

**INSTITUTIONS, INFORMATION PROCESSES AND POLICIES:
Multiculturalism and Diversity in India and Europe**

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Foreword

The post-WWII era and digital revolution are characterized by large-scale models of higher education and information explosion. While higher education was patronized earlier by the people from higher social classes, the kernel of educational policies in present day Europe and generally in the Western world has been fueled by the advent of information and communication technology (ICT). Countries and higher education institutions are changing the role of higher education even more, making it global. The boundaries and information practices of education have become blurred and there is a predetermined "social contract" between institutions and the participants. Modern ideas of higher education place their function within a digital knowledge-based society, where the economy dominates. The information, education and ICT revolutions along with parent institutions are now characterized by digital competition in a strict global market environment.

The present edited book "Institutions, Information Processes and Policies: Multiculturalism and Diversity in India and Europe" - building on the arguments of various authors through the chapters- challenges this view of introducing a "bridging" rationale between the contemporary issues, which can also be actualized in practice and influence policy making. The core of a globalized knowledge-based economy is faced with the tendency of universities to transfer knowledge and skills. Various philosophical departures and institutional theories are conceptualizing them as concomitant economic events. Where in information, education and policies are treated as a public social right and perhaps concepts such as social and cultural capital recognize that students are not simply engaged in education to achieve high returns in global contexts.

The chapters in this edited book place information, education and policies within the general framework of recent institutional changes and rapid growth in the short-term benefits of global changes. The purpose of information practices in higher education and policies and role in modern societies remains a heated philosophical debate with strong practical and policy implications. This edited book sheds more light on this debate by presenting a synthetic narrative of contextual expressions in chapters based on a review of literature, case studies and surveys associated with developments in the wider socio-economic sphere.

Within this ideological framework, the growth of individual creativity and emancipation is in conflict with contemporary institutional settings concerning power, dominance and economic logic. This conflict can affect people's perceptions on the purpose of higher education, which in turn can perpetuate or otherwise revolutionize social relationships and roles. It is impossible to separate information and education from its socio-cultural context. The change on the individual is in constant contact with social changes, where no cause and effect exists. The edited book will be effective in providing genuine engagement in learning among key elements such as book educators, information professionals, and students.

Dr. Rajesh Singh

Librarian

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Preface

The information services in the present time are technology-driven, and the adoption of modern tools assist in disseminating the information rapidly. During the COVID-19 pandemic, technology played a savior to the academic community and supported them at every level. Information services are not confined to a particular platform; instead, various platforms have emerged as information providers. The deployment of relevant tools for providing information services supports the scholarly community, especially in the Post-Covid scenario. Though several challenges are associated with applying technologies in providing information services in the changing global contexts.

The present edited book has emerged as a powerful information source with the topics dealt from across the globe associated with various disciplines. The book intends to provide a glimpse of the application and impact of ICT in framing the policies and providing information services to the users along with the social issues emerged in India and Europe. The topics are covered under two broad themes—the information services and policies related to ICT and covered Socio-Cultural Contexts in India and Europe. The book's contents highlighted the National Education Policy, the impact of Covid-19 on society, Data privacy and society, etc. The significance of the concepts are expressed for the users in understanding the multidimensional role of ICT in various areas and the information and technical revolution in India and Europe. The chapters in the book would function as a comprehensive reference source with the contents portraying the importance of social parameters, e.g., data privacy, media privacy, artificial intelligence, etc., on society. These parameters are an integral part of society, and it affects the responsibilities of an individual.

The scholarly content and communication in this edited book, covering topics from interdisciplinary areas; is not confined to a narrow aspect of the information or education. The academic community consults the topics considered for publication to provide optimum benefit to the scholars and enhance learning. The target audience for the book is academic professionals, research scholars, and faculty, as the topics touch the ICT domain and the social and technological challenges encountered in India and Europe. The

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Institutions, Information Processes and Policies

book will enrich the readers' knowledge by providing various facets of India and Europe and the societal implications of ICT.

