

## Archives Effectiveness in Improving Administrative Services

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### Abstract

Archiving is very important in an organization, office, or government; archives provide information and a vehicle for documentation. Every employee in an organization, office, or government is required to work effectively and efficiently in supporting organizational goals; so that employees can work effectively, the quality and quantity must be to the organization's needs. This study uses a quantitative research approach. Furthermore, the data that is explored includes primary and secondary data. Data collection techniques through observation, interviews, and documentation. Data has been collected through questionnaires and processed manually with a card system. Based on the results of this processing, the data is tabulated into a frequency table to determine the level of the analyzed variables. The results showed that the effectiveness of archives in improving administrative services in Bulu-Bulu Village, Tonra District, Bone Regency, namely the procedure for creating archives in managing letters was good but had not used a letter sorting tool to sort letters, both incoming and outgoing letters, which made it easier for management to be faster and easier effective. In addition, the Bulu-Bulu Village Office still uses manual archive management but does not use electronics.

**Keywords:** Bureaucracy, Archives, Service, Effectiveness, Indonesia

### 1. Introduction

Archiving is very important in an organization, office, or government; archives provide information and a vehicle for documentation. The archive is material/data for making an appropriate decision as a source of information. So, the archive can be said to be a system where one another is interrelated in one unified bond because the archive can support a program of organizational activities—both in terms of planning, implementation, and control of the tasks of the organization concerned. Archives have a role as a memory center, a source of information, and as an indispensable monitoring tool in every organization in the context of planning, analyzing, developing, formulating policies, making decisions, making accountability reports, assessing and controlling as accurately as possible (Sam et al., 2021; Zacharias et al., 2021).

Archives are the memory center of every organization (Reynilda et al., 2021; Sam et al., 2021). The required information through archives can avoid miscommunication, prevent duplication of work and help achieve work efficiency. Suppose the archives owned by the organization are not well managed. In that case, the consequences will affect the level of reputation of an organization, so that the organization concerned will experience obstacles in achieving goals.

In essence, archives are related to a process starting from the creation, receipt, collection, arrangement, control, maintenance and care, and storage of documents according to a certain system. When needed can be easily, quickly, and precisely found. If these files are no longer useful, they must destroy. Archiving is archive management as a process of monitoring, storing, and securing documents and archives in paper and electronic media (Herlinah et al., 2021; Kasmiaty et al., 2021).

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must be to the organization's needs. So that this does not happen, it must carry out the work to be completed as effectively as possible. The archives here play an important role in supporting employee performance if the archive management is carried out properly.

It found the results of observations of researchers in the field to be unavailability of employees who are experts in archiving. In addition, supporting facilities and infrastructure such as archival facilities such as filing cabinets, shelves, folders, and others, also affect the implementation of archival administration. Based on this background, the researchers are interested in researching Archival Effectiveness in Improving Administrative Services in Bulu-Bulu Village, Tonra District, Bone Regency.

## **2. Literature Review**

### **Effectiveness**

The word practical comes from English, namely effective, which means successful or something did successfully. Popular scientific dictionaries define effectiveness as the appropriateness of use, use, or support for a purpose. Effectiveness comes from the word "effect," which is used as a causal relationship (Nilmawiah et al., 2021). Effectiveness means that it can achieve the previously planned goals; in other words, the goals are achieved because of the activity. Effectiveness can be viewed as a cause of other variables (Sabrang et al., 2021).

Effectiveness is the ability to carry out an organization's tasks, functions (operations, program activities, or missions), or the like without pressure or tension between its implementation (Dana et al., 2021). Effectiveness is a communication process that achieves the planned goals according to the budgeted costs, the time specified, and the number of personnel specified. Based on the above opinion, effectiveness is communication that goes through a specific process in a measurable way, namely the achievement of predetermined goals or objectives, with a budgeted cost, a set time, and a predetermined number of people. If these provisions run smoothly, the planned goals will be achieved as desired.

