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# Archive Management to Support Information Services of the Administration Section

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**Abstract---***The purpose of this study is to explain archive management in supporting information services in the administration section. The research method used is a qualitative approach with a descriptive type of research. The results obtained from the researchers explain that the creation of archives through incoming and outgoing letters, the distribution of archives is carried out through procedures written in the standard operating procedures for distributing letters in government agencies, the storage of archives is carried out with a numbering system, the use of archives through retrieval and borrowing of archives, maintenance of archives carried out regularly every two months; Archive depreciation is only carried out by transferring archives to the warehouse. However, there are obstacles in its management, namely the absence of archivists, insufficient storage cupboards, and no archive management training while the supports are adequate storage warehouses and administrative staff who are painstaking in managing the archive.*

**Keywords---***administration section, archive management, archives, information services.*

**Introduction**

So far, archiving issues have not received significant attention from institutions. Many institutions still do not know and understand the urgency of archives and the benefits of archives in everyday life. Many of them think that archives are a trivial matter, even though archives continue to grow along with the development of an institution. If the archive is left unattended, it will cause difficulties in searching for documents. This is even more dangerous if the document is lost or falls into the hands of irresponsible people (Irwanti et al., 2019).

Archive management is the work of managing an archive starting from recording, controlling, distributing, storing, maintaining, monitoring, transferring, and destroying. Thus the work consists of a cycle of life documents from birth to death (Sugiarto & Wahyono, 2005). In order for the archive to function properly, it must be supported by a good management and filing system by maintaining the archive from creation to destruction for the smooth running of administrative work. If archives are not managed properly, it will cause more complex problems for an

institution. Archives as a source of information require proper management in order to create effectiveness, efficiency and productivity for institutions (Hayati, 2020).

Archive activities are responsible for providing information services needed in the operation of institutional activities. In managing archives, inevitably you have to be able to face many different problems and challenges (Soehana & Sontani, 2019). It should be noted that an important item in overcoming the problem of archive management is an appropriate archive storage system, meaning that archives are stored based on a system that allows quick retrieval if needed at any time (Simanjuntak et al., 2021). In addition, archival methods and equipment must be equipped with competent archive staff so that archives truly become the right source of information and memory centers that launch school activities or government agencies (Gie, 2000).

An archive information service is a service that can process information in a useful format to produce the information needed by the user. Information is important because, with the information, users can see the status of archive management conditions in an institution. Users of archive information services, namely archive processors in the school sector or government agencies. This archive information service can make it easier to find archive information easily, quickly, and precisely. This can support school management activities according to predetermined targets (Arum & Irhandayaningsih, 2020).

The administration is a whole series of activities in collecting, recording, processing, duplicating, and storing data or information regarding a certain object which is carried out continuously and systematically for a certain purpose. One of the tasks carried out by administrative employees is the problem of managing the archive (Santoso et al., 2021). Archives are needed to help provide services to interested parties to provide information services for planning, decision-making, supervision, and the internal needs of the school concerned. Factors that play an important role in optimizing archive management are human resources, archive storage facilities, and financing (Suparyati et al., 2000).

## Methods

This research uses a qualitative approach with a descriptive research type. According to Sugiyono, qualitative research is a research approach based on the philosophy of postpositivism. This approach was chosen by the researcher due to the problems studied regarding archive management in supporting information services. The research was conducted in the Administrative Section. The research subjects in this study were the administrative staff. The determination of research subjects is based on purposive sampling, namely choosing subjects who understand the problems in research. Data collection techniques are carried out by observation, interviews, and documentation. Data analysis techniques were carried out by data reduction, data presentation, and drawing conclusions. The validity of the data using data triangulation techniques.

