

## The Management Strategy Of Covid-19 Pandemic Files Towards Information Public Disclosure In Malang City Government



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**ABSTRACT:** Disclosure of public information becomes a medium to optimize a public oversight toward the state administration, public agencies, and everything that affects the public interest. Information disclosure is necessary to create Good Governance in encouraging governance, transparency, participation, and accountability well. The purpose of this study is to find out, describe, and analyze the strategies and factors that influence information disclosure in the management of the Covid-19 pandemic files as materials for public sector accountability in the Malang City Government. This research is conducted using a qualitative descriptive approach. Data collection techniques are carried out by in-depth and structured interviews, non-participatory observations, and documentation. The selection of informants is based on purposive sampling with certain considerations relevant to the research topic. Analysis of research data uses Creswell Model data analysis. The result of the research is that the public information disclosure strategy related to COVID-19 has not been implemented by the Malang city government.

**KEYWORDS:** strategy, disclosure, information, covid-19 pandemic, public supervision.

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### INTRODUCTION

The facilities of information and dissemination are utilized to support the implementation of public information disclosure. Based on Law Number 14 of 2008 concerning Public Information Disclosure, public information disclosure is a medium to optimize public oversight of state administration, public agencies, and everything that influences the public interest (Dipopramono, 2017). An example of public information is an archive which is a record of information on the results of an organization's activities as a source of information needed by every institution or agency. One of the information currents in the spotlight is the coronavirus pandemic. The information spreads rapidly through online or social media that causes much false information. It can be a serious threat to public health during a pandemic like COVID-19 (Laato et al., 2020). These conditions following the results of the research indicate that one's trust toward information in online media is considered excessive and becomes a strong predictor of the sharing of unverified information (Elnaboulsi et al., 2018).

The phenomenon of false information also occurs in Malang City. A piece of mysterious information from a WhatsApp number claiming as a spokesperson for the Malang City COVID-19 Task Force (satgas) on behalf of himself as dr. Husnul Muarif. Based on the official website of the Minister of Communication and Information (Menkominfo), the information is not true. Therefore, public information disclosure with strategies and collaboration between parties is important to be implemented as prevention and verifier for the spread of false information. In implementing Law No. 14 of 2008 concerning the Disclosure of Public Information, the City of Malang has implemented it since 2010. One of the pieces of evidence is the existence of Mayor Regulation (Perwali) No. 50 of 2010 related to Guidelines for Public Information Services which explain PPID (Information Management and Documentation Officer) as the implementer of Law No. 14 of 2008. In addition, the existence of an official website for the Malang City Government and other public parties about 100 parties as distributors of public information is also an implementation of information disclosure (Muhammad, 2017). Malang City got an award of PPID Award in the Public Agency Towards Informative Category (malangkota.go.id) in 2019. The award was gotten based on the results of monitoring and evaluation of PPID Public Parties by Information Institution in East Java Province.

In addition to the government's role in public information disclosure, Malang City is also known as the Community Information Group (KIM). It is a communication partner for the Regional Government in disseminating various government programs and

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policies directly to the community, as well as channeling public aspirations towards the government. To empower KIM, the holding of the KIM Award has several aspects of assessment such as institutional administration, media management, community empowerment, and partnerships (Malang City Government, 2020). The existence of KIM can also further support the implementation of public information disclosure.

Research conducted by Tiara Indah and Puji Hariyanti entitled Implementation of public information disclosure policies at the Ministry of Communication and Information of the city of Tasikmalaya. The study examines the implementation of public information disclosure policies. The results obtained are the theory of policy implementation involving 4 factors, namely communication, resources, disposition, and bureaucratic structure. The following conclusions can be drawn, such as; first, in terms of communication. From findings and analysis carried out by researchers, it can be seen that communication between policymakers and implementers has gone quite well. Besides, communication between implementers and local media in Tasikmalaya is also quite good.

