Buletin Al-Turas
P-ISSN : 0853-1692 E-ISSN : 2579-5848
website : bit.ly/buletinalturas

Information Practices of University's Civil Servants in Managing Family Archives for Asset Declarations

Rufaidah Farhah
University of Indonesia
Depok, Indonesia
rufaidah.farhah@ui.ac.id

Ike Iswary Lawanda*
University of Indonesia
Depok, Indonesia
lawanda62@yahoo.com

Abstract

Purpose
This study aims to elaborate on the information practices carried out by university's civil servants in managing and preparing family archives for asset declaration purposes by applying a theory of everyday information practices. This study uses McKenzie's two-dimensional model which consists of Active Seeking, Active Scanning, Non-directed Monitoring, and By Proxy modes, along with the Connecting and Interacting phases in each mode.

Method
This study is a descriptive qualitative study and utilizes the data analysis method. Research data was collected through semi-structured online interviews. The informants were selected based on purposive sampling.

Results/Findings
The results of this study indicate that only three modes of information practices were applied by the university's civil servants for asset declaration purposes. The three modes are Active Seeking, Active Scanning, and By Proxy.

Conclusion
Information practices for archive management are a part of daily life. It cannot be separated from context such as the type of archive and for what purpose. It is clear that archival study is related to information practices.

Keywords
civil servants, family archives, e-government, asset declaration, information practices

*) Corresponding Author

DOI: https://doi.org/10.15408/bat.v29i1.26685
Print ISSN: 0853-1692 E-ISSN: 2579-5848

Abstrak

Tujuan
Tujuan dari penelitian ini adalah untuk mendeskripsikan praktik arsip keluarga yang dilakukan oleh Pegawai Aparatur Sipil Negara di universitas dalam kebutuhan Laporan Harta Kekayaan dengan teori praktik informasi sehari-hari menggunakan model dua dimensi dari McKenzie, Active Seeking (Pencarian Aktif), Active Scanning (Pemindaian Aktif), Non-directed monitoring (Pengawasan tak Terarah), dan By Proxy (Melalui perantara) melalui tahap Connecting (Menghubungkan) dan Interacting(Berinteraksi).

Metode
Metode penelitian yang digunakan adalah deskriptif kualitatif dengan analisis data. Pengumpulan data melalui wawancara online semi terstruktur dan pemilihan informan berdasarkan purposive sampling.

Hasil Temuan
Hasil penelitian ini menunjukkan bahwa dari empat model praktik informasi yang dikemukakan, hanya ditemukan tiga model praktik informasi arsip keluarga bagi Pegawai Aparatur Sipil Negara di universitas untuk kebutuhan lapor harta kekayaan yaitu Active Seeking (Pencarian Aktif), Active Scanning (Pemindaian Aktif), dan By Proxy (Melalui Perantara).

Kesimpulan
Kesimpulan penelitian ini, praktik informasi dalam konteks arsip keluarga tidak dapat dilepaskan dari konteks walaupun model praktik informasi dari McKenzie ditunjukkan oleh proses penelusuran informasi pegawai Aparatur Sipil Negara di universitas dalam kebutuhan Lapor Harta Kekayaan. Namun, jelas bahwa studi arsip berkaitan dengan praktik informasi.

Kata kunci
aparatur sipil negara, arsip keluarga, e-government, laporan harta kekayaan, praktik informasi

الملخص

الهدف
الهدف من هذه الدراسة وصف ممارسة المحفوظات العائلية التي يقوم بها موظفو الأجهزة المدنية التابعة للدولة في الجامعات في الحاجة إلى تقرير الأصول مع نظرية ممارسة المعلومات اليومية باستخدام نموذج ثنائي الأبعاد من McKenzie، البحث النشط (Active Seeking)المسح النشط (Active Scanning)، والمراقبة غير الموجهة، وبالوكالة (من خلال وسيط) من خلال مرحلتي الاتصال والتفاعل.

الطريقة
طريقة البحث المستخدمة في هذا البحث هي تحليل البيانات الوصفية النوعية. أما جمع البيانات من خلال المقابلات فهو شبه المنظمة عبر الإنترنت واختيار المخبرين على أساس أخذ العينات الهادف.

النتائج
من نماذج ممارسة المعلومات الأربعة التي تم طرحها، تم العثورعلى ثلاثة نماذج فقط لممارسة معلومات أرشيف الأسرة لموظفي الأجهزة المدنية التابعة للدولة في الجامعات للحاجة إلى الإبلاغ عن الأصول، وهي البحث النشط والمسح النشط و By Proxy(من خلال وسطاء).

الخلاصة
أن ممارسات المعلومات في سياق أرشيفات الأسرة لا يمكن فصلها عن السياق، على الرغم من أن نموذج ممارسة المعلومات الخاص بـ McKenzieيتم توضيحه من خلال عملية تتبع المعلومات حول موظفي الجهاز المدني للولاية في الجامعات في حاجة إلى تقرير الثروة. ومع ذلك، فمن الواضح أن الدراسات الأرشيفية معنية بممارسات المعلومات.

