

Analysis of Letter Archive Management in the Administrative System of PT Lemo Utama

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Abstract

This study focuses on the management of correspondence archives at PT Lemo Utama, aiming to identify current practices and challenges faced in the archiving process. Using a qualitative research approach, the study was conducted through case studies involving direct observations and in-depth interviews with employees responsible for managing and archiving documents. The findings indicate that, while an archive management system is in place, significant issues such as disorganization and inefficiencies are affecting the retrieval and processing of important documents. These challenges can lead to delays and miscommunication within the organization, which can ultimately impact overall operations and productivity. The research emphasizes the critical importance of improving archive management practices to enhance administrative efficiency and support better decision-making processes. By highlighting these prevalent issues, the study contributes to a greater understanding of effective archive management in corporate settings. Additionally, it offers practical recommendations for optimizing the archiving process, which may be beneficial for other organizations facing similar challenges in their archive management practices. Overall, this research aims to provide valuable insights that can help improve archiving practices, ensuring smoother operations and better communication within the company. The results are intended to serve as a resource for future studies and organizational improvements around archive management.

Keyword: archive management; correspondence; letter, pt lemo utama

1. Introduction

Information is a very important part of the company for administrative management and supporting management functions in a company. According to Ida Nuraida, a letter is a tool for communicating in writing that contains data or information intended for other people. Letters function as a communication tool to send written documents to other people. One way that can be done to manage information or data is to archive all documents, especially correspondence documents. Archives function as a tool for decision making, proof of existence and as a memory center for a company. (Hasnawati & Erdawati, 2022).

Research by Azizah & Farah & Kuswantoro (2021) examines the process of managing incoming and outgoing mail at the Semarang City Regional Development Planning Agency Office. The results showed that although the mail management system has been running, there are still some aspects that need improvement, especially in terms of adding archivists and implementing a more structured management system. Legowo et al. (2021) research revealed that archive officers often lose documents because archives borrowed by external parties are not returned. This happens because the borrowing process is not recorded in the system and the number of human resources handling archives is still limited.

The results of observations at PT Lemo Utama show that the management of letter archives is still done manually, which has an impact on the difficulty in finding documents and increases the risk of losing important archives. The existing archiving process has not been organized in accordance with established procedures, causing inefficiencies in company administration. In addition, the digital archive system that is being planned is not yet fully accessible, so limited access to information is still an obstacle in operational activities.

Meanwhile, interviews with employees involved in archive management revealed several challenges in the field. The employees admitted that they often experienced difficulties in finding the documents they needed. One informant stated, "Usually letters come in via email from clients and partners. Unfortunately, there is no formal procedure to digitally record letters received, so we just keep them in the email." Another informant added, "We have a procedure to store letters in a special folder for incoming and outgoing letters. So, we keep all incoming letters in a folder for incoming letters, while outgoing letters are kept in a separate folder. From this interview, it was also noted that the lack of training on archiving procedures and the use of digital systems is a major obstacle in current archive management.

Overall, from both observations and interviews, it appears that records management at PT Lemo Utama needs improvement through a more structured and modern system. The employees expressed the hope for better training and the implementation of an efficient digital system to facilitate document access and management, which in turn is expected to increase the efficiency and productivity of the company.

In this case, the researcher conducted pre-research by distributing questionnaires to 20 respondents at PT Lemo Utama Indonesia. This pre-research aims to find out the respondents' perceptions regarding the letter filing system implemented in the company. The results of this pre-research will be the initial basis for further research, where the author will analyse the strengths and weaknesses of the existing filing system. The data obtained will also be used to identify potential improvements and provide recommendations to improve the efficiency of letter archive management at PT Lemo Utama Indonesia. The results of the pre-research are presented in the following form:

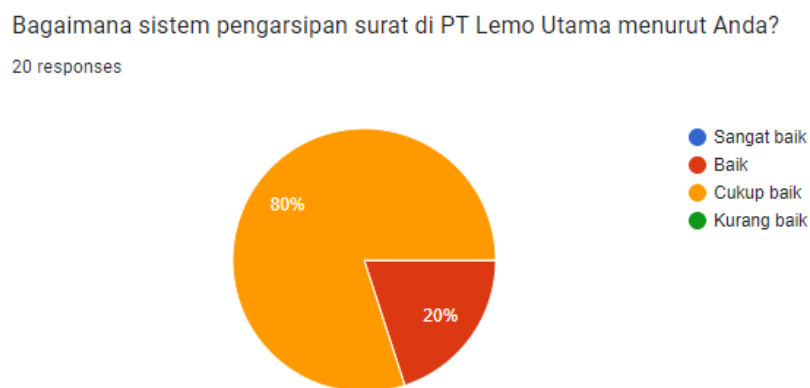


Figure 1. 1 Pre-research Results of Letter Archive Management System

Source: Data processed by researchers, 2024

Based on the diagram above, most respondents, 80%, rated the letter filing system at PT Lemo Utama as “Good enough,” while 20% of respondents rated the system as “Good”. These results indicate that most respondents feel that the letter filing system at PT Lemo Utama is adequate, but there are still some aspects that need to be improved to achieve a more optimal level. The “Fair” rating by most respondents indicates that although the system is functional, there are potential improvements needed to make it more efficient and effective. Conversely, the 20% of respondents who rated the system as “Good” indicates that a minority felt the system was working well, but not to a perfect level.

From these results, the researcher can conclude that the filing system at PT Lemo Utama still has room for improvement. This finding also provides an initial idea of which areas may require more attention in future research.

Seberapa mendukung sistem pengelolaan arsip surat dalam kelancaran administrasi perusahaan?
20 responses

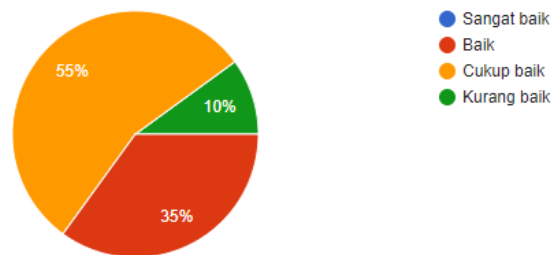


Figure 1. 2 Pre-Research on Records Management in the Administration System

Source: Data processed by researchers, 2024

Based on the results of the diagram, most respondents, 55%, assessed that the mail archive management system at PT Lemo Utama provides “Fair” support for the smooth administration of the company. A total of 35% of respondents rated the system's support as “Good,” while 10% of respondents rated it as “Poor.”

The results of this pre-search indicate that although the mail archive management system is considered quite supportive, there is still room for improvement to achieve more optimal efficiency. Most respondents who gave a rating of “Fair” indicated that the system is already running but has not yet provided maximum results. Meanwhile, the “Poor” rating by a small number of respondents indicates that there are weaknesses that need to be addressed to improve the system's role in supporting the smooth administration of the company.

The novelty of this research lies in the study of the management of mail archives at PT Lemo Utama which still relies on a manual system and the challenges faced in the transition to a digital system. This research highlights a different approach that focuses on identifying obstacles to the implementation of an efficient digital archive system, mainly related to the absence of formal procedures for recording incoming digital mail. It also highlights the importance of training for employees so that they can manage records more

effectively and efficiently, which has been one of the inhibiting factors in records management at PT Lemo Utama.

This research will be conducted using qualitative research methods, namely observation, interviews, and documentation to collect data. The analysis of letter archive management at PT Lemo Utama is expected to provide an understanding of the importance of managing the correspondence archive system in administrative activities. Based on this discussion, the researcher will conduct further research with the title “**Analysis of Letter Archive Management in the Administrative System of PT Lemo Utama.**”

2. Literature Review

2.1 Theory

Records management has several important functions, including maintaining the confidentiality and longevity of documents and preventing waste of resources and time in storage (Susanti & Puspasari, 2024). Effective records management can improve resource utilization, increase efficiency, and reduce organizational costs. It also involves monitoring documents related to the organization to ensure their security and integrity (Syahkila Simangunsong et al., 2024). In managing correspondence, it facilitates the organization of letters and related records, thus ensuring easy access to important documents when needed. The goal of effective records management is more than just storage; it is about ensuring the efficiency and reliability of the information managed by the organization (Lestari, 2022). In addition, administrative processes that include handling correspondence support organizational operations and help achieve overall organizational goals (Rahayu et al., 2024).

According to Mukti (2021), records managed within organizations are categorized into two main types:

1. Dynamic Records

Dynamic records refer to documents that are actively used and modified in line with the organization's activities. These records are classified into:

- a) Active Records, frequently accessed documents essential for daily operations such as planning and administration.
- b) Inactive Records, Documents no longer required for routine activities but retained for specific purposes, such as audits or references.