In addition, information disclosure research was also carried out by Diah Fatma Sjoraida, and Rully Khairul Anwar entitled The urgency of elite elements in the implementation of public information policies in West Java. The implementation of PPID tasks in each OPD runs independently. There is no integration and coordination related to the technical implementation of the UU KIP in all OPDs. The implementation of public information services is not uniform, and there are no higher officials to be responsible for all information services provided within the West Java Provincial Government. The provisions of the UU KIP require the implementing organizational structure to consist of the PPID (assisted by functional officials) and the PPID's superiors. Although the West Java Provincial Government already has an information system and network that connects each OPD, not all OPD update information such as OPD performance information that can be accessed by the public at the official website link of the West Java Provincial Government. Every request for information services sent by Diskominfo to the OPD email link is not followed up quickly.

Moreover, research related to public information was also carried out by Kurniawan Muhammad entitled Realizing Good Governance in the Malang City Government through the Implementation of Law no. 14 of 2008. This research concerns public information disclosure of the existence of websites within the Malang City Government as a transmitter of public information. The results show that Malang City is still not optimal in carrying out the provisions in Law No. 14 of 2008. The publication only relates to activities from the public parties within the Malang City Government while crucial things that should be submitted to the public are not published regularly and in detail. For example, financial reports, APBD, and reports on the existence of BUMD. Besides, there is not a single website within the Malang City Government that publishes the existence of BUMD, its performance, or its financial reports. It makes BUMD difficult to supervise. This phenomenon can result in being prone to fraud either financial misappropriation or misappropriation of office. From some of these studies, it can be seen that the disclosure of public information in various cities has not been maximized, so the government needs to strengthen the disclosure of public information so that people can easily get information related to government activities either financial misappropriation or misappropriation of office. Some previous studies (Indah, & Hariyanti(2018)), (Asmawi, Sjoraida & Anwar (2017)) and (Muhammad, K. (2017) are more focused on discussing the disclosure of public information in the field of public policy, Therefore research on information disclosure collaboration strategies is very important to be studied

The disclosure of public information is one of the pillars of freedom in expressing the idea in public and a pillar of democracy. The realization of open government is one of the characteristics of good governance. A good government must implement the principles of good governance, and it can be seen when the government has solid and responsible with their roles and has a principle in line with the democracy concepts (Sedarmayanti, 2004). This research will analyze more information disclosure strategies and information disclosure collaboration strategies in managing the covid-19 pandemic archives as public sector accountability in the Malang city government.

### **LITERATUR REVIEW**

#### **Archive Management**

Based on Law Number 43 of 2009 concerning Archives in Rosalin (2017:6), the objectives of the implementation of archiving are as follows: a) Ensuring the creation of archives of activities carried out by state institutions, local governments, educational institutions, companies, political organizations, community organizations, and individuals, as well as ANRI as a national archive organizer. b). Ensuring the availability of authentic and reliable archives as legal evidence. c) Ensure the realization of reliable archive management and use of archives in accordance with the provisions of laws and regulations. d). Guarantee the protection

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of the interests of the state and the civil rights of the people through the management and use of authentic and reliable archives.

From the explanation above, it can be concluded that the purpose of conducting archival activities is to ensure the safety of information sources that can be used as material for national accountability in the process of planning, implementing and organizing national life and to provide material for accountability for government activities. Archive management is carried out to ensure the safety of archives as a tool or material for national accountability for the life of society, nation and state. As stated in Law Number 43 of 2009 and Government Regulation Number 28 of 2012 explains that archive management includes archive acquisition, archive management, archive preservation, and archive access.