الكلمات الرئيسية
جهاز الدولة المدني، محفوظات الأسرة، الحكومة الإلكترونية، تقرير الثروة، ممارسات المعلومات

Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

INTRODUCTION

The implementation of e-government cannot be separated from electronic archives (Harisanti & Anugrah, 2021). Electronic archives are also used in daily life and produce proof of the activities of individuals, organizations, and government bodies (Millar, 2017). Every individual is driven to seek information in various forms, one of which is in the form of archives. They search through many ways and from various sources to fulfill their information needs daily (Kuhlthau, 1991). From seeking necessary sources to receiving information unasked, these are a variety of forms of information-seeking models called information practices (McKenzie, 2003). In a family environment, information practices are related to family archives. Information practices applied to family archives reveal the information-seeking methods used in daily life: a two-dimensional model consisting of *connecting* and *interacting* phases through *Active-seeking*, *Active-scanning*, *Non-directed Monitoring*, and *By Proxy*. Information refers to archives in the context of organizations and the smallest form of organization in society is family. As an organization, a family creates archives in various forms such as textual or non-textual (Sari, 2017).

In general, previous studies tend to be deductive by applying information-seeking behavior models which test and measure. The study on information-seeking behaviors at the Tangerang Library and Archives used the seven pillars of information literacy model which resulted in it being fixated on a strict construct determined by the researchers (Hayati & Sawitri, 2018). The information needs of every individual differ from each other due to the influence of age, occupation, education, gender, role in society, and other factors (Fitri, 2015). The information needs of an individual will create information practices (Kuhlthau, 1991). Information practice is an expansion of Kuhlthau's information-seeking theory which focuses on information-seeking in daily life.

Information practices create information spaces not based on the behavior of an individual, but rather focus on connections and interactions during information-seeking (McKenzie, 2003; Savolainen, 2010; Koo, 2016). This current study will produce new insights into the information practices on personal records of families to support the *e-government*. In accordance with *e-government*, it is mandatory for family members who hold certain positions in the government to report their assets according to the Ministry of Administrative and Bureaucratic Reform Circular Letter 1/2015 on the obligation of asset declarations for civil servants working in government agencies. It is mandatory to report their assets when appointed, mutated, promoted, and retired to the Asset Declaration Information System or SiHarka (*Sistem Informasi Pelaporan Harta Kekayaan*). SiHarka is an app that manages the assets of civil servants in Indonesia.

University is one of government agencies that require civil servant employees to report their assets. These employees include the board of directors, heads of faculties and departments, and the teaching staff. Asset declarations are reported annually by civil servants. The documents necessary for asset declarations are listed in the SiHarka app. There is a possibility that every civil servant experienced confusion when they need to fill in SiHarka due to forgetting where they had put their archives and needed to convert them into electronic form. In dealing with the uncertainty of information, they attempt various ways to search for additional information. They would discuss with others, search on the internet, and try other efforts to fulfill their information needs (Koo, 2016).

Based on previous studies, the awareness of family archives management among Indonesians at present is still low. This is due to the low frequency of family archive usage (Azmi, 2015). This low level of awareness is also found among civil servants when they report their asset declaration for the first time. Therefore, an ideal management system is required to retrieve family archives with ease (Basuki, 2021). Family archives must be treated the same as formal archives in organizations that implement a life cycle system that involves the process of creation, usage, maintenance, and reduction of archives (Sari, 2017). Moreover, submitting asset declarations through SiHarka causes another problem for civil servants other than archive management, in which they have to convert the ar-

DOI: https://doi.org/10.15408/bat.v29i1.26685

Print ISSN: 0853-1692 E-ISSN: 2579-5848

chives into electronic form for easier retrieval and usage. An optimal archive management practice can promote family archives management among Indonesians and support archive management practice in Indonesia (Azmi, 2015). This issue raises the question of which information practices civil servants implement to fill in their asset declaration.

This study aims to illustrate the information practices of university' civil servants who are required to fill in asset declarations on the SiHarka system. It is hoped that this study can contribute to information sciences, particularly archival science, in the context of the information practices of dynamic archives. This study hopefully will also benefit civil servants and families in managing family archives so that they could fulfill their information needs at any time.

METHOD

This is a qualitative study. Data were collected from semi-structured online interviews and observation of information practices of informants in order to achieve detailed and comprehensive data. Purposive sampling was applied to choose informants, which is the process of selecting informants based on specific criteria (Sugiyono, 2010). The informant must be a university' civil servant employee who has reported their asset declaration at least once. This criterion is set to ensure that the informant can give accurate and reliable information. The interview data was harder to obtain due to being held online, but it was the most optimal mode of interview because of its flexibility. The interviews lacked depth and had limitations due to observing only five professors from four different faculties.

The names of the informants and the university are changed for confidentiality. Mawar is a 54-year-old professor at the Faculty of Public Health and has filled in asset declarations for two years. Anggi is a 45-year-old professor at the Faculty of Public Health and has filled in asset declarations for two years. Susanti is a 47-year-old professor at the Faculty of Medicine and has filled in asset declarations for 1 year. Tomi is a 49-year-old professor at the Faculty of Public Health and has filled in asset declarations for 1 year. Iqbal is a 42-year-old professor at the Faculty of Mathematics and Natural Sciences and has filled in asset declarations for 1 year.

