

Proceeding Paper

Implementation of Governor Regulation No. 56/2019” The Main Tasks and Functions at the Lampung Province Communication, Informatics, and Statistics Office

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Abstract

This study evaluates the implementation of Governor Regulation No. 56 of 2019 regarding the main tasks and functions at the Communication, Informatics, and Statistics Office of Lampung Province. It focuses on two key issues: the overall effectiveness of the regulation's implementation and the obstacles encountered. Using a qualitative descriptive method, data were collected through interviews and document analysis. The results show that the regulation has been well-implemented, but challenges such as limited human resources and overlapping tasks persist. Improvements in staff training and task delegation are essential for optimal performance.

Keywords: Policy implementation, Governor Regulation, Communication, Informatics, Human resources

1. Introduction

In an era of rapid technological advancement, the effective administration of public services is critical (Habiburrahman et al., 2022; Nurdin, 2021). The Communication, Informatics, and Statistics Office of Lampung Province is tasked with managing public communication channels, maintaining data transparency, and optimizing the use of technology (Aceto et al., 2018). To guide the operations of this office, Governor Regulation No. 56/2019 outlines the main tasks and functions (Tupoksi) to ensure alignment with provincial development goals. However, the implementation of this regulation faces several challenges, including human resource limitations and bureaucratic inefficiencies (Hong & Lee, 2023). This study aims to examine how effectively the regulation is being implemented and to identify obstacles hindering its success.

Nuh et al., (2022) explored the legal implications and administrative impact of the Governor's Regulation No. 88/2020 regarding Large-Scale Social Restrictions (PSBB) in handling COVID-19 in Indonesia. Their main research question centered on whether this regulation aligns with central government policies and legal standards. The study was framed within normative juridical theory, focusing on legislative coherence and regulatory compliance. Using library research methods, they analyzed legal texts, categorized into primary, secondary, and tertiary legal sources (Riyawan et al., 2020). They employed qualitative analysis to assess the regulation's legal positioning and synchronization with broader governance structures. Findings revealed that the regulation required refinement to ensure legal congruence, suggesting a re-issuance as a regional regulation to better harmonize with national law.

Song et al., (2018) focused on evaluating policy effectiveness in relation to environmental protection strategies in urban areas, investigating the success and challenges in implementing sustainable practices. This study utilized a conceptual framework based on

environmental policy theories and sustainability models to assess policy outcomes. Mixed methods were employed, including surveys and interviews with policy implementers and citizens to gauge satisfaction and effectiveness (Trommel, 2020). Their analysis incorporated both qualitative thematic analysis and quantitative data for a comprehensive understanding. Findings indicated that while some policies achieved positive environmental outcomes, gaps remained in public engagement and resource allocation, underscoring the need for better citizen involvement in policy-making (Kirichenko et al., 2023).

Ragheb et al., (2022) examined the supervisory functions within regional inspectorates, specifically in West Kutai Regency. Their research questioned how effective these inspectorates are in overseeing governmental functions to ensure efficiency and accuracy in public service delivery. Utilizing a theoretical framework grounded in public administration and management theories, the authors conducted an empirical study involving observational assessments and interviews with regional officials. The analysis involved both qualitative content analysis and performance metrics (Herdiansyah et al., 2021). Findings pointed to challenges such as insufficient resources and training, which impacted the efficacy of supervisory functions, suggesting the need for strengthened capacity-building within these governmental bodies to enhance accountability and service quality (Kirichenko et al., 2023).

2. Research Method

This research employs a qualitative descriptive method to provide a comprehensive analysis of the policy's implementation (Rivelino, 2023). Data were gathered through in-depth interviews with key staff at the Communication, Informatics, and Statistics Office, as well as through document reviews of internal reports and policy guidelines. The focus was on four key aspects of implementation: communication, resource management, staff disposition, and bureaucratic structure, as outlined by Edwards III's framework on policy implementation.

3. Result

1. Communication

Effective communication is critical for policy implementation, ensuring that staff understand their roles and responsibilities. The study revealed that the majority of employees were aware of their tasks as stipulated by the regulation, largely due to clear instructions from management and peer communication. However, inconsistencies in the dissemination of information led to confusion among some staff members regarding their exact duties. Strengthening internal communication channels is essential to minimize misunderstandings.

2. Human Resources

Human resources are a major challenge in the implementation of Governor Regulation No. 56/2019. While the office provides opportunities for employees to further their education, limited financial support restricts the extent to which staff can improve their qualifications. Many staff members expressed a desire for additional training to enhance their competencies. The lack of skilled personnel has led to suboptimal performance in several areas, especially in technology-related tasks, which are central to the office's mission.

3. Disposition of Staff

Most employees displayed a positive attitude towards their responsibilities. Interviews with management indicated that staff were generally committed to fulfilling their duties, though there were instances where tasks were not optimally performed due to gaps in knowledge or skills. This highlights the need for continuous professional development to

align staff capabilities with the demands of their roles.

4. Bureaucratic Structure

The office's bureaucratic structure was found to be relatively efficient, with clear task delegations and well-defined roles. However, some inefficiencies were observed, particularly in task overlaps that resulted in delays in service delivery. Simplifying the bureaucratic processes and ensuring a more streamlined approach to task allocation could significantly enhance operational efficiency.

4. Discussion

Effective communication, human resources, staff disposition, and bureaucratic structure are key factors influencing policy implementation, as evidenced in the study. While clear instructions from management ensured most employees understood their roles, inconsistent information dissemination caused confusion for some, highlighting the need for stronger internal communication. Human resource challenges, such as limited financial support for education and insufficient training opportunities, have hindered the development of skilled personnel, particularly in technology-related areas critical to the organization's mission. Despite these challenges, staff generally exhibited a positive attitude toward their responsibilities, although skill gaps sometimes impeded optimal performance, underscoring the importance of continuous professional development. Additionally, while the bureaucratic structure was efficient with clear roles, task overlaps occasionally caused delays, suggesting a need for streamlined processes to improve overall efficiency.

5. Conclusion

The implementation of Governor Regulation No. 56/2019 at the Lampung Province Communication, Informatics, and Statistics Office has been largely successful, with staff generally understanding and performing their assigned roles. However, several obstacles, including human resource limitations and inefficiencies in bureaucratic structure, hinder full optimization of the regulation's objectives. To address these issues, it is recommended that the office invest in further staff training, improve internal communication, and streamline bureaucratic procedures to ensure more effective service delivery.

6. References

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