

# Technium.

49/2023



The 7th International Conference on Social Sciences  
Organized by Faculty of Social Science  
and Law Manado State University

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# Archives Management System in the General Subdivision of the Regional Education Office of North Sulawesi Province

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## ABSTRACT

This study aims to describe the filing management system in the general sub-section of the regional education office in North Sulawesi Province. This study uses a qualitative approach, with data collection techniques through observation, interviews, and documentation. The data obtained were analyzed by descriptive qualitative. The data source are the head of the General Sub-Division, employees and archive managers in the General Sub-Division at the Regional Education Office of North Sulawesi Province. The research results show that: 1). Archive storage procedures are not in accordance with the standards set in the law. Standard Operating Procedures (SOP) are ignored. To the knowledge of the Head of the existing Service they made everything in a structured way so that it is currently being tested. 2). Human Resources. There is no archivist or someone who has competence in the field of archiving, as a result the archives are not stored properly. 3). Facilities and infrastructure. Facilities and infrastructure as one of the requirements in the filing system/archive storage are inadequate. The existence of abandoned and unkempt facilities and infrastructure causes the management and storage of documents not up to standard. 4). Supervision and Control. Lack of supervision from the leadership makes the filing and storage management system not good, not organized. And the administration of archives is not in accordance with archival rules and standards.

**Keywords:** *System, Management of Archives*

## 1. INTRODUCTION

Archives in the world of office administration are considered very important and necessary for the smooth running of organisational activities which function as a source of information, a memory centre for office activities, a means of proof, a medium for planning and decision making, legal evidence, and historical documents. Archives in government organisations refer to Government Regulation No. 28 of 2012 concerning the implementation of Law No. 43 of 2009 concerning Archives. The law explains that the definition of archives is a record or event in various forms to media in accordance with the development of information and communication technology made and received by state institutions, local governments, educational institutions, companies, political organisations, community organisations, and individuals in the implementation of social and state life [1].

Because of the importance of archives in office or organisational activities, archives need to be managed properly and correctly, so that if there are parties who need the archives, they can be found and presented quickly and accurately. There are various factors that can affect good and correct archiving, such as: neatness of storage, storage systems, educated and skilled management officers, ease of storing and retrieving archives, and storage procedures (SOP). Archives are records of activities or activities in the form of records or documents that have useful value so that they need to be stored properly and correctly in accordance with the archival system. In fact, the archive is not just to be stored, but the archive also needs maintenance so that the existence of the archive remains good [2].

Archival problems are dynamic, developing, which in a sense will continue to grow in line with the development of the organisation concerned. The continued increase in archives without being followed

by good archiving, without being followed by work procedures and archival equipment, personnel who are experts and skilled in the field of archiving, can cause problems. Office activities are often hampered due to problems in archive management activities. The existence of obstacles in archive management can have a negative impact on overall office activities. Moreover, archives have an important role, because archives are the centre of memory and even a source of information in order to carry out administrative activities concerning planning, analysing, decision making, control and accountability in supporting progress in the field of office administration and management [3]. Arrangement of archives in accordance with procedures can make it easier for someone to search for archives or find archives again, so that in the context of efforts to increase usability and appropriateness for the administration of the state apparatus has been stipulated in Law No. 7 of 1971 concerning Basic Provisions on Archives [4].

Every even all work and office activities, both government and private, require structuring archives according to procedures starting from the process of storage, recording and even management that can be accounted for. Archival problems can arise in every organisation, such as the use of improper storage systems, procedures, and supervision, so that it requires the right way or solution in overcoming it. These problems can be caused by, among others, employees or archive managers, whose abilities, knowledge, and skills about archive management are still minimal, as well as lack of flexibility to develop archive management, as well as lack of support in terms of funding so as to hinder the development of archive managers and even agencies are difficult to develop and slow in work competition [5]. The management system in archives includes various activities in classifying letters, giving codes, storing letters, maintaining them appropriately to how to remove and destroy letters that are no longer used. The system is a group of components that are organised, interrelated with plans made in order to achieve goals. Meanwhile, management is a process that helps formulate organisational policies and goals or a process that is given supervision over a matter involved in implementing policies and even achieving goals [6].

