

Analysis Of Archive Management In Administration Division At Pt Pln Pulogadung

Herdina Danisworo¹, Christian Wiradendi Wolor², Marsofiyati³

¹Department of Digital Office Administration, Universitas Negeri Jakarta, Indonesia

²Department of Digital Office Administration, Universitas Negeri Jakarta, Indonesia

³Department of Digital Office Administration, Universitas Negeri Jakarta, Indonesia

Abstract

This study examines of the archive management system at PT PLN Pulogadung in optimizing archival processes. The research aims to evaluate how the system supports activities such as registration, handling, storage, maintenance, security, lending, retrieval, and destruction of documents, while identifying its strengths and limitations. A qualitative approach was employed, utilizing interviews with personnel involved in archival management. The data for this research was obtained through several methods, namely observation, interviews, and documentation. The results emphasize the importance of addressing existing challenges through employee training, integration of physical and digital records, and optimization of system performance to maximize its benefits. This study offers valuable insights into enhancing archival practices and informs future improvements in archive management systems.

Keyword: Archive Management; Organizational; Digital Archive; Archival Processes

1. Introduction

In an organization, both government and private organizations have important documents that must be properly guarded and maintained. With that, it is certain that every organization is the memory center of every office activity. Therefore, in the work of archive management, each office must be pay attention to the archive system that is in accordance with the state of the organization in order to achieve the goals that have been set (Ayudia et al., 2022).

Archive management has now become an option that is needed in both government and private institutions, because it can streamline storage, facilitate data collection, facilitate search and monitoring of archives as well as a more tidy archiving of letters or documents in the institution (Anisah et al., 2021). The application of the archive system properly and correctly can also be used as a material for decision making for government and private organizations, because with an organized and correct archive system, decision making can be done quickly and accurately (Ayudia et al., 2022). With application of this archive system, it can be minimize errors made so as to facilitate all activities and processes of office work.

Archives need to be managed using good and correct archive management, so that if there are parties who need the archive, it will be presented quickly and accurately. Many factors that influence archives to have a positive image include the tidiness of storage, educated and skilled officers, ease of storing, finding back archives, ensuring archive security and so on (Fardhio et al., 2020). But archives are not just for storage, they also need maintenance so that the existence of the archive remains good (Rahmi, 2012).

Records management is an activity that organizes documents or letters as a means of official communication in carrying out general tasks within a company. Letter information starts from creation stage, continues with the use stage, maintain and protect, disposition, ends with preservation of archive (Yanuardi et al., 2024). These five stages are intertwined in a series known as the archival life cycle that needs to be managed as a whole system.

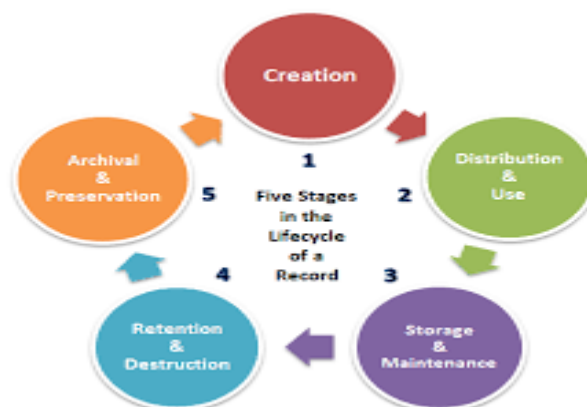


Figure 1. Lifecycle of a Archive

Archive reception activities include receiving incoming letters both between sections within an organization and from outside the organization. Archive recording activities include checking letters to be recorded as archives, indexing by grouping letters based on the order of the problem code, and sorting archive organization activities according to the group (Ariyawati

Putri, 2010). The importance of active records management is often overlooked because it is considered administrative work that is not related to the main activities of the company. However, well-organized archives can improve work efficiency, speed up decision-making, and reduce the risk of losing important data. Conversely, the inability to manage records properly can lead to various problems, such as delays in work processes, information leaks, and financial losses due to administrative errors (Muhammad & Alamsyah, 2018).

A good administrative system, facilities and infrastructure, and good human resources are needed so that work in the office can run smoothly and continuously. Responding to external and internal changes and the development of information technology, to anticipate the need for communication facilities within companies or agencies with new media facilities as a means of official communication (Chearani et al., 2024), the management of letters and archives is faced with increasingly complex problems so that it needs to be arranged systematically to lead to orderly administration that is more efficient and effective in the context of utilizing general administration within the company. Law number 8 of 1997 concerning Company Documents, emphasizes that the business of making and storing company documents is needed to ensure legal certainty and protect the interests of various parties in a legal relationship, therefore the obligation to make and store company documents in an orderly manner according to the standards and archival rules contained in a guideline is a must.

The existence of archives in an office environment cannot be separated from the implementation of activities carried out by an institution. In that sense, archives are created as a result of the process of activities carried out by the institution in the context of carrying out its duties and functions (Hadiwardoyo, 2018). Archives are kept because they are needed by the organization for various purposes, until the time they are destroyed because they are no longer needed. Thus, managing archives in an orderly and regular manner can help organizations in presenting data and information quickly and precisely and be able to support the smooth running of work in the organization. Several factors that cause offices to have not or do not organize archives properly include the lack of awareness of employees. The other possibility is the unavailability of personnel or employees who are experts in the field of archiving.

