

The Implementation of Archive Storage for Enhanced Document Retrieval at PT Kusuma Satria Dinasasri Wisatajaya Batu, Indonesia

Shinta Maharani Trivena¹

¹ State Polytechnic of Malang

*shintamaharani@polinema.ac.id

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Abstract This study examines archive storage implementation to facilitate document retrieval at PT Kusuma Satria Dinasasri Wisatajaya Batu's Human Resources Department. It adopts a qualitative approach, employing observation, interviews, and documentation for data collection. The research shows that the way archives are stored isn't as good as it could be. This is demonstrated by problems like insufficient understanding and supervision of archives, no borrowing procedures, archives that keep growing, and a lack of staff that makes retrieval times longer. These challenges significantly impact job performance. Suggestions for improvement include enhancing employees' understanding of the importance of archives and organisational systems. We advise implementing a Record Retention Schedule (RRS) to manage archive accumulation effectively. Addressing space constraints and establishing borrowing procedures with defined periods are essential. Moreover, a monitoring system for archives is crucial to ensure proper organisation and maintenance. In conclusion, optimising archive storage practices is vital for efficient document retrieval and organisational effectiveness. By addressing identified issues and implementing suggested improvements, PT Kusuma Satria Dinasasri Wisatajaya Batu can enhance its archive management processes and support smoother operations in the Human Resources Department.

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1. INTRODUCTION

Archives play a crucial role in the sustainability of businesses and organisations, whether government institutions or private enterprises. They encompass records of activities or events in various forms and media, reflecting the technological, informational, and communication advancements embraced and produced by state institutions, local governments, educational entities, corporations, political organisations, community groups, and individuals in the execution of social, national, and international affairs (Republic Of Indonesia Law Number 43 Of 2009 Concerning Archives, 2009). Barthos (2013) highlighted that archives serve as memory centres, fountains of information, and essential monitoring tools in every organisational context, facilitating planning, analysis, policy formulation, decision-making, reporting, accountability, evaluation, and activity control with precision. Sedarmayanti (2015) argues that the archive is the storage of a collection of documents placed in a room or building managed by an organisation or institution. To organise an archive, officers must know the types of records in an organisation, institution or agency.

According to Sugiarto & Wahyono (2015), archives by subject or contents consist of (1) personnel records, financial records, marketing records, and educational records. Meanwhile, according to their physical form and form, archives consist of letters, digital files, tapes, microfilm, diskettes, and Compact Discs (CDs). If viewed from its value or use, archives consist of archives with informational value, archives with administrative value, archives with legal

value, archives with historical value, archives with scientific value, archives with financial value, and archives with educational value. If viewed from the nature of the interests in this classification, there are several types of archives, namely, non-essential archives, sound archives, essential archives, and vital archives. When viewed in terms of its function, there are two types of archives, namely dynamic archives and archives. The classification of archives according to the place/level of management consists of central archives and unit archives.

Archives have a very important function for an organization. The function as stated by Priansa (2013), are as (1) a tool for keeping papers, (2) a tool for libraries, (3) a tool for management in making decisions, (4) a tool for recording organisational travel, (5) streamlining and streamlining work, (6) tools to solve problems faced by organisations, (7) tools to provide information needed for those who need data, (8) sources of information and activities that occur in the office. Optimal management of archives is imperative for an organisation's efficiency. Conversely, disorderly record-keeping can lead to significant problems.

The primary function of archiving is to systematically preserve information, ensuring it can be easily retrieved when needed. The purpose of the archives is (1) to guarantee authentic and reliable archives and documentation as well as public information that can be provided quickly, precisely, safely, and efficiently, (2) guaranteeing archives and documentation of historical value so that they can be saved and preserved, (3) improve the management of archives and documentation as well as public information to produce quality information services, (4) ensure the availability of authentic and reliable archives as valid evidence, (5) ensure the realisation management and utilisation of archives and documentation as well as public information by laws and regulations, (6) guarantee the safety and security of archives and documentation as well as public information as proof of accountability in the field of education and culture as national identity and identity, (7) guarantee security and asset safety, (8) improve the quality of public services (Zulkarnain and Sumarsono, 2015).

Good archive storage must meet the principles of vizaccessibility, accuracy, safety, and efficiency (Pamungkas, 2022). The archive storage process can use an alphabetical system, a subject system, a numerical system, a chronological system, or a geographical/regional system (Sukoco, 2007). In addition to these five systems, various archive management systems are based on expert opinion. According to Rahmawati (2014), in the management of archives, there are centralization principles, decentralisation principles, and combined principles.