1). Archives Acquisition Archive acquisition is the process of adding archive treasures to archival institutions which is carried out through the submission of archives and their management rights from archive creators to archival institutions. Based on Law Number 43 of 2009 concerning Archives, it is stated that archive acquisition activities by archival institutions are related to archives submitted by archive creators. Archival institutions are obliged to carry out the acquisition of archives from state institutions, local governments, companies, political organizations, community organizations, individuals, work units, and the academic community in the university environment that will submit their archives, including private educational institutions and private companies that receive state budgets or foreign aid. The implementation of the acquisition of advanced process archives from the results of archival searches in the archives creator environment by archival institutions according to their respective areas of authority. Archive acquisition activities must be carried out strictly, responsibly, and in an orderly manner so that there is no additional archive treasure at archival institutions outside the control of both at the provincial and regional levels. The implementation of archive acquisition activities starts from the stages of data collection, assessment, and handover of archives.

2). Archive Processing Law number 43 of 2009 states that archive management is the process of making archives re-discovery aids based on archival principles through activities of description and arrangement of archives. archive management will produce a means of discovery of archives (finding aids).

The availability of archive retrieval aids as an output of archive processing activities at archival institutions is one of the prerequisites for the accessibility of archives stored by archival institutions. In order to ensure the availability of archives for various purposes such as government activities, research and so on, it is necessary to have an archive list, archive inventory, and archive guide which is carried out through archive management activities.

3). Archives Preservation According to Sedarmayanti (2003) Preservation or preservation of archives is a process and work in order to protect archives against archive damage or destructive elements and repair (restoration) of damaged archives. Meanwhile, according to Hendrawan and Ulum (2017) archive maintenance is an activity to clean archives regularly to prevent damage due to several causes. From the above understanding it can be concluded that archive preservation is an archive maintenance activity to avoid damage caused by elements of archive destroyer. Archive preservation includes the following activities: 1) Maintenance and preservation of archives against various factors that destroy archives, both those caused by internal factors and external factors (preventive or preventive actions). 2) Maintenance and repair of the archive if at any time there is damage (curative or corrective action) 3) Security and protection, especially for the information contained in the archive. 4). Access to Archives The fourth stage of archive management, according to the Law of the Republic of Indonesia Number 43 of 2009 concerning Archives, is carried out through archive access activities. Access to archives is the availability of archives as a result of legal authority and legal authorization and the existence of supporting facilities to facilitate the discovery and use of archives. Furthermore, Article 64 of Law Number 43 of 2009 concerning Archives explains that archive access is carried out for the benefit of utilization, utilization and public services by taking into account the principles of integrity, security and safety of archives. In the current era of public information disclosure, archival institutions as public bodies must have strategic management to facilitate the process of managing archives and simplify access to archives information services.

Strategy formulation is the development of long-term plans by looking at environmental opportunities and threats as well as organizational strengths and weaknesses. The formulation includes: a. The mission of the organization which contains a description and purpose of the establishment of an organization and what must be done. The concept of mission in the organization makes it easier for organizations to organize and carry out organizational activities. b. Organizational goals are the final results of planning activities that explain what will be completed and when it will be completed. c. Strategy is the planning formulation of the organization in order to achieve the mission and goals that have been set. d. Strategic policies are broad guidelines to assist in decision making in organizations. Policies are also guidelines that link strategy formulation and implementation.

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The strategy implementation process is the management process in realizing the planned strategy and policies through the development of programs, budgets and procedures. Program means the steps needed to complete the plan. Budget means the program stated in the breakdown of costs. Procedures or commonly referred to as Standard Operating Procedures (SOP) are steps or techniques that describe sequentially a picture of how a job is completed. Strategy evaluation is the final stage of strategic management. Strategy evaluation is the process of comparing the activities or performance that have been carried out with the desired performance results. Evaluation activities are carried out to take corrective actions and problem solving. (Faizah & Rohmiyati, 2018)