- c) Vital Records, highly critical documents that are irreplaceable and crucial for organizational continuity in the event of loss or damage (Hadiaty & Yunisa Puteri, 2020)

2. Static Records

Static records are those no longer in active use for daily operations or administrative purposes. Despite this, they are preserved due to their historical or documentation value. Typically, these records are managed by institutions such as the National Archives of the Republic of Indonesia (ANRI) or regional archive institutions (Mukti, 2021).

In conclusion, records in organizations are classified into dynamic and static categories based on their usage and significance. Dynamic records are essential for daily operations and adapt to ongoing organizational activities, while static records, though no longer actively used, are preserved for their historical and documentary value. Both types are integral to ensuring effective record management and safeguarding an organization's legacy and operational continuity.

2.2 Theory 2

After identifying the research objectives, data collection was carried out through structured interviews with selected informants. This qualitative approach aims to provide a comprehensive understanding of archive management practices within the organization while uncovering and explaining the phenomena observed (Rusandi & Rusli, 2021). The data obtained from the interviews was analyzed thematically, and to ensure the accuracy of the findings, triangulation was conducted by comparing interview results with relevant documentation and records. This method offers a detailed and accurate depiction of the organization's records management strategies.

3. Material and Method

This section outlines the methods used in this study, enabling replication by other researchers. A qualitative research design is employed to explore the management of letter archiving within the administrative system at PT Lemo Utama. The sample consists of 4 individuals knowledgeable about letter archiving, gathered through structured interviews. Qualitative analysis will be conducted by coding the interview responses to identify key themes related to letter archiving practices.

3.1 Design Study

This study employs a qualitative approach with a case study design, concentrating on the practices and challenges of letter archiving. The research targets individuals at PT Lemo Utama who are directly involved in the archiving process. The participants include employees who are directly involved in archiving letters and related documents within the company.

3.2 Data Analysis

The data collection process involves gathering data from both primary and secondary data sources. For primary data, interviews and observations are conducted with employees to gather insights into the archiving process, as interviews are effective for exploring problems in depth and uncovering more detailed information from respondents (Rusandi & Rusli, 2021). Interviews allow the researcher to record opinions, feelings, emotions, and other relevant information about individuals in the organization, enabling the collection of a wide range of data, including language and expressions (Rijal Fadli, 2021). Additionally, direct observations will be made to gather information not covered by the interviews. Through observation, the researcher can examine individual behaviours and interactions within the research setting, which is crucial for ensuring reliability in qualitative research (Rijal Fadli, 2021; Septia Claudia, 2023).

Documentation will also be used as a method to collect data, which will be analysed to obtain relevant information from sources like books, archives, documents, numbers, and images, including reports and descriptions that support the research (Rusandi & Rusli, 2021). For secondary data, literature studies will be conducted, which involve reviewing various sources such as journals, articles, previous research, and books relevant to the case under investigation (Assyakurrohim et al., 2022). This literature study will help the researcher gather theoretical and contextual insights related to the research topic.

Once the data is collected, analysis will begin with data reduction, which summarizes the initial information from interviews and observations regarding the challenges and practices of letter archiving. Then, the data display will organize this summarized information into a narrative format to facilitate better understanding and interpretation of the findings. Finally, triangulation will be employed to compare data from interviews, observations, and documentation to enhance the validity and reliability of the study's conclusions.

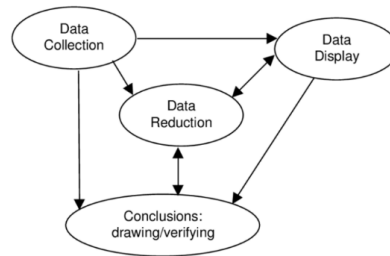


Figure 1. Qualitative Data Analysis

Source: Qualitative Data Analysis Miles & Huberman, 1984

4. Result

This study employs a qualitative research method, characterized by a naturalistic approach aimed at understanding phenomena within a specific context. This method focuses on analysis without relying on statistical techniques or other forms of quantitative measurement (Hasan et al., 2022). The qualitative research in this study utilizes a descriptive analysis approach, which involves collecting and presenting data to generate meaningful insights (Martias, 2021). Data collection was carried out through interviews with employees relevant to the research topic and through direct observations conducted at PT Lemo Utama.