This study is open to all possibilities and any contradictions or alternative arguments. Developing the analysis was done simultaneously with data collection, interpretation, and writing the results. The results were written in the form of an information matrix (Miles and Huberman, 1984) that serves information systematically to readers. This study identifies the relations between categories in dimensions as the basis of interpretation which resulted in categories, themes, and patterns. The process refers to the conceptualization of every theme until various categorizations are found, such as the categorization of McKenzie's information practices which consists of the phase dimensions of *interacting* and *connecting,* and the mode dimensions of *Active Scanning*, *Active Seeking*, *Non-directive Monitoring*, and *By Proxy*. The study also found categorizations of family archive management consisting of accurate archive creation, archive filing, and archive protection. Another category is for filing asset declarations such as the easiness and difficulties of filing asset declarations, the shortcomings, and benefits of APIP at the university, and efforts by the institution in helping with asset declarations. The categories were then elaborated and divided into several themes which are information practices, family archive management, and the process of filling asset declarations at university.

FINDINGS AND DISCUSSION

The practice of information applying the model from Mc Kenzie give results that civil servants in this study connect and interact with information sources as part of their tasks in learning to fill in SiHarka, an app to submit asset declarations. The results show some kinds of social construction, situated action, and situated learning. It proceeds the result of

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Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

Mc Kenzie information practice that information practice could integrate into the model (Yeoman, 2010). This study also completes the finding that information practice in coping daily hassles is multidimensional phenomenon affected by individual characteristics, sociocultural norms, and values. The discussion below shows how the results mentioned above analyses the work of information practice model from McKenzie being applied in fulfilling the app of the implementation of e-government amongst civil servants in Indonesia. As this is a new study applying information practice model of McKenzie relating archives as a variable, we intently appearing theories to clarify analysis.

The Submission Process of Asset Declarations by Civil Servants of Cemerlang University

At present, the implementation of *e-government* serves as the embodiment of a transparent and accountable government. The *electronic government* utilizes information technology and electronic archiving as a mediator between *e-government* and organizations (Kareem & Haseeni, 2015). An example of information technology used in *e-government* is apps which are computer-based software designed to perform a certain task for their users. Apps can be used anywhere at any time, therefore they save time and are more optimal in accomplishing a task. The Asset Declaration Information System (SiHarka) is an app that was specifically designed as a platform for civil servants to submit asset declarations in an effort to create information transparency of the public and *e-government* (Hasyinah, et.al., 2021).

Electronic government is implemented everywhere from government bodies to smaller organizational structures such as families. The creation of archives in a household will increase over time and is concomitant with any addition or deduction of family members along with their roles and activities as citizens in society. An increase in family archives will require a proper archive management system for easier retrieval when the archives are required for any government-related or personal needs (Faizatush & Lastria, 2020). It is mandatory for family members who hold certain positions in government bodies to implement *e-government* obligations. Therefore, the family member requires a lot of information to fulfill their needs in practicing *e-government*. The use of information technology for electronic archiving controls individual performance in compliance with organizational performance (Kareem and Haseeni, 2015). The implementation of *e-government* is shown by how university's civil servant employees fill in their asset declarations in SiHarka.

Asset declarations are mandatory for all civil servants in Indonesia, including civil servants working in universities. The obligation to report assets is regulated in the Ministry of Administrative and Bureaucratic Reform Circular 1/2015 on compulsory asset declarations for civil servants working within the government. Other policies on the asset declarations of civil servants are also written in the Ministry of Administrative and Bureaucratic Reform Circular Letter 54/2019 on reporting government agency performances and civil servant asset declarations. In the circular, it is stated that a civil servant asset declaration is a list of assets owned by civil servants including their partners and dependent children. Aside from preventing and eradicating corruption, collusion, and nepotism; the rule was established to embody the transparency of civil servants in order to increase integrity. The aforementioned circular is the legal basis for civil servant development programs and an effort to prevent and eradicate corruption, collusion, and nepotism. It is compulsory for civil servants to report their asset declaration to their head of agency through the Government Internal Supervisory Apparatus (APIP, *Aparat Pengawasan Internal Pemerintah*).

The roles of APIP include monitoring asset declaration submissions, coordinating with employees or other units that were appointed as the coordinator for asset declarations of civil servants, verifying asset declaration submissions, clarifying to civil servants if there were any missing documents in the verification process, investigating the missing

DOI: https://doi.org/10.15408/bat.v29i1.26685 Print ISSN: 0853-1692 E-ISSN: 2579-5848

documents, reporting APIP duties at the end of the year to institution directors by turning in reports to the Ministry of Administrative and Bureaucratic Reform. The application of *e-government* controls and improves organizational performance (Kareem and Haseeni, 2015).

