the extent to which information centers can meet these needs. Clair also revealed another purpose of this information audit to

understand what information is needed to support the company's operational activities and what information users usually use, where they usually get the information, and how they use it.

The role of the DPR RI library, as a special library within an institution, is to support its parent organization's vision and mission. The library should provide fast, accurate, and reliable information service to support the House of Representatives' members and experts related to parliament activities. This paper tries to understand E-Paper's information and resource management in the DPR RI library in providing the latest information to parliament members and experts.

B. LITERATURE REVIEW

Information Flow

The information flow in each organization has a different pattern depending on the purpose of the organization. Each organization must analyze each information's information needs to know how the information from the beginning of the information obtained until the information is submitted by mapping the flow of information. The mapping of the information flow is a process for analyzing how information is delivered from one part to another within an organization (Hibberd, 2004, p. 58). Orna in Hibberd (2004, pp. 58-64) explains that people engaged in information management have no difficulty mapping information flow based on their experience. The five stages in the process of mapping the flow of information according to Orna in Hibberd (2004, pp. 58-64), namely:

1. Describing the current situation, identify current clients, and provide better information services.

2. Determining potential clients by identifying clients on other units to discuss each unit's information needs to encourage new information sources.

3. Mapping potential clients to clarify the information flow map and clarify to whom information is shared.

4. Finding solutions to problems with priority scales, i.e., determining which information will take precedence for the decision-making entity.

5. Creating an information map (mapping information) to determine each unit's needs within an organization.

Goodman (1995) explains that the mapping theory of the information flow is very important to understand well our real working environment, so that we become more understanding what activities are done in our work environment is very important because every situation and character will greatly influence the flow mapping information Some of the benefits of mapping the flow of information according to Goodman (1995), namely:

1. Allows a better understanding of how information is used and who uses it.

2. Identify who the major clients are in providing different types of information services.

3. Determine the focus of information services to provide added value from an information center or special library.

Special Library as an Information Provider

Kargbo (2003, pp. 28-29) explains that the limited scope of specialized libraries is clearly defined, and they usually limit their services to clients belonging to their organizations. In other words, specialized libraries are formed by the parent organization that shelters them to make a useful contribution and provide timely and accurate information on the parent organization's topics. Therefore, specialized libraries not only provide collections but also provide information services from various external sources. There are several objectives and objectives of special libraries that are as follows:

- Provide information that can meet the needs of host institutions and organizations
- Provides information that supports research within the parent organization
- Cooperate with other agencies as external sources that provide information resources to meet information needs

From the explanation, it can be said that the services in a special library should give more value to the parent organization under it. In other words, the special library's service aspect becomes an important thing to note due to the demands of the user's information needs and the presentation of fast and precise information. Therefore, one of the most important components in a special library is to provide services in the form of presenting information to users of the special library so that users can meet their information needs. The user can decide that one of them is sourced from the information they have gained from the library's information services from fulfilling the information needs.

C. RESEARCH METHODS

This study used a qualitative approach with case study methods. Researchers conducted interviews, observations, and document analysis. Interviews were conducted directly with informants involved in managing E-Paper. The research phase followed the information audit framework by Henczel (2001).

Clair (1997, p.20) defines an information audit as a tool for defining the role of information within the community and seeks to relate that role to users' information-seeking behavior. The information audit also allows us to examine the sources, utilization, and management of information owned by an organization.

As a concept that is still in the developing stage, the experts are still studying the standard method used as a universal standard in conducting information audit. Researchers used the Model from Henczel (2001, pp. 16-20). This model consists of seven stages in which each stage guides us to conduct information audit activities correctly. The seven stages are:

1. Planning
2. Data collection
3. Data analysis
4. Data evaluation
5. Communicating the recommendations
6. Implementing the recommendations
7. The information audit as a continuum

In this study, we also conducted indirect interviews with some additional informants by sending some questions via e-mail. In total, 20 interviews were conducted. Researchers also made observations on processing activities of the E-Paper services conducted by the librarian at the DPR RI Library. In doing the observation, the researcher recorded situations activities related to E-Paper services. Document analysis is done by viewing and analyzing the document that is related to the service. Then the researchers analyze these data by creating transcripts of data, transcript coding, and interpreting the data. Data triangulation is conducted for analysis that comes from multiple sources.

The analysis in this study used a management tool (6M). Implementation of management tools in libraries aims to improve library power (Lilley and Usherwood in Kostagiolas, 2011, p 488). In this case, the library should prove its worth and take advantage of all the investments it contains (Kostagiolas, 2011, p 488). In assessing library quality through library management, various accreditation standards and models are available (Balague and Saarti in Kostagiolas, 2011, p 488). Management tools consisting of man, money, methods, materials, machines, and markets (6M) (Badruddin, 2015):

1. Man is human labor, both the leadership and operational labor. In this case, human labor is a major factor because they make and define goals. Qualification is another indicator of human labor. A qualification comprises the workforce's training, experience, and interest to ensure they work well according to the position assigned.