Table 4. 1 Informant Data

Source: Processed by the researcher, 2024

No.	Participant	Age	Gender	Years of Service	Position
1.	Participant A	25 th	Female	5 Years	Archival Staff
2.	Participant B	20 th	Female	2 Years	Finance Staff
3.	Participant C	29 th	Female	8 Years	General Staff
4.	Participant D	45 th	Female	16 Years	HRD Staff

To gain deeper insights into records management at PT Lemo Utama, the researchers utilized interviews, observations, and documentation as data collection methods. The interviews were conducted by preparing a series of questions directly aligned with the research topic. The interview informants included archival staff, finance personnel, HRD representatives, and general staff with relevant knowledge of the company's archive management processes. Through these interviews, the researchers sought to understand the

implementation of archive management and the measures taken by the company to address existing challenges. The following are the findings from the collected interview data:

1. Management of Letter Archives in the Administrative System at PT Lemo Utama

Observations and interviews revealed that the company's letter archive storage system relies on manual physical storage. All incoming and outgoing documents are recorded and stored in designated filing cabinets. The company has not yet adopted an electronic archive system, requiring all essential documents to be managed in physical form. While the current archive management is considered relatively effective, locating specific documents can be challenging when the organization of records is suboptimal.

2. Procedures for Mail Archive Management in the Administrative System at PT Lemo Utama

Letter archive management is carried out through systematic and structured procedures. This begins with the recording of incoming and outgoing correspondence, categorized by date of receipt, type of letter, and sender. The letters are then sorted into categories and stored in organized filing cabinets. For digital documents, there are no formal procedures in place; such documents are stored directly in email accounts. Important letters are typically printed and filed, while less critical documents are stored in bartex.

3. Efforts to Enhance Letter Archive Management in the Administrative System at PT Lemo Utama

Observations and interviews indicate that PT Lemo Utama recognizes the need to improve its letter archive management within the administrative system. At present, the company relies on manual physical storage as the primary method for managing archives. All incoming and outgoing documents are recorded and stored in designated filing cabinets. While this approach is deemed effective, challenges persist in locating specific documents, particularly when records are not well-organized.

5. Discussion

1. Archive Management in the Administrative System of PT Lemo Utama

PT Lemo Utama currently relies on manual systems for recording and storing documents, with incoming and outgoing mail logged in physical books and stored in

filing cabinets. While this method is functional for small volumes, it becomes inefficient as document volumes grow, complicating retrieval processes. The company has yet to adopt an electronic archive system, which is increasingly critical in the digital era for streamlined document management and retrieval (Darmansah et al., 2024).

The lack of integration between physical and digital document management further complicates operations. Digital documents are often poorly organized, risking information loss and inefficiency, especially during urgent needs. Additionally, inadequate employee training in digital archive management contributes to the problem.

To address these issues, PT Lemo Utama should evaluate its current archive management system and transition to an integrated electronic system. This approach is expected to enhance document organization, facilitate quicker retrieval, and improve overall operational efficiency, supporting smoother workflows and better performance.

2. Procedures for Managing Mail Archives at PT Lemo Utama

The procedures for managing incoming and outgoing mail at PT Lemo Utama follow systematic steps. Both types of mail are categorized into important, confidential, and regular letters. For outgoing mail, details such as the letter number, date, recipient address, and subject are recorded in a logbook to ensure traceability (Arini Waruwu et al., 2024). Similarly, incoming mail is logged with details of receipt date, type, and sender. These records aim to create clear documentation that simplifies tracking and supervision.

Mail is then sorted by category, such as external, internal, and legal correspondence, and stored systematically in designated filing cabinets. This structured approach facilitates easy retrieval and supports the company's operational efficiency. However, for digital documents, no formal procedures are applied. Many employees store documents in email folders without proper organization, which increases the risk of inefficiency. For non-correspondence documents like BPJS records or employee data, a bartex system with labeled categories is used, offering a practical solution for physical document management.

To enhance overall archive management, PT Lemo Utama needs to establish formal procedures for digital document management. Transitioning to a structured and integrated system will improve efficiency and ensure optimal functionality of the archiving system.