Asset declarations at the university are managed by the university's Directorate of Human Resources. During her interview, the informant Mawar said that a contact person is available for civil servant employees to call whenever they need to ask about asset declarations but the contact person is not always available to the employees. This causes misunderstandings in filling in asset declarations. In her interview, informant Susanti also said that civil servant employees have an abundant amount of workload that halted them from filling in their asset declaration. The Directorate of Human Resources reminds the employees constantly to submit their declarations before the submission deadline. The Directorate of Human Resources is also in charge of verifying and confirming that the data in the asset declarations are correct. Based on the interview with informant Iqbal, there are no difficulties in filling in asset declarations due to the assistance of the Human Resources team.

The civil servant employees are supported by several other efforts made by the university to fill in their asset declaration. Informant Anggi stated that:

> *"There were several different efforts to communicate about the asset declaration at the university. The university's finance department also helped us prepare several archives such as tax cuts."*

The university is open to assisting its employees with activities related to filling in asset declarations. One example is assisting with counting income and tax cuts. The university also helps by providing a personal archive file for every employee. This is also an implementation of *e-government* in every organization within a government that aims for transparency, accountability, integrity, and legality (Harisanty and Anugrah, 2022).

The documents required for an asset declaration are Personal and Family Data (information on the civil servant, their spouse, and their dependent children); Assets (movable and immovable property, securities, cash, savings, deposits, debts, credits, etc.); Income (job income, skill income, income from other ventures, income from grants/others, and spousal income); Annual Expenditures; and a letter of statement. Civil servants fill in the forms through the SiHarka app which can be accessed at https://siharka.menpan.go.id/index.php/login (Muslikhah, 2016). The SiHarka app, designed by the Ministry of Administrative and Bureaucratic Reform, has had positive effects on the *intention to use, perceived usefulness, and perceived ease of use* of public services. Meanwhile, psychological empowerment is proven to have an effect only in the aspect of *perceived ease of use* and not the other two aspects (Muslikhah and Susanto, 2016).

The existence of an information system specifically designed for asset declaration submissions can ease the identification of necessary documents in reporting assets, although there are difficulties in filling in data that are rarely managed. Tomi and Anggi stated the simplicity and the complexity of filling in asset declarations:

> *"Filling is easy because it is clear which documents they want from us. (The hard part) is probably when we count (our assets). We need to check them on our own. Things like our annual income, we can count them per month."* (Tomi)

> *"It's challenging to count our expenses because we need to take note of everything. For example, I need to count my child's school expenses and emergency expenses for unexpected incidents."* (Anggi)

The requested documents are all listed in SiHarka, but there are difficulties in filling in some of the data, specifically income data because they have to record all of their income

Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

in detail. According to Susanti, another reason why they experience difficulty is due to the lack of experience in filling in asset declarations. Susanti claimed that it was her first time filling in an asset declaration form, therefore she was overwhelmed. Susanti also claimed that the transition period from offline to online working due to the Covid-19 pandemic became an obstacle in filling in SiHarka. According to Anggi, another obstacle is the management of family archives which is not yet effective. This causes difficulty in retrieving the required archives. Susanti also stated that the lack of archive management skills also hinders her from filling in her asset declaration. Having to move away multiple times, her family archives were tucked away and were difficult to retrieve. The skill will be increased along with the exercise and become getting used. It is to be a novelty for the *intention to use* SiHarka, *perceived usefulness*, and *perceived ease of use* (Muslikhah dan Susanto, 2016).

For informants Mawar and Anggi, it is their second time submitting their asset declarations. Therefore, they did not experience any difficulties in filling in their forms. They stated:

> *"It gets easier the second time if there are no changes in the number of assets. That's why it became easier, I think."* (Mawar)

> *"Because I didn't have any increase in my assets, it became easier in my second year (to fill in the asset declaration). When my assets decrease, I can just delete it and update my form."* (Anggi)

From the two statements, it can be concluded that civil servant employees are only required to update their data in the second year of reporting asset declarations if there are any changes from last year's data. Because some employees had prior experience in filing the forms on SiHarka during their first year, they had already obtained archive management skills. This experience of using SiHarka increases the skills and discipline in archiving. This discipline can be realized through electronic archive management, specifically in an effort to embody the *e-government* system (Harisanty and Anugrah, 2022).

In general, the five informants of this study gave access to all their personal archives so that it was possible to analyze their family archives. Family archives can be confidential or non-confidential depending on who is given access to them. The family archives kept in SiHarka by each informant served data depict their thoughts and sincerity in collecting the data. The family archives in SiHarka are the source for this study, as they are proof that transcribes the outcome of work activities and the identity of the informants. The authenticity and accuracy of physical archive scans or digital archives from informants used as data in the study are reliable. The reliability of the archives is confirmed by the limited access of SiHarka to the public. SiHarka becomes the source to share authentic archives that show the real-life conditions of the informants. The data was collected starting from April 2022 until May 2022.