In PT PLN Pulogadung, good archive management is increasingly important, given the company's great responsibility in providing electricity services to the community. The archive management process that includes classification, creation, acceptance, maintenance, and destruction of archives must be implemented with discipline. In addition, records management should not only cover administrative aspects but should also prevent issues related to confidentiality and information security. However, based on initial observations at the Administration and General Division of PT PLN (Persero) UPT Pulogadung, there are a number of challenges in the existing archive management system. Some of the problems found include a lack of employee understanding of the importance of records management, as well as non-standardized procedures for recording and borrowing records. This has the potential to result in the loss of archives, difficulty in finding documents, and the risk of information security that is not maintained. According to the results of initial interviews conducted by researchers, many employees feel that the archive lending process is often disorganized. One informant stated, "It is often difficult for us to find the archives we need because there is no

clear recording system.” This shows the need for evaluation and improvement in the existing archive management system.

Based on previous research by (Sari, 2022), it was found that a good archive management system can increase transparency and accountability in organizations. The study also states that increasing employee capacity through archival training is one solution to improve records management.

This research focuses on analyzing the archive management system in the Administration and General Division of PT PLN (Persero) UPT Pulogadung, which has novelty in the context of digital archive management and the application of information technology. In recent years, many organizations, including PT PLN (Persero) UPT Pulogadung, have transitioned from conventional records management to digital records management. However, this transition does not always go smoothly and can lead to gaps between ideal archival management theory and practice in the field. Based on these discussions and problems, the authors want to further research related to archives, with the existing problems the authors take the title “**Analysis of Archive Management in Administration Division at PT PLN Pulogadung**”.

2. Literature Review

2.1 Archive

Archives are an important source of information that can support the process of administrative and bureaucratic activities. As a record of information from all organizational activities, the archive functions as a memory center, a tool for decision making, proof of organizational existence and for other organizational interests. Based on the very important function of archives, there must be good management or management of archives from creation to depreciation (Fathurrahman, 2018).

Meanwhile, according to (Basya & Puspasari, 2021) archives are any written records in the form of pictures or charts that contain information about a subject matter or events that are useful and needed at any time in the future.

Whereas, according to (Ellitan, 2009), provides an understanding that “Archives are records of activities or events that can occur in various forms and media in accordance with the development of information and communication technology made and received by state institutions, local governments, educational institutions, companies, political organizations, community organizations, and individuals in the implementation of social, national and state life”. According to this research (Sudiar et al., 2020), it states that archives can be in the form of written documents or other forms that are related to a person or organization. So that archive storage needs to be done to maintain the availability of important information contained in it so that it can still be accessed when needed. Based on the explanation above, it can be concluded that archives are records of activities or events that have important value and function as a source of information in writing, files, pictures and media that must be maintained and managed properly so that they can be accessed again in the future.

2.2 Types of Archives

The types of archives in Law Number 43 concerning Archives, archives are divided into 7 types, including:

- a. Dynamic archives are archives that are used directly in archive creation activities and are kept for a certain period of time.
- b. Static archives are archives produced by archive creators because they have historical use value, have expired their retention, and have the ability to be made permanent which has been verified either directly or indirectly by the National Archives of the Republic of Indonesia and / or archival institutions. And static archives are archives that are not used directly for planning or organizing daily state administration. Archives that have reached a level of lasting value specifically as material for national/government accountability.
- c. Vital archives are archives whose existence is a basic requirement for the operational continuity of the archive creator, cannot be renewed, and are irreplaceable if damaged or lost.
- d. Active archives are those whose frequency of use is high and/or continuous;
- e. Static archives are archives produced by archive creators because they have historical use value, have expired their retention, and have the ability to be made permanent which has been verified either directly or indirectly by the National Archives of the Republic of Indonesia and/or the Archives Institute;
- f. Preserved archives are state archives related to the existence and survival of the nation and state that must be kept intact, safe and secure;
- g. General archives are archives that do not fall into the category of preserved archives.

Meanwhile, types of archives according to Sugiarto & Wahyono (2014) are as follows:

1. Archives by subject. Examples are personnel records, financial records, marketing records, and educational records.
2. Archives based on their physical form. Examples are letters, digital files, tapes, micro films, diskettes, and compact discs.
3. Archives based on their value or usefulness
 - Archives with information value: announcements, invitations.
 - Archives with administrative value: work procedures.
 - Archives with legal value: deeds of incorporation.
 - Historical value archives: annual report.
 - Archives of scientific value: research report.
 - Archives of educational value: curriculum.
 - Archives of financial value: receipts.
4. Archives based on their importance
 - Useless archives: invitation letters
 - Useful archives: employee attendance, letters.
 - Important archives: Certificate, financial report.
 - Vital archives: deed of establishment.
5. Archives based on function
 - Dynamic archive
 - Static archive
6. Archives by place or level of management

- Central archive
 - Unit archive
7. Archives by level of authenticity
 - Original archive
 - Copy archive.
 - Excerpt archive
 8. Archives based on legal force
 - Authentic records
 - Non-authentic record

2.3 Storage Principles

According to Mulyono & Sularso (2003) in (Wiriani, 2024) the principles of archive storage are: safe, durable, UpToDate, and efficient. The organization of archives for each organization (office) varies according to its needs. In organizing storage, it is known:

1) Centralization Principle

Archive storage that is centralized in a separate unit for all archives contained in the organization. So each work unit does not carry out its own archival activities.