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– Editors

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ABOUT THE BOOK

The edited book "INSTITUTIONS, INFORMATION PROCESSES AND POLICIES: Multiculturalism and Diversities in India and Europe" is the outcome of various expressions in the context of the Socio-politico-cultural-ICT domain and the recent developments occurred in India and Europe. The book is comprised of chapters encompassing the Socio-cultural aspects, policies, data privacy and society, artificial intelligence in the contemporary times. The chapters selected to be published in the edited book enrich the knowledge of an individual irrespective of the discipline as this book would prove an immense source of information for professionals, faculty, research scholars and students; rendering knowledge of the wide spectrum. This book will enhance the learning of the academic community and will provide a glimpse of social parameters.

Internet Services at the Office of Archives and Library in Indonesia

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ABSTRACT

This research is aimed to investigate the use of internet services at the Office of Archives and Library (OAL) in Banjarnegara during the new normal era. The research used a qualitative method in order to get a deep picture about phenomena. The focus of the research is the use of internet services in the OAL. Data collection techniques employed interview, observation, and documentation. The validity of the data used triangulation techniques covering resource, technique, and time, which are accompanied by member check. The results of the study found three important points. Firstly, internet services serve as a means of professional development, because they can support education in the new normal era, share information from anyone and anywhere quickly, especially information related to the development of Covid-19 in Indonesia and throughout the world. Secondly, internet services have a significant function as a learning resource. The internet is very effective for community learning, especially for students who live far from their universities. They use for retrieving references, doing and sending assignments to their lecturers. Lastly, internet services are used as a means of self-study quickly, because those can increase student knowledge by getting it through blogs, websites, social media, and so on. This new normal era still shows the dominance of remote learning and interaction by utilizing Google Meet, Zoom, and other media platforms.

Keywords : Internet service; library user; learners; students

BACKGROUND

The development of world technology has supported the development of information. The existence of advances in information technology fundamentally helps people in carrying out their daily activities. In particular, global information through the internet which has recently spread in the world community is one of the main sources of information that is needed. According to Ahmadi & Hemawan (2013, p. 68), the internet is a global communication network that can connect all computers in the world, even though they have different operating systems and computers. The internet can help people

communicate, access information sources, and transact without the borders of a country (Nurdin & Mukhlis, 2019).

The internet is a sophisticated medium and source of information through its technological advantages that show speed, the accuracy of access and the ability to convey various information needs to anyone, anytime, anywhere, and up to date information. Especially now that the world is experiencing a crisis due to the Covid-19 pandemic, which is a new type of virus that started in China. Due to the pandemic, all people are asked to keep their distance and stay away from crowds. The Covid-19 pandemic in Indonesia is particularly still having an impact on society. According to Adhitya (2020), the impact of the Covid-19 virus occurs in various fields, such as social, economic, tourism, and education. The public appeal to keep their distance and stay away from crowds is a feature of the new normal, in which people need to stay at home and avoid being close to each other. The new normal itself is a new life when people carry out various activities as usual. The public is asked to implement the health protocols set by the government so that the spread of the Covid-19 virus can be prevented. Therefore, the public is asked to pay attention to health protocols so that the number of cases of the Covid-19 virus does not increase. In essence, the general public, especially students, are asked to carry out various online activities or work from home (WFH). International Federation of Library Associations and Institutions (IFLA) (2020), stated that libraries can still provide services during the pandemic with the condition to limit the number of visitors in the library, limit user concentration, reduce events or activities, prioritize cleanliness, and maintain staff safety.

The existence of the internet in the library is the main capital that must be used appropriately by the library to improve its services. This new situation has changed the service principle that has been used by libraries in the form of conventional services through print collections and the arrival of users to the library. Looking for library information through the internet is very useful for users because they can find information quickly even though there are negative things, such as excessive gameplay, pornography, theft of personal data, and so on. However, there are many advantages and benefits of the internet. Through internet services, users can access information anywhere and anytime when connected to a network system. This study is intended to explain how users can take advantage of the services in the library, especially facilities related to the internet with all its services to provide information to users according to their needs (Nurdin, Agusta & Zulaikha, 2021).