Management of Family Archives by University's Civil Servant Employees

Family archives are archives that contain information on the identity of family members spanning several generations (Pearce-Mores, 2005:161). This definition helps in understanding how family archives became a legacy that tends to be chronologically well-curated. The creation of archives in a family will increase concomitantly along with the number of family members and their roles and activities as citizens in society. An increase in family archives will require a proper archive management system for easier retrieval when the archives are required for any government-related or personal needs (Faizatush & Lastria, 2020). Family archives are created from the activities of family members. These archives include diplomas, insurance policies, certificates of land ownership, certificates of achievement, tax papers, bills, receipts, family pictures (either printed

DOI: https://doi.org/10.15408/bat.v29i1.26685 Print ISSN: 0853-1692 E-ISSN: 2579-5848

or in softcopy), passports, intellectual property rights, death certificates, certificates of vehicle ownership, and construction permits (Sari, 2017; Hadiwardoyo, 2002; Azmi, 2015). Family archives are categorized as inactive dynamic archives and can be managed by methods for such archives. There are multiple previous studies that elaborated on the management of family archives (Basuki, et.al., 2021; Susanti, et.al., 2020; Suliyati, 2019; Sari, 2017; Azmi, 2015). According to Azmi (2015), there are three stages in family archives management:

1. Accurate Creation of Family Archives

In this stage, the five informants have confirmed the accuracy of their family data. This confirmation was implied during each interview. In practice, all informants had identified and clarified both their personal and family data each time the data is required to fulfill information needs such as for asset declarations. In her interview, Mawar stated that she had identified and clarified her personal and family income data, one of which is her husband's income data.

Mawar's statement reflects the theory of family archives management by Azmi (2015), stating that it is essential to verify the accuracy of data in family archives for it to be trustworthy. Furthermore, the data in family archives can be identified as a single identity of the national population data.

2. Systematic Filing of Family Archives

In this stage, only three informants had managed their archives systematically: Mawar, Tomi, and Iqbal. Mawar managed her family archives by keeping them on one shelf so that it will be easier to find them. Tomi managed his archives by classifying the archives according to their contents. Iqbal also stated:

> *"My family has one box where we keep all physical archives; my child's school documents, my wife's documents, and my documents. Most of the files are mine, of course. We keep them in separate folders and they're easier to find."*

The statement is in line with the theory from Azmi (2015) which stated that, in the process of filing family archives, a systematic management method is needed. This can be done by classification or any other method. When filing, it is best to keep archives in places or folders specifically made to keep archives.

However, based on the interviews, none of the informants use out indicators. Out indicators help to put archives back in their original place. Even though it is often perceived as unimportant in family archives management, it should be considered so that family archives would be more organized. When archives are missing, out indicators can help identify which archives are not in place. Information behaviors that have become a habit will lead humans to control and order (Bawden, 2006).

3. Proper Protection of Family Archives

A few solutions for protecting archives include storing the archives in a proper place; managing the temperature and humidity of the storage place; keeping the storage place clean; applying proper restoration and fumigation techniques on the archives to prevent damage from insects, molds, lice, and termites; and creating backup files of the archives by copying or converting them into another form of media. Individuals can also protect archives by converting physical archives into a digital form so that the data contained in the archives would still be maintained even when the original physical copy is lost or damaged.

Based on the results of the study, only two informants have implemented proper protection on their archives: Tomi and Iqbal. According to Tomi, he protected his family archives by scanning and uploading them onto a device. For safety measures, he also uploaded the files onto a cloud server integrated with an email address. This is also in line

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Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

with a statement from the interview with Iqbal:

> *"All of my archives are converted into digital form. So, whenever I need it, I can just access it digitally so it wouldn't be troublesome later on."*

In accordance with Azmi (2015), family archives that have been filed require a proper protection method to avoid damage and loss. A few methods include managing the temperature and cleanliness of the storage, restoring and fumigating the archives, and backing up the archives. However, none of the informants protected their archives by restoring, fumigating, or managing the temperature and cleanliness of the storage. These methods should be implemented to maintain family archives in the long term. The informant Mawar, who went through the first and second stages of management but did not go through the third stage, stated:

> *"When I have free time on campus, for example between 2 and 3 PM, I try to fill in my asset declaration form. But the documents are at home, so I couldn't fill them all at once."*

During this current digital era, it is necessary to have a digital form of our archives because almost everything requires people to submit data digitally. From the statement above, it can be concluded that not converting archives to a digital form makes them more difficult to utilize. The university supports and facilitates its employees in preventing the loss of archives by keeping them in several apps. Keeping archives in the apps requires their digital form.

From the above analysis, three civil servant employees have implemented systematic archive management. But in practice, the three employees did not implement several other stages in their management process. One of the three employees did not go through the proper protection stage despite its importance to maintaining the integrity and security of archives (Azmi, 2015). Besides the three employees, the other two employees out of the five informants have not implemented any management on their family archives due to a lack of knowledge on the topic. This results in difficulty when retrieving their archives.

Article 1 Clause 22 of Law No. 23 the Year 2006 on Citizenship Administration emphasizes that personal data is the data of an individual in which its truth and confidentiality are kept, preserved, and protected. This implicitly urges citizens to put more concern and awareness on family archives and their safety. Furthermore, family archives function as a personal identity. It means that every archive created in the family has value or proof of the existence of a family member which contains factual information about the person. This information can be utilized for personal or government-related needs (Koo, 2016).