The problem is that the data obtained in the general subdivision of the Regional Education Office of North Sulawesi Province shows that the archives at this institution are not in accordance with existing laws and regulations, because management does not keep up with developments, office space is crowded with archives, does not comply with standards, and the storage process is still not well organised, so that file archives are only stacked in holders without separating types of documents, time, file titles, (not oriented to the type and type of information) so that it is difficult to find the

documents / files needed, incoming / outgoing letters and document numbering that can harm others, thus creating new problems in terms of archives. Such circumstances affect archival management more specifically on existing storage. Because the principle of archive storage is to store based on catch-words, such as the caption of the archive that is stored in the form of both letters and numbers that have been arranged in a certain order, so that it is easy to group and search in the future [7].

Based on the background of the problem, this research examines the archive management system in the general subdivision at the Regional Education Office of North Sulawesi Province which is more focused on the "archive storage system" [8].

## **2. RESEARCH METHOD**

The method used in this research is qualitative research methods. Qualitative research method is a research and understanding process based on a methodology that investigates a social phenomenon and human problems [9]. Qualitative research is descriptive because the data obtained is in the form of words or pictures. Qualitative research is conducted in natural conditions and is discovery in nature. In qualitative research, the researcher is the key instrument and the data source is the head of the general subdivision, employees and archive managers in the general subdivision. The purpose of the research was to find out "How is the Archive Storage System in the General Subdivision of the Regional Education Office of North Sulawesi Province".

The focus of the research is intended to provide limitations in qualitative research methods regarding the object of research raised, so that researchers are not trapped with so much data in the field. In accordance with the problem and focus of research, it is studied from four aspects, namely: storage procedures; human resources; facilities and infrastructure; and supervision/control.

Data collection techniques were carried out through observation, interviews and documentation. Observation or direct observation is a way of collecting data by using data without the help of other standard tools. The interview conducted was an open interview between the author and the leadership and management staff.

According to Sugiyono, documents are records of events that have passed. Documents can be in the form of writings, images, or monumental works of a person [10].

The data that has been obtained is processed and analysed using Qualitative Descriptive analysis techniques, namely by summarising and concluding information from informants as a result of interviews by combining it with written data sources in the form of documents that are used as reference sources and the results of observations made directly by researchers on the object of research. According to Miles and Huberman, the data analysis techniques used include data reduction, data display and verification [11].

### **3. RESULTS AND DISCUSSION**

Pengelolaan kearsipan adalah pelaksanaan fungsi-fungsi manajemen dalam rangka mengelola keseluruhan daur hidup arsip. Kearsipan mempunyai peranan sebagai pusat ingatan, sebagai sumber informasi dan sebagai alat pengawasan yang sangat diperlukan dalam setiap organisasi. Arsip memiliki fungsi dan kegunaan yang signifikan dalam menunjang kegiatan administrasi negara dan pelaksanaan fungsi-fungsi manajemen.

Adapun tujuan dari penyelenggaraan kearsipan adalah penyimpanan dan pencarian atau penemuan kembali arsip. Dinas Pendidikan Daerah Provinsi Sulawesi Utara merupakan tempat yang setiap harinya mengurus kegiatan administrasi. Sistem Pengelolaan Kearsipan pada Sub Bagian Umum di Dinas Pendidikan Daerah Provinsi Sulawesi Utara dikaji dari empat aspek/indikator yang meliputi: prosedur penyimpanan, sumber daya manusia, sarana dan prasarana, dan pengawasan/kontrol.:

#### **3.1. Prosedur Penyimpanan**

Archival management is the implementation of management functions in order to manage the entire life cycle of archives. Archives have a role as a memory centre, as a source of information and as an indispensable monitoring tool in every organisation. Archives have significant functions and uses in supporting state administration activities and the implementation of management functions.

The purpose of organising archives is storage and search or retrieval of archives. The Regional Education Office of North Sulawesi Province is a place that takes care of administrative activities every day. The Archives Management System in the General Subdivision at the Regional Education Office of North Sulawesi Province was studied from four aspects/indicators which include: storage procedures, human resources, facilities and infrastructure, and supervision/control:

##### **1. Storage Procedures**

In accordance with the provisions of existing regulations in Government Regulation No. 28 of 2012

concerning the Implementation of Law No. 43 of 2009 concerning Archives in Chapter I article 3 paragraph (2) that the implementation of archives at the provincial level is the responsibility of the Governor in accordance with his authority, and in article 4 paragraph (1) as referred to in article 2 includes activities; policy setting, archival guidance, and archive management. As well as in Chapter II article 8 paragraph (2) letters d and g regarding the framework for determining archival policies, arrangements are made: that the standard of function, quality assurance, capacity building of archiving units and archiving institutions as well as criteria, responsibilities, protection strategies and archive rescue. Until in a good and correct archive storage procedure there are several things that need to be considered, namely archive inspection, archive indexing, archive coding, archive sorting so as to make safe and reliable archive storage.