The OAL is one of the government library institutions in Banjarnegara has provided library collections, such as textbooks, reference materials, printed and non-printed journals, proceedings, magazines, study completion reports and others. Like other public libraries, in addition to internet access services, this internet service is provided free of charge and is equipped with a computer for users. The library also provides a wifi connection facility because some users use their devices, such as laptops, cellphones, and other types of gadgets. In the beginning of the research, it was found that many users were

using internet services due to the impact of the pandemic. Users predominantly use the library wifi through their devices to study online, do final assignments and so on. Many students are returning home due to the pandemic and using the library internet service in completing their college assignments. As a result, the use of internet services increased far from before the pandemic. The statistical results of internet service users until March 2021 showed an increase of 34.69%. In that situation, this research was conducted to further understand the condition of internet services during pandemic time. The situation above is one of the important factors that prompted the OAL to be chosen as the research site.

CONCEPTUAL FRAMEWORKS

According to Sutabri (2014, p. 3), information technology is a tool to process, obtain, compile, store, and manipulate data to produce relevant and accurate information for personal, business, and government purposes. Data processing through a computer is referred to as Electronic Data Processing (EDP) which is defined as the process of using a computer to process data into useful information. Data is an object that has not been processed and will be processed, and is still original, while information is data that has been processed and converted into other useful data. According to Hariningsih (2005, p. 4), technology is a supplier of requests for fast and inexpensive data processing and communication facilities. Therefore, information technology products are developed through:

- (a) Hardware consisting of computers, communication, networks with satellites, and network communication tools.
- (b) The software consists of decision support system (DSS), e-commerce, e-banking, geographical information system (GIS), expert system (ES), and office automation (OA).
- (c) The Internet as a virtual world of computer networks formed from billions of computers around the world.

According to Ahmadi & Hemawan (2013, p. 68), the internet is a global communication network that connects all computers in the world, even though they have different operating systems and machines. The internet is also used to obtain information, find information about things of interest, watch videos or entertainment, and find information for lecture needs (Purdi, 2017). Williams & Sawyer (2007, p. 50) explains that the internet began in 1969 with the name ARPANET which stands for Advanced Research Projects Agency of the US Department of Defense, which is characterized by the connection of four computers at different defense contractors and universities. From here, computer networks grew to 62 computers in 1974, 500 computers in 1983, and 28,000 computers in 1987. However, computer networks are still widely used for academic research purposes. Everything is still text-based, with no images, video, or sound. Everything changed in the early 1990s when the era of the World Wide Web (WWW) began and when the internet could contain multimedia. The internet has many facilities that can

be used by anyone for various purposes in various aspects of life, both social, business, government, and scientific activities.

Furthermore, Setiawan (2021) stated that there are several facilities provided by the internet, namely WWW, Gopher, E-commerce (Electronic Transactions), remote login, e-banking, e-government, e-learning, search engines, online games, social networks and social media, directories, discussion forums, blogs, multimedia streaming, video calls and sms via the internet, and e-cards. In addition, the benefits of the internet for learning purposes according to Kristiyanti (2010, p. 11), are among them, professional development, learning resources or information center, and fast self-learning, etc. According to Arif (2019), Wi-Fi is short for wireless fidelity, which has the meaning of a set of standards used for wireless local area networks (WLAN) based on the IEEE 802.11 specification for wireless LAN systems that use the current 802.11 standards. The term Wi-Fi was coined by an organization called the Wi-Fi alliance working to test and certify WLAN devices. Wireless devices are tested based on their interoperability with other wireless devices that use the same standard. Once tested and passed, a device will be certified. In a public library, we need an information system that can process various kinds of data. According to Sutabri (2013, p. 200), library information systems are web-based software and barcode scanners that help manage libraries in carrying out their functions. This application of technology become urgent to encounter a new normal that is far different from previous time.