Information Practices on Family Archives by University's Civil Servant Employees for Asset Declarations Purposes

A person's needs are fundamental for them to behave according to those needs. Information needs will appear if there is a gap between a person's knowledge and the information needed (Kuhlthau, 1991). A family's personal record in daily life fills in the gap between information-seeking and information practices. Information practices do not create information spaces based on the behavior of an individual, but rather focus on connections and interactions during information-seeking (McKenzie, 2003; Savolainen, 2010; Koo, 2016). Information practices focus on the everyday information-seeking behaviors of individuals in managing personal archives. Kuhlthau (1991) explained information-seeking behavior in several institutions. He explained that a person will go through several stages in information-seeking to fulfill their information needs which involves several aspects such as affective, cognitive, and physical. These stages consist of *imitation*, *selection*, *exploration*, *formulation*, *collective*, and *presentation*. The *imitation*

DOI: https://doi.org/10.15408/bat.v29i1.26685 Print ISSN: 0853-1692 E-ISSN: 2579-5848

stage occurs when an individual starts to realize that they lack knowledge or understanding related to the information they need. In this situation, the individual needs to recognize their information needs by thinking deeply about the topic, understanding their tasks, connecting the problem with knowledge and previous experiences, and considering other relevant topics that help complete the task. The *selection* stage occurs when uncertainty lingers in the individual. But the feeling of uncertainty will change into optimism after the *selection* stage and the individual will be ready to start the next stage. In the *selection* stage, the individual needs to identify and select a general topic they will investigate. If discussion with other people is necessary, it probably will give a solution for the next information-seeking stage. The *exploration* stage is commonly thought to be a difficult stage due to feelings of confusion, uncertainty, and doubt that multiply during the stage. This is due to the individual often finding information that does not fit with their previous construction of what they are looking for. Therefore, the individual can investigate the information on a broader definition to increase their understanding of the topic. The *formulation* stage occurs when the uncertainties of an individual are replaced with confidence. Therefore, to shape a focused perspective, the individual needs to optimally identify, choose, and sort the information they had found. The *collective* stage occurs when there is an interaction between an individual and an effective and efficient information system. The individual needs to write down in detail the information that they have gathered on the specific information they needed. With clear instructions, the individual can determine relevant and focused information needs when using a mediator and an information system. This results in a comprehensive information-seeking process from all the available information sources. The *presentation* stage occurs when there is a satisfied feeling when the information-seeking process succeeds and a disappointed feeling when the process did not go well. If the process succeeds, the next step is to prepare the information found to present or apply. These six stages from Kuhlthau are the information-seeking processes that occur because of the information needs of an individual. After these processes are finished, the individual will decide on which information practice will they apply. Information needs will lead to the use and creation of information practices by an individual (Kuhlthau, 1991).

The information practice model introduced by McKenzie (2003) is an expansion of Kuhlthau's theory which focuses on information-seeking in daily life. McKenzie's model consists of two dimensions. The first dimension is information practice modes and the second dimension is information practice phases. This two-dimensional model depicts the relationship between the modes and phases. The mode dimension consists of *Active Seeking*, *Active Scanning*, *Non-directive Monitoring*, and *By Proxy* information practice modes. The phase dimension consists of the *connecting* phase and the *interacting* phase. The ***connecting*** phase considers the challenges and efforts in identifying sources of information and *connecting* with a potential information source either directly or from a citation. The ***interacting*** phase involves interacting with information sources and considering the challenges during information-seeking. The combination between modes and phases produces the two-dimensional model that reflects the goal of this study to focus holistically on the role of information practices. In the family archives management by the civil servant employees, only three out of four modes of information practices are utilized when filling in asset declarations. The three modes are *Active Seeking*, *Active Scanning*, and *By Proxy*.

The first mode in the two-dimensional model is *Active Seeking*. Information practices in the *connecting* phase of the *Active Seeking* mode occurs due to the existence of a goal or a certain question. An individual will pay systematic attention to the connection process with an information source. The main characteristic of this phase is the awareness of an individual on the availability of various information sources that can fulfill their information needs. Meanwhile, information practices in the *interacting* phase of this mode occur when an individual actively asks questions related to the information they need by creating a list of strategies and steps for information-seeking.

Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

Individual-in-context

Mode	**Phase**	
	Connecting	**Interacting**
Active Seeking	Actively seeking contact with an identified source in a specific information ground	Asking a pre-planned question; active question strategies, e.g., list-making
Active Scanning	Identifying a likely source; browsing in a likely information ground	Identifying an opportunity to ask a question; actively observing or listening
Non-directed Monitoring	Serendipitous encounters in unexpected places	Observing or overhearing in unexpected setting, chatting with acquaintances
By Proxy	Being identified as an information seeker; being referred to a source through a gatekeeper	Being told

Information practice: may be used as counter-strategies in the face of connection or communication barriers

Figure 1. A Conceptual Model of The Two-Dimensional Information Practice Model
Source: McKenzie (2003)

Based on the results, all informants performed *Active Seeking*, but informants Anggi and Susanti did not go through the *interacting* phase. They did not sort their archives properly despite already collecting and seeking them. This causes difficulties when they need to retrieve the archives. As both had stated:

"Because I'm impatient for these kinds of things... Maybe it's because I move away a lot. So there are archives that were tucked away somewhere. When I put them in one place, at some point, I forget about it. Maybe I need to fix my file management habits." (Susanti)