2) Decentralization Principle

Each work unit organizes its own archival activities.

3) Combination Principle of Centralization - Decentralization

Archive storage for some work units is centralized, while for work units that have their own specifications, it is possible to organize their own archive storage. Storage with this combined principle is intended so that the weaknesses in the implementation of the storage of the two principles mentioned above (Centralization-Decentralization) can be eliminated.

2.1.3 The purpose of organizing archives

- a. Ensure the creation of archives from activities carried out by state institutions, local government, educational institutions, companies, political organizations, community organizations, and individuals, as well as ANRI as the national archive organizer.
- b. Ensuring the availability of authentic and reliable archives as valid evidence.
- c. Ensure the realization of reliable archive management and archive utilization in accordance with the provisions of laws and regulations.
- d. Ensuring the protection of state interests and people's civil rights through the management and utilization of authentic and reliable archives.
- e. To dynamize the implementation of national archives as a comprehensive and integrated system.
- f. Ensuring the safety and security of archives as evidence of responsibility in the life of society, nation and state.
- g. Ensuring the safety of national assets in the economic, social, political, cultural, defense, and security fields as the identity and identity of the nation, and
- h. Improve the quality of public services in the management and utilization of authentic and reliable archives.

2.4 Archives Management

Records management is the process of managing records from creation, use, maintenance, to depreciation. According to Shepherd & West (2003), records management includes policies, procedures, and techniques used to effectively manage records, both in physical and electronic

form. The main principles of good records management are availability, reliability, authenticity and integrity.

Good records management ensures records can be accessed quickly when needed, stored securely, and managed efficiently to support organizational activities. The records management process includes:

- **Storage:** Records should be stored in a safe and organized place. Storage systems can be physical (shelves, filing cabinets) or digital (servers, cloud).
- **Organization:** Records should be organized in a way that facilitates searching, for example by indexing or coding.
- **Use and Maintenance:** Records should be managed in a way that minimizes the risk of damage to both physical and digital records.

2.5 Archive storage system

An archive storage system is a way or method used to manage and store archives so that they can be accessed easily when needed. According to Sedarmayanti (2003) in Indaryani & Susilo (2021) The archive storage system in Archiving by utilizing modern technology is as follows; Alphabetical Filing System, Chronological Filing System, Numeric Filing System, Subject Filing System, Geographical Filing System.

In the digital world, archive storage is increasingly shifting to electronic formats. Digital records management requires specialized software that allows organizations to efficiently store, manage and access records. The system must also meet security, data integrity and accessibility standards.

2.6 Archive storage procedures

Archive storage procedures are work steps carried out in connection with the storage of document (Hadiaty & Puteri, 2020). There are two types of storage, namely; File Pending refer to a document or request that is awaiting management approval or further examination before it can be processed or action taken, Permanent File this archive storage procedure is checking, indexing, sorting, and finally storing (Permata & Rahmah, 2020).

2.7 Legal aspects of archives

The legal aspect of archives discusses a norm that regulates everything about archives. The discussion of these norms relates to the “inside” of the archive itself, both from the nature and consequences that surround it and the norms that regulate how to treat archives as something of value, both with regard to archival confidentiality, archives as evidence, media transfer, destruction, and submission of archives (Deliarnoor & SH, 2016). In terms of the archive creation stage, the regulatory norm in this stage is how to secure both physically and information since the letter was created, especially confidential letters. While in the archive depreciation stage, the review of the formal juridical legal aspects focuses on the obligation of each organization to have an Archive Retention Schedule (JRA) as a guideline for archive depreciation, destruction and submission of archives.

2.8 Indicators of Archives Management System

According to Mukarramah & Subadi (2021) There are several indicators of archives management systems that can be considered, as follows; archives registration, archive handling, archive storage, archive maintenance, archive security, archive lending, retrieval, archive transfer, archive destruction.

2.9 Review of Previous Research Literature

These are several information from previous studies as comparison and reference material related to the author's research title. Here are some previous studies that have almost the same topic as the research being conducted.

1. Research conducted by Tatyana (2020) entitled “Debtor Archive Management System at the ADC Unit of PT Bank Negara Indonesia (Persero) Tbk. Margonda Branch Office”

The research results show that the archive storage system uses an alphabetical system followed by a year system. In the activity of borrowing archives, recording or what is referred to as registration is carried out. Archive retrieval is done using both manual and computer systems. Archive maintenance to maintain the quality and security of archives involves locking the archive storage room and destroying debtor archives that have been paid off after 8 years of storage. The method used is qualitative, with data collection methods through observation and direct interviews with related fields relevant to the research.

2. Research conducted by Akib (2020) entitled “Archive Management System at the Library and Archives Office of Tojo Una-Una Regency”

The research results show that archive storage/arrangement according to geographic filing has not been well implemented; storage/arrangement of archives according to subject filing has not been optimally implemented; storage/arrangement of archives according to numeric filing has also not been well implemented; storage/arrangement of archives according to chronological filing has not been well implemented either. The method used in this research is a qualitative method described descriptively. Qualitative data were obtained through observation, in-depth interviews with informants, and documentation. The informants in this study numbered 10 people.

3. Research conducted by Rumakat (2018) entitled “Office Administration Archive Management System at the Department of Manpower and Transmigration, Raja Ampat Regency, West Papua Province.”

