Impact of Information Organization on Information Search (Digital Library Catalog Case Study)

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Abstract

Objective study This research is to find out about the impact of organization of information in information searching of Makassar city digital library catalog. The research applying case study approach. The method used is qualitative research with a field study design. As for participants in the study from two Makassar City library staffs. Results of the study is to concludes that open digital access in Makassar City is not only an information resource but also a driver of learning, research, and community development. Through policies that utilize optimal technology and active support from the community and other stakeholders, libraries as information-provider organizations in the city of Makassar can continue to be a positive catalyst in forming a knowledgeable and competitive society in the digital era.

Keywords: *Impact, organization, information search.*

INTRODUCTION

Information, as initial data, plays a crucial role in providing in-depth insight about an institution or organization (Sugiyono, 2023). Furthermore, according to Anggraini (2022), information is the basis for understanding the goals, structure, and activities carried out by an organization. As the world of information and technology advances, the acceleration of information increasingly plays a central role in directing strategic decisions, planning, and communication. Dalimunthe et al. (2019) explain that information in an institutional or organizational context cannot be ignored. This is because information is not just a collection of facts but is also the key to understanding the internal and external dynamics that influence the performance and direction of an entity. By having a deep understanding of information, a person or organization can respond effectively to change, identify opportunities, and overcome challenges that may arise.

One aspect that strengthens the role of information is its ability as a data-based decision-making instrument (Driani, 2009). Decisions taken without adequate information are likely to be inaccurate and can have a negative impact on the desired results. By having access to relevant information, whether about industry trends, consumer behavior, or market conditions, an entity can make smarter decisions and be responsive to environmental changes. Meanwhile, in the context of strategic planning, information is the basis for formulating long-term goals and strategies to achieve them (Hayatuddiniyah, 2021). An institution or organization that properly understands its surrounding environment, such as internal strengths and weaknesses as well as external opportunities and threats, can design more effective and adaptive plans.

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Another aspect that is no less important is that information conveyed clearly and precisely can facilitate efficient communication between organizational members, partners, and other stakeholders. By having access to accurate and up-to-date information, an organization can ensure that all parties involved have the same understanding of the shared vision, mission, and goals. This creates an environment where collaboration can thrive and each individual can make their maximum contribution. In the context of the digital world, especially in libraries, information organizations play a key role in ensuring the accessibility and orderliness of information (Karomah, 2020). For this reason, case study research on digital library catalogs is an interesting illustration of the impact of information organization in this context.

Masiani (2021) explains that digital libraries are a significant development in providing access to information. Libraries need to make sure that the information is well-organized so that users can access it easily as digital collections continue to grow. Digital library catalogs are the main tool for achieving the goal of literacy. According to Patara (2016), digital library catalogs cover various aspects, starting from metadata indexing, subject classification, and grouping based on certain criteria. Proper and complete metadata ensures that each item in the collection has clear identification, including information such as title, author, year of publication, and more. Subject classification helps in grouping information into easily searchable categories, while grouping based on specific criteria, such as topic or type of material, facilitates more specific findings (Diekema, 2012; Permana et al., 2021).

By having a well-organized digital library catalog, users can quickly and efficiently find the information they need. This improves the user experience and supports the library's goal of providing open and inclusive access to knowledge (Sasongko, 2015). In addition, Wardhanie & Kumalawati (2018) explained that digital library catalogs also play an important role in maintaining and managing the digital collection itself. By ensuring information is updated and relevant, libraries can better meet user needs. However, challenges in digital library catalogs also arise along with the growth of collections and the complexity of information resources. So libraries must continually update indexing and classification methods to accommodate developments in knowledge and technology. Apart from that, the integration of search technology is also an important aspect of increasing the efficiency of information retrieval (Driani, 2009; Gonçalves et al., 2007).

Therefore, the role of library professionals and information experts is very crucial because they are responsible for designing, managing, and maintaining information organization systems in digital library catalogs (Yusniah et al., 2023). Providing training and expertise to library staff using information technology, indexing, and classification is the key to success in keeping the catalog relevant and responsive to user needs (Kichuk, 2010). Apart from that, Cooper (2004) said that the latest technological developments can provide new opportunities for improving the organization of information in digital library catalogs. The integration of this technology can help in faster data processing and analysis, provide in-depth insight into user behavior, and increase the relevance of information findings about books and scientific journals.