### **Record management**

Archives are any written, printed, or typed records in the form of letters, numbers, or pictures that have meaning or purpose, as well as communication and information materials recorded on paper (cards, forms, letters), film paper, computer media (diskettes), hard disk) (Ansar et al., 2019; Hasbi et al., 2019; Ilyas et al., 2022; Kusiani et al., 2021; Tamsah et al., 2021; Tamsan & Yusriadi, 2022; Yusriadi et al., 2019). In Indonesian, archives are referred to as scripts, and other terms refer to them as records or files as stated by Atmosudirjo, as follows: 1) file means a container, place, cabinet cupboard, or systematic collection. Archival materials and files also mean any systematic and sequential arrangement, sorting, publishing of goods, people, persons, written papers, documents, and so on; 2) record means every record that is recorded for storage, and every written material can be used as evidence of an event or occurrence. Not only that, plates or LPs, recording tapes, an official report, and an official report are included in the meaning of record.

### **Service**

Service is part of the administration; therefore, more details will be described in theory, and one of the important aspects in carrying out the functions of government is to serve the community from various activities related to the government; for that, the government establishes an administrative and bureaucratic system starting from the highest level of government to the lowest level of government (Awaluddin A et al., 2019; Rijal et al., 2019; Sawitri et al., 2019; Umar, Amrin, et al., 2019; Umar, Hasbi, et al., 2019). These services include services as commodities, while government services to the community are related to a right regardless of whether it can burden the right holder with an obligation. Serving means helping to prepare or take care of what the community needs associated with excellent service, which is a superior quality service. Excellent service is the organizational commitment of the

government bureaucracy, which means that the government bureaucracy is on the side of the community.

### 3. Method

#### Research Type

This study uses a quantitative research approach. Furthermore, the data that is explored includes primary and secondary data. The method used to determine data sources in this study is purposive sampling, which is a technique for determining data sources with certain considerations, for example, the person (the resource person) is considered to know best about what we expect.

#### Data collection

The data collection technique is receiving data by recording events, counting them, measuring them, and recording them. The data collection techniques used in this study are: 1) Observation techniques, namely by conducting direct observations and recordings of the object under study; 2) The interview technique is holding a direct dialogue with the respondent through questions related to data collection on the object under study; 3) Questionnaire is a list of questions made to obtain data related to research.

#### Data analysis

Data has been collected through questionnaires and processed manually with a card system. Based on the results of this processing, the data is tabulated into a frequency table to determine the level of the analyzed variables. Analysis of research data is a critical step in conducting scientific research because data analysis will obtain meaning and meaning in solving the problems to be studied. Data analysis in this study will be carried out in-depth to systematically search and organize notes from observations, interviews, and other information to increase researchers' understanding of the cases studied. The data collected during the research will be classified, analyzed, and interpreted in detail thoroughly and carefully to obtain more objective conclusions from a study.

### 4. Result and Discussion

#### Archive effectiveness in improving administrative services

Records management activities depart from the creation of archives. Archives are sourced from individuals/groups. Source archives of an organization come from internal/external archives. Its embodiment is when an agency/office sends/receives a letter. Letters as a form of archives need to get good and correct management to facilitate the flow of information in the office. To determine the effectiveness of archives in improving administrative services as follows:

##### a. Human Resources

The concept of human resources is the management or use of human resources in running the organization for the desired organizational performance by showing the level of education and skills possessed by all members of the existing organization. Archives are one of the factors that determine the success of archival administration. Archivists must have competence in the field of archives obtained through formal education or archival training.

**Table 1.** Archive Management

No	Respondents Response	Number of people	Percentage
1.	Very effective	3	37,00
2.	Less effective	4	50,00
3.	Ineffective	1	13,00
Amount		8	100

Source: Processed Product Data 2022

Based on the data in the table above, information is obtained that, in general, respondents stated that archive management was very good as many as 3 (37.00%), those who stated good were 4 (50.00%), and those who stated that they were not good 1 (13.00%). So far, archive management is going well. Employees work with full responsibility. Even though it is sometimes boring, the employees still try their best so archive management can run effectively.