### **RESEARCH METHOD**

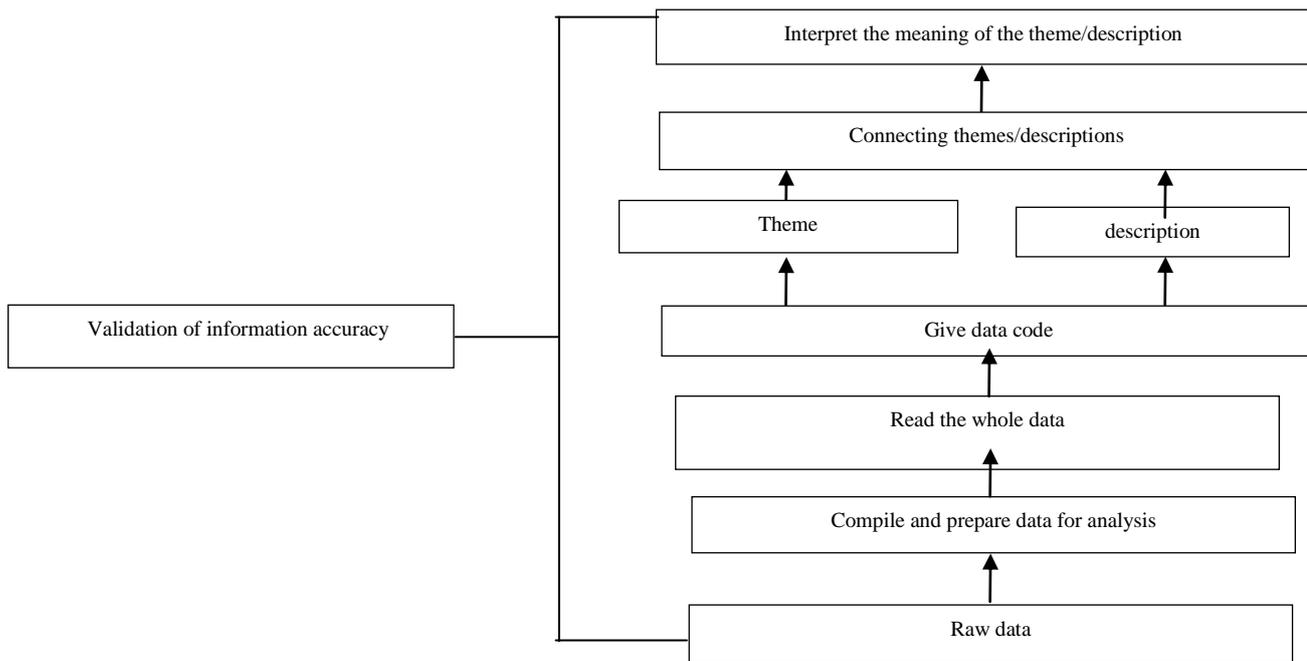
This study uses an exploratory descriptive type with a qualitative approach. Qualitative research is research that aims to gain an in-depth understanding of human and social problems (Ghony & Almanshur, 2016). According to Gunawan (2014), this qualitative research highlights making decisions, its implementation, and result. The focus of this research is the strategy of information disclosure and management of COVID-19 archives by the Malang City Government which is seen from the mission, objectives, and strategic policies. Furthermore, the sources and types of data, according to Moleong (2014) as the main sources of qualitative research are words and action and the additional data such as documents and others. The data sources used are primary data sources and secondary data sources:

A). Primary data sources. Primary data is data obtained when entering the field. according to Moleong (2014) primary data source is the main data source obtained from written notes or recordings of images or sounds, taking photos or videos. The researchers used the purposive sampling method. The primary data sources used were non-participatory observations as well as in-depth and structured interviews, with informants: a). Head of the Malang City Library and Archives Service b). Archives of the Malang City Library and Archives Service. B). Secondary data sources are data sources obtained from other data through intermediaries. according to Sugiyono (2014), secondary data sources are data sources that do not provide information directly to data collectors. Thus, secondary data was obtained from various documents related to the research topic.