"I am not an organized person, so it's hard for me to find documents in my house. For example, I was searching for my house certificate. Turns out, it was at my mother's house. So it's a challenge for me to identify what is needed and where the files are." (Anggi)

Based on the statements above, it can be concluded that the challenge faced by the two informants during the *interacting* phase is the disorganized collection of family archives due to the lack of skills in archive management. This challenge causes difficulties in finding necessary archives for asset declarations. In the *interacting* phase of the *Active Seeking* mode, based on McKenzie's (2003) theory, an individual needs a proper strategy for information-seeking because information-seeking is utilized in daily life; not just during working or studying. The two informants differ from another informant that had gone through all the phases of active information-seeking practices. The informant Tomi had stated:

"We identify what documents to collect by looking at the things listed in the asset declaration forms. Because these documents are often asked for, I scanned all of my documents; birth certificates, family register, and my resident identity card. I already have the scanned files so whenever I need them, I can open them in my folder and upload them."

DOI: https://doi.org/10.15408/bat.v29i1.26685 Print ISSN: 0853-1692 E-ISSN: 2579-5848

Based on the asset declaration guide, asset declarations are reported by filling in a designated app. This means that the required data should be in digital form to be submitted. But one of the informants, Mawar, only keeps her family archives in physical form, therefore she had not applied a protection strategy by digitalizing her archives. This leads to ineffectiveness in active searching practices. The informant Mawar stated:

> *"When I have free time on campus, for example between 2 and 3 PM, I try to fill in my asset declaration form. But the documents are at home, so I couldn't fill them all at once."*

From the statement, it can be concluded that the informant was constrained when filling in their asset declaration due to not being able to access their archives anytime and anywhere. For the *Active Seeking* mode to be implemented optimally, a person should know what their information-seeking goal is so that they pay systematic attention to the sources of information available (McKenzie, 2003).

The second mode is the *Active Scanning* mode. Information practices in the *connecting* phase of the *Active Scanning* mode involve seeking and recognizing information sources. This process can take multiple times and individuals need to remember what information they seek and recognize so that they can search for it later. This information practice is done towards general information sources. Information practice in *Active Scanning* also occurs when an individual starts to recognize or realize an information source but does not immediately interact with nor look into the source. Meanwhile, information practices in the *interacting* phase occur when an individual realizes their information needs and receive the information needed by interacting with a source that they found accidentally. Next, the individual will experience *information encountering*. *Information encountering* is a memorable experience from an accidental finding of interesting or useful information.

All informants had implemented the *Active Scanning* mode and its two phases, although some informants were hindered in the *interacting* phase. The informants were hindered by a lack of archive management skills, making it difficult to find their archives. This occurred in informants who did not digitalize their archives as a data collection strategy. Limited tools and knowledge of an individual on archive conversion should be solved by a variety of options to convert the media (McKenzie, 2003). Both obstacles can hinder the semi-directed information-seeking process.

The third mode of information practice is *Non-directive Monitoring*. Information practices in the *connecting* phase of the *Non-directive Monitoring* mode are characterized by the nonexistent specific goal in information-seeking. In this mode, the individual does not realize that they need information until they receive information or information sources. This information practice happens spontaneously in daily life. Meanwhile, during the *interacting* phase, information practices happen when an individual accidentally interacts with another individual who acts as an information source. The other individual then gives the individual the information they needed.

The *Non-directive Monitoring* mode was not implemented by any informants. This is implied by Anggi and Susanti's statements:

> *"I don't think there were any instances where I accidentally get information because there's already a group at the university that shares info (on asset declarations). I also entered a group that is exclusively only for asking about asset declarations so I already have the information to fill them in."* (Anggi)

> *"We already receive information on asset declarations from the university. There is also the Human Resources Department that we can question if we don't understand something. So, there is no indirect information."* (Susanti)

The above statements are also in line with the statements from Mawar and Tomi claim-

Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

ing that both the SiHarka system and the university have relayed information to them on what they need for their asset declaration. There is even one instance where an informant, Iqbal, did not implement the *Non-directive Monitoring* mode because all the information needed had already been relayed to him by the Human Resources Department and his personal support team. This helped him avoid confusion in preparing necessary documents as his information needs were already fulfilled. Based on McKenzie's (2003) theory, information practices in the *connecting* phase of the *Non-directive Monitoring* mode are implemented when an individual has no specific goal in information-seeking and does not recognize their information needs. In the interviews, all informants knew what their information-seeking goal and their information needs are. Both their goal and needs were in accordance with the information given by the university related to the data needed to fill in their asset declarations. In the *interacting* phase of the *Non-directive monitoring* mode, information practices are implemented when an individual accidentally interacts with other information sources that can fulfill their information needs. Based on the interviews, the civil servant employees did not experience any difficulties because the reporting system is easy to understand and the availability of a support team helps with filling in the report. In no condition that they had accidental interactions with other information sources on the topic of asset declarations (McKenzie, 2003).