Archival equipment and supplies are supporting the smooth implementation of archiving. Type of storage equipment According to Sugiarto & Wahyono (2015), storage devices can be grouped into three types, namely: vertical vertical files. Upright equipment is a type that is commonly used in archive management activities. This type is often referred to as filing cabinets (filing cabinets). A standard filing cabinet can be two drawers, three drawers, four drawers, five drawers, or six drawers. There are file cabinets of various models, qualities, and sizes. There are two types of filing cabinets, namely filing cabinets to be filled with regular folders and filing cabinets for hanging folders that have a place for folder hangers. Other types of vertical storage devices are open self-files and lateral files. Even though archives are placed vertically, this tool is still called a lateral file because the folders are sideways to the drawer. Thus, this file saves more space than the file cabinet. Next is the heavy storage device (power file).

In the process of storing archives properly, equipment and supplies are needed to support the ease of storing archives, such as filing cabinets, odner, feeling cabinets, maps, file racks, Roll Opack, Stapler, Numerator, Perforator, Post-it (Akmal & Rahmah, 2020). Research result Aryako (2019) found that archive damage was due to a lack of equipment and supplies that support the smooth running of archive management, causing delays in rediscovering the required archives or files (Aryoko, 2019). As for archive equipment and supplies, according to

Sedarmayanti (2015), they consist of a filing cabinet, ring binder, letter tray, safe keeping document, bookshelf, filing cabinet, visible record cabinet, compact rolling shelving, rotary filing system (equipment that can rotate, used to store files, especially in the form of cards).

Archive storage can be deemed effective when retrieval is swift and accurate. However, not all offices uphold proper record-keeping practices. Adequate archive storage enables quick and precise retrieval. Regrettably, many offices fall short of maintaining records adequately. Archives are pivotal for organisational operations across various sectors, serving as official evidence of administrative and historical activities. Nonetheless, not all records warrant permanent retention; only those with high utility value should be preserved indefinitely.

Archive storage practices are indispensable for all businesses, as historical records hold significant importance. This extends to PT Kusuma Satria Dinasasri Wisatajaya Batu, a tourism services company. Initial observations reveal suboptimal archive storage practices within the Human Resources Department, impeding efficient retrieval of necessary archives. Based on alphabetical coding, the current manual system lacks thoroughness and often results in errors during archival processes, causing delays during retrieval.

Furthermore, the Human Resources Department lacks established procedures for archive borrowing, further hindering accessibility. Insufficient human resources dedicated to archive management exacerbate the issue, with employees juggling multiple responsibilities and consequently neglecting archive upkeep. In light of these challenges, this study aims to analyse archive storage procedures to enhance archive retrieval efficiency within the Human Resources Department of PT Kusuma Satria Dinasasri Wisatajaya Batu.

2. METHOD

This research is conducted at PT Kusuma Satria Dinasasri Wisatajaya, at Jalan Abdul Gani Atas No.32, Ngaglik, Batu District, Batu City, East Java. This research employed a qualitative approach with a descriptive method, as defined by Sugiyono (2018), emphasising contextual understanding by examining scientific phenomena. Data collection was comprised of direct interviews with personnel in the Human Resources Department responsible for archive management, including Assistant Manager Ninin Riya and Staff Titik Muliati. Additionally, structured observations of archive management practices at PT Kusuma Satria Dinasasri Wisatajaya Batu were conducted alongside documentation analysis of archive records and storage locations.

This research employs the qualitative descriptive data analysis method, as articulated by Sugiyono (2018):

- 1). Data Reduction: Key points were summarised, focusing on essential aspects and identifying themes while discarding irrelevant information.
- 2). Data Display: Concise summaries and diagrams presented data, facilitating understanding of inter-category relationships.
- 3). Conclusions Drawing/Verification: Conclusions were drawn and verified based on the analysed data.

This research utilises research validity as the leading indicator to assess the accuracy and relevance of the collected data. According to Sugiyono (2018), the research validity is as follows:

- 1). Internal Validity (Credibility): Triangulation techniques bolstered internal validity by utilizing multiple data sources and collection methods. Consistency among findings from interviews, observations, and documentation enhanced credibility.
- 2). External Validity (Transferability): Clear descriptions of PT Kusuma Satria Dinasasri Wisatajaya and observed archive management practices enhanced transferability.

- 3). Dependability: The stability and consistency of data collection and interpretation were ensured through transparent documentation of research steps and the replicability of the data analysis process.
- 4). Confirmability (Objectivity): Objectivity was enhanced by incorporating various perspectives in data interpretation and presenting primary data in detail. Validation through consistency checks and confirmation with other sources ensured data integrity and objectivity.