3. Efforts to Improve Mail Archive Management in PT Lemo Utama's Administrative System

PT Lemo Utama acknowledges the need for improvement in its mail archive management system. While the company still relies on manual methods for archiving, efforts have been made to enhance the effectiveness of the system. One key finding is the need for better organization of documents. Although the practice of logging incoming and outgoing mail helps maintain order, the challenge of document retrieval increases as document volume grows. To address this, the company should consider more efficient solutions for archive management.

The implementation of electronic archiving is crucial to streamline administrative processes (Pamungkas & Basuki, 2021). With electronic archives, document management and organization will be more structured, allowing for faster and more efficient retrieval (Sepriyani et al., 2022). While there have been attempts to organize digital documents in folders, the risk of document loss still exists and needs to be mitigated with a more integrated system.

In conclusion, PT Lemo Utama should evaluate its existing archive management system and consider transitioning to a modern, integrated electronic system. This shift is expected to reduce current challenges and improve overall operational efficiency.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

Based on the findings and discussions in the research titled "Analysis of Letter Archive Management in the Administrative System at PT Lemo Utama," several key conclusions can be drawn as follows:

- 1. The current letter archive management system at PT Lemo Utama is ineffective.**

The existing process lacks proper structure, making it challenging for employees to search for and access the necessary documents efficiently. As a result, the operational efficiency of the company is adversely affected. The absence of a clear system for managing archives leads to a growing backlog of documents, which increases the time spent searching for important files. Additionally, there is a significant gap in human resources with the required expertise in archival management. This deficiency in skilled staff further complicates the proper organization and management of documents, leading to further inefficiencies in the system.

2. The procedures for managing letter archives within the company are not well-defined or fully understood by the employees

Many employees are unclear about the steps to follow when handling letters, which causes confusion and frequent mistakes in the archiving process. This lack of clarity about the procedures directly impacts the accuracy and efficiency of document management. Moreover, the absence of a structured training program in archival management exacerbates the issue, as employees are not equipped with the necessary skills and knowledge to handle the archiving process correctly. The overall lack of formal training and understanding of proper archiving practices leads to disorganization and errors that could otherwise be avoided.

3. Despite an awareness of the importance of improving archive management, the efforts made so far have been limited

While there is recognition of the need for improvement, the company has yet to take sufficient action to address the existing shortcomings in the system. Concrete steps, such as the development of a more organized and systematic procedure for managing archives, are necessary to overcome these challenges. Additionally, there is a need for employee training programs that focus on archival management to ensure that all staff members understand their roles and responsibilities in the process.

Implementing a digital archive management system is another crucial step toward improving the efficiency and accuracy of document management, as it

would facilitate easier access to and retrieval of documents. Without these fundamental improvements, the archive management system at PT Lemo Utama will continue to hinder the smooth operation of the company and its overall productivity.

6.2 Implication

1. Theoretical Implications

The outcomes of this study align with previous research, such as those conducted by Airlangga et al. (2018), Azizah, Farah, and Kuswanto (2021), Azmy Musaddad et al. (2020), Basya and Puspasari (2021), Hadiaty and Yunisa Puteri (2020), Hasnawati and Erdawati (2022), Legowo et al. (2021), Martinus et al. (2022), Siswanto and Salam (2022), and Yuniasih and Irawan (2018).

The findings emphasize the critical need for further development in the field of archive management, particularly with respect to the necessity for well-defined and structured procedures for managing letter archives. This research provides a basis for future studies focused on creating more efficient archival practices.

2. Practical Implications

The findings from this study offer valuable insights, recommendations, and references for organizations seeking to establish more organized and systematic archival management processes. Additionally, these results can be utilized to guide the creation of training programs for employees, ensuring they gain a deeper understanding of effective archival management strategies, thus enhancing their ability to handle documents in a more efficient manner.

6.3 Recommendation

Following the conclusions drawn from the current study, several suggestions can be made for future research, such as:

1. Future research should consider exploring additional variables to provide a more comprehensive understanding of archive management. By introducing other factors, researchers can investigate the relationships between various elements that affect the efficiency of the archival system.
2. It would be beneficial for future studies to expand the number of informants beyond four individuals. This would ensure that the data collected is more representative

and offer a wider range of perspectives, thereby enhancing the analysis and overall findings of the research.

3. Future research could also focus on a more in-depth analysis of the archive management process, specifically investigating the existing procedures, obstacles, and practices. This would help to gain a better understanding of the operational aspects of archival management.

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