The last mode of information practice is *By Proxy*. During the *connecting* phase of the *By Proxy* mode, information practices occur when a third party acts as a gatekeeper who gives information that corresponds to an individual's information needs. Meanwhile, information practice in the *interacting* phase occurs when the individual interacts with an information source through a mediator.

All informants went through the *By Proxy* mode, but Iqbal did not go through the *interacting* phase because he did not interact with a mediator to fulfill his information needs for his asset declaration. Instead, he receives information through a support team. In the *interacting* phase of *By Proxy* mode, information practices occur when an individual interacts through a mediator to fulfill their information needs. Other informants, such as Tomi, Mawar, Anggi, and Susanti; received additional information to fill in their asset declarations by interacting with a third party at the university. The third party is the Directorate of Human Resources which also acts as the person in charge of the asset declarations of every civil servant employee at the university. The employees also receive information through an information-sharing session. This is accurate to the information practices theory, stating that information practices in the *connecting* and *interacting* phase of the *By Proxy* mode will be implemented if the third party who acts as a gatekeeper gives additional information according to the information needs of an individual. It will also occur when an individual receives information from other sources. Family archives are individual archives of members of a family. But in a broader sense, these archives are needed for work, study, organizational memberships, and other activities. In daily information practice, people will experience a shortage of information even with the abundance of beneficial information available (Koo, 2016). Information practices on family archives of the university civil servant employees for asset declaration purposes are shown in table 1.

Table 1 shows that not all informants went through all the modes and phases of information practices. This is due to the challenges faced by the informants and the support that helped informants during the process of filling in their asset declaration.

This study was limited in terms of its research method as it is still bound by a positivist interpretation, resulting in the findings of this study being tied down by the themes of the information practice model. It could have been possible that some unimplemented interactions in the seeking process and the *Non-directive Monitoring* mode had happened in an informal space such as the cafeteria or when walking to and from a vehicle. The *Non-directive Monitoring* mode also might have not appeared due to the lack of awareness of the informants toward information accidentally found in their surrounding environment. This is a challenge for future studies on information practices.

DOI: https://doi.org/10.15408/bat.v29i1.26685 *Print ISSN: 0853-1692 E-ISSN: 2579-5848*

Table 1. Information Practices on Family Archives by University's Civil Servants for Asset Declarations

Mode	Phase		Informant	Description
	Connecting	*Interacting*		
Active Seeking	The informant identified which archives they needed.	The informant collected their archives systematically so that they will be easier to retrieve when needed.	- Mawar - Susanti - Anggi - Tomi - Iqbal	Susan and Anggi did not go through the *interacting* phase.
Active Scanning	The informant searched and understood the information sources they needed not actively, but still remembering their information needs.	The informant understood their information needs and will observe their information needs through semi-directed information -seeking.	- Mawar - Iqbal - Tomi - Susanti - Anggi	All informants went through both phases of the *Active Scanning* mode. Anggi, Mawar, and Susanti faced several challenges during the *interacting* phase.
Non-directive Monitoring	All informants did not go through this mode because they had understood their goal of information-seeking and their information needs.	All informants did not go through this phase because they were not in a condition where they accidentally interacted with other information sources.	None	No informants went through this mode.
By Proxy	The informant actively asked a third party who acts as a gatekeeper to fulfill their information needs.	The informants received additional information from another party.	- Mawar - Anggi - Iqbal - Susanti - Tomi	All the informants implemented the *By Proxy* mode, but Iqbal did not go through the *interacting* phase.

CONCLUSION

Information practices for archive management are a part of daily life. It cannot be separated from context such as the type of archive and for what purpose. Although McKenzie's information practice model is used for information-seeking by the university's civil servants for asset declarations purposes, these information practices can be utilized in daily life. The information practice modes utilized by the civil servants of the university consist of *Active Seeking*, *Active Scanning*, and *By Proxy*. These practices indicate diversity based on the type of individual and community. In practice, not all informants of the study went through all phases in every mode. This is due to the challenges in family archives management and the supporting factors in reporting asset declarations that did not require any active questioning to receive additional information. These information practices also cannot be separated from the individual's previous experiences. This is reflected by the process of filling in the SiHarka app. The individual's experience becomes the base of their self-awareness toward archival information practice as a mechanical and social process. The awareness structure in this context cannot be generalized. This is seen from the diverse behavior of each informant in *Active Scanning*, information-seeking, and the use of a mediator for information-seeking. Several informants such as informant Iqbal did not go through the *interacting* phase but they managed to fill in SiHarka with no problems. The actions of other informants besides Iqbal can be interpreted as an effort to cultivate self-awareness and mechanisms for implementing information practices.

In the context of personal archive management, information practices present the limitations related to keeping and retrieving archives by an individual through the McKenzie model. Therefore, it is clear that archival study is related to information practice. Retrieving personal data from the informants could not be done in-depth which resulted in a lack of variety. There were also limitations in collecting data due to only analyzing five professors from four faculties. In-depth observation and diverse informants are necessary for future studies.

Print ISSN: 0853-1692 E-ISSN: 2579-5848 DOI: https://doi.org/10.15408/bat.v29i1.26685

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Received (21-06-2022) *Accepted (08-03-2023)* *Published (31-03-2023)*