The research results show that the archive arrangement system is not good and still needs improvement. The most necessary improvement is in archive storage equipment. Archive storage equipment needs to be increased to accommodate all existing documents so that documents can be neatly arranged and not scattered, making them easy to find when needed.

4. Research conducted by Nainggolan et al., (2022) entitled “Archive Management System at PT SOCFIN INDONESIA (SOCFINDO) Medan.”

The research results show that there is still archive accumulation in the workspace, making the workspace narrow and creating difficulties in the archive retrieval process during work processes. This is caused by employees' lack of concern for archive storage. This study uses a qualitative research approach. The type of qualitative research used is descriptive research.

5. Research conducted by Shafirahani (2010) entitled “Archive Management System in the General and Personnel Section of the Central Java Provincial Health Office.”

The research results show that from the aspect of human resources, it is still not optimal, such as the lack of archive managers, and the supporting facilities are still limited, including filing cabinets, archive racks, and archive cupboards. Preparations made by the author include conducting observations to identify problems and creating questionnaires and supporting literature. Thus, the author can compile a research outline, and the data collection

process is carried out using techniques such as direct field interviews and providing questionnaires to employees.

6. Research conducted by Sauw et al., (2022) entitled “Archive Management Systems and Procedures at the Nekamese District Office, Kupang Regency.”

The research results show that there is no good implementation of archive management systems and procedures. The storage procedure is also still very simple, such as being stored in folders, placed in cupboards, and piled on work desks. Archive maintenance steps have been carried out by cleaning rooms, cupboards, and desks when dusty. The research method used is qualitative, treating participants as subjects rather than objects so that participants feel valued as their information is very beneficial.

7. Research conducted by Desthiani et al., (2022) entitled “Archive Management with Numbering System in the Secretariat Section of the Rawabuntu Village Office”

The research results show that employees involved are not disciplined in archiving or recording archives, leading to archive accumulation and increasingly disorganized archive management. Additionally, there is no special storage area for archives, causing archive systems to mix. Data obtained comes from primary sources in the company and field observations conducted directly at the Rawabuntu Village Office regarding archive management.

8. Research conducted by Ardiana & Suratman, (2020) entitled “Archive Management in Supporting Information Services in the Administrative Section of the Social Service, Ponorogo Regency”

The research results show that archive maintenance is only carried out by cleaning dust with a duster, while archive security is maintained by installing CCTV at the entrance to the archive storage room and granting access only to relevant employees. Archive retrieval is done when employees borrow archives; if the archive is not found, the archive officer checks the archive borrowing book to find and meet the previous employee who borrowed the archive. This research is descriptive, and the research approach used is qualitative.

9. Research conducted by Mandulangi et al., (2022) entitled “Dynamic Archive Management System at the Library of Manado State Polytechnic.”

The research results show a lack of human resources, facilities, and equipment used in managing dynamic archives, and a need for transitioning from manual to computerized systems. This study uses qualitative data analysis, obtained from data sources (informants) described until saturation is reached.

10. Research conducted by Riyan (2020) entitled “Archive Management at the Paloan Village Office, Sengah Temila District, Landak Regency.”

The research results show that archive management at the Paloan Village Office has not been optimally implemented. This is evident from the archive recording system using an agenda book that is not accompanied by disposition sheets, and archive storage in which archives are stacked and stored under tables and in cardboard boxes. Archive control has not used control cards or borrowing forms. This research adopts a qualitative approach, including pre-surveys, research design, collection of secondary and primary data, processing, analyzing, interpreting data, and preparing research reports.

3. Material and Method

3.1. Design Study

The author conducted research at PT PLN Pulogadung, which is a company engaged in the energy and electricity sector. PT PLN Pulogadung plays a significant role in managing administrative and operational activities to support Indonesia's national energy goals. The research method employed by the author is qualitative research. Qualitative research involves understanding various opinions, experiences, and perspectives based on insights gathered from multiple individuals.

According to Bogdan & Biklen (2007), qualitative research emphasizes the process and meaning that participants attribute to their experiences within specific contexts. In this research, the qualitative approach is applied through a case study method. A case study, as defined by Mali (2023), is an empirical inquiry that investigates a contemporary phenomenon within its real-life context, especially when the boundaries between phenomenon and context are not clearly evident.

Data collection techniques in this study are divided into:

1. Interview

Interviews are used as a data collection technique when identifying the issues to be researched and when the researcher seeks to gain deeper insights from respondents (Rusandi & Muhammad, 2021). An interview is a question-and-answer process aimed at a specific purpose, such as a research objective to gather important information relevant to the focus of the qualitative study being examined (Haryoko et al., 2020).

2. Observation

Observation in research is used as a data collection technique to obtain information not addressed during the interviews conducted by the researcher with participants. Observation is the activity of examining a process or object to perceive and subsequently understand knowledge about a phenomenon based on previously known information and ideas, in order to gather the necessary data to proceed with the research (Rusandi & Muhammad, 2021).

3. Literature Review

A literature review involves all activities undertaken by researchers to gather information pertinent to the research topic. This information can be sourced from academic books, research reports, journal articles, theses, and other written materials available in print or digital formats. Through a literature review, researchers can collect valuable insights and data that are closely aligned with the focus of their study. The researcher conducts a literature review, which is a data and information collection technique through literature or written sources such as articles, previous studies, and books related to the research topic. According to Bogdan & Biklen (2007) literature review is a technique for gathering information and data using various sources such as journals, previous studies, and books. Therefore, a literature review is an effort made by the researcher to search for theories and information related to the research topic.

