



# Performance Achievements of the East Java Province Communication and Information Service During the COVID-19 Pandemic

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## ABSTRACT

*The public needs information relating to public bodies as consumers who receive information. Open and transparent information is regulated in Law No. 14 of 2008 concerning the Openness of Public Information. In this research, researchers conducted an evaluation study at the East Java Province Communication and Information Service in the era of the COVID-19 pandemic using mixed research methods. The research data used is questionnaires, observation, and documentation studies. This research aims to determine and analyze the Performance of the East Java Province Communication and Information Service during the COVID-19 pandemic based on Law No. 14 of 2008 concerning the Openness of Public Information. Researchers also analyzed the factors influencing the Performance of the East Java Province Communication and Information Service during the COVID-19 pandemic. The theory used is performance evaluation theory, according to Dwiyanto (2021), with five indicators: productivity, service quality, responsiveness, responsibility and accountability. This research shows that the performance of the East Java Province Communication and Information Service during the COVID-19 pandemic was based on Law No. 14 of 2008 concerning the openness of public information, which still needs improvement. In particular, the information conveyed to the public is still limited to less important information and needs to be more widely distributed. This is caused by the OPD's need for more attention in promoting the openness of public information. Many people need to learn how vital public information is, which makes people distrust a transparent government. Overall, the quality of information dissemination services to the public still needs to be improved. This needs to be strengthened again, considering human resources at the East Java Diskominfo still need to be improved.*

**Keywords:** COVID-19, Evaluation, Openness of Public Information, World Health Organization (WHO).

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## 1. INTRODUCTION

The beginning of 2020 opened with surprising news about the world's coronavirus disease 2019 (COVID-19). The World Health Organization (WHO) designated this virus as a pandemic. Until the end of 2021, there were 4,262,720 confirmed cases of COVID-19 in Indonesia, with 144,094 deaths caused by this virus (KawalCOVID19.id, 2020). The outbreak of COVID-19 has forced the government and society to implement large-scale activity restrictions to flatten the curve of the spread of the COVID-19 virus. These restrictions have a significant impact and change how people live in all sectors, namely social activities, worship, education and public services. As a result, the intensity of the use of technological devices and internet access in various social activities has increased, especially in the public service sector, where the government is required to accelerate the provision of public service innovation by maximizing the use of digital technology and information (Salam, 2021).

Apart from factors caused by the pandemic, the need for information is also a basic need and human right for every individual in infrastructure by public institutions and state administrators, as stated in Law of the Republic of Indonesia Number 14 of 2005 concerning Openness of Public Information (UUKIP). On the other hand, people face situations that allow them to receive misinformation as much as they receive credible information. Bafadhal and Santoso (2020) said that the impact of spreading hoax news amid this pandemic situation is dangerous for the wider community. The impact of the spread of misinformation and the lack of appropriate handling of information

circulating in society is the anxiety that arises during the pandemic. In his research, Hidayatun (2021) shows that there is a connection between hoax information about the pandemic and increasing anxiety disorders, stress and depression. This can also reduce the level of public trust in the government, which impacts the success of implementing policies applied to the community related to elements of public services. Based on the national COVID-19 case distribution map, East Java Province has the highest number of fatalities in Indonesia, with a total of 30,294 people and is ranked 4th in the number of cases nationally. This figure is exacerbated by the fact that East Java Province has the 2nd lowest HDI (Human et al.) in the entire island of Java, presenting more significant challenges in handling the COVID-19 pandemic in East Java. The role of public service institutions in communication and information is vital to review, especially in education, outreach, and providing access to information and public services by Kom info in East Java. This is because this institution is directly related to the needs of society at large. The East Java Provincial Government has a Communications and Informatics Service whose job is to act as a mouthpiece for the provincial government and be the backbone for work related to providing information.

The East Java Province Communication and Informatics Service formulated several work programs to serve the community's information and communication needs (East et al., 2019). They generally carry out official and administrative duties like other public institutions. However, those needing special attention include the Public Information Management Program and the Public Communication Management Program. Although not only limited to these two things, other programs are also directly related to society. What is done by the East Java Province Communication and Information Service can be seen in the framework of public services. However, the performance of a public institution is tied to its internal and external situation. This research aims to find out and analyze the extent of the performance evaluation of the East Java Province Communication and Information Service during the Covid-19 Pandemic based on Law No. 14 of 2008 concerning the Openness of Public Information as well as to find out and analyze the factors that influence the Performance of the East Java Province Communication and Information Service during the COVID-19 pandemic. The benefits of this research are as material for analysis and evaluation of the Performance of the East Java Province Communication and Information Service during the COVID-19 Pandemic and providing material for consideration regarding influences of the Performance of the East Java Province Communication and Information Service as a basis for formulating public programs and policies.