2. Money is the budget needed to achieve the desired goals. A budget is an important tool for achieving organizational goals by calculating how much it will cost to provide the tools needed to achieve the goals.

3. Methods are the means used to achieve the goal. Methods this can be a process of activities undertaken by the organization to achieve the results they had planned before. In the library's scope, methods can be the flow of information that occurs in the library.

4. Materials are the materials needed to achieve the goal. These materials are used as one of the workforces to achieve its objectives and influence the material's quality on achieving the goal.

5. Machines are machines or tools used to achieve goals. The machine consists of tools that support and facilitate the workforce to create work efficiency. Machines can be information technology that serves users (Robbins and Coulter, 2010, p 221). In libraries, machines can be computers, scanning tools, and information systems.

6. Market is the market of sales and services. Market is the target in which the organization will market its products. Besides, organizations should be able to understand in advance their target market before marketing their products.

D. DISCUSSION

E-Paper Service at Library of DPR RI

E-Paper Service is a service provided to library users, especially the Indonesian House of Representatives' experts and members. This service collects the latest news in articles related to the Indonesian House of Representatives' three functions: budget, supervision, and legislation. This service began to be developed by the DPR RI library in 2015, based on user demand on a

particular subject or topic. E-Paper service content is sourced from several electronic newspapers subscribed by the DPR RI library. The E-Paper service is accessible through https://epaper.dpr.go.id. It is accessible only within the Secretariat General and the DPR RI Expertise Council. The E-Paper service can be utilized by external users who visit the DPR RI library because the E-Paper service site available via an intranet network. The librarians have the main task of finding news through the electronic newspaper-based council fittings in the Indonesian House of Representatives. The board's fittings consist of 11 commissions plus legislative bodies, national affairs agencies (BURT), budget bodies, and court council courtesy.

As a service available in special libraries, E-Paper aims to meet its parent body members' information needs, members of the Indonesian House of Representatives. E-Paper service aims to support and meet the Indonesian House of Representatives' needs because they need clipping in digital form. However, the clippings were still in printed form by searching for news in printed newspapers, then cut out, pasted on paper, scanned, and then uploaded in an electronic clipping portal. Librarians have processed electronic clippings until the head of the DPR RI library has a new idea to hold E-Paper services directly based on electronics because it is considered more efficient and does not take as long as making electronic clippings. It can also make it easier for users to find news according to what they need. They can search per commission or keywords they need, and the news will be instantly discovered. With this E-Paper service, users can save time in searching for information. The finding confirms Kargbo (2003, pp. 28-29) statement, which explains that one of the special library goals is to provide information that can meet the parent institution and organization's needs. Kargbo (2003, pp. 28-29) also explains that special libraries' scope is well defined and typically limit their services to clients belonging to their organizations as the researchers explain earlier, that E-Paper service is intended for members of the Library of Parliament consisting of experts and members of the Indonesian House of Representatives. Although outside users can access this service, the service site remains only accessible within the DPR RI.

Resources

To provide an E-Paper service, every librarian will pack the electronic newspaper according to the commission the user belongs. DPR RI has 11 commissions, which means 11 librarians will package different information according to the parliament members' commission. In carrying out the electronic newspaper, the librarian needs information to support his work in packing electronic newspapers. The DPR RI library's source of information in making E-Paper to date consists of six electronic newspapers subscribed by the library:

1. Compass (paid)
2. Tempo (paid)
3. Indonesian Business (paid)
4. Voice Updates (free)
5. The Jakarta Post (free during 2015-2016)
6. Media Indonesia (free)

These six newspapers contain the news that will be updated daily. However, not all electronic newspapers are utilized by librarians. Librarians only use some of these electronic newspapers

according to their needs. Electronic newspapers that are used by librarians are the ones that are relevant according to the commissions and topics they are working on. Librarians select electronic newspapers because news fits the topic to facilitate them in the search for information.

Librarians need other information related to the commissions they hold, such as the commission's working partners. The librarian must first understand the information regarding the commission they are holding. Librarians can decide which news in electronic newspapers they will manage. So, it can be said that every commission in the House of Representatives has restrictions on the field they handle. The scope of the 11 House of Representatives commissions that have been determined following the decision of the House of Representatives plenary session, here is the scope of the eleven commissions, namely:

1. Commission I: defense, foreign affairs, communications and informatics, and intelligence
2. Commission II: in the country, state secretariat, and elections
3. Commission III: law, human rights, and security
4. Commission IV: agriculture, food, maritime, and forestry
5. Commission V: structure and communications
6. Commission VI: industry, investment, and business competition
7. Commission VII: energy, research and technology, and the environment
8. Commission VIII: religious and social
9. Commission IX: health and employment
10. Commission X: education, sports, and history
11. Commission XI: finance and banking

There are several working partners at each commission consisting of ministries and other government agencies with the same topics/scopes. Each librarian must first understand the scope of the commission they hold and what are the working partners of each commission. It aims to enable librarians to know the news boundaries they will be looking for and select and identify relevant news to be packaged. According to the commission, the librarian will be easier in repackaging a piece of news into the E-Paper service that will be utilized by the user by knowing the scope of news.