4. RESULTS AND DISCUSSION

4.1. Research Result

Based on interviews conducted with the Assistant Manager of Human Resource Development and the Staff of Human Resource Development at PT Kusuma Satria Dinasasri Wisatajaya Batu, the document management process in the Personnel department adopts a decentralised system. In this system, document management is carried out separately in each department without a dedicated unit for document storage. The method employed is a manual system with storage organised according to a combination of alphabetical, subject and date storage systems.

This means that each department within the company is responsible for managing and organising its own documents without central oversight or coordination. Documents are stored manually, likely in physical files or folders. However, this decentralised approach can lead to inconsistencies and difficulties in accessing documents, especially if there are no clear guidelines or standards for organising and maintaining them. This research is in line with the findings of Putra and Wasisto (2018). The archive storage system is also still run manually. However, there are challenges in this process, such as documents sometimes being forgotten or not immediately stored in folders, resulting in difficulty in finding or even losing documents.

Based on observations, documents are still arranged in folders or filing cabinets that do not adhere to the implemented system. This causes difficulties for employees when they need these documents if the sequence is incorrect. According to interviews, this is the high workload, so only core tasks can be completed. For example, here is the arrangement of documents placed in folders or filing cabinets that do not follow the implemented system. The following is the arrangement of documents placed in folders or filing cabinets that do not adhere to the applied system:



Figure 1. Disordered Document Arrangement

Regarding equipment and supplies, observations indicate that the equipment used for document storage in the Personnel Department is deemed adequate and meets standards. There is no damaged or unfit equipment, and the need for new equipment can be promptly fulfilled without encountering obstacles. In addition, the existing equipment is well-maintained,

ensuring smooth operations and efficient document management within the Personnel department.

Interviews also revealed challenges in the document retrieval process. The lack of optimal document management implementation and the absence of document borrowing procedures lead to confusion in recording and returning borrowed documents. The limited number of employees also is a major factor hindering efficiency in document management processes. Improvement efforts, such as implementing more structured document borrowing procedures and using an E-Archive system, are currently under consideration. However, challenges related to time constraints and workload remain the primary obstacles.

Through interviews, observations, and documentation, it can be concluded that the document management process at PT Kusuma Satria Dinasasri Wisatajaya Batu still faces several challenges that must be addressed. However, with awareness of the importance of improvement and efforts to implement appropriate solutions, the document management process is hoped to become more efficient and effective in the future.

4.2 Discussion

4.2.1 Implementation of Archive Storage System at PT Kusuma Satria Dinasasri Wisatajaya Batu

Based on the results of interviews, archive storage at the Human Resources Department uses an archival system and still uses a manual system (Diani & Suwanto, 2018; Agustien & Selfiana, 2017; Muthmainnah & CMS, 2020; Farida et al., 2019; Apriliani & Roni, 2020; Aryoko, 2019; Pamungkas, 2022; Akmal & Rahmah, 2020; Fu'adah et al., 2022). The manual system uses a combination of storage methods based on alphabetical, subject, and date systems. Incoming and outgoing archives are followed up and stored in each ring binder according to the subject matter. This system is subject, the weakness is that it is difficult to classify, especially if some various subjects or subjects are almost the same. However, the time to rediscover documents is more efficient because the problem is in one storage area.

4.2.2 Principles of Archive Storage at PT Kusuma Satria Dinasasri Wisatajaya Batu

PT Kusuma Satria Dinasasri Wisatajaya in management applies the principle of decentralisation, similar to the results of the study Akmal & Rahmah (2020) but not in line with the results of the study Muthmainnah & CMS (2020). Archive management is carried out in a decentralized manner according to the needs of work units in the Human Resources Department. The Human Resources Department is responsible for receiving, recording, distributing and sending letters. With a decentralized system, the need for archives will be easily fulfilled because they are in their work unit; handling records is easier because archives are well known.

4.2.3 Archive Storage Equipment and Supplies at PT Kusuma Satria Dinasasri Wisatajaya Batu

Archives stored in the ring binder use the date system; namely, the date of the most recent letter is placed at the top. Archives of employee personal data are stored in the filing cabinet according to the relevant department and arranged alphabetically. The system used for archives in the filing cabinet is the subject and alphabetic systems. The filing cabinet is used to store employee personal data, then a ring binder for letters and other active archives, the letter tray is used to store letters that have been or will be processed, and there is a bookshelf to store company-owned books. In this case, it is in line with Sugiyono (2018) that archives have archiving procedures that regulate the background of preparedness Agustien & Selfiana (2017) and Aryako (2019), so strengthen theory Sedarmayanti (2015) regarding various types of office equipment and supplies, namely filing cabinets, ring binders, letter trays, safe keeping documents, bookcases filing cabinets, visible record cabinets, compact rolling shelving, rotary filing systems. The equipment documentation can be seen in Figure 2:



Figure 2. Ring Binders and File Cabinet Bookshelf

4.2.4 Document Retrieval at PT Kusuma Satria Dinasari Wisatajaya Batu

The system used to rediscover archives still uses a manual system that has not been automated so that it takes longer to rediscover documents. This is in line with the research by Diani and . The Human Resources Department also does not have a procedure for borrowing records, only making receipts for borrowers. The borrower did not write in the receipt book, and there were missing files, so employees had difficulty rediscovering the files. The Human Resources Department also experienced difficulties rediscovering these files due to the limited number of employees. The company does not apply the procedure for borrowing records; all but only uses receipts. So sometimes, there are obstacles where the borrower does not write in the receipt book.