## **2. THEORETICAL BASIS**

Public services are an essential part of government administration. Mulyadi et al. (2016) stated that, in simple terms, public service could be defined as the activity of serving (providing services) the needs of people or the public who are interested in the organization according to the basic rules and procedures that have been determined. In carrying out public services, proper management is needed. Public service management is the process of planning, implementing, directing and coordinating the completion of public service activities to achieve predetermined public goals. Albrecht and Bradford (Ratminto & Winarsih, 2005) say that management in the context of public services has three factors: systems, organizational culture and human resources. Public service management can be good if these three factors can carry out their activities by prioritizing the interests of the community, which in the context of public services are customers/service users. Public service management has a vital role in determining the quality of public service. If public service management is good, then the quality of public services can also be assessed as suitable. On the other hand, public services without good management can provide poor service quality (Ristiani, 2020). The concept of public information openness contains two big concepts, namely information and transparency. Information is data processed into a form that is more useful and meaningful for those who receive it (Sigiro, 2017). Because it has undergone a processing process, the quality of the information depends on the quality of the party processing the data. Information quality can be seen from four aspects and characteristics (Ais, 2011): accuracy, timeliness, relevance, and economy. Meanwhile, the concept of transparency is synonymous with openness. Transparency is closely related to state administration. This is because transparency is essential in building public trust in state administrators. Thus, openness/transparency is essential in establishing good governance (Sigiro, 2017).

National Planning and Development Agency and Department of Home Affairs (H. Ismail, 2016), the World Bank's definition of the principle of transparency in the context of Good Governance is a principle that guarantees access or freedom for everyone to obtain information about government administration, namely information about policies, processes its creation and implementation, as well as the results achieved. Mardiasmo (2006) states that transparency means the government's openness in providing information related to public resource management activities to parties

who need the information. Mardiasmo stated that there are two minimum indicators that an institution can be called transparent: adequate information in preparing and implementing public policies and access to ready, easy-to-reach, freely available and timely information. About information, transparency must provide easy access for the public to obtain information such as operational information about the functions of public bodies, including the financing of the public body concerned, the purpose of establishing the public body, financial audits, the results achieved by the public body, information that can be requested, complaints and direct actions that typical, carried out by the public body concerned if it receives complaints from the public, instructions on how the public can participate in policy making by the public body concerned, type organization which is managed by the public body and in what format the information is available, and what decisions or policies are made by the public body concerned that affect the lives of many people.

### **3. RESEARCH METHOD**

#### **3.1 Research Approach**

This research uses a mixed methods approach. Combined research methods (mixed methods) are research methods between quantitative and qualitative methods to be used together in a research activity so that data is obtained that is more comprehensive, valid, reliable and objective (Sugiyono, 2011). This research uses a gradual mixed technique. According to Creswell (2010), this strategy is a strategy where researchers combine data found in the field from one method with another method. Researchers use a mixed research approach because the objects studied are social phenomena related to human behaviour and work processes.

#### **3.2 Research Location**

This research is located at the Communication and Informatics Service (Diskominfo) of the East Java Provincial Government. The choice of East Java Province as a research location was based on the fact that since its first appearance in Indonesia, East Java has consistently been ranked in the top five for the most COVID-19 cases discovered. In fact, in August 2021, East Java was in first place as the province with the highest number of cases in Indonesia (CNBC Indonesia, 2021). The researcher chose the Communication and Informatics Service because, among other services, Diskominfo is one of the executive government units with more responsibility in carrying out the mandate of Law No. 14 of 2008 concerning the openness of public information. Apart from that, Diskominfo also has the responsibility to carry out public relations functions within the East Java Provincial Government.

#### **3.3 Research Focus**

This research focuses on how the East Java Provincial Government's Communication and Informatics Service provides public services and how they manage the institution to fulfil its duties and functions. As for the data to be analyzed, the researchers limited it to the Performance of the East Java Province Diskominfo within two years since the first COVID-19 case was discovered in Indonesia, namely from March 2 2020, to March 1 2022. The researchers determined this period so that the analysis could be carried out. Stay relevant, and do not stretch. This research will analyze the performance of the East Java Province Diskominfo using Dwiyanto's (2021) performance indicators. These indicators include productivity, service quality, responsibility, responsiveness, and accountability.