In the context of a pandemic, the new normal is defined as a change in human behavior after the Covid-19 pandemic. Humans tend to limit physical contact and make distancing (Davis, 2009). The new normal era has been implemented in various countries, including Indonesia. It is marked by the application of strict health protocols (Sari & Budiyanti, 2020; Agusta & Nurdin, 2021). In Indonesia, discussions on implementing the new normal began with the plan to relax the Large-Scale Social Restrictions (PSBB) until it was allowed for residents under 45 years of age to return to activities outside home. For Indonesian government, the new normal is a scenario to improve socio-economic conditions while still emphasizing strict implementation of health protocol (Putsanra, 2020). According to Laksana (2021), the new normal is the government policy in dealing with the impact of Covid-19 for the health and economic recovery. Wiku Adisasmita, head of the Expert Team for the Acceleration of Covid-19 Handling Task Force, emphasized that people must change their lifestyle and behavior and become healthier every day to minimize the spread of Covid-19 until the right vaccine is found (Fajar, 2020). During the Covid-19 pandemic, the use of virtual media, such as zoom, is one of the most effective ways (Sukula & Jain, 2021). This shows that for Indonesia, the new normal is defined as the application of new living habits in the conditions of Covid-19 where the entire population must live side by side with Covid-19, so that social and economic conditions can recover, albeit slowly.

RESEARCH METHOD

This type of research is qualitative. Sources of data used are primary and secondary data sources in which primary data is in the form of informants while secondary data is in the form of books, journals, and documentation. The data collection techniques of this research are observation, interviews, literature study, and documentation. The data analysis technique used is data reduction, data presentation, and conclusion drawing. The validity test of the data carried out is a triangulation of sources, triangulation of techniques, triangulation of time, and conducting member checks. The following is the profile of the informants in this study:

Table 1. Informant data

No	Name	Status	Gender	Address/Institution
1	SY	Head of Library Service	Male	Jln Letjend Suprpto No. 111 Banjanegra
2	IA	University Student	Female	UIN Sunan Kalijaga Yogyakarta
3	PC	School student	Female	SMA N 1 Banjarnegara
4	NS	Worker	Female	STIMIK Tunas Bangsa Banjarnegara
5	NZ	Worker	Female	Banjarnegara
6	NP	University student	Female	Universitas Muhammadiyah Purwokerto

Source: Data processing by researcher, 2021

RESULTS AND DISCUSSION

Internet services at the OAL have two facilities, namely a hotspot area for visitors using the free wifi and can only be connected in the area or around the OAL. Furthermore, the conventional internet service is by facilitating 8 PCs that are connected to the internet and are served free of charge. The following is the use of internet services in the new normal era at the OAL following Mariana Kristiyanti's theory.

1. Internet services as new normal era professional development

Internet in learning can use it as professional development. One of them can share information among colleagues or departments. By using the internet, especially in the new normal era, users can find or get information from anyone and anywhere quickly. Users can get a variety of information that can be accessed in the form of research results or research articles in various fields. Users no longer need to go to the library to look for references directly. Because the internet is the largest library among all existing libraries. In accessing the internet, users only need to sit in front of the computer and can use it immediately.

Internet as a means of information has been adapted and developed to follow the needs or interests of users. For example, users can search or get information through google, yahoo and others. The internet during the new normal era is very effective for users to find information, both regarding job vacancies and other social affairs. Currently, the

government has provided various jobs for the community that can be accessed through internet facilities, especially for those affected by Covid-19. In this regard, the following interview can be seen.

“In this new normal, face-to-face is not possible, especially the information that is currently most needed regarding Covid so that the public knows and that is the most widely available on the internet... (NZ)”

Kristiyanti (2010, p. 12), also stated that academics is one of the most benefited parties from the emergence of the internet. Various references, journals, and research results published via the internet are available in abundance. Students only need to use search engines, the materials needed can be obtained quickly and up to date, which has been provided by the library as stated by the following informant.