Based on the findings, it can be concluded that librarian at the Indonesian House of Representatives has two sources of information, namely the source of information they get from some electronic newspapers subscribed and the source of information in the form of working pairs of each commission they must know to determine the contents of E-Paper to be they though. The finding confirms Kargbo's (2003, pp. 28-29) statement, which explains that one of the objectives of a special library is to work with other agencies as an external source that provides information to meet the information needs. In this case, the DPR RI library cooperates with external sources outside the parent body, the electronic newspapers provider, by subscribing to the electronic newspapers as the main source in processing E-Paper, which will meet the information needs of users.

Information Flow Analysis

Information flow on the E-Paper service contains how E-Paper managed from electronic newspapers subscribed to a package ready to share users through a special page that can be accessed on the DPR RI library's internal site. The plot has been made in written form by the DPR RI library, which has been legalized and approved by the House of Representatives' secretariat general. The information flow is part of the standard operating procedure (SOP) that has been done by librarians in performing their duties. The information flow on E-Paper management in the DPR RI is presented in Figure 1.
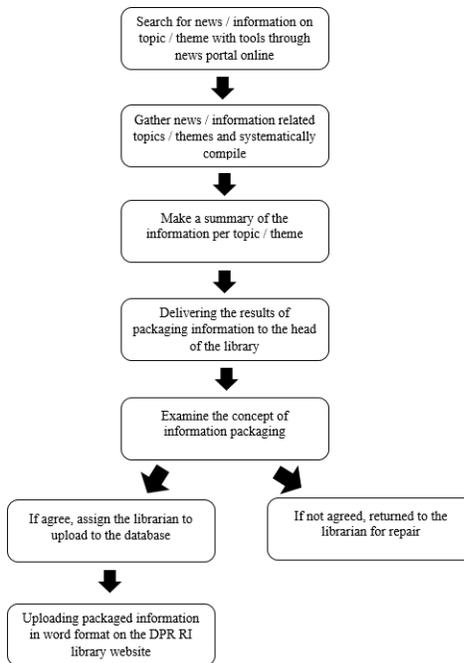
**Figure 1. E-Paper Management Information Flow at the Parliament Library
(Source: Author Analysis Results)**

The information flow is part of the standard operating procedure (SOP) in written form that has been legalized by the Secretariat General of the House of Representatives. The flow of information on E-Paper management begins with librarians tracking news-related topics using a computer through an already-subscribed electronic news portal. Then the librarian collects the news that has been in accordance with the topic systematically and summarizes the news contents. Afterward, news packs will be presented to the library head for review to obtain approval from the library head. If the news has been approved, then the librarian can already upload news packaging to the E-Paper site that has been provided. If the head has not approved it from the library, then the news packet will be returned to the librarian for repair. The flow of information conforms to Orna's statement in Hibberd (2004, pp. 58-64), which states that there are several stages in the process of mapping the flow of information, which describes the current situation to identify current clients and see how to provide better information services, determining potential clients by identifying clients to discuss information needs, potential mapping clients to help to clarify the information flow map and to whom information is shared, seeking solutions to priority-scale issues by determining which information will take precedence for decision making, and create a map of information to determine the information needs to be needed. In this case, the DPR RI library has identified their clients, consisting of experts and the House of Representatives. Furthermore, the

client consists of users of the DPR RI library, which is on 11 commissions of the House of Representatives, which has information needs with different topics so that librarians should disseminate the information according to each topic commission. In addition, the DPR RI library also processes E-Paper containing the latest news, which is important information to support decision-making.

According to librarians, there are regular improvisations of what is happening in the field that is different from the library's standard operating procedures (SOP), such as no delivery of results E-Paper to the head of the library approval first. According to one of the librarians, E-Paper generated directly uploaded to the E-Paper portal, which is already available in the flow of information in E-Paper management. In contrast, the standard operating procedure (SOP) mentioned that each E-Paper should be checked first by the library's chair. The process serves to determine whether the E-Paper can be uploaded to the portal or not through the head library's approval. The difference between what is happening in the real work practice and the SOP is due to the library head's lack of active monitoring. The library head currently has two positions: head of the DPR RI library and head of data and information center (PUSDATIN). The double position cause potential problem in the future, if there are tasks that require the same attention simultaneously.