#### **3.4 Data Types and Sources**

The research data source comes from events or activities related to the research problem so that researchers can cross-check the verbal information provided by the subjects under study. Researchers also use documents originating from written materials, documents or written archives relevant to the research focus. Types of document data from this research include performance reports, budget plans, strategic plans and accountability reports.

#### **3.5 Data Collection Techniques**

This research uses several data collection techniques; the first is observation, which is an activity of recording phenomena carried out systematically. In this observation, the researcher recorded/recorded well-structured or semi-structured (for example, by asking several questions that the researcher wants to know) (Creswell, 2015). Second, with documentation studies. This document can be a newspaper, magazine, office report, private document, like diaries, or electronic mail. Third, there is a questionnaire with open and closed question types.

## 4. RESEARCH RESULTS

### 4.1 Performance Evaluation of Law No. 14 of 2008 concerning Openness of Public Information at the East Java Diskominfo

Researchers have obtained data and information about the performance of implementing Law No. 14 of 2008 concerning the openness of public information at the East Java Province Communication and Information Service (Kominfo) from the results of direct interviews, respondents and documentation studies. According to Dwiyanto in Pasolong (2008: 176), productivity is the ratio between input and output. This is the result obtained by the East Java Province Communication and Information Service. The productivity of the East Java Province Communication and Informatics Service is what the East Java Province Communication and Informatics Service will do to improve services, which in this case must be in balance with what the community or tourists need. This can be seen from the activities planned to improve services and new ideas to achieve predetermined targets within a certain period.

Based on the results of data from respondents in the field, the four sub-indicators as a whole have an average value of 2.5, which means that respondents think they disagree with the productivity of information distribution services from the East Java Diskominfo. In this case, the researcher analyzed the data above, and the respondents agree and disagree levels had the same value, namely 2. This is because the performance productivity of the East Java Diskominfo is at an average or medium level. During the Covid-19 pandemic, information about Covid-19 reached the public very quickly. However, this productivity is not 100 per cent pure Performance of the East Java Diskominfo, but rather the result of collaboration between the Covid-19 Response Task Force Unit, which has its team as public relations. The public also still needs to agree on performance productivity. However, some agree and agree with the productivity performance of the East Java Diskominfo. The East Java Diskominfo regularly announces patient data updates and increases and decreases in daily COVID-19 cases.

In terms of the accuracy of the services provided by the East Java Province Communication and Information Service (Diskominfo), according to researchers, they are on what is needed by the recipient of the information. One of the areas that researchers could have improved in this service's accuracy is that it takes quite a long time to get the desired information. This is because the Regional Apparatus Organizations (OPD) in the East Java Province region, which provide essential and up-to-date information for PPID, need to report promptly. Thus, according to researchers, the Performance of the East Java Province Communication and Informatics Service (Diskominfo) must be further improved regarding time management (response time) for the required information so that the accuracy of the services provided can be implemented even better.

Based on the results of respondents in the field, the service quality indicator in disseminating information about COVID-19 provided by the East Java Diskominfo received an average score of 2.7, which means they disagree. Most respondents scored 2 for the quality of the East Java Diskominfo service. Meanwhile, only one respondent scored 3, which means he disagrees. Of course, this is not given without reason. The service quality sector at the East Java Diskominfo is the most significant homework assignment that must be evaluated and improved by the East Java Diskominfo. During times of crisis, such as the COVID-19 pandemic, the validity and quality of information disseminated to the public becomes very important. Data errors will cause upheaval in society. As happened in June 2020 (Republika), differences were found in the data on COVID-19 cases in East Java. The difference is between the East Java Province Covid-19 Task Force and the Surabaya City Task Force. The reason is to collect data from several points so that differences may emerge.

Responsiveness is the bureaucracy's ability to recognize community needs and implement program development through performance plans and community aspirations. Responsiveness evaluation is an examination of the implementation of a program that is carried out and will be used to predict, calculate and control program implementation in the future to be much better. Evaluation is forward-looking rather than looking at past mistakes and addressed in efforts to increase opportunities for program success. Responsiveness evaluation is also done by the work spirit of the East Java Provincial Government, which carries the concept of JATIM CETAR (Fast, Effective and Efficient, Responsive, Transparent, Accountable and Responsive). In order to realize good governance, the East Java Province Communication and Information Service has taken the initiative to start building the East Java Smart

Province system with content priorities in 3 (three) Smart Province dimensions, namely Smart Economy, Smart Environment and Smart Governance.