4. Documentation

Documentation is a method used to obtain data and information in the form of books, archives, documents, written numbers, and images, including reports and explanations that can support research. Documentation is used to collect data, which is then analyzed.

3.2. Data Analysis

Data analysis is the process of processing data with the aim of finding useful information that can be used as a basis for decision-making to solve a problem. This data analysis process includes four steps according to Miles & Huberman (1984) as follows:

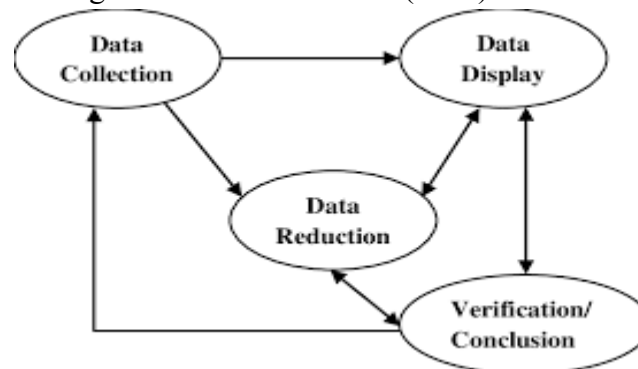


Figure 3.2 Components of Miles and Huberman's Interactive Model Data Analysis

Source: <https://www.researchgate.net/>

1. Data Collection

The researcher conducts analysis simultaneously with data collection. The information obtained through observation, interviews with sources, and documentation can be used for the research.

2. Data Reduction

Data reduction is the simplification, classification, and elimination of unnecessary data so that the remaining data can produce meaningful information and facilitate drawing conclusions. Due to the large volume and complexity of the data, data analysis requires data reduction.

3. Data Display

Data display is one of the activities in preparing the research report so that it can be understood and analyzed according to the desired objective. The data presented should be simple and clear for easy understanding.

4. Verification or Conclusion

The last step in qualitative data analysis is drawing a preliminary conclusion, which is temporary and will change if no strong supporting evidence is found during data collection. Conversely, if the preliminary conclusion is supported by new evidence found later, the conclusion presented is considered credible.

4. Result

4.1 Use Archive Management System PT PLN Pulogadung

The Archive Management System is a tool used to handle and store various administrative records at PT PLN Pulogadung. According to observations, this system is extensively employed and integrated into many of the company's operational procedures. It is mainly used for organizing and maintaining key documents, such as personnel files, project records, contracts, and financial statements. Additionally, it helps monitor the retrieval and return of archived documents, improving the efficiency of administrative tasks related to document handling.

- Employee S: “The Archive Management System is essential for organizing and storing administrative documents. It simplifies the management of records and ensures that documents are readily available when needed”
- Employee R: “This system is vital for processing documents and is integrated with the company’s IT infrastructure, which makes managing archived materials much more easier”
- Employee T: “The Archive Management System allows us to track documents precisely, ensuring that no important files are misplaced. It’s a valuable tool for managing files within a large organization like PT PLN Pulogadung”
- Employee L: “Using this system, document retrieval is much quicker compared to manual methods. It has significantly reduced the time spent searching for archived documents”

From the interviews, it was found that the Archive Management System plays a key role in supporting administrative functions at PT PLN Pulogadung. The system enhances the management of crucial documents by automating tasks such as tracking, storing, and retrieving files. It ensures that both personnel data and project documents are securely stored, easily accessible, and well-organized. Therefore, it can be concluded that the Archive Management System significantly contributes to administrative operations by offering better control over archived documents and streamlining document management processes.

4.2 Advantages and Disadvantages of the Archive Management System

Based on the interviews between the participants and researchers, several advantages and disadvantages of the Archive Management System were identified:

- Employee F: “One of the main advantages of this system is that it allows easy and quick access to archived documents, especially for urgent needs. However, a disadvantage is that sometimes, it’s difficult to retrieve documents that are improperly categorized or not updated”
- Employee D: “The system allows for centralized document storage, which is a great advantage for large companies. On the other hand, the system can slow down during peak usage when multiple users are accessing it at the same time.”
- Employee L: “The system’s search functionality is one of its strengths. It’s easy to find documents using keywords. However, some employees face issues with outdated files not being properly transferred to the new system, causing confusion”
- Employee R: “The system provides an efficient way to track and manage archives, but the downside is that some features, such as document version control, need further improvement to prevent the use of outdated materials”

Based on the results above, it is evident that the Archive Management System at PT PLN Pulogadung has several advantages and disadvantages that should be addressed. The primary advantages include centralized document storage, quick access to archived materials, and an efficient document retrieval process. However, the system faces challenges such as slow response times during peak usage, issues with outdated files, and the need for improvement in document version control. Despite these shortcomings, the Archive Management System shows great potential for enhancing the efficiency and effectiveness of document management at PT PLN Pulogadung. It is necessary to address the identified issues to optimize the system’s performance and ensure smoother and more reliable use.

