

# Personal Information Management

*by* Dessy Harisanti

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## Personal Information Management of Urban Youth

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# 1 **Personal Information Management of Urban Youth**

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## **Abstract**

The purpose of this paper is to find out the personal information management of urban youth so the image of finding, keeping, organizing, maintaining information, retrieving, using, and distributing information can be gathered. This research uses descriptive type. Descriptive type is used to describe the personal information management of urban adolescents. The location of this research is in Surabaya because Surabaya is the second largest city in Indonesia. The results showed that in the finding stage, the needs of information that were mostly needed were related to education, entertainment, fashion; the sources of information that were mostly used were internet, books; the obstacle mostly found was the unstable signal. Keeping stage illustrates that the storage form of collection was mostly soft file. Organizing stage described that the respondents conducted more filling strategy in the information management since it was easier and faster to find the file. Majority of the respondents categorized the file based on the subject. Maintaining information stage was mostly conducted by selecting information that was saved to determine whether it was still relevant or not. Furthermore, the respondents also backed up the data a lot. Retrieving stage explained how respondents were more likely to go directly to the file name instead of using search assistance. The average respondents found the file in less than 5 minutes. Using stage illustrated that kinds of information were mostly used to support the respondents' education. Distributing information stage illustrated that most respondent spread information they have to their peers.

3 **Keywords** - personal information management, urban youth

**Paper type** – Research paper

## **Background**

Information era is an era where a lot of information can be easily accessed by the people freely, quickly, anywhere and anytime. The information can be gathered through the information resources whether it is primary, secondary or tertiary, or it is from some information media, printed or non-printed (Hardof-Jaffe et al., 2009). Therefore, the information is growing rapidly because of those media. After obtaining information according to their needs, then the information is stored so that later can be used again to solve problems, make good decisions, and to learn and gain a better mastery of science (Zhou, et.al, 2012;

Otopah & Dadzie, 2013). This makes effective and efficient personal information management important to be carried out by each individual (Bruce, 2005). Not only is important, the management of this personal information provides many advantages, such as the speed in finding information that has long been stored because it has been managed and laid out well (Ofer, 2013). In term, the management of personal information (PIM) is defined as the practice or study of the activities that a person undertakes to obtain or create, store, organize, maintain, retrieve, use, and distribute the information necessary to complete the task and fulfill various roles and responsibilities (Jones in Al-Omar & Cox, 2016).

The management of personal information is not only done by people who are tied to work that is tied to their work, but this activity is also very important to be done by people in all circles, including among teenagers. Teens or adolescent is an important stage in finding the identity since it is a transition stage from children that should be taken care by the parents to adult that is expected to be independent. Therefore, the information needs of adolescence should be considered. Adolescents or teens need information related to their hobby, fashion, accessories, music, sport, trend and style that are popular among their friends. They look for their friends' lifestyle and copy it.

Adolescents spend a third or more of their waking hours by enjoying some form of media, both as the main focus or as a sideline while doing other activities. Some teens did little or nothing to watch TV and most of the others watch TV as much as 8 hours a day. Adolescents also use the print media from the children ranging in age from 11-12 years, and 60-80 percent of adolescents read a few newspapers. It is estimated also that of one third of the students from the first grade until the last grade of secondary school report that they read a magazine every day. Meanwhile, 20 percent of read non-textbook books every day.

Information needed in each stage of age is different based on their needs. Based on the range of age, the age that has susceptible condition related to the information is adolescence. Among the stages, adolescence is a crucial stage, especially those who live in the city, or it is called city adolescent. City adolescent has a heterogenic environment since there are many kinds of social environment around them. The city is heterogenic because it has many kinds of race, occupations, and cultures. This makes the adolescent susceptible toward the information that can create deviant behavior as they cannot differentiate between something that can or cannot be followed as well as something that can or cannot be accepted.

To fulfill all of their needs, city adolescents discover the information using some media. At the moment, the information access they used is internet. In Suara Merdeka 6 June 2008, as cited by Ilmi (n.a.), according to the data from Asosiasi Penyelenggara Jasa Internet Indonesia (APJII), it is stated that the use of internet in Indonesia is increasing each year. On April 2008, there were 28 million people who access the internet, and, in 2012, the ones who access internet in Indonesia are 63 million people. The result of Yahoo's research in 2009 in Indonesia, the adolescents age 15-19 years dominated the internet usage or 64% of the internet users. It also stated the domination of the online service email is 59%, instant messaging is 59%, and social networking is 58%. Furthermore, the users also use search engine (56%), access online news (47%), write blog (36%), and play online game (35%).