In the initial stage, infrastructure software with essential or general functions, data integration and Big Data technology implementation, and other supporting software for Dashboard visualization is prepared. In the infrastructure software function, data integration has been realized through a data warehouse, which can be set to accommodate synchronization of structured data from OPD both online in the OPD application and manually uploading spreadsheets (excel). The OPD application system needs to provide an Integration link (API) to transfer data to the data warehouse. Besides that, the Data Warehouse functions as a data-sharing centre that OPD can access and utilize. Meanwhile, the existing Big Data infrastructure software function is prepared as a container for large amounts of data from various sources as a whole, both structured data (from data warehouse systems or other sources) and unstructured data, which is then utilized further for analytical functions (classification, sentiment analysis, predictive and others). In the future, this system will create specific analysis models according to each topic to complete and add Big Data content and functions.

In the report on the results of respondents in the field, responsiveness has an average value of 2.8, which means they disagree with the Performance of the East Java Diskominfo in providing a fast and responsive response in every COVID-19 case report. This is due to the large amount of information that has already spread in society and is handled slowly by the government. For example, the spread of fake news (Hoax) related to the spike in COVID-19 cases spread through chain messages on WhatsApp social media, where old information is being spread again. However, the East Java Diskominfo did not respond quickly to hoax information, causing commotion among the community. The message was circulated in May 2021, and Diskominfo immediately issued a notification that the information was a hoax. However, although Diskominfo has confirmed the message is a hoax, people are still spreading the information through WhatsApp groups. The average active cases in East Java are below 50 cases. Based on official data released by the East Java Provincial Government through the relevant OPD, four areas have active cases of more than 100 people. Namely, Surabaya City, Malang City, Sidoarjo Regency and Malang Regency, according to the latest data released on January 31 yesterday. The rest were under 50 cases except Gresik Regency, which had 69 cases.

Respondent data is based on responsibility indicators, that the public assesses the East Java Diskominfo with an average score of 2.3, which means they disagree. This is the basis for how East Java Diskominfo employees are not total in their delivery responsibility for distributing information and openness of public information during the COVID-19 pandemic. However, data from the East Java Diskominfo shows that it has carried out the function of Big Data infrastructure software as a container for large amounts of data from various sources as a whole, both structured data (from data warehouse systems or other sources) and unstructured data, which is then utilized further and advanced to analytical functions (classification, sentiment analysis, and predictive). In the future, this system will create specific analysis models for each topic to complete and add Data content and functions.

To implement these programs and activities, regulations need to be supported as a basis for implementing activities, including Presidential Instruction Number 9 of 2015 concerning Public Communication Management, East Java Governor's Regulation Number 18 of 2016 concerning Guidelines for Management of Social Media for the Regional Government of East Java Province, East Java Governor's Regulation Number 48 of 2015 concerning Management of Electronic Systems and Transactions in the East Java Provincial Government Environment as well as East Java Governor's Regulation Number 30 of 2016 concerning the ICT Master Plan in the East Java Provincial Government Environment which is an ICT Master Plan supported by connected ICT infrastructure networks that cover all regional apparatus and Provincial Government UPTs. East Java. Through these programs and activities, it is hoped that the East Java Provincial Government's bureaucratic reform and public services will improve so that development in the communications and information sector can improve community welfare and economic growth in East Java. To carry out the primary duties and functions as an OPD in charge of communications and information, a Draft Strategic Plan (Renstra) for the East Java Provincial Communication and Informatics Service has been prepared for the following (5) five years to implement programs and activities from 2019 to 2024.

Performance reporting is one of the sub-systems of a Performance Accountability System. The results of performance reporting will become input for performance reviews and evaluations. The Government Agency Performance Report is an overview that wholly and briefly explains the performance achievements prepared based on

the work plan established in the context of implementing the State Revenue and Expenditure Budget. Thus, the performance achievements of Regional Apparatus are an essential point in a Government Agency Performance Report. The performance achievements of the East Java Province Communication and Information Service during the COVID-19 pandemic were measured by comparing the realization with the targets set in the signed Performance Agreement. These performance achievements illustrate the results of the performance of the East Java Province Communication and Information Service in its support for the communication field and informatics.