4.3 Evaluating Archives Management

This study applies the indicators proposed by Mukarramah & Subadi (2021) for evaluating archive management systems, which include: archive registration, archive handling, archive storage, archive maintenance, archive security, archive lending, retrieval, archive transfer, and archive destruction. The following presents the results of interviews with respondents regarding the effectiveness of the archive management system at PT PLN Pulogadung based on these indicators:

- **Archive Registration:** According to the interview results, the archive management system has improved the registration process of incoming and outgoing documents, making it more efficient (Respondent R). It helps to ensure that all documents are accurately recorded and cataloged (Respondent S). The system simplifies the registration process, which is crucial for tracking archived files (Respondent T). Overall, this system has made the registration of documents more systematic and quicker (Respondent L).
- **Archive Handling:** The system has improved how archives are handled within the organization. It provides better sorting and classification of documents, facilitating easier access to relevant files when needed (Respondent S). However, there are occasional delays in the handling of files that are not regularly updated (Respondent F). The archive handling system has streamlined the process of moving documents to their designated locations, ensuring consistency (Respondent T). Overall, this system enhances the organization and management of archives (Respondent R).
- **Archive Storage:** The archive management system has contributed to better storage practices, where documents are stored in a centralized and secure location (Respondent D). It has made it easier to organize and retrieve archived files from the storage system (Respondent R). The use of digital archives has reduced the need for physical storage, which is more efficient (Respondent L). However, there are challenges in maintaining older physical records alongside digital ones (Respondent L). Overall, the system has improved storage practices, ensuring easier retrieval and management of documents.
- **Archive Maintenance:** Based on the interview results, the archive maintenance system has effectively ensured that archived documents are regularly updated and well-maintained (Respondent L). However, some documents are not frequently updated, which leads to issues when retrieving recent information (Respondent F). The system has improved how the integrity of stored archives is maintained, reducing the risk of file corruption (Respondent E). Overall, the archive maintenance function has enhanced the quality of archived data management (Respondent D).
- **Archive Security:** The interview results show that the archive management system has improved the security of sensitive documents by restricting access to authorized personnel only (Respondent A). It provides additional layers of security through password protection and encryption for digital archives (Respondent B). The system also includes secure storage practices, ensuring that physical archives are protected from damage (Respondent V). Overall, the archive security features are effective in safeguarding both digital and physical archives (Respondent D).
- **Archive Lending:** The archive lending process has become more efficient with the use of the archive management system. It allows for easy tracking of documents that have been

lent out, ensuring accountability (Respondent A). The system provides an overview of borrowed documents and helps prevent loss (Respondent B). The lending process is faster and more streamlined, reducing the time needed to process requests (Respondent C). However, some employees still struggle with understanding the proper procedure for lending documents (Respondent D). Overall, the system has improved the archive lending process significantly.

- **Archive Retrieval:** The archive retrieval process has been greatly enhanced through the use of the management system. It allows users to quickly search for and access needed documents with minimal effort (Respondent A). The system provides detailed metadata for archived documents, making retrieval even easier (Respondent B). However, some challenges exist when retrieving documents that are not properly indexed or classified (Respondent C). Overall, the archive retrieval function has increased efficiency and reduced the time spent locating files (Respondent D).
- **Archive Transfer:** The system has simplified the archive transfer process, ensuring that documents are properly moved to new storage locations when necessary (Respondent A). Transfers are well-documented, making it easier to track the movement of archives (Respondent B). However, there are occasional issues with transfer documentation not being properly recorded (Respondent C). Overall, the system has improved the organization of archive transfers, reducing the chances of misplaced files (Respondent D).
- **Archive Destruction:** Based on the interview results, the system has improved the archive destruction process by ensuring that outdated or unnecessary documents are securely and systematically destroyed (Respondent A). The process is documented, reducing the risk of accidental destruction (Respondent B). However, there are occasional delays in the destruction process when there is a backlog of archived documents to be disposed of (Respondent C). Overall, the archive destruction process is managed efficiently and securely (Respondent D).

5. Discussion

The use of technology in administrative management has revolutionized the way companies like PT PLN Pulogadung handle and store records. The Archive Management System at PT PLN Pulogadung is designed to streamline the organization and retrieval of various important documents, enhancing efficiency in daily operations. At PT PLN Pulogadung, the Archive Management System plays a crucial role in managing personnel files, project documents, contracts, and financial statements. According to observations, the system is widely used and integrated into many of the company's operational procedures. It facilitates the efficient tracking, storing, and retrieving of documents, which is critical in ensuring that key records are organized and accessible when needed.

This study evaluates of the Archive Management System at PT PLN Pulogadung based on the indicators proposed by Mukarramah & Subadi (2021),

- **Archive Registration:** The archive management system has improved the process of registering incoming and outgoing documents, making it more efficient. The system ensures that all documents are accurately recorded and cataloged, and simplifies the registration process, which is crucial for tracking archived files.