In a broader context, library organization applies not only to digital libraries but also to various types of entities that deal with data and information, such as business, government, educational institutions, and other sectors, which all have a need to design effective digital library information systems (Joudrey & Taylor, 2017). Kaplan & Nelson (2000) said the importance of information organization in the digital world also creates awareness about the need for information security. Because information is stored in digital format, new challenges arise related to data security and privacy. Therefore, in designing organizational information systems, security and data protection aspects must be a priority to prevent unauthorized access and protect sensitive information (Matthews, 2002).

However, one of the requirements for obtaining information from an institution or organization is the openness of the organization, so of course the impact of organizational openness is very significant (Patara, 2016). Organizational openness refers to the extent to which an entity is willing and able to share information with the public, whether through online publications, annual reports, or other communication mechanisms. The impact of organizational openness is very broad and can affect various aspects, ranging from public trust and relationships with stakeholders to the organization's ability to adapt to environmental changes. One of the most visible impacts is increased public trust. Openness creates transparency, providing a clear picture of organizational activities and policies, which in turn can build public trust (Urbano et al., 2017).

Trust is a key element in the relationship between organizations and society. Organizations that are open tend to be considered more honest and responsible, which in turn can create positive bonds between them and the public (Yusniah et al., 2023). This can provide long-term benefits, such as strong public support, consumer loyalty, and a positive image that can increase attractiveness to potential partners or employees. Apart from that, openness can also strengthen relationships with stakeholders. Whether it is with authorities, business partners, or community groups, transparent organizations tend to gain greater support from the parties involved. Open communication allows stakeholders to better understand the organization's goals and values, so they can be more actively involved in the decision process or make meaningful contributions.

The positive impact of organizational openness can also be seen in their ability to adapt to environmental changes. By having open access to information, organizations can more quickly respond to changes in market trends, regulations, or economic conditions. This helps organizations stay relevant and competitive in an ever-changing market. Organizations that are closed and lack openness may struggle to adapt quickly, which can hinder their progress. Apart from that, organizational openness can also have a positive impact on innovation. When information and ideas can flow freely within an organization, employees feel more motivated to share new ideas and create innovative solutions. This creates a work environment that supports collaboration and creativity, which in turn can help organizations stay competitive and grow.

However, on the other hand, according to Ashoor (2005), there are challenges and risks associated with organizational openness. One of them is the potential for disclosing confidential or strategic information to competitors or parties who do not have good intentions. Therefore, organizations need to manage their openness wisely, determining the limits of information that can be shared and maintaining critical confidentiality. In addition, organizational openness can also highlight internal problems or weaknesses that it may not wish to reveal. However, through a constructive approach, organizations can use this feedback to make improvements and improve their performance.

Please note that openness is not just the act of releasing all information without consideration. Effective openness involves planned and strategic policies, considering the types of information that can be shared, how it is conveyed, and the impact on various stakeholders (Bates, 2002). In today's digital era, organizational openness is also closely related to their online presence and activities. Social media and websites are becoming the main channels through which organizations interact with the public. Therefore, the ability to respond quickly to questions, feedback, or criticism via online platforms can strengthen an organization's image as an open and responsive entity.

Overall, the impact of organizational openness in obtaining and disseminating information is very important in shaping the image and relationship of the organization with the community. Openness creates a foundation of trust, improves relationships with stakeholders, supports adaptation to change, and facilitates innovation. However, organizations need to manage disclosure wisely, calculate risks, and take the necessary steps to maintain operational continuity and business sustainability.

In ending the discussion regarding the impact of information organizations on information seeking, it is necessary to know that the world of information continues to develop. Technological innovation, changes in user needs, and dynamics in the business environment all play a role in changing the way we manage, access, and use information. Along with that, awareness of the importance of information organizations also continues to grow. Whether in the context of a digital library, business, or other institution, the ability to organize, manage, and optimize information is becoming an increasingly valuable skill. In this way, it can be ensured that information is not just a collection of data but also an effective tool in guiding decisions, formulating strategies, and advancing the development of society as a whole.