The Performance of the Communication and Informatics Service during 2021 can be seen from several perspectives, including the achievement of Main Performance Indicators (IKU), implementation of budget performance, and other Performances that show the achievements and awards obtained by the Communication and Informatics Service in 2021 and provides benefits to society at large. Apart from that, the Communication and Information Department carried out an internal evaluation to improve performance management. Performance measurement is used to assess the success and failure of implementing activities by the intended targets and objectives stipulated in the Vision and Mission of the East Java Provincial Communication and Information Service. The measurement results from a systematic assessment based on the measurement groups listed in the SKPD Strategic Plan.

The assessment referred to cannot be separated from the activities of processing input into output and assessment in the preparation process/activities considered essential and influencing the achievement of targets. In order to achieve results, this performance measurement is used as a basis for assessing the success or failure of implementing programs/activities in 2021 by the targets and objectives set to realize the vision and mission of the East Java Province Communication and Information Service. The Informatics Applications Sector seeks to encourage regional apparatus to guide application development in the East Java Governor's Regulation Number 98 of 2018 concerning Application Standards for Regional Apparatus within the East Java Provincial Government. Efforts to increase the percentage of regional apparatus that comply with application development policies by conducting application audits for regional apparatus within the East Java Provincial Government. In 2021, the Communication and Informatics Service developed the East Java SATA Application; this application is used to store sectoral data for regional apparatus within the East Java Provincial Government to support the East Java One Data Program. The East Java SATA application receives data in various formats owned by Regional Apparatus. East Java Province Communication and Information Service as Data Guardian will verify the data from the Data Producer, the Regional Apparatus within the East Java Provincial Government.

The above assessment is based on a documentation study of the East Java Diskominfo Strategic Plan (Renstra) for 2019-2024. Meanwhile, based on the results of the respondents' assessment, the average value was 3.9, which means close to agreement. Evaluation: This was due to the many changes in the East Java Diskominfo service heads. During the reign of Khofifah Indar Parawansa, there was a change in the head of the East Java Diskominfo four times. This indicates a lot of evaluation and improvement within the East Java Diskominfo organization and the importance of Kominfo's role in distributing information to the public.

#### **4.2 Factors that influence performance at the East Java Province Diskominfo**

Researchers found several factors that influence performance at the East Java Province Communication and Information Service (Diskominfo): communication, resources, bureaucratic structure and disposition. Based on the results of data collection and data sources, the following is an explanation of the material points obtained regarding the factors influencing the performance evaluation of Law No. 14 of 2008 concerning the Openness of Public Information at the East Java Diskominfo, namely the first is the communication factor. Failure to manage public communications by public officials will impact the birth of negative public perceptions. Thus, based on the results of documentation studies by the 2019-2024 Strategic Plan, the East Java Diskominfo is implementing government communication management in the digital era. East Java Diskominfo implements Presidential Instruction No. 9 of 2015 concerning Public Communication Management for better public communication management.

Three things cause problems in managing government communications that have yet to show satisfactory results. First, the solid sectoral ego between government agencies. This is why there is often no one voice in government communications to the public, both in planned policy programs and communication during a crisis that demands a quick government response. Second, there needs to be more to translate policies into language the general

public understands. For example, the public's excitement in responding to the tax amnesty program some time ago. Some groups consider tax amnesty an obligation even though they are already burdened with various types of taxes and demands to meet other living needs. Third, there needs to be more issue management as a form of government agenda-setting. This is ironic because most of the sources of mass media information are the government, but the government still needs to control what information can be obtained. Influence the public.

The resource factor is the second factor influencing the Performance of the East Java Diskominfo. The East Java Province Communication and Information Service is supported by 146 employees from various work units (data as of May 1 2019) consisting of 96 men and 50 women.

The Communication and Informatics Service employees are spread across 6 (six) work units. The third factor, namely the disposition or behavioural tendency of a person involved in an activity, determines the success or failure of the program. A good attitude in responding to complaints from the public is an attitude that parties involved in information disclosure tend to have. The existence of SOPs for the East Java Province Communication and Informatics Service (Diskominfo) can maintain consistency, quality and work efficiency of every officer, employee, team and work unit. According to researchers, the flow of requesting public information is quite clear.

The fourth factor is information distribution. Along with the increasing critical power of society, the East Java Diskominfo is required to progress and develop. With the enactment of Law Number 14 of 2008 concerning the Openness of Public Information, it is a big challenge for government officials and society to implement it, and it is legally obligatory for public bodies to provide the information needed by the public. The increasingly advanced and developing mindset of society will increasingly demand the various information needed. Currently, people are increasingly critical and brave in expressing their opinions and will continue to try to find information that is relevant to the conditions they face. The East Java Diskominfo disseminates positive information to ward off hoax information that is developing in society. One of the East Java Diskominfo's breakthroughs was disseminating information using electronic media in interactive dialogue and outreach through the Wadul Event program, live shadow puppet broadcasts and public service advertisements.