Data collection techniques used in this study are: (a) Non-Participatory Observation. According to Gunawan (2014) observation is a data collection technique that is carried out carefully and systematically recording. In this study, non-participatory observation was used because it adjusted the health protocol. (b). In-depth and Structured Interview. Researchers used in-depth and structured interviews to get in-depth answers based on structured questions. According to Ghony & Almanshur (2016), the main method used by the qualitative approach to understanding people's perceptions, feelings, and knowledge is in-depth and intensive interviews. In-depth interviews include two basic processes, namely developing good relationships and pursuing information acquisition (Mantja, 2007). This research is planned to do for 3 months (April to July 2021). During the interview, the researchers ask some questions directly to the informants based on the list of questions that has been prepared in advance. The entire interview is recorded with a recording application on a cellphone which is then presented in the form of an interview transcript, in the middle of the interview process the researchers also record several important parts with writing instruments such as notebooks. Interviews have been conducted either face-to-face (seeing the current conditions of the Covid-19 pandemic and the government's appeal) or through WhatsApp communication media (text and call), SMS, telephone, and email. The interview time is chosen according to the informant and the length of the interview process no more than 1 hour, and also uses a recording device between 45 minutes to 1 hour. In this research, the selection of informants is carried out based on their roles and capacities. (c). Documentation Analysis. According to Bungin (2005:154), documentation is a data collection method used by social research. The purpose of this method is to trace data from documents. Documentation is just another name for written analysis or analysis of the visual content of a document (Gunawan, 2014:176).

At the technical stage of data analysis, data analysis is the process of systematically searching and compiling data from interviews, field notes, and documentation by organizing data into categories, describing them into units, synthesizing, compiling into patterns, selecting what is important. and what will be studied, then make conclusions, so that they are easily understood by researchers or others (Sugiyono, 2014). This study uses the Creswell Model data analysis method:

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**Figure 1.** Creswell Model Data Analysis Flow  
**Source: (Creswell, 2016)**

Creswell (2016) describes six lines of analysis of qualitative research data: Processing and preparing data to be analyzed, namely: (a) Preparing data collected from observations, interviews and document analysis regarding information disclosure and management of COVID-19 archives by the Malang City Government. (b) Reading the entire data. In this step, the data that has been collected based on existing data sources is read, understood, processed and adjusted to the research focus by making small notes containing an overview of the data. (c) Analyzing data code. This process processes data and information that are following the research focus, including a description of the results of interviews using data codes according to the research topic. (d) Processing data to describe domains, informants, categories and topics to be analyzed. This description involves the delivery of detailed information about people, locations or events in a particular domain according to the research topic. (e) Linking theme or description. In this process, the researchers connect the themes and descriptions of the results of the interviews and then present them in narrative form to explain the results of the research. (f) Interpreting the theme or describe. This is the last step where the researchers present the topic in the form of a narrative accompanied by evidence from interviews, observations, location, and time. In this process, the researchers connect the themes and descriptions of the results of the interviews and then presents them in narrative form to explain the results of the research.

In qualitative research, there is a data validity test stage to check the data to ensure data validity. Sugiyono (2014) defines valid data as data that does not differ between the data reported by researchers and field data. Researchers used data triangulation techniques to test the validity of research data. Triangulation is proof by combining several methods using empirical data, viewpoints, and observations that are carried out regularly so that it becomes a strategy in increasing the strength, breadth, and depth of research. (Salim, 2006). The researchers use the source triangulation technique in testing the validity of the data.

