

Using Archival Information System for Effective Retrieval of Document

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ABSTRACT

Archival have an important role in presenting information and evidence in an organization. Archival management who accurate can help archivists find the files they need. However, this is having not been implemented properly in the Plant Section of the PT Perkebunan Nusantara X Head Office which is uses a subject and area classification system. Archivists have difficulty finding the files they need, whether archival borrowed by employees or elsewhere, especially during the pandemic, there are employees who work with Work from Office and Work from Home systems. It is difficult for archivists to retrieve files borrowed by employees. This study uses qualitative research with a descriptive method through direct observation in the Plant section of the PT Perkebunan Nusantara X Head Office, interviews with archivists and literature studies. The results showed the ineffectiveness of the archive borrowing process at the Factory Section of the PT Perkebunan Nusantara X Head Office. This was due to the absence of procedure borrowing archive procedures, especially archive recording and loan history. In addition, archive management still uses a manual system. The archive classification system also does not follow the subject system, causing archivists to take longer to find archives when needed. The company has not determined the loan period and procedures for borrowing archives. In addition, there is no form for borrowing archives, so archivists have difficulty checking the history of borrowing archives. Based on the problems above, it can be concluded that the Plant Section of PT Perkebunan Nusantara X's Head Office needs an Archival Information System or Standard Operation Procedure for borrowing archives to minimize archive loss and improve archive management. With the archival information system can help archivists in managing archives, so that the performance of archivists in the Plant department becomes effective.

Keywords: *Archival Information System, Document Retrieval, Borrowing System.*

INTRODUCTION

Archives are recordings of activities or events in various forms and media by the development of information and communication technology made and accepted by state institutions, regional governments, educational institutions, companies, political organizations, community organizations, and individuals in the implementation of social, national, and international life and state (Law No. 43 of 2009 concerning Archives). As one of the organizational assets, records need to be managed correctly and adequately. In archive management, it takes an archivist who is in charge of storing and retrieving archives so that they can be presented quickly and precisely when needed.

Archive management is carried out continuously. Every procedure in archive management must be carried out appropriately for the smooth running of the filing system. Digital technology has presented significant opportunities for archives and records management (Lee and Lee, 2009). However, it is not uncommon to find wrong processes in archive management. Management that is not according to procedures and ineffective results in an additional workload for an archivist.

Archive management requires a proper storage system. The records created as a part of the structured business process are documentary sources that meet the need for enterprise communication and that are widely used for communication and authentication purposes (Cisco and Strong, 1999, p.172). There are various kinds of archive storage systems, including the chronological system, an archiving system based on the time the document was received or sent. Alphabet system, namely the preparation of archives according to alphabetical order. Number system, which is archive storage based on number code. The geographic system, namely the preparation of archives based on place names, and a subject system, namely the process of managing archives based on the contents of the document (Akmal & Rahmah, 2020).

Archives are stored in the Plant Section of the PT Perkebunan Nusantara X Head Office using a subject and area classification system. Both systems are used to simplify the process of searching and organizing archives or document. The researcher tries to find out more about these two systems by conducting interviews with Mr. Sudi Darmoko, the archivist at the Plant Section of the PT Perkebunan Nusantara X Head Office. Based on his explanation, specifically for the subject classification system, this system has shortcomings because errors are still often found in storage Files. This error is due to the absence of a system that regulates archive storage based on its contents. Archive management is not good because the archives are stored irregularly and ignore the contents of the archives. This condition causes archivists often to have difficulty identifying and sorting archives. In addition, archive borrowing is carried out without a loan form, so archivists have difficulty checking the history of borrowing archives.

Furthermore, Mr. Sudi Darmoko also mentioned that borrowing archives without proper procedures could result in borrowed archive or document not being returned after being borrowed. Especially during a pandemic, employees work alternately Work from Home and Work from Office. It is difficult for archivists to find the employee back when they are WFH because they cannot be found in person. This borrowing method needs to be improved to maintain the security of the archives while at the same time simplifying the archivist's task. Based on the explanation of the situation and condition of archive management in there, researcher excited to research How archive management and how new procedure of Archival Information System at the Plant Section of PT Perkebunan Nusantara X's Head Office with the entitled " Using Archival Information System for Effective Retrieval of Document."

LITERATURE REVIEW

Archive

According to Law Number 43 of 2009, Article 1 Number 2 concerning the definition of archives are recordings of activities or events in various forms and media following the development of information and communication technology made and accepted by state institutions, regional governments, educational institutions, companies, political organizations, community organizations, and individuals in the implementation of social, national and state life. Meanwhile, according to Mustika & et al. (2018), archives are recordings of activities or events made in various forms and media. These archives can be published by various institutions, companies, and organizations, both communities and individuals in the nation's life. The purpose of creating the archive is also different.

