The Role of Record Management
in Revitalizing Government Bureaucracy

Sub theme   : Making Public Governance Work for Post 2015 Development Agenda
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The global crisis that occurs throughout the world at the present time in either developed or developing countries have been complicated. Where are the responsibility of the government in each of the countries to prevent the crisis? In almost all developed countries, the loan PDB ratio has exceeded the limit and their industries have gone through a substantial decrease in terms of their competition level to market globally, while at the same time the developing or third world countries are still occupied with problems of corruption.

The standard governance should have already not only been transformed into a good and clean government that promises hopes and becomes reference for developing yet corrupted countries but also gone further into an intelligent government which includes completeness, accuracy and ability to manage information as well as swiftness at decision making.

The bureaucracy development comprises of certain soft components such as leadership, integrity and professionalism and hard components like regulations, system and procedures.. Changing of Leaders and political parties that ruled the nation does not change the national bureaucracy systematically and effectively which can only be built by having professional leaders with integrity .

This essay is concerned more with the developing countries which are still struggling against corruption since the record as evidence of law and accountability have not been well managed nor has the use of information technology significantly supported the fast pace of bureaucracy. Nevertheless, in an effort to build intelligent government, even developed countries still need to evaluate their platforms of information management and information technology.

Fundamental 1: Information & Record Management

Data as fundamental factor needs to be concerned since they need to be organized carefully in a bureaucracy of a department and also across department to provide useful information.. Data management is also expected to be neutral that can accommodate various preferences, politic ideologies, and thinking structures.

It requires a foundation to build a bureaucracy system regardless of the political interests. If utilizing the UNPAN concepts, 4 stages of e-government- data sharing capability and open government framework, the government has to build a foundation ready to reach the 4 e-government steps. It will be very difficult to go back and replace the already achieved step 2-interactive step if wanting step the 3-transactional capability and the same also applies to step 4-data sharing capability. In short, the government must have a complete scheme before formulating its e-government development platform.

The critical step in applying the e-government step is those of step 3 and 4. The 1st and 2nd step exemplify the role of communication and the ability to present which is in accordance with the repository provided for the feature in this particular step. These steps are determined only by the commitment and competence of communication as well as the web programming.

Step 3 – transaction requires its own requirements. To facilitate certain transactional services, e-government needs authenticity in terms of the personals, documents, links and the like. In the scope of public administration, the certainty of the authenticity of a record is of pivotal role when it comes to transactional process in the e-government. Thus, Record Management becomes an essential element in building block for this step.

Fundamental 2: Technology

Step 4 – data sharing capability. To build data sharing ability with credible record basis, certain comprehension, including protocol and interoperability, is required to classify and utilize the data for servicing different departments and places.

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Development and Implementation of Record Management

Theoretically, record management becomes even more complex as technology advances because it covers different and various media of storage such as paper, electronic file out of scanned document papers, audio, video, database and the like. What becomes a challenge is how these various records still have authentic values to be used for transactional functions.

In the context of our country, attention given to the record management is so little that graduates majoring in various studies still lack the understanding of record. Those who understand record are the ones graduated from archival matters or secretary program. The number of those graduates is limited and insignificantly influential in an organization. The outcome of the condition is the lack of attention given to resources that gives rise to the record management that tends to be stagnant.

Requirement of record management function in a number of institutions thus is handled by those having a background of technology, the majority of who are inclined not to pay careful attention towards the authenticity of the record, which results in the void of authentic value within the data and thus loses its potentials to be transactional function.

Regarding the national context, the record management generally centers on the history archives. Separating conventional scope and those of transformational that is foundation or backbone of a public administration takes efforts and huge resources.

As regards for the use of data or record as information for the country's administration, Information Management is also taken for granted. Because information on the knowledge and decision making process is contextual so it necessitates top down process for structuring data schemes. In terms of national data management context, the demand for the data classification or metadata to support management and continuity of a country is a must.

Using Relevant Information Technology

There are about 240 million people spread in more than 17 thousand islands in Indonesia, each of which has their own local government with their own authorities. It necessitates a kind of breakthrough in the management of public administration. In the context of Record Management with distinctive and availability of human resources with the knowledge, Indonesia National Archives works together with Telkom Indonesia as a communication provider to provide application for the record management to keep the record throughout the nation safe, well managed and open to public. The technology basis for this application is **cloud computing.** It is utilized for the purpose of having uniformity in the regulation implementation that is in line with the record management principle.

The use of record management as foundation for public administration is in developing phase. Thus, the use of Information Technology with cloud computing scheme can accommodate various kinds of silo that might occur between institutions or departments.

Summary and Recommendation

In conclusion, the role of Record Management and Information Management as well as authenticity principle in Public Administration in national and even international context needs to be more improved.

The similarity of data/record platform and the use of cloud computing technology enable the realization of public administration that is more transparent, accountable and up-to-date. Therefore, the ultimate goal of the public administration to have a good, clean and intelligent government and have a lot of contributions towards human being can be attained.

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