## RESULTS AND DISCUSSION

A strategy is an overall approach that deals with the idea, planning, and execution of activity over some time. In a good strategy, there is a coordination of the work team, has the theme of identifying the supporting factors following the principles of rational implementation of ideas, efficiency in funding and having tactics to achieve goals effectively (Fandi, 2000). The library service to the archives of the city of Malang has a special strategy for managing the archives of the covid-19 pandemic, from the results of the study it is known that. Basically archive management is related to archive management. Regarding public information about Covid-19, Dispusip has not provided related to this, both physical information and digital information through its official website. Because the Covid-19 archives are currently still considered as active archives and archive management at the relevant agencies is still in the process of being organized. Meanwhile, Dispusip as the archival unit is responsible for managing inactive archives. The archives managed by Dispusip are mostly archives from many years ago. In the archive management process at Dispusip, it is supported by a clear system and SOP in managing archives, and this is following an interview with an informant Mr. Suparmin

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Dinata DPAD Archives that "for the covid-19 pandemic archives there are not yet because the covid-19 pandemic is still a direct event Currently, while it is called the archive, when the problem is finished, we usually wait a year after the event is finished and then archive it, if it is still an active archive, archives such as covid-19, archives related to covid-19 are still in other agencies," the results of the interview on June 23, 2021. In addition, archives related to the covid-19 pandemic have not been submitted to the Dispusip, the archives are still in the office -Relevant agencies such as the information technology office and the health office. This is because the archive is still an active archive so that the archive becomes the right of the OPD regarding this matter according to the informant from the Head of the archive management section, Dra. Peni Wijayanti stated that "regarding the information disclosure policy, it depends on each department because it is still an active archive, so Dispusip has not received an archive from another OPD, usually they will provide the archive if the archive is said to be one year old".

Furthermore, he conveyed that strategic policy is a guideline that connects strategy formulation and implementation, as for strategic policies on archive management at the Malang city library service as in the results of the interview as follows "if our policy and decision making refers to Malang Mayor Regulation Number 40 of 2016 Regarding the Position, Organizational Structure, Duties and Functions and Work Procedures of the Public Library and Regional Archives Service, our decision refers to the guardian there even though we have ahead of service or the head of their field does not arbitrarily make decisions following the guardianship, the name is also a regional organization, of course, the policy refers to the regulations or technical guidelines that have been made by the government" interview result on June 23, 2021. From the interview above, it can be concluded that the guidelines for decision making refer to Malang Mayor Regulation Number 40 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Public Library and Regional Archives Service because the Perwali has explained how the main duties and functions take a role in the work procedures of the public library and regional archives of the city of Malang, including in the management of archives.

The meaning of archives is related to the understanding of information. Information is the knowledge that humans perceive through one or more of their senses. When represented as data in a document, information can be stored, communicated, and used. So, information is the knowledge that is communicated. Data is the presentation of information in a formal manner suitable for communication, interpretation, and processing. The term raw data refers to information that has not been processed. Law number 43 of 2009 states that archive management is the process of making archives re-discovery aids based on archival principles through activities of description and arrangement of archives. archive management will produce a means of discovery of archives (finding aids). Therefore, archive management requires a strategy. A strategy is an overall approach that deals with the idea, planning, and execution of an activity over some time. In a good strategy there is coordination of the work team, has the theme of identifying the supporting factors following the principles of rational implementation of ideas, efficiency in funding and having tactics to achieve goals effectively.

Strategy formulation is the development of long-term plans by looking at environmental opportunities and threats as well as organizational strengths and weaknesses. The formulation includes: a. The mission of the organization which contains a description and purpose of the establishment of an organization and what must be done. The concept of mission in the organization makes it easier for organizations to organize and carry out organizational activities. b. Organizational goals are the final results of planning activities that explain what will be completed and when it will be completed. c. Strategy is the planning formulation of the organization in order to achieve the mission and goals that have been set. d. Strategic policies are broad guidelines to assist in decision making in organizations. Policies are also guidelines that link strategy formulation and implementation.

### **A. Vision Mission organization.**

Jesper Kunde (2000), stated the importance of vision, mission and values for companies in managing their business: "For the future business, the values behind the product is therefore becoming a more important aspect for gaining a competitive advantage in market competition. Mission and vision will however remain empty words if the company is not united around a set of values the corporate religion. Corporate religion is the set of values that unites the organization around a mission and vision". From this statement it can be concluded that the strategy for managing a form of business must be guided by the vision, mission and values that must be understood and understood by everyone involved in the organization.