This is also supported by survey from Spire Research & Consulting that cooperated with a marketing magazine (Qomariah, 2011) which mentioned the trend and the interest of adolescents in Indonesia in some categories, one of which is media. It is found that the adolescents have understood and used the internet in their daily lives. The survey was conducted to the adolescents aged 13-18 in 5 big cities in Indonesia. Qomariah (2011) also mentioned that some studies found that most adolescents who use media such as chatting, email, browsing, and downloading in Surabaya is 62.3 % and in Jakarta is 50.5%. The fact is saddening because most of the adolescents use the internet not in positive way such as doing homework or searching knowledge information.

Based on investigations conducted by Grotevant & Durrett, it is stated that from the data that is retrieved from 6,029 high school students from fifty-seven different districts in Texas students do not have accurate information about two aspects of the career, the educational requirements they need to enter the career that they want, and vocational interests related to their career choice (Santrock, 2003: 485).

Not to mention it has now entered the era of disruption marked by the development of technology, information and communication that remain sophisticated and massive (Hill, 2017). In this era of distortion, there have been a lot of social changes that occurred among the only people among teenagers who are millennials. Things that were never done in the previous era, now a lot done. Although initially surprised by these things, but slowly now it is considered as something that is very reasonable to do. It also affects personal information management activities, which are many new smartphones or gadgets that are facilitated for storing large amounts of information (Stefanis, et al: 2014). In accordance with what was revealed by Fourie (2011), that the management of personal information is closely related to the use of technological devices.

In relation with the adolescent characteristics as described above, an overview of the personal information management is needed in order to study the behavior of urban youth information. For that reason, the channel of information must provide the product of information according to the information needs of urban youth.

## **Method**

This research uses descriptive type. Descriptive type is used to describe the personal information management of urban adolescents. The location of this research is in Surabaya because Surabaya is the second largest city in Indonesia so it can represent the object of this study, which is urban adolescents. The population targeted in this study is the urban youth or adolescent. Adolescence is a period of transition from childhood into adulthood marked by a change in the physical, mental, and psychosocial aspect. Chronologically, adolescence begins from the age of 12-21 years (Dariyo, 2004: 13). Adolescence is divided into three categories, namely early teens with range age of 12-15 years, mid-teens aged between 15-18 years, and the late teens with the range age of 18-21 years (Mönks,

2006: 262). In this study, the objects of the research are late teens adolescents aged 18-21 years, assuming that adolescents in the middle range of age are capable of determining their own choices and actions to be taken next. The sampling technique used was accidental sampling. Data collection techniques used in this research are: a) the collection of primary data, which is collected by researcher directly through a structured interview to urban adolescent; b) secondary data collection, which is obtained in the form that has been processed by certain parties. Once the data is collected, the following stage is processing data. The data that has been processed is then analyzed and interpreted theoretically. In the end, this descriptive study attempts to provide a systematic overview of the reality and the characteristics of the research unit accurately and factually.

## Result and Discussion

### *Finding*

Table I. Respondents' Needs of Information

Needs of information	F	%
Sport Corner, Job Vacancy	3	3
Scholarship	1	1
Courses	76	76
Job Vacancy	1	1
General Information	5	5
Business	1	1
Tourism and Hospitality	1	1
Health	1	1
News	5	5
Life Styles	2	2
Music	1	1
Film	2	2
Music, Video, Fashion, and Culinary	1	1
Total	100	100

According to Nicholas (2000), the need for information is information that is used to do the job effectively, solve problems satisfactorily or doing a hobby or a desire pleurably. The educational background of the respondents are college students. Therefore, the average respondent has the information needs in the form of lectures or courses. In this case, respondents utilize the resources of the Internet to meet their information needs as many as 43 percent to meet the needs of the information. As for the resources that are rarely used by respondents with a percentage of 1 percent are wall magazine and discussion.

The average respondents prefer to utilize resources from the Internet with a percentage of 43 percent to meet the needs of the information. Additionally, the reason why the respondents chose the Internet is because the information provided is quite up to date, fast, easy, effective, efficient, and valid. Furthermore, the information presented is abundant and free. However, the percentage of the

highest reason from the selected information resources is that the speed and ease in accessing and getting information from the internet with the amount of 40 percent. Dumais et. al. (2003), stated that so far the search of information via the web is easier than searching the data on their own computer. This is also supported by the respondents' age which are classified as net generation.