Based on Fathurrahman (2018), archive function can be grouped into 4 (four) interests, namely as follows:

1. Archives are the necessities of human life. The current era demands the availability of documents that accompany one's life. The document's existence represents the owner—for example, KTP, SIM, and Passport.
2. Archives are the lifeblood of the organization's administration. As a form of administration, it is impossible to ignore the existence of archives. Therefore, the archive appears as a product of the organization. In other terms, the archive is a source of facts and the center of memory for all organization's activities. Not infrequently, various disputes between the organization concerned and other parties are resolved by the availability of archives.
3. Archives are authentic evidence or sources of information. Life today can be said to rest on the availability of archives. Citizenship, status, rights and obligations, identity, and the results of the activities of an organization, are now relied on the archives available as authentic evidence. It is said to be evidence and an authentic source of information because archives are documents created closest to the activities or events that occurred.
4. Recording activities with impressive technological advances increasingly gives the possibility to place archives into recordings of activities or events. Textual archives tend to have a reasonably high formality value.

Sedarmayanti in Yoriana (2017) mentions the role of archives as follows: The primary tool for organizational memory, material or evidence (authentic evidence), Basic material for planning and decision making, Barometer of an organization's activities, considering that every activity generally produces archives, Information material for other scientific activities.

Archive management plays an essential role in an organization, especially as a source and a center for organizational memory. Archives can assist in preparing research materials, decision-making, or related organizational development programs. Archival formats vary widely, not only in paper format but also in documents in the form of letters or in writing in most archive offices (Arum & Irhandayaningsih, 2019).

Archives Retrieval

Archive retrieval is finding/retrieving archives that have been stored in the past. Salam (2020) states that document discovery is one of the activities in the archives field, which aims to find back archives and retrieve them. It can also be interpreted as ensuring where to find archives, classified according to which

system. The archive retrieval process can also be interpreted as searching for documents that have been stored for a long time. In addition, for quick disbursement, of course, we must use specific methods and systems. Electronic records management system includes electronic archive and file creation, email management, scanning and access, workflow integration, user interface, mobile work environment, remote access, etc., (Azad, 2008, p. xxii).

Standard Operating Procedure (SOP)

According to Arini in Niamuddin (2021), SOP is a guideline used to ensure and expedite the company's operational activities. Based on Tambunan in Muvidah et al. (2020), SOP (Standard Operational Procedure) is a guideline or reference containing standard operating procedures within an organization. SOPs are used to ensure that decisions, actions, and the use of process facilities made by organization members are carried out effectively, efficiently, consistently, according to standards, and systematically.

Archive Borrowing Procedure

Feronika (2020) states that archive borrowing releases archives from files because they are borrowed by their superiors, colleagues, or work colleagues from other work units in the organization. Archives are closed, meaning that not everyone can see or read and borrow them. Therefore, there is a need for regulations regarding borrowing documents because all requests for archives must be recorded; whoever borrows archives either borrows directly or is represented so that the archives can be controlled and quickly found again.

Sedarmayanti in Feronika (2020), things that need to be regulated in the procedure for borrowing archives include:

1. Who is authorized to give a loan permit
2. Who is allowed to borrow archives
3. Determination of the loan period
4. Procedures for borrowing archives
5. All file borrowings must be recorded on the archive borrowing sheet

RESEARCH METHODOLOGY

Research Design

This study uses qualitative research with a descriptive method. Based on Creswell (2012), qualitative research is a means for exploring and understanding the meaning groups or individuals ascribe to a problem of social human. The process of research involves emerging procedures and questions; collecting data in the participants setting; analysing the data inductively, building from particulars to general themes; and making interpretations of the meaning of data. The final written report has a flexible writing structure. qualitative methods are divided into five types, there is phenomenological research, grounded theory, ethnography, case study and narrative research. According to Singarimbun (2008), descriptive research is intended for careful measurement of certain social phenomena, such as divorce, unemployment, nutritional conditions, preferences for certain politics and others.

The research location is a place where research will be carried out to obtain information about the required data (Nurgiansyah, 2018). The location used as the object of research is the Head Office of PT Perkebunan Nusantara X which is located at Jalan Jembatan Merah No. 3-11, Surabaya 60175, East Java, Indonesia. This study uses descriptive method with a qualitative approach. The method of qualitative descriptive analysis is to analyse, describe, and summarize various conditions, situations from various data collected in the form of the results of interviews or observations about the problems studied that occur in the field. This study will describe the results of observations and provide an overview of the problems that occurred during this research, especially regarding archive management, especially archive lending at the Plant Section of PT Perkebunan Nusantara X.