The results of interviews with respondents on June 1, 2022, stated that: Our human resources do not have special human resources for archivists. Our archive knowledge is still lacking, so it is necessary to hold technical guidance related to archiving because we have never attended training or technical guidance regarding archives; there have been employees who attended, that's just a few."

From the interview results above, human resources in the field of archives, especially regarding archival knowledge, which is owned by archiving officers in the office, are very limited. This is because employees who work as archivists have educational backgrounds, not from the archival field, but high school graduates equivalent. In addition, only a few employees have attended training or technical guidance regarding archives (mail clerks), and others have never attended training because there has been a division of labor for each employee. Given that the contents of archival training related to archive management have not been used optimally, it can say that the training is not effective.

**Table 2.** Archive service process collaboration

No	Respondents Response	Number of people	Percentage
1.	Very effective	1	13,00
2.	Less effective	6	75,00
3.	Ineffective	1	12,00
Amount		18	100

Source: Processed Product Data 2022

Based on the data in the table above, information is obtained that, in general, respondents stated that the cooperation carried out in the archive service process was very good, as many as 1 (13.00%), which stated good as many as 6 (75.00%) and those who stated not good 1 (12.00%). The village head prepares facilities in the form of a management or implementation workspace and coordinates between the village head and the employee concerned if obstacles are encountered.

**Table 3.** Application of discipline

No	Respondents Response	Number of people	Percentage
1.	Very effective	2	25,00
2.	Less effective	6	75,00
3.	Ineffective	0	0
Amount		18	100

Source: Processed Product Data 2022

Based on the data in the table above, the application of discipline applied to related employees in terms of the archive service process was very good, as many as 2 (25.00%), which stated that it was good as many as 6 (75.00%) and none said it was not good. This indicates that in the application of discipline applied to related employees in terms of the archiving service process, among others: 1) guiding archiving officers; 2) the archive service officer has a sense of responsibility towards the mandate entrusted by the State to him; 3) every working day the officers are required to fill in the prepared absences; 4) during office hours, officers are required to be in place and provide the best possible service

and to the maximum extent possible. And one form of cooperation that is carried out is to respect each other and not make it difficult for any party.

#### **Facilities and infrastructure**

Facilities and infrastructure play a very important role in improving the effectiveness of services because they support the smooth process of service among employees in an organization and public services carried out by the state apparatus of the community. Archival facilities are one of the influencing factors in determining the success of archive management in an organization. The implementation of archival activities requires adequate facilities. With adequate facilities, archive management activities will run smoothly to achieve maximum results. On the other hand, if the facilities are inadequate, archive management activities will be disrupted so that archive retrieval cannot be carried out quickly and precisely.

**Table 4.** Archival support facilities

No	Respondents Response	Number of people	Percentage
1.	Positive	1	13,00
2.	Less Positive	7	87,00
3.	Not Positive	0	0
Amount		18	100

Source: Processed Product Data 2022

Based on the data in the table above, archival support facilities answered very well; as many as 1 (13.00%), 7 (87.00%) stated good, and none said not good. The existing supporting facilities are adequate. All employees also carry out their responsibilities well, and other supporting facilities such as laptops make it easier for the public and officers to find the files they are looking for.

Archival storage space is an archival facility that absolutely must exist. Management of dynamic archives, especially inactive dynamic archives, is still constrained by storage space; there is no special room for storing inactive dynamic archives, and archive storage spaces are still combined with other rooms, which are still not by archive storage standards.

Adequate archival facilities, both in terms of number and feasibility, have a very large influence in determining the success of archive management. The number and feasibility of archival storage equipment are very supportive and determine the recovery speed of the required archives, with archiving facilities smoothly to achieve maximum results. We recommend that if the facilities are inadequate, archive management activities will be disrupted so that archive retrieval cannot be carried out quickly and precisely.