“If this information is possible, it may be from a website or news portal that you can update what is the latest information regarding the pandemic and so on for learning resources, references can also be made... (NS)”

On average, all informants access the internet at the Department of Archives and Libraries of Banjarnegara Regency 3 to 4 times a week.

Table 2. Internet service user development

System Service Type	February			March		
	L	P	J	L	P	J
Reguler	-	-	-	-	-	-
Member	-	-	-	-	-	-
Hotspot	11	38	49	9	29	38
Paket	-	-	-	-	-	-
Number	11	38	49	21	45	66
Avarage/Day	0	1	2	1	2	2

Source: The OAL, 2021

2. Internet services as learning resources in the new normal era

The internet can be used as a learning resource for users during the new normal, especially for school and university students. The internet is an alternative learning resource that is quite efficient and effective in this new normal era. Internet as a learning resource can help student learning process highly optimal. Learning resources can help them learn and complete their assignments. With the internet, the current limitations of information sources can be overcome and they do not only depend on the materials provided by the teacher/lecturer, but also more on internet facilities. Utilization of the internet as a source of learning will help learning activities because of the completeness of information available on the internet. Learners can access the available information efficiently and effectively and no longer have to look for printed books in the library to complete their assignments. The utilization of services available through the internet has

made it easier for them in the learning process. So, the use of the internet as a learning resource significantly helps and provides convenience for them in obtaining useful knowledge, especially in this new normal era. With the internet, the informants strongly agree with the existence of the internet.

“I totally agree, because now access to information is very easy, including learning materials” (NZ)

However, the information on the internet is not all true, because many irresponsible people make information that does not match the facts. Many sources on the internet are less accurate. Therefore, internet users must be smarter in utilizing information on the internet, especially related to learning, as stated by the following informants.

“It is what we face that journal article is more informative, meaning that the news or reading from the journal is according to the facts, whereas from blogs or websites that do not know it, they are still hesitant to use the information... (IA)”

In accessing the internet for learning, users can take advantage of existing facilities on the internet, such as file transfer protocol, e-mail, www, and chat. Rahmadi (2003) explained that the internet can provide access to telecommunications services and share internet services, namely indirect communication such as e-mail and chat. Discussions are provided through usenet news, World Wide Web (www), and others. The internet during the new normal era is very much needed by the community, especially by students who have distance learning. For the general public, the internet can add to their scientific knowledge. The internet provides several facilities that can help its users. Also explained by Siahaan (Lutfi, 2008, p. 26), the benefits of the Internet as a medium of education/distance learning are of 3 kinds, namely: (1) allowing learning interactions from anywhere and anytime (time and place flexibility); (2) reaching students in a broad scope (potential to reach a global audience); (3) simplifying the refinement and storage of learning materials (easy updating of content as well as archivable capabilities). So, in the world of education, especially in distance learning, the internet is very useful, and indeed very useful as an educational tool in this new normal. The purpose of the internet is as an educational or distance learning tool to help teachers, professors and students stay in touch with each other.

In addition, the internet can also help users in getting the references needed in learning. For example, when users do assignments, they need references, either printed books or internet sources. It is just that the internet is a tool that helps to complete their information needs. Thus, it can be concluded that the internet at the OAL is a means that supports the process of finding information about the information needed by library users, in addition to the print collection services provided by the library.

3. Internet service as a means of independent learning

The benefit of the internet as a means of independent learning is that it can increase

user knowledge quickly. Science will always continue to develop and new things have emerged. On the internet when looking for information is very easy to get and the reach of the internet is very wide. Users can search for information on the internet through various sources and facilities such as blogs, websites, journals, articles, and so on. For public in general, the internet can add knowledge, because it provides facilities that can help its users. The following is the answer of one informant that talked about the importance of the internet concerning the way to increase knowledge.