Mission vision is a unique goal that covers activities and can be used as a quality strength for the organization. Mission as a guide for what to do within the vision frame that has been formulated. While values are the center of the formation of behavioral disciplines both individuals and organizations in carrying out missions and achieving organizational goals. And the values that are instilled in the organization will lead to commitment. The mission formulation has been carried out by the Malang City Archives Library service so that with this mission it provides encouragement to the actors involved in archive

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management and provides motivation to actors to carry out the mission of archive management in addition to support from organizational structure support, organizational culture, evaluation system, and compensation so that they can give effective mechanism in workplace and the structural flow of work.

### **B. Organization goals**

The organization is a social unit that seeks to achieve certain goals: the essence of the organization is nothing but the pursuit of goals. But if the organization has been formed, then the organization will have its own needs, and all of this sometimes causes the organization to even have to submit to these needs. As an example, a fund-raising organization may spend more money on building staff and publicity, and donate less in terms of the purpose of the fundraiser. In such circumstances it seems clear that in order to meet its own needs the organization is no longer pursuing its original ideals; when in fact efforts to serve their own needs must be adapted to activities to achieve the goals that have been determined. The purpose of social organization includes several functions, including providing direction by describing future conditions that the organization is always trying to pursue and realize. Thus, these objectives also create a number of guidelines for the foundation of organizational activities. Purpose is also a source of legitimacy that justifies every activity of the organization, as well as for the existence of the organization itself. In addition, goals also serve as benchmarks that can be used by members of the organization and outsiders to assess the success of the organization, for example in terms of effectiveness and efficiency. According to this method, organizational goals serve as benchmarks for scientists in the field of organization to try to find out how far an organization is going well (Etzioni, 1985).

It should be understood that the purpose of the organization is nothing but a future state that is pursued by an organization as a collective goal so that it can be realized as expected. These goals are indeed influenced by the goals of the top executives and the board of directors and subordinates. Sometimes goals can be determined through safe and peaceful negotiating conditions, but not infrequently it is preceded by power competition between various divisions, secret group factories/projects, ranks and certain "personalities" within an organization. In principle, all organizations have a formal section that is explicitly recognized and sometimes unique by law which serves to determine the main objectives and make changes as necessary. In some organizations it is not uncommon for these objectives to be formally determined through a vote of shareholders; in addition, some are determined by the voting results of its members (eg in labor organizations). In addition, it is sometimes determined by several commissioners themselves, and sometimes it is determined by the individual who owns and manages the organization. As explained in the mission and vision, the objectives, targets of the Malang City Public Library and Regional Archives Service for the 2019-2023 period are as follows a). The objectives of the Malang City Public Library and Regional Archives Service - The realization of a reading culture through non-formal learning - The realization of an orderly awareness of archives in all Regional Apparatuses - The realization of an accountable Regional Apparatus b). The target of the Malang City Public Library and Regional Archives Service - Increasing reading culture services - Increasing the quality of archive management - Increasing the service performance of Regional Apparatus.

The goals of the organization are the steps taken by the organization to achieve the mission that has been set while the purpose of archive management is to ensure the safety of national accountability materials regarding the planning, implementation, and implementation of national life as well as to provide materials for national accountability. The accountability for government activities, the objectives of the Malang city library and archive service have been formed from the beginning, these goals are formed by policymakers so that the goals given are following the mission of the library service and the Malang city archives.