## Results and Discussion

### *Archive management in supporting information services in the administration section*

The creation of archives in the Administration section is in accordance with policies and procedures relating to circulars, notifications, announcements, and requests from other parties or institutions. Archives in the Administration section are not only related to correspondence, but there are several other archives such as curriculum, student, staffing, and financial archives. The responsibility for creating the archive is the administrative employee who has divided up several archival components. The curriculum archive contains learning journals, teacher attendance lists, lesson plans, and assessments. Student archives in the form of student identity data archives, diplomas and others. The staffing archive contains employee data in government agencies. Financial archives contain the design and realization of government agency budgets from year to year. However, in this study focused on the management of correspondence archives. The management of the letter creation archive consists of two parts, namely: (1) Incoming letters. Activities carried out starting with incoming mail received, processed, and stored. In short, incoming mail is a letter received from another institution or agency. Outgoing mail. The activities are carried out starting with letters being written, sent and copies stored. In short, outgoing letters are letters sent to other institutions or agencies. (Anggrawati, 2004).

The method of creating archives in the Administration section has all used computerized methods, not using the old manual way of writing by hand. The creation of a letter archive is adjusted to the needs and nature of the letter, whether it includes letters whose needs are important so that they must be followed up immediately or include letters of an ordinary nature. The process that administrative staff goes through in creating archives depends on the issues or

information to be conveyed. The creation of incoming letters, in this case, is not directly submitted to the administration room, but first through the One-Stop Integrated Service room. Meanwhile, outgoing letters that are usually made by administrative staff are in the form of invitation letters, certificates, and official notes. Before the outgoing letters are distributed, approval and a signature from the head of the government agency is required. In creating a letter according to the facts in the field, there are already systems and procedures from government agencies so that the administrative staff only must carry out what has been written and regulated in the Standard Operating Procedure (SOP) (Ajam et al., 2010; Berg, 2001; Luo et al., 2011; Bishop et al., 1999; Mora & Triana, 2018).

#### *Archive distribution*

The distribution of archives in the Administration section goes through various procedures so that the correspondence archives reach the parties concerned. Of course, in this case there are differences in procedures between the distribution of incoming and outgoing letters. The distribution of letters in the Administration section has been regulated in the Standard Operating Procedures for Official Letters in accordance with Permenpan Number 80 of 2012 concerning Guidelines for Administration of Government Agencies' Official Manuscripts. The important thing in the distribution of archives is the accuracy of the purpose of the letter and the addressee, so it is necessary to record letters using the incoming and outgoing mail agenda book.

The procedure for distributing incoming letters in the Administration section begins with external parties/expeditions sending letters to government agencies and being received by the One Stop Integrated Service (PTSP). PTSP is a place of innovation from government agencies in providing services to the public in an integrated and integrated manner. Then the PTSP Officer brings it to the administrative office of the correspondence section to carry out control of the letter by recording the letter matters on the disposition sheet and forward it to the Head of the Government Agency. After that Deliver a letter to the Head of government agencies. Furthermore, the head of the government agency receives checks incoming mail, reads and understands the intent of the contents of the letter disposed of by the administrative staff of the correspondence section. After that the head of the government agency responds/makes decisions/follows up and makes a direct disposition to those concerned. Then the letter is returned to the administrative staff to be distributed according to the disposition sheet and take action on the disposition sheet. The follow-up of incoming letters depends on the nature of the letter. If the nature of the letter is very immediate then it will be followed up within 24 hours. If the letter is immediate, the period of the letter is 2 x 24 hours and if it is an ordinary letter, the period of the letter is more than 2 x 24 hours. Even though sometimes the nature of the letter is ordinary, it can also be immediately followed up (Chen et al., 2019; Staab et al., 2001; Sun, 2020; Ahlemann, 2009; Berdik et al., 2021).

#### *Archive storage*

The archive storage system in the administration section of government agencies uses a numbering system in the order of the date of receipt and preparation of the letter. Storage of letters is separated in two agenda books for incoming and outgoing mail. The agenda book contains the serial number of the letter, date of receipt/composition of the letter, regarding the letter and to whom it is addressed. Incoming mail is recorded in the incoming mail agenda book and outgoing mail is recorded in the outgoing mail agenda book. Then the archive is entered in the order according to the sequence number of the letter and separated by a delimiter each month so that it can be easier to find the letter/archive again. Archive storage is placed on a shelf in a cupboard neatly and sequentially according to the number written on the order each month. The archive storage system in the Administration section is considered to have supported information services for institutions because the facilities and archive storage are adequate and can facilitate administrative staff in retrieval.