METHOD

Methods of research used in the study This is a method study qualitative with a type study in which the field is wrong. One general approach is used in the study. Method This aim is to understand moderate phenomena researched from the perspective of participant or subject research, with a focus on meaning, interpretation, and social context (Iswadi et al., 2023) In the qualitative study field, researchers are involved directly in the situation field, like observing, interviewing, or interacting with participants. Research data, which researchers collect in a direct way from the source, is good through observation, direct interview, in-depth , note field, or audio/video recording. The data obtained is then analyzed in a way that is deep and interpreted to disclose patterns, themes, or meanings that emerge.

As for steps in study This among others:

1.   Observation participatory: researcher involved in a direct way in situation field, observing and taking notes relevant information about context, behavior, and social interaction.

2.   Identification problem research: The researcher determines the topic, study, and identification problem or question of the research you want to answer. Researchers explain an objective study in a clear and specific way.

3.   Study library: researcher does review References for understanding the study were previously relevant to the topic study. With scientific journals, books, articles, and sources I trusted others to obtain a good understanding of the subject study.

4.   Design research: researchers make appropriate research with an objective and question study. Researchers determine the method of research to be used, like a survey, observation, interview, experiment, or combination of these methods. Furthermore, the researcher compiles a list of instruments and techniques that will be used to collect data in the study. This researcher uses observation and interviews to collect research data.

5.   Interview in depth: Researchers do interview structured participant research to obtain a deeper understanding of their perspective, experience, and interpretation of the phenomenon under study. This researcher observed and interviewed two staff members of one of the libraries in Makassar.

6.   Analysis: After finishing collecting data, researchers do data analysis for answer-question research and use qualitative method analysis.

7.   Interpretation Result: After analyzing the data, researchers interpret the results of the study. Identification findings are main, and connect them back to the question study. Then explain the implications and findings. And an intriguing logical conclusion.

RESULTS AND DISCUSSION

Based on the results of observations and interviews conducted on November 25, 2023, with a staff member at the Makassar city library, it was found that access to digital libraries in the city is very open and easy to access. This is because the Makassar City Library is an information organization that has a significant impact on society, education, and the development of the city of Makassar as a whole. Open access to digital libraries in Makassar City shows the commitment of the government and related parties to providing inclusive information services to the community. In recent years, digital libraries, as organizations that provide information in the form of catalogs, have become an important resource that supports learning, research, and knowledge in general. By ensuring open access, the Makassar city library provides opportunities for all levels of society to utilize relevant and quality information.

One of the positive impacts of open access is increasing the accessibility of education in society, especially for pupils and students who can easily access various learning resources, including digital books, scientific journals, and other reference materials. This certainly expands learning opportunities outside the formal environment and allows people to develop their knowledge independently. With easy access, digital libraries, as organizations providing digital information, have become an effective tool for supporting research. Researchers, whether academics, practitioners, or students undertaking research, can quickly and efficiently access the latest literature and information to support their studies. This contributes to increasing the level of research and innovation in Makassar City.

In addition, open access to digital libraries creates information equality in society. Without physical barriers or additional costs, all individuals have the same opportunity to access knowledge and information. This ease of access is very important in increasing information literacy and providing support to people to make better decisions in various aspects of their lives. This positive impact can also be seen in increasing community involvement in literacy culture (Borgman et al., 2005). With open access, people in Makassar City are invited to be actively involved in reading and research activities. Therefore, Cunningham et al. (2003) said that digital libraries as information-provider organizations can become centers of community activities that promote a culture of literacy and a better understanding of the world of knowledge.

Apart from direct benefits for society, open access to information through information-provider organizations (libraries) in Makassar City has a positive impact on the development of the education sector in the area. Educational institutions, be they primary, secondary, or tertiary institutions, can utilize digital library resources to enrich their curriculum and provide students with a more holistic learning experience. Not only that, but open access to digital information also supports the development of a knowledge-based society. Makassar residents can access the latest information about various fields, including economics, culture, and the environment. This can provide a better understanding of local and global dynamics, which in turn can be used to plan sustainable development.

Apart from the positive impact, it also needs to be acknowledged that there are several challenges and considerations that need to be taken into account in maintaining open digital access in Makassar City. One of them is the need for information security to protect sensitive data and avoid misuse of information. Relevant parties must have strong security policies and systems to maintain the integrity and trust of the public in digital libraries as information-provider organizations. The management and maintenance of technology infrastructure is also key to success in ensuring open access. Technology resources must be managed well to remain reliable and be able to respond quickly to user needs. Adequate technical support is also important to help users overcome problems with access to or use of digital libraries.