However, in reality the research findings show that archive storage is not carried out according to established procedures. Standard Operating Procedures that should be used as a reference in archiving documents are not carried out. The steps set out in the storage procedure are set aside or ignored, as a result the documents/archives are not in accordance with the storage system, making it difficult to store and find documents. The time required also becomes longer, because there are files/documents that are scattered, not/difficult to find and even lost. In fact, the standard is actually a measure that is used as a benchmark. With standards, the work process will be clearer and more directed and become a measure in achieving the goals to be achieved. Service standards in this case are outlined in the Standard Operating Procedure.

Standard Operating Procedures according to Sailendra is a guide that can be used to help organisations or companies operate smoothly. From this opinion, it shows how important SOPs are for institutions or organisations. Because the SOP is an important guide for the organisation in controlling every activity but also a benchmark for acting for individuals and organisations to be orderly and directed so that work results become effective and goals can be achieved. The SOP is actually a benchmark in all activities carried out in the General Subdivision of the North Sulawesi Province Regional Education Office in archival management, especially in archive storage procedures. Because with the SOP as a guide, it can ensure how the organisation's operations take place, the implementation steps are clear, what, how, where, when and who is doing it is clear. This means that standards in carrying out tasks are one of the most important aspects and determine the achievement of both individual and organisational goals.

So important are standards in carrying out tasks, Hayat (2017: 77) asserts that standards show a barometer of the completion of a job, the achievement of a goal, or an indicator that the performance carried out is in accordance with predetermined standards. It is further explained that service standards are contained in service SOPs and service edicts as a basis for public service performance apparatus in carrying out their duties and functions. Basically, every organisation or government agency has its own standards to achieve goals. So that the goals can be realised as expected, the role of the leadership in paying attention to the existing SOPs, to find out the extent to which the SOPs are used as guidelines for employees in carrying out their duties. Government agencies not only pay attention to archival problems, but there are still other things that must be considered, such as employee understanding of good and correct archival storage through socialisation and clear information from the leadership, even the lack of socialisation or understanding provided by the leadership regarding archival management, as well as the benefits and importance of SOPs in achieving organisational goals. If managers lack a clear understanding of the storage system, it can have an impact on organisational decision making because archives are a source of information in carrying out activities. Similarly, as stated by Sondang P. Siagian that administration is the entire process of implementing activities carried out by two or more people involved in a form of cooperative effort in order to achieve previously determined goals [12].

### **3.2. Sumber Daya Manusia**

In Government Regulation No. 28 of 2012 concerning the Implementation of Law No. 43 of 2009 concerning Archives in Chapter I article 1 paragraph (8) it is explained that an Archivist is someone who has competence in the field of archives obtained through formal education and archival training and has the functions, duties and responsibilities of carrying out archival activities. And in Chapter II Article 8 paragraph (2) letter e it is explained that in the context of determining archival policy at the national level, arrangements are made; competence, education and training, guidance and quality assurance of archival human resources. As well as in Chapter III Article 18 letters a and b regarding archival education and training which aims to; improve knowledge, expertise, skills, attitudes, and spirit of devotion to be able to carry out job duties in the field of archives. To create archival human resources who meet the competency requirements in the field of archiving.

However, the reality based on research findings related to Human Resources (HR) in the General Subdivision at the Regional Education Office of North Sulawesi Province is still constrained by the lack and even absence of experts in the field of archives (archivists). Very minimal understanding of archiving

from managers, and managers have never been included in archival education and training, even socialisation is rare. As well as the lack of role of the leadership in increasing the knowledge of employee resources of employees / managers makes human resources lack knowledge about good and correct archival management.

Darmen and Rahmah suggest that the archive arrangement procedure is a process of organising information and physical archives for the benefit of archive retrieval, because the correct procedure in archive arrangement on the one hand will provide convenience in physical control and archive information if the archive is still needed [13]. So the need for an archivist or someone who has competence in the field of archiving is important in order to be able to implement their duties and functions in organising and managing archives in the organisation.