#### *Archive use*

After the archive is created, distributed, and stored, the archive can be used at any time when it is needed. The use of archives in government agencies can be done by retrieving and borrowing archives. Rediscovery of archives is carried out when there are parties who need these archives. The method of retrieving archives in the administration section is by first asking what year the archives are needed, what year, the approximate month, then you can first look for them in the incoming or outgoing letter agenda book and sort them monthly by date so that they can be found in the archive storage area (Jannana & Fadhilah, 2019; Seethanaik, 2015).

Borrowing archives is not often done, only at certain moments borrowing such as adiwiyata activities, and activities related to data collection one year has passed. In lending archives to those in need, the administration of the correspondence department has not recorded to whom the archives are loaned because most archives are directly copied and returned to the administration. But on the other hand, when someone wants to borrow the archives, sometimes there are still missing files because they have not been returned, which results in hampered information services.

#### *Archive maintenance*

Archive maintenance in the administration section is carried out by keeping the archives from being physically damaged. Put the archive in a place where it is not cluttered and mixed with things. Sweeping the room and dusting the dust in the cockroach storage cupboard. Ventilation to regulate room air circulation is also considered. In addition, the archive storage area was given camphor and sprayed with insect repellent. Archive maintenance activities are carried out routinely every two months so that the archives are maintained to ensure the preservation of the information in the archives.

#### *Archive shrinkage*

Depreciation of archives in the administration section in the sense that destruction has never been carried out because the archive storage area (archive warehouse) is suitable for occupancy. Administrative staff only move the archive to the warehouse if they are no longer in use. This archive transfer does not interfere with existing information services because it is stored in a safe place, if later there is the information needed it can be searched for.

#### *Archive management constraints and support*

In general, the management of the archive in the Administration Section has been implemented properly. But as perfect as the activity is, there must be obstacles in its implementation. The main obstacle is that there is no separate archivist, and there are no administrative staff specifically for archival education graduates. Everything is borne by administrative staff who have years of experience in managing archives. If, for example, there are archivists, archive management activities can be prioritized so that management can run optimally and make work easier (Abriani et al., 2018; Amsyah, 2003; Lee & Yang, 2011). Apart from that, filing cabinet facilities are still lacking so not all archives can enter the cupboard, but the cleanliness and tidiness are maintained by the administration section. The last obstacle is that there is no special training provided by government agencies related to archive management so staff still do not fully understand proper and proper archive management. A simple example is never depreciating archives so that the volume of archives is increasing even though the storage warehouse is adequate but there is a need for archive depreciation every 5 years which is adjusted to the value of use and the archive retention schedule. Despite these constraints, archive management activities in supporting information services in the administration section are said to be successful because there is an adequate archive storage warehouse. Apart from that, there are also administrative staff who are nimble, painstaking, capable, and neat in managing archives and routinely cleaning archive places in government agencies so that they can provide information services according to the needs of archive users (Mulyono et al., 2011; Rahmi & Prahajmaja, 2012; Wijaya et al., 2018; Wiyasa, 2003).

### **Conclusion**

- 1) The creation of archives in this study is focused on incoming and outgoing letters whose creation is carried out in the administration section in accordance with standard operating procedures
- 2) The distribution of archives goes through several stages in the distribution of incoming and outgoing letters in accordance with standard operating procedures for receiving incoming and outgoing mail, the two letters have different distribution procedures
- 3) Archive storage is carried out using a letter agenda book that is written manually and typed using Excel classified each month with a numbering system that is adjusted to the date of receipt and preparation of the letter
- 4) The use of archives in madrasas is carried out through retrieval activities and borrowing archives. The retrieval of archives is said to be good because administrative staff are fast in finding them and borrowing

archives has not used written procedures and there is no archive borrowing card so sometimes archives are lost.

- 5) Archive maintenance is carried out by neatly arranging the archives, routinely cleaning the room and storage area and giving camphor and insecticides.
- 6) Depreciation of archives in the sense that the destruction of archives has never been carried out, but only the transfer of archives from the storage cupboard to the archive warehouse.

Obstacles in managing archives in the administration section include the absence of special staff graduating from archivists, lacking filing cabinet facilities, and the absence of special training for archive management while supporting archive management, namely adequate storage warehouses and administrative staff who are painstaking in managing archives.

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