4.2.5 Document Retrieval Constraints

PT Kusuma Satria Dinasari Wisatajaya Batu, particularly its Human Resources Department, faces challenges in archive retrieval due to limited staffing and suboptimal record management. Burdened with heavy workloads, employees struggle to effectively manage records, prioritising core tasks over archival duties. This aligns with findings by Agustien and Selfiana (2017), indicating insufficient competency among designated archive managers. The prevalent lack of awareness regarding archival significance further compounds the issue, leading to neglect and damage of documents, with some left beside printers or stored improperly. Moreover, an inadequate understanding of archive importance hampers retrieval efforts, echoing Priansa's (2013) theory and Agustien & Selfiana's research on employee awareness gaps. The absence of specialised archival staff exacerbates the situation, as noted by Farida Indriani and Pramaesheila (2019), resulting in filing errors and disorganisation. Additionally, the absence of documented Standard Operating Procedures (SOPs) for file borrowing poses challenges, with borrowers merely signing a book without clear return guidelines, contributing to document loss. Unlike research by Khambali (2019) and Fu'adah et al. (2022), which highlight established SOPs in archival storage, PT Kusuma Satria Dinasari Wisatajaya Batu lacks proper supervision, impeding archive maintenance and organisation assessment.

5. CONCLUSIONS

Based on the research conducted at the Human Resources Department of PT Kusuma Satria Dinasari Wisatajaya Batu, it can be concluded that the archival storage activities carried out thus far have not been optimal. This conclusion is supported by several issues identified, including a lack of understanding and supervision of archives, absence of procedures for archive borrowing, continuous accumulation of archives, and limited human resources. Consequently, employees face prolonged difficulties rediscovering archives, significantly impacting their work efficiency. To address this challenge, the company should implement several measures. Firstly, clear procedures for archive borrowing should be established to streamline the process.

Secondly, efforts should be made to enhance employees' understanding of the importance of proper record-keeping practices. Additionally, a system for regular archive supervision is essential to ensure their integrity and accessibility. Moreover, the company should consider open recruitment of qualified archivists or providing training opportunities for existing employees to attend specialized archiving programs. Competence in archival management is crucial for effective record-keeping and retrieval. By addressing these issues, the company can improve its archival practices and facilitate smoother operations.

6. SUGGESTION

Archival staff must gain a deeper understanding of the importance of archives, not only in terms of record maintenance and security but also regarding the filing system's organisation. Companies should also develop a Record Retention Schedule (RRS) to prevent excessive accumulation, as archives will continuously expand, potentially exceeding available storage space. Implementing procedures for archive borrowing, including defined borrowing periods, is crucial. Additionally, converting archives into digital formats or sending them via email can mitigate the risk of loss. Establishing a monitoring system for archives is essential to ensure proper storage and structured organisation.

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Interview Guide

Respondent Information

Respondent Name:

Section/Department:

Interview Location:

Interview Date:

Interview Time:

Archive Management:

1. What method or system of archive management is currently utilized in the HRD department?
2. Is the archive management system currently in use adequate, or are there plans to enhance the system?
3. What are the primary obstacles faced in the archive management process, and how are these obstacles addressed?
4. Have there been instances of lost archives, and if so, how were these archives recovered?
5. Is there a plan to implement an E-archive system? If so, what are the implementation plans?

Equipment and Supplies for Archive Storage:

1. What types of equipment and supplies are used for archive storage in the HRD department?
2. Are the equipment and supplies sufficient to meet the needs of archive storage?
3. What is the process for acquiring new equipment and supplies if any are damaged or lost?
4. Are there any obstacles related to equipment or supplies for archive storage, and how are these obstacles addressed?

Borrowing and Retrieval of Archives:

1. Are there official procedures for borrowing archives in the HRD department? If so, what are these procedures?
2. How is the process for retrieving archives if needed after they have been borrowed?
3. Have there been difficulties in finding the required archives, and how were these difficulties addressed?
4. How does the HRD department manage lost or misplaced archives, and what steps are taken to recover them?
5. Are there plans to improve efficiency in the borrowing and retrieval process of archives in the future?