The collection of field research information and data was carried out using the following methods: interviews, observations, and observations. According to Hasibuan & Salim (2021) an interview is one that a researcher does to get information from an informant by asking questions directly. In this context, the author uses an in-depth interview method because he wants to know directly the response of the interviewee, namely Mr. Sudi Darmoko. According to Zainuddin, et al (2021) Observation sees or observes directly archive management activities, especially archive borrowing in the Plant Section of PT Perkebunan Nusantara X. Observation is used to add and complete data from data collection through interviews and documentation about activities related to archival borrowing. According to Hasibuan & Salim (2021) documentation is a way of collecting data that produces important notes related to the problems encountered to obtain complete data, and not based on thought. This documentation is used to collect data in the form of written regulations, documents, meeting minutes, and photos of administrative activities that support research methods.

FINDINGS

PT Perkebunan Nusantara X or commonly known as PTPN X according to the Company Profile (2021), is one of the State-Owned Enterprises (BUMN) which is engaged in plantations, with its main products being white crystal sugar and tobacco. Initial observations were made by direct observation. The results of observations indicate that there is ineffectiveness in borrowing archives. This ineffectiveness occurs because there is no archive borrowing procedure, especially the recording of archives/records of appropriate archives.

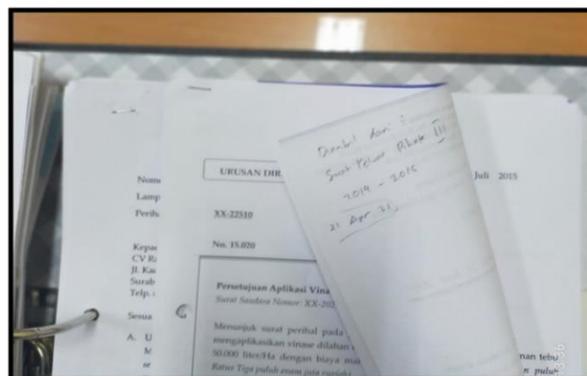


Fig 1 Archive Borrowed

The picture shows an example of a recording made in the process of borrowing archives. Archives to be borrowed are scribbled on the back of the archive. It is to provide information about the archive. It causes the archive condition to be dirty and increases the risk of the archive being lost because there is no record of the history of borrowing archives. From the results of interviews with related informants, it can be concluded that archive management is currently still using a manual system or using paper. It causes archive management to be ineffective and inefficient. An archive classification system also does not follow the subject matter, causing archivists to take longer to find archives when needed.

Archives that are closed can be interpreted; not everyone can see or borrow archives. There is a need for regulations governing the borrowing of archives/documents. Matters regulated in the procedure for borrowing archives, based on Sedarmayanti's theory in Feronika (2020) which is applied by the plant part, still encounter some shortcomings. The deficiencies referred to are as follows:

1. Who is authorized to give a loan permitted. It has been applied by the archivist who authorizes the borrowing of the archive.
2. Who is allowed to borrow archives. The activity permits borrowing the archives of an archivist and being ahead of related field affairs.
3. Determination of the loan period: this activity has not been carried out because there is no time limit for borrowing each archive.
4. Procedures for borrowing archives: procedures for borrowing archives are still not formed
5. All archival storage must be recorded: the integration of this activity is still not good because the recording still does not use digital.

Sedarmayanti's theory in Ariyanto (2018) explains that the archive borrowing sheet must consist of three (3) copies. However, the company has not applied this theory because it does not have a history of borrowing archives. Archive management in the Plant Section, especially in the archive borrowing process, is also not following the archive borrowing procedure that has been submitted by Feronika (2020) and Ariyanto (2018) regarding the archive borrowing procedure. The author observes that there is no suitable procedure for borrowing records, so archivists often have difficulty keeping track of the history of borrowing records. As a result, physical archives can be lost or scattered. The process of submitting an archive loan can be described as follows:

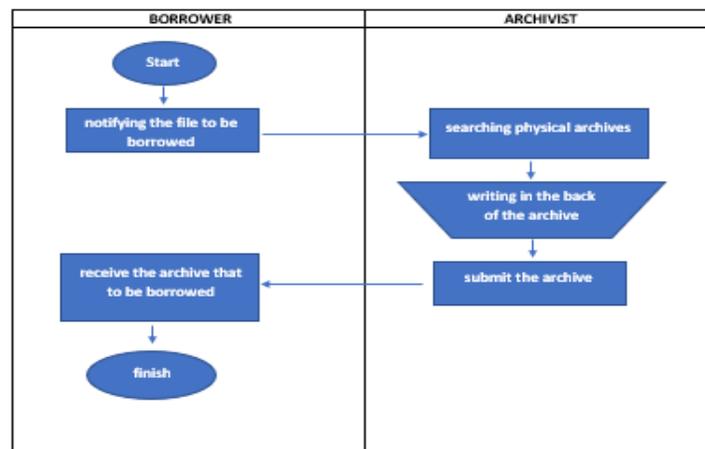


Fig 2 Old Archival Information System

Source: Processed data (2021)

Figure 1 illustrates the procedure for borrowing archives at the Plant Section of the PT Perkebunan Nusantara X Head Office, which can be explained as follows:

1. Records borrowers provide archivists with information about what records will be
2. The archiver performs a search to find the archive. If the file is not found, it will be notified that the requested file is unavailable.
3. If the archive is available, the archivist will affix writing on the back of the borrowed archive paper with the format: order/file taken, date of borrowing, and the borrower's name.
4. The archive is submitted to the archive borrower.