Apart from that, increasing digital literacy among the community is also a determining factor in the success of this access. Educational efforts are needed to provide an understanding of how to use digital libraries effectively and efficiently. Society needs to be empowered with adequate digital skills to be able to access and utilize information optimally. In the context of digital information in Makassar City, it could also be considered to involve more related parties, such as schools, non-governmental organizations, and the private sector, in supporting open access. Inter-institutional collaboration can enrich digital library content and expand the range of services offered.

According to the second research subject, who is also a staff member at the Makassar City library, it was revealed that there was an organizational impact on open access in the library. These observations and interviews with staff provide a deeper understanding of how library organizations, as providers of digital information access, play an important role in facilitating open access, as well as the positive impacts and challenges that arise as a result of these organizational policies and practices. One of the main impacts identified was the increased attractiveness of libraries as open and user-friendly institutions. Open access gives the impression that the library is a place that people from all walks of life can use without encountering significant barriers. This not only increases visitor numbers but also creates an inclusive atmosphere where every individual feels welcome and valued.

In addition, open access policies and practices can strengthen the relationship between libraries, information-provider organizations, and the community. By ensuring that information, resources, and services are easily accessible, libraries become valuable partners for society in their learning and research journeys. Openness creates a solid foundation for community involvement, enhancing the library's image as an institution that cares and is responsive to user needs. Until now, libraries have played the role of managers and service providers, and the impact on open access can be seen in various aspects, including collections, technology, and internal policies. One visible impact is the diversification and expansion of the Makassar City Library collection, which can respond to the needs of diverse communities by providing collections that cover various topics, languages, and formats, thereby creating an inclusive space that allows every member of the community to find relevant and useful information.

In addition, the use of technology is key to supporting open access. Makassar City Libraries can utilize digital library systems, interactive websites, and other online platforms to provide virtual access to collections, provide online lending services, and facilitate communication with users. The application of this technology can take libraries to a new level by providing easy and efficient access. The organizational impact on open access also includes the important role of internal policies. Clear policies that support open access, such as flexible lending policies, simple registration procedures, and rules that allow access to as many individuals as possible, create an environment that supports engagement and full use of library facilities.

However, in addition to facing positive impacts, there are also challenges faced by libraries in maintaining and increasing the level of open access. One of the challenges that arises is human resource management (HR). In the face of increasing user and service demand, libraries must ensure that the necessary personnel are available to support open access without compromising service quality. Apart from that, libraries also need to consider information security and user privacy. As the use of technology increases, data and information protection become increasingly important. Libraries need to implement best practices to keep user information secure and ensure that open access is not misused.

In carrying out their duties, libraries must also consider long-term sustainability, as resources, whether financial, personnel, or infrastructure, must be managed carefully in order to meet the demands of open access on an ongoing basis. Library policies and strategies must take sustainability aspects into account so that libraries remain a

sustainable resource for the community. Apart from that, supporting open access also requires support and active participation from various stakeholders, including local government, communities, and external partners. This collaboration can strengthen the impact of open access by expanding the range of services, increasing sustainability, and creating positive synergies between the various entities involved.

CONCLUSION

Based on findings and discussion on This research reveals that open digital access in Makassar City has a significant positive impact on society, education, and city development, such as: a) Open digital access in Makassar City creates an inclusive environment where people can easily access various resources and services. b) Positive impacts can be seen in increasing literacy and learning in the community. c) Open access supports research and innovation activities by ensuring that researchers have easy access to the latest literature and information. d) Libraries, as information-provider organizations, are valuable partners for the community in their learning and research journeys. e) The use of technology, such as online platforms, is key to supporting open access. Then technology enables virtual access to collections, online catalog services, and efficient communication with users. f) To maintain and increase open access, libraries as information-provider organizations must ensure operational continuity, protection of sensitive data, and careful resource management. g) Support from various stakeholders, including local government, communities, and external partners, as well as collaboration between institutions, can strengthen the impact of open access.

In conclusion, open digital access in Makassar City is not only an information resource but also a driver of learning, research, and community development. Through wise policies, optimal use of technology, and active support from the community and other stakeholders, libraries can continue to be a positive catalyst in forming a knowledgeable and competitive society in this digital era.

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