*Keeping*

Table II. Form of Collection that is stored by the Respondents

Form of Collection	F	%
Soft file	75	75
Hard file	6	6
Softfile and Hardfile	19	19
Total	100	100

The results of the table above shows that the average of collection form that is kept by the respondents is in form of soft file with percentage of 75 percent. Meanwhile, the lowest percentage is in the form hard file which counts 6 percent. Then, 19 percent have collections in form of both hard file and soft file. Storage media most used by respondents is flash drive with the percentage of 20 percent. On the other hand, the media with the lowest percentage is 1 percent, which is saving on the computer and outner. According to Jaques Ellul in Encep Dulwahab (2011), a rational technological lead, and has an efficient method in helping every field of human activity. So, the use of storage media in the form of flash drive becomes the choice of the respondents because it is one of the results of technology products that are practical and flexible in its use. The same is also revealed by Chusing (2016) that today's smartphones provide very easy access to personal information in digital form, such as email, social media, digital photos, bills and even statistics of personal data such as data on body weight or number of calories in the body. In fact, he says, many people are turning to commercial technology services for support in the management of personal information. This shows that new technology plays an important role in the process of digital information management.

*Organizing*

Table III. The Strategy of Organizing the Information used by the Respondents

Strategy	F	%
Filling	91	91
Pilling	6	6
Filling and Pilling	3	3
Total	100	100

According to Bergman et. al (2003), with the availability of information that exposed widespread, it is a necessity to store this information with effective

mechanisms in organizing, doing retrieval, and using that information. Therefore, the use of strategies that are easy and effective to store a variety of information is necessary so that the stored data is well organized which have an impact on the ease of retrieval of information while it is needed. Based on the table above, the most widely used strategy is the strategy of filling. Respondents' opinions related to excess filling strategy is that it is an easy application, easy to recover the files, convenient, and flexible. It also does not take up much space, quick and tidy, efficient, and effective. But, the reason most stated is that it is easy to find the files. On the other hand, the pilling strategies is used by 6 respondents wherein the remaining three people use both strategies.

*Maintaining information*

Table IV. Maintain the Information

Maintain the Information	F	%
Back Up Data and Classify the relevant or not relevant Information	30	30
Back Up Data/Copy Data to other Media	42	42
Classify the Information that is still relevant or not.	21	21
Let it be	2	2
Saving Data in Outner	2	2
Back Up Data/Copy Data to other Media, Classify the Information that is still relevant or not, Let it be	3	3
Total	100	100

Based on the above collection, there are 42 respondents who chose to back up data/copying data on other media to maintain information. Meanwhile, the least way that is done by the respondents with the percentage of 2 per in maintaining information is to let the information be and store the data in outner.

*Retrieving*

Table V. Retrieve the Information

Retrieve the Information	F	%
Direct to the File	48	48
Use Search Engine	40	40
Direct to the File and Use Search Engine	12	12
Total	100	100



According to the table above, how the information retrieved is most often committed by the respondents with the percentage of 48 percent which is located directly to the file location. As for how to retrieve using a search engine is 40 percent, and 12 percent of respondents use both ways.

Technology helps someone to save time and reduce errors in information management. The ease benefits someone more time to creatively and smartly using the owned information (Jones and Bruce in Gwizdka, 2006). According to the table above, the duration of searches conducted by the respondents is an average of 1 minute.

*Using*

Table VI. Needs Information Used

Needs	F	%
Personal Needs	14	14
College Assignments	31	31
Getting Information	17	17
As a Course	25	25
Reference	7	7
Refreshing	1	1
Current Information	5	5
College and Entertainment		
Total	100	100

The table shows that the highest results is 31 percent which shows the respondents who used the information on the basis of the need for a college assignment. Meanwhile, the lowest data is 1 percent which is on the basis of the need for updated information only.

*Distributing information*

Table VII. Distributing Information

Distributing Information	F	%
Friends	75	75
Society	1	1
None	17	17
Friends and Family	7	7
Total	100	100

According to the table above, respondents tend to disseminate information to his friend as much as 75 percent. Respondents were less likely to have consideration in disseminating information.

**Conclusion**

Personal Information Management (PIM) on the activities of urban youth is the activity of finding which means that the respondents need information

and resources related to education. The media that is most widely used is the Internet because of the speed and the ease of access. The keeping activities illustrates that the form of stored collection is in the form of soft file and the widely used storage medium is the flash drive. Organizing activities show that the information management strategy is filling and classifying by the subject. Maintaining information activity is conducted by backing up the data to another media. Retrieving activity that is mostly done is by navigating directly to the files and the average length of search is 1 minute. Using information activity is mostly used for lectures. Distributing information activities are mostly done through friends. Given the view of PIM above, it can be used as a reference for the information providers to provide services in accordance with the behavior of the student information which is in this case is a reflection of urban youth. It is also interesting that information and communication technology that is now becoming increasingly sophisticated influences the management of personal information by urban adolescents, because teenagers are very dependent on the gadgets they have, they are not even able to separate even for a while. In addition, seeing that new technology provides many facilities for storing and managing information and retrieving information faster when needed. For further research recommendations, it is necessary to study more deeply the management of personal information by urban adolescents in each of the gadgets they have, this is very interesting to study.

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