Based on the explanation above, the procedure for borrowing archives is not in accordance with the procedure. The process of borrowing records that do not follow the procedures poses a risk of loss and damage to records. Archivists are also at risk of experiencing difficulties in tracking the whereabouts of archives. SOP for borrowing records can minimize this risk. The following is a flow chart of the new Archival Information System created by researchers for archiving borrowing.

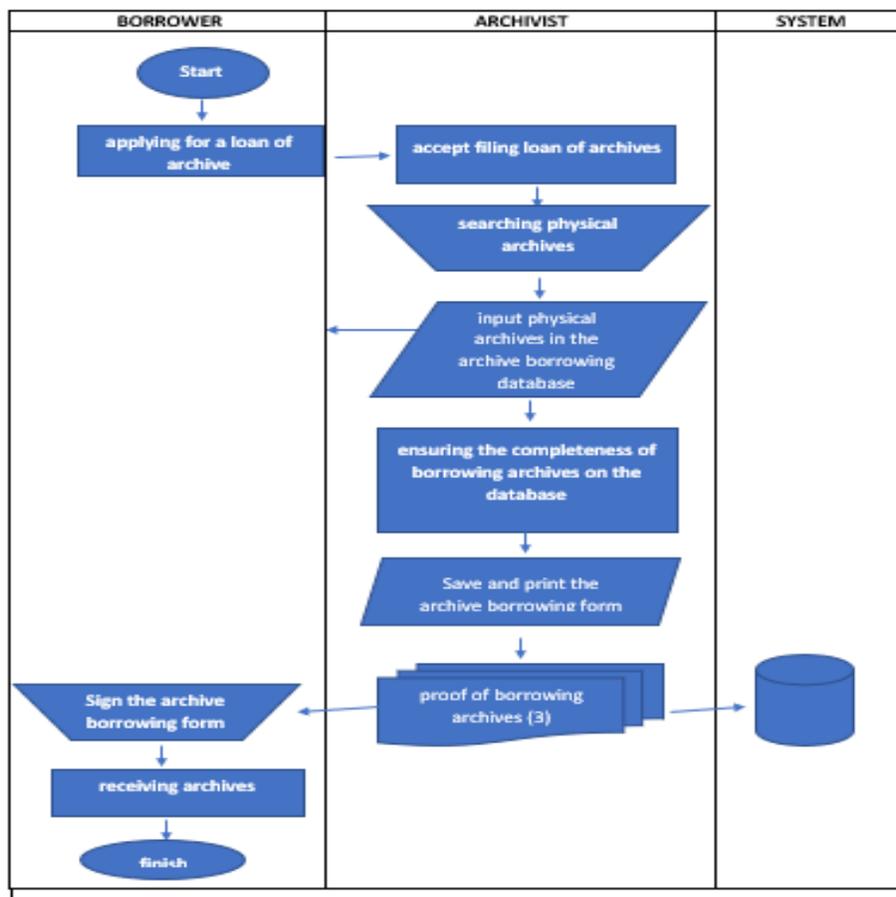


Fig 3 New Archival Information System /SOP Drawing

Source: Processed data (2021)

The picture above is the flow of the archive borrowing procedure according to a proper SOP. This SOP is expected to simplify the archivist's task and increase the effectiveness of the archive borrowing process. The following is a further description of the procedure for borrowing records:

CONCLUSION

From the formulation of the problem, interviews, and observations that have been made at the plant section, the Head Office of PT Perkebunan Nusantara X does not yet have a Standard Operating Procedure for borrowing archives. Borrowing archives is still done manually, which is done by writing/scribbling on the back of the archive so that the archive is not clean. In addition, there is no digital record which makes it difficult to know the history of borrowing archives. With the Archival Information System created by researchers, it is hoped that it can help company archivists to manage archives and improve the performance of archivists in the Plant section to be effective. Some suggestions that can be used for future improvements are that at the time of archiving it is better to record the incoming archive file and apply archive borrowing according to the archive borrowing procedure to find out the history of archive borrowing. In the future, the existence of an archival information system can help other researchers to be used as a reference for existing archival information systems in a company.

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