### **C. Strategy**

The strategy has been used by all types of organizations and the main ideas contained in the original meaning are still maintained, only that their application is adapted to the type of organization that implements them. Hunger (2001) states that corporate strategy is a comprehensive planning formulation of how the company will achieve its mission and goals. Then David (2010) suggests that strategy is a common means with long-term goals to be achieved. Handoko (2009) explains that strategy provides integrated direction for the organization and various organizational goals, and provides guidelines for the utilization of organizational resources used to achieve goals. The strategy connects human resources with other resources with the challenges and risks that must be faced from the environment outside the company. Strategic planning is a long-term plan that is comprehensive, provides a formulation of the direction of the organization or company, and procedures for allocating resources to achieve goals over a certain period of time in various possible environmental conditions. Strategic planning is also a process of selecting organizational goals, determining strategies, policies, strategic programs needed for these goals. Strategic planning is the process of deciding which programs will be implemented by the organization and the estimated amount of resources that will be allocated to each long-term program over the next several years. The result of the strategic planning process is in the

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form of a document called a strategic plan that contains information about programs for the next few years (Badrudin, 2013). Proper strategic planning is very useful for minimizing errors because all organizational activities carried out are always directed towards the same direction. This also means that each member of the organization will carry out activities following the strategy in managing archives, namely building employee resources following the field of archiving, inputting archives in the excel data base and documenting the archives. The strategy of Archives Library Service, namely:

1) Human resources in an organization consist of all the efforts, skills or abilities of all the people who work in an organization. Some organizations refer to human resources as staff or labor or labor or employees, but the basic meaning remains the same. The strengthening of resources at the library and archives department of the city of Malang is done by doing some steps, such as, a). Selecting employees according to the potency, educational background, and expertise possessed by employees. b). Conducting training and development performance to strengthen the performance of the employees. c). Doing an work evaluation in every level of employees from top and bottom level employees. d). Conducting job training. e). Clarifying the work structure through the main tasks and functions within the organization. f). \ Applying discipline in work. g). Providing motivation to employees. e). Building an active communication channel between employees.

2) The management of archives at the Malang City Library and Archives Service (Dispupis) starts from the acquisition stage where it is carried out by the OPD (Regional Apparatus Organization). The archive is managed in the Dispupis record center. The archive will be identified by first collecting data in excel file format by the archivist so that later it will facilitate the archive retrieval process. Then, the archive will be stored in the boxes provided with information about what archives are stored in the box. Furthermore, these boxes are stored in a room with fire-proof shelves, and the room also has a temperature controller to keep the quality of the files.

### **D. Strategic policies**

These policies are broad guidelines to assist in decision-making in organizations. Policies are also guidelines that link strategy formulation and implementation. Dunn (1999) policies will be the main reference for actors in policy behavior in general, are problem-solving and proactive, policies are generally used as general guidelines regarding strategy implementation, strategic policies from the Malang city library and archives service are following Dunn's (1999) theory. where the policy is used as a guideline with the actors involved, while the policy regarding the management of pandemic archives has not been issued, it is still in the design of the library and archives office of Malang, but in carrying out the main tasks and functions within the government scope of the library service and the city archives. Malang refers to the Regulation of the Mayor of Malang Number 40 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Public Library and Regional Archives Service, because the perwali has explained how the main tasks and functions in the work procedures of the public library and regional archives of the city of Malang are included in archive management so that with the mayor's regulation it becomes a reference.

### **CONCLUSION**

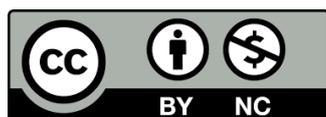
From this discussion, it can be concluded that the information disclosure strategy public information related to covid-19 has not been carried out by the Malang city government. This is because files Covid-19 pandemic is still an active archive. Meanwhile, the Malang city government only started the archive when the archive was declared inactive. The archives managed by the Malang city government, especially in the library and archives service, are inactive archives, namely archives that have been running for one year after the incident occurred. The strategy carried out by the government is only an organizational management strategy, there is no specific strategy related to the management of the covid-19 pandemic archives. masalah kurangnya tenaga kesehatan profesional dalam skrining risiko penyakit kardiovaskular di pedesaan Indonesia.

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