- **Archive Handling:** The system enhances document sorting and classification, making it easier to access relevant files when needed. Additionally, it has streamlined the process of moving documents to their designated locations, ensuring consistency in archive management. However, occasional delays occur when files are not regularly updated.
- **Archive Storage:** The system ensures that documents are stored in a centralized and secure location, making it easier to organize and retrieve archived files. The use of digital archives has improved efficiency by reducing the need for physical storage. However, challenges remain in maintaining older physical records alongside digital ones.
- **Archive Maintenance:** Effectively ensured regular updates and proper maintenance of archived documents, improving the overall quality of archived data management. While some documents are not updated frequently, leading to challenges in retrieving recent information, the system has played a key role in maintaining the integrity of stored archives and reducing the risk of file corruption.
- **Archive Security:** The system restricts access to authorized personnel, ensuring better control over sensitive information. Additionally, it offers enhanced security through password protection and encryption for digital archives, while also implementing secure storage practices to protect physical archives from damage.
- **Archive Lending:** It enables easy tracking of borrowed documents, ensuring accountability and reducing the risk of loss. The system has streamlined the lending process, making it faster and more efficient in processing requests. However, some employees still face challenges in understanding the correct procedure for lending documents.
- **Archive Retrieval:** It allows users to quickly search and access documents with minimal effort, thanks to the detailed metadata provided for each archived file. However, challenges remain when documents are not properly indexed or classified, which can hinder the retrieval process.
- **Archive Destruction:** Ensures that outdated or unnecessary documents are securely and systematically destroyed, with the process well-documented to minimize the risk of accidental destruction. However, occasional delays may occur when there is a backlog of documents waiting to be disposed of.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

This research evaluated the archive management system at PT PLN Pulogadung, with a focus on its impact on various aspects of document management, including archive registration, handling, storage, maintenance, security, lending, retrieval, transfer, and destruction. The findings suggest that the system has significantly improved the efficiency and effectiveness of managing archives across these processes.

Despite these advantages, there are areas for improvement. These include the handling of outdated physical records, where more efficient methods could be adopted for integration with the digital system. Additionally, improving the indexing and classification of documents could reduce challenges in retrieval, ensuring that all files are easily accessible when needed. Furthermore, enhancing the system's ability to handle higher workloads and providing additional training for staff on specific processes, such as the proper procedures for lending documents, would ensure smoother operations and greater efficiency.

Overall, the archive management system at PT PLN Pulogadung has proven to be an effective tool in improving the efficiency, security, and management of archives, supporting better organizational control and reducing the time and effort required for document-related tasks. Regular updates and continuous monitoring will be essential for maintaining and enhancing the system's performance.

6.2 Implication

The findings from this research highlight significant implications for the archive management system at PT PLN Pulogadung. The improved efficiency in archive registration, handling, storage, and retrieval underscores the importance of investing in comprehensive systems that streamline document management. For the organization, this means enhanced productivity, as employees can access and manage archived documents faster and with fewer errors. The increased security measures for both physical and digital archives further imply that the organization is better equipped to protect sensitive information, reducing risks related to data breaches or unauthorized access.

However, the challenges identified, such as delays in document handling and the struggle with maintaining older physical records, suggest that the system may require periodic updates to better integrate physical and digital archives. Addressing these gaps can lead to even more seamless operations. Moreover, the system's impact on the archive lending process indicates that while the system has improved accountability, additional training and clearer procedures for staff are necessary to fully optimize the lending process.

6.3 Recommendation

Based on the findings of this study, several recommendations can be made to further improve the archive management system at PT PLN Pulogadung.

1. **Enhance Training and Awareness:** Conduct regular training sessions for employees to ensure a better understanding of the archive handling, lending, and retrieval processes, particularly for those who struggle with the procedures.
2. **Integrate Physical and Digital Archives:** Address the challenges of maintaining both physical and digital records by developing a more integrated system that ensures easier management of older physical records alongside digital files.
3. **Optimize System Performance:** Improve the system's capacity to handle high document volumes, ensuring faster processing and minimizing delays, especially during periods of heavy use or document transfer.
4. **Regular System Updates and Maintenance:** Implement periodic updates and maintenance checks to ensure the archive management system remains efficient, secure, and capable of adapting to evolving organizational needs.

7. References

- Akib, K. (2020). Sistem Pengelolaan Kearsipan pada Dinas Perpustakaan dan Kearsipan Kabupaten Tojo Una-Una. *Jurnal Ilmiah Administratie*, 14(1), 20–25.
- Anisah, A., Wahyuningsih, D., Helmud, E., Suwanda, T., Romadiana, P., & Irawan, D. (2021). Rancang Bangun Sistem Informasi Manajemen Arsip Digital. *Jurnal Sisfokom (Sistem Informasi Dan Komputer)*, 10(3), 419–425. <https://doi.org/10.32736/sisfokom.v10i3.1300>
- Ardiana, S., & Suratman, B. (2020). Pengelolaan Arsip Dalam Mendukung Pelayanan Informasi Pada Bagian Tata Usaha di Dinas Sosial Kabupaten Ponorogo. *Jurnal*