Issues on E-Paper Services

There are several issues found in the implementation of E-Paper service:

1. Some librarians are not routinely worked on E-Paper. Some librarians had not routinely worked on E-Paper to be responsible for every day. The condition happened because of other events such as meetings, news that is not necessarily every commission, and the librarian's internal factors.
2. Some librarians have not done E-Paper in accordance with the expectations of the Library head. The library head often expects that the E-Paper service includes pointers, i.e., bullet points containing the summary of news in E-Paper to read it first. After reading the pointers, the user can see the news's details in E-Paper to see exclusive news. So far, the librarian has not done what the library chief hopes to do. However, it is understandable because the E-Paper service is a new service for librarians, so librarians should be guided and directed to improve this service.
3. E-Paper cannot create applications visitor data. The E-Paper service in the DPR RI library has not been able to bring up the data of visitors who visit the site in the form of visitor's name or visitor statistics data. The librarian has packed and uploaded the E-Paper on the site without knowing the use of E-Paper by library users. The user's utilization of service is an important component that improves the service of a library for the better.

Information Audit Planning Stage

Step 1: Set clear goals

The general purpose when conducting an audit of information put forward by Henczel (2001, p. 26). This objective describes the analysis of the first step taken at the planning stage of information audit to set clear goals. In this case, this study aims to:

1. Identify the resources and services that have value for the organization at the time of E-Paper management in the DPR RI library.
2. Understand the information audit process and identify what is potentially achievable for organizational units and information

In conducting an information audit, the researcher needs to know the organization's various information to be audited as it is part of the planning in the first step, which is to set clear goals for the information audit process. The move aims to identify how the organization can work through its vision, mission, organizational structure, and stakeholders (Henczel, 2001, p. 29).

Step 2: Determine the scope of audit information and resources

The purpose of the E-Paper service illustrates the analysis of the second step's planning phase, namely the organization's scope. The scope will cover the entire organization or concentrate on the targeted part (Henczel, 2001, p. 37). In this case, DPR RI libraries concentrate only, namely members of the House of Representatives, as a destination where information will be shared.

The scope of the information illustrates the analysis of the second step's planning phase in the information audit process that includes resources provided by the information unit (Henczel, 2001, p 39). In this case, the source of information provided by the DPR RI Library to hold the E-Paper service is in the form of electronic newspapers subscribed.

Step 3: Select a methodology

Data collection techniques, data analysis, and data evaluation conducted by researchers describe the analysis of data collection techniques in accordance with the planning stage of the third step in the process of information audit, namely choosing a methodology. The data collection is done by individual interviews collecting data from individuals in the organization that can be done one by one informant to know things that support the information audit process (Henczel, 2001, p. 47).

Step 4: Develop a communication strategy

This step consists of how researchers communicate the information audit process consisting of 3 steps: before the audit, during the audit, and after the audit. The researcher directs the time before the audit through the meeting, then performs the audit directly with the interview, and makes a written report after the information audit process.

Information and Resources Analysis Using the Management Tool (6M)

1. Man, or human labor. The DPR RI Library has four managers and 13 operational librarians. These resources are considered sufficient for the library to handle the most tasks and services. Librarians in the DPR RI library have appropriate library science related background.
2. Money is the budget needed to achieve the desired goals. The need for DPR RI library facilities will be fulfilled whenever requested by submitting a letter regarding the need to request facilities and budget needed to the Secretariat General of DPR RI. Thus, the budget is adequate to support the needs of library facilities and infrastructure DPR RI.
3. Methods are the means used to achieve the goals. The flow of information on E-Paper management can be called methods, which is how the organization uses it to achieve goals.

4. Materials are the sources needed to achieve the goal. The source of information can also be considered materials that are needed by laborers to achieve organizational goals.

5. Machines are tools used to achieve goals. Machines in the DPR RI library includes computers, scanners, electronic newspapers subscribed, and photocopiers to support and facilitate the workforce.

6. Market is the market of sales and services. Members of the DPR RI library consist of experts and members of the House of Representatives. They are the E-Paper service's target market.

E.   CONCLUSIONS

The DPR RI library's E-Paper service supports experts' main tasks and the House of Representatives' parliament members in the decision-making and regulation and law-making activities. There is a sufficient number of resources that the DPR RI library has regarding the 6M of management tools: man, money, materials, machines, methods, and markets. There are 11 commissions in the Indonesian House of Representatives that need different topics of information supported by the library. Some of the commissions are active using the service. There are several issues in the service's implementation, including ignorance, lack of monitoring, and no status of the service usage. There is a written SOP (Standard Operating Procedures) in documenting the delivery of the E-Paper service. In real-world practice, the librarians were often improvising and ignoring some of the parts of the SOP.

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