Therefore, the Bulu-Bulu village office needs to add archival facilities to increase service effectiveness because it is a supporting facility for the smooth process of serving fellow employees in an organization and public services carried out by the state apparatus of the community. Interview with the general and planning committee on June 1, 2022, which said that: as for archive management at the Bulu-Bulu Village office, Tonra District by storing all archives on archive racks to facilitate archive management when needed.

Interview with respondents on June 1, 2022, about the treatment of files that are no longer in use by separating archives based on categories; for example, family card archives are combined and not combined with other libraries. The next interview with respondents on June 1, 2022, about how to get past archives is to look at the filing cabinet where the files needed are stored in the cabinet.

Then the results of interviews with respondents on June 02, 2022, regarding archiving, there is a process of collaboration between co-workers or not saying that: yes, there is cooperation because if one of my co-workers, for example, I am unable to attend, then my co-workers will help me with my work at that time.

Furthermore, the results of interviews with staff as respondents on June 2, 2022, stated that: we keep our respective archives according to our division of tasks; here, we have personnel and correspondence archives. Now the administrative section stores archives using a numerical and chronological system according to the agenda number. Then for the personnel archives using an alphabetical system. For the facilities used only wooden cabinets and orders”.

The writer gets an idea from the interview that the storage system uses a numeric system, an alphabetic system, and a chronological system. Files are collected, put in an order labeled month, and stored in a storage cabinet. And personnel files are labeled with names and arranged alphabetically. This is by the results of observations made by the author, where documents are stored using a numerical, alphabetical, and chronological system. However, the problem is the unavailability of storage cabinets. The office procures facilities, and sometimes it takes a long time to be available, so piled documents are not stored. Documents that have been processed are not immediately stored in a filing cabinet; the documents are placed in a stapled folder for an indefinite period and placed on the table. Documents pile up daily on the employee’s desk, so the volume of archives increases. Therefore, employees need to organize documents that have been used to be archived in filing cabinets according to the storage used.

Based on the results of interviews with respondents on June 02, 2022, as staff said that: "the process of creating archives in the form of incoming letters or receiving letters, namely the incoming letter is received by the administrative staff, then the letter is recorded in the incoming mail agenda book and given a disposition sheet. Furthermore, it is submitted to the Head of the Sub-Section to be asked for disposition, after which the letter is brought to the Sub-Section by the purpose of the letter."

At the Bulu-Bulu Village Office, Tonra District, managing incoming mail is not by the flow of incoming mail. Incoming mail does not go through a sorting process; incoming mail is not grouped into groups of incoming mail and personal letters. Secret letters are not given a cover letter cover sheet. Incoming letters to be distributed to departments are recorded in the incoming mail book. The letters have been processed and then compiled and stored as archives. In each field, the letter processing is stored in the Owner folder, and some are stored in the staple folder.

Based on research carried out at the Bulu-Bulu Village Office, Tonra District, Bone Regency, the results obtained regarding archive management at the archive creation stage in the form of managing incoming and outgoing letters. The management of outgoing mail or the creation of archives has used the correct stages because it has gone through the stages of making letter concepts, letter typing, letter numbering, letter ratification, letter recording, mail delivery, and storage. The management of outgoing mail is by the theory of managing outgoing letters, but it is necessary to add an outgoing mail control card sheet. In theory, outgoing mail archives are given three control sheets of outgoing mail; the first sheet is stored by the letter maker, the second and third sheets to the processor, then after the letter has been processed or sent to the destination address. The second sheet of control card is returned with the sub-administration, p. it indicates that the mail has been processed and the control card is ready to be archived.

## 5. Conclusion

Based on the results of the study, it can be concluded that: the effectiveness of archives in improving administrative services in Bulu-Bulu Village, Tonra District, Bone Regency, namely the procedure for creating libraries in managing letters, is good but has not used a letter sorting tool to sort letters, both incoming and outgoing mail. In addition, the Bulu-Bulu Village Office still uses manual archive management but does not use electronics, which makes management easier and faster.

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