#### **4.3 Factors Affecting performance at the East Java Province Diskominfo**

In its implementation, several programs have inhibiting and encouraging factors. The first program is the information and communication technology infrastructure management program, which addresses the low number of regional devices served by ICT infrastructure. The inhibiting factors in this program are the need for optimal management and utilization of data centres and the uneven availability of ICT infrastructure. Meanwhile, the driving factor is that the Provincial Government Backbone Network will be built. East Java. The second program is an informatics application management program with problems in the form of OPD and District/City data and information that meet Electronic Based Government System (SPBE) standards, lack of Trust from Regional Apparatus regarding ICT development, and data that is not accurate and reliable due to not updating. The inhibiting factors in this program are the limited number of skilled and professional human resources, the absence of a Command Room SOP mechanism, the lack of optimal development of ICT applications, and the lack of optimal integration of information systems and Regional Apparatus data. Meanwhile, the driving factors are the commitment of Regional Heads to support ICT improvements, the availability of legislation that underlies regulations in the Communication and Information sector, the development and use of Smart Provinces by Regional Officials, good cooperative relations with vertical agencies to increase information security, and the availability of sectoral data.

The third program is a government information security program with problems in the form of not-yet-optimal periodic evaluations of applications that regional officials have built. The inhibiting factor in this program is that not all of the applications that Regional Apparatus have built meet OWASP security standards, thereby increasing the chances of information security incidents occurring. Meanwhile, the driving factor is that the Regional Apparatus will build applications that must be accompanied by Communications and Information Services to meet information security standards. The fourth program is a public communications management program with the problem of no management of government issues, so government programs and policies are primarily delivered sporadically and situationally rather than planned and measurable. The inhibiting factor in this program is the need for a regional government communication strategy that plans to start from agenda preparation, issue framing, communicator selection, alternative channels (media channels) and media monitoring. Meanwhile, the driving factor is that public

communication will be held in collaboration with the Governor's and Deputy Governor's absorption aspirations as a vehicle for communicating government policies while absorbing the community's aspirations.

## **5. CONCLUSIONS AND RECOMMENDATIONS**

### **5.1 Conclusion**

The performance analysis of the East Java Province Communication and Information Service during the Covid-19 Pandemic based on Law No. 14 of 2008 concerning Openness of Public Information shows that openness of public information at the East Java Diskominfo still needs to be improved. In particular, the information conveyed to the public is limited to less important information. The delivery method is not widely distributed due to the public's lack of attention in obtaining public information and the lack of attention of the OPD at the East Java Diskominfo in socialising openness of public information so that many people do not know how important public information is. This makes people distrust a transparent government. Overall, the quality of information dissemination services to the public still needs to be improved. This needs to be strengthened again, considering human resources at the East Java Diskominfo still need to be improved.

The productivity indicator is based on the results of respondent data in the field, and the average value of the productivity indicator is 2.5, which means that respondents disagree with the East Java Diskominfo productivity assessment. In terms of accuracy, the services provided by the East Java Diskominfo are what the recipient of the information needs. One of the areas that could be improved is that it takes a long time for people to get the information they want. The average rating on the responsiveness indicator is 2.8, which means disagree. This is due to the large amount of information that has already spread in society; however, the government's handling is slow. The public rated the East Java Diskominfo as 2.3 average marks, meaning respondents disagreed. This is the basis for how East Java Diskominfo employees are not total in their delivery responsibility for distributing information and openness of public information during the Covid-19 pandemic. The performance achievements of the East Java Province Communication and Information Service during the COVID-19 pandemic were measured by comparing the realization with the targets set in the signed Performance Agreement. These performance achievements illustrate the results of the Performance of the East Java Province Communication and Informatics Service in its support for the communications and informatics sector.

### **5.2 Suggestions**

Based on conclusions, researchers have several suggestions, namely the need to prepare in several ways, both providing hardware and software, to face the challenges of ICT services. To encourage all of this, it is necessary to have an adequate ICT infrastructure available. Apart from that, there is a need to optimize the management and utilization of the data centre and optimization optimize the integration of information systems and Regional Apparatus data between information managers in independent institutions and the central government with the East Java Diskominfo.

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