“Yes, because in this new normal era, we don’t meet teachers or lecturers directly, so we can get sources from the internet and on YouTube, everything is also available for practical lessons. The internet is now the main source of information media, a lot of knowledge can be obtained from it... (NZ)”

Access to the internet has both positive and negative sides. For example, using the internet to play excessive games, in addition to accessing adult sites and other negative things. The internet can be regarded as a means of increasing knowledge if used appropriately and correctly. Internet users at the OAL are adults on average and they use hotspot area facilities because apart from being comfortable, it is also easier. After all, they use their devices. Things are different in the wireless connection room, where most of the users are children who use the wireless connection facility to open YouTube to watch children’s shows or cartoons.

The benefits of the internet to support independent learning provide interactive opportunities in new normal conditions. The community can interact on the internet through the zoom application, google meet, and others, especially for students who do online learning. The online learning during the new normal era is very helpful for teachers, lecturers, and others to communicate with each other. In the world of education, distance learning via the internet is very helpful and useful as an educational tool in the new normal era.

According to Bates 1995 and Wulf 1996 as quoted by Kristiyanti (2010, pp. 16-17), the benefits of electronic learning consist of 4 things. First, increasing the level of learning interaction between students and teachers or instructors - enhancing interactivity. If carefully designed, electronic learning can increase the level of learning interaction, between students and lecturers/ teachers, and/or fellow students, and between students and learning materials. Second, the electronic learning allows learning interactions from anywhere and anytime (time and place flexibility). Given the learning resources that have been packaged electronically and are available to be accessed by students via the internet. Students can interact with these learning resources anytime and from anywhere. Likewise, the tasks of learning activities can be submitted to the instructor once completed. No need to wait until there is an appointment to meet with the lecturer/ student. Students are not tightly bound by the time and place of organizing learning activities as is the case in conventional education.

Third, reaching students in a broad scope is as a potential way to reach a global audience). With the flexibility of time and place, the number of students who can be reached through electronic learning activities is increasing or expanding. Space and/or place and time are no longer obstacles. Anyone, anywhere, and anytime, can learn. Interaction with learning resources is done through the internet. Learning opportunities are wide open for anyone who needs it. Last, there is to facilitate the refinement and storage of learning materials (easy updating of content as well as archivable capabilities). The facilities available in internet technology and a variety of software that continue to develop help facilitate the development of electronic learning materials. Likewise, the improvement or updating of learning materials following the demands of the development of scientific material can be done periodically and easily.

Furthermore, according to informants, the use of the internet in their activities was stated for different reasons. This new normal era makes students who have just entered college and school experience difficulties when interacting with their new friends. With the current pandemic situation, students can still interact with their friends or lecturers/teachers through internet facilities. There is a problem with using the internet, namely in the signal, because not all internet can run well. Such condition becomes a barrier to interact optimally.

“Agreed but achieving the same level of interactiveness as hands-on learning seems difficult because sometimes there are signal constraints.”

In addition to these interactions, using the internet as a means of independent learning has also developed capabilities in the field of research. Through the internet, students can access various information and knowledge according to their needs that are relevant to the subject of the course. Thus, the use of the internet network as a learning resource has helped simplify and accelerate the completion of lecture assignments, including the completion of final assignments, such as conducting research. With the internet, users can search for previous studies more easily and more quickly. For example, library users in accessing the internet can search for someone's works through google scholar which contains their works.

CONCLUSION

The results of this study can be concluded in three ways as follows. Firstly, internet services are used for professional development in the new normal era. With the internet, people get information from anyone and anywhere quickly. The utilization of the internet is very effective for informants to find information, especially about the development of Covid-19 in Indonesia and throughout the world. According to them, the internet is also very effective in supporting education in the new normal era. Secondly, the internet service is useful as a learning resource in the new normal era. In the new normal condition, the internet is very much needed by users as a source of learning, especially students in supporting the implementation of education. They can get subject matter, do assignments,

and send assignments. Users can do this by utilizing the facilities, such as e-mail, www, and chatting. Lastly, internet services support self-study quickly. Users utilize the internet to develop their knowledge by getting information on blogs, websites, journals, articles, and others. The internet can also help them to get references related to research. In the new normal era, the internet is very helpful for users to be able to interact even remotely by using google meet, zoom, and so on.

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