### **3. Facilities and infrastructure**

In Government Regulation No. 28 of 2012 concerning the Implementation of Law No. 43 of 2009 concerning Archives in Chapter I article 1 paragraph (36) that archival resources are support for the national archival system in the form of human resources, infrastructure and facilities, archival organisations and funding and Chapter II article paragraph (2) letter f that in the context of determining archival policies at the national level, arrangements are made; quality standards and specifications of archival infrastructure and facilities. Because facilities and infrastructure are supporting facilities that can support the process of activities in the organisation. Facilities and infrastructure also in archiving are elements in supporting archiving activities that are no less important than the human resources they have. In archiving, the existence and availability of existing infrastructure and supporting facilities are vital. Archiving or storage activities carried out will not be carried out and run well if the existing facilities and infrastructure are inadequate or even not owned.

Based on the research findings, the existing facilities and infrastructure in the process of archive management activities are still inadequate. This can be seen from the archive documents that are still not well organised due to unsupportive facilities and infrastructure because many can no longer be used because they are damaged. The archive building that is not used, lacking even no effort to procure the facilities needed. Efforts to develop facilities and infrastructure are still lacking so that facilities and infrastructure that might be developed or held are not realised due to the lack of participation given by existing leaders, as well as employee awareness in managing existing facilities and

infrastructure and lack of maintenance of existing facilities and infrastructure. The same thing is also stated by Moenir that facilities are all types of equipment that function as the main tool or even a direct tool to achieve goals [14]. Thus it can be said that facilities and infrastructure are necessities and are very decisive to support performance. The speed of a service is largely determined by the availability of facilities and infrastructure that support the quality of service from the service provider [15].

#### 4. Supervision and control

Related to PP No. 28 of 2012 concerning the Implementation of Law No. 43 of 2009 concerning Archives in Chapter III article 16 paragraphs (1) to (3) that archival supervision includes supervision of the implementation of archiving and enforcement of laws and regulations in the field of archiving, archival supervision as referred to in paragraph (1) is carried out by archiving institutions or units in collaboration with institutions or units that carry out supervisory functions in accordance with their areas of authority, and archival supervision within the regional government is carried out in coordination with the ministry that carries out domestic government affairs in accordance with statutory provisions.

Supervision and control is a component in the management process that has an important role in the process of achieving goals, so that in achieving goals or activities carried out requires supervision and control that must be given by the leadership to the activities carried out and supervision of those who carry out these activities or to employees or managers of existing activities. Because without supervision from the relevant leaders, it will result in the slow achievement of goals and objectives that have been set, it can even cause goals not to be carried out as they should.

But the reality of supervision carried out by the leadership is still lacking or weak. The lack of leadership supervision of archive managers has an impact on the archive storage system that is not in accordance with applicable laws and regulations.

Whereas supervision and control are components in the management process that have an important role in the process of achieving predetermined goals. According to Sondang P. Siagian, supervision is a procedure carried out to monitor the implementation of activities in an association and at the same time ensure that the series of activities run in accordance with the provisions and conditions that have been arranged. Meanwhile, the purpose of supervision according to Simbolon is to ensure that the results of work implementation are obtained in an efficient (efficient) and effective (effective) manner in accordance with a

predetermined plan. With supervision being one of the processes of management that will ensure what happens is in accordance with what was planned.

#### 4. CONCLUSION

Based on the results and discussion in the study, it can be concluded that the archive management system in the General Subdivision at the Regional Education Office of North Sulawesi Province is less effective, because:

1. Archive storage procedures are not in accordance with the standards set out in the legislation. Standard Operating Procedures (SOP) are ignored. To the knowledge of the existing Head of Service they make everything structured so that it is currently being tested.
2. Human Resources. There is no archivist or someone who has competence in the field of archives, as a result the archives are not stored properly.
3. Facilities and Infrastructure. Facilities and infrastructure as one of the requirements in the archive system / archive storage are inadequate. The existence of facilities and infrastructure that are abandoned, not maintained causes the management and storage of documents not according to standards.
4. Supervision and Control. Lack of supervision from the leadership makes the archive management and storage system poor, not organised. And the implementation of archives does not comply with archival rules and standards.

#### ACKNOWLEDGMENTS

Thank you to the Faculty of Social Sciences and Law, Manado State University, for facilitating the author.

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