- Pendidikan Administrasi Perkantoran (JPAP)*, 9(2), 335–348.
<https://doi.org/10.26740/jpap.v9n2.p335-348>
- Ariyawati Putri, Y. (2010). *Pengelolaan Arsip Pt Pln (Persero) Area Pelayanan Jaringan Surakarta (Studi pada Pengelolaan Surat Masuk dan Surat Keluar Bagian Sumber Daya Manusia)*.
- Ayudia, R., Haryanto, H., & Lailani, E. O. (2022). Sistem Kearsipan Untuk Menunjang Efisiensi Kerja Di Bagian Tata Usaha Direktorat I Pada Inspektorat Jenderal Kemendikbudristek Ri. *Kompleksitas: Jurnal Ilmiah Manajemen, Organisasi Dan Bisnis*, 11(1), 70–79. <https://doi.org/10.56486/kompleksitas.voll1no1.219>
- Basya, M. R., & Puspasari, D. (2021). Analisis Pengelolaan Arsip di Kantor Kecamatan Bungah Kabupaten Gresik. *Jurnal Pendidikan Administrasi Perkantoran (JPAP)*, 9(2), 439–453. <https://doi.org/10.26740/jpap.v9n2.p439-453>
- Bogdan, & Biklen. (2007). *Qualitative Research for Education. An Introduction to Theories and Methods: Boston*, 5.
- Chearani, A., Wolor, C. W., & Marsofiyati, M. (2024). Analisis Sistem Penyimpanan Arsip Aktif pada Kantor Biro Perencanaan Kementerian xyz. *jurnal riset manajemen dan ekonomi (jrime)*, 2(1), 256–264.
- Deliarnoor, N. A., & SH, M. (2016). Pengantar Aspek Hukum dalam Kearsipan. *Universitas Terbuka Repository ...*, 1–59. <http://repository.ut.ac.id/4036/1/ASIP4202-M1.pdf>
- Desthiani, U., Suminar, R., & Safitri, L. (2022). Pengelolaan Arsip Dengan Sistem Nomor Pada Bagian Sekretariat Kantor Kelurahan Rawabuntu. *International Proceeding on Entrepreneurship*, 1(2), 336–348. <https://doi.org/10.32493/ipe.v1i2.18688>
- UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 43 TAHUN 2009 TENTANG KEARSIPAN, 19(19), 19.
- Fardhio Abdi M, Erawan, E., & M.Z.Arifin. (2020). Manajemen Kearsipan Pegawai Di Badan Kepegawaian Daerah Provinsi Kalimantan Timur. *EJournal Administrasi Publik*, 8(4), 4525–4539.
- Fathurrahman, M. (2018). Pentingnya Arsip Sebagai Sumber Informasi. *Jurnal Ilmu Perpustakaan Dan Informasi*, 3(2), 215–225.
- Fifit Hadiaty 1, & Firdha Yunisa Puteri 2. (2020). Sistem Penyimpanan Arsip Statis pada Bagian Tatakelola Administrasi di PT Pos Indonesia. *ATRABIS: Jurnal Administrasi Bisnis (e-Journal)*, 6(1), 28–45. <https://doi.org/10.38204/atrabis.v6i1.408>
- Hadiwardoyo, D. S. (2018). Manajemen Kearsipan di Indonesia. *Buku Modul Universitas Terbuka*, 1–2. <http://repository.ut.ac.id/4024/1/ASIP4102-M1.pdf>
- Haryoko, Bahartiar, & Arwadi. (2020). *Analisis Data Penelitian Kualitatif (Konsep, Teknik, & Prosedur Analisis)*.
- Indaryani, W. Y., & Susilo, G. F. A. (2021). Pengelolaan Arsip Pada Bagian Sekretariat Dinas Pariwisata, Kepemudaan dan Olahraga Kabupaten Magelang. *Libria*, 13(1), 27–49.
- Mali, Y. C. G. (2023). A book review: Case study: Case study research and applications design and methods (6th ed.) by Yin. *Beyond Words*, 11(1), 61–64. <https://doi.org/http://dx.doi.org/10.1563>
- Mandulangi, J., Makinggung, J. P. T., Kasenda, S., Luntungan, F., Manado, P. N., Raya Politeknik, J., Bisnis, J. A., Elektro, J. T., Manado, N., & Mesin, J. T. (2022). Sistem Manajemen Arsip Dinamis di Perpustakaan Politeknik Negeri Manado. *Prosiding*

- Seminar Nasional Produk Terapan Unggulan Vokasi*, 1(2), 124–133.
<https://jurnal.polimdo.ac.id/index.php/semnas/article/view/527>
- Miles, M. B., & Huberman, A. M. (1984). Drawing valid meaning from qualitative data: Toward a shared craft. *Educational Researcher*, 13(5), 20–30.
- Muhammad, A. P. N., & Alamsyah, A. (2018). Pemanfaatan Sistem Informasi Kearsipan Dalam Pengelolaan Arsip Inaktif Di Kejaksaan Tinggi Jawa Tengah. *Jurnal Ilmu Perpustakaan*, 7(4), 21–30.
<https://ejournal3.undip.ac.id/index.php/jip/article/view/22945>
- Mukarramah, A., & Subadi, W. (2021). Analisis Pengelolaan Arsip Dalam Rangka Menjamin Akuntabilitas Kinerja Arsiparis Di Kantor Badan Perencanaan Pembangunan Daerah (Bappeda) Kabupaten Tabalong. *Japb*, 4, 181–192.
<https://jurnal.stiatabalong.ac.id/index.php/JAPB/article/view/396>
- Mulyono, & Sularso. (2003). Manajemen Kearsipan. *Semarang: UNNES*.
- Nainggolan, C. M., Masari, & Novita, V. (2022). Sistem Pengelolaan Kearsipan Pada PT Socfin Indonesia (Socfindo) Medan. *Konferensi Nasional Social & Engineering Polmed*, 3(1), 175–183.
- Permata, S., & Rahmah, E. (2020). Penyimpanan Arsip Dinamis Aktif Di Bidang Kearsipan Dinas Kearsipan Dan Perpustakaan Kabupaten Padang Pariaman. *Jurnal Pustaka Budaya*, 7(2), 91–96. <https://doi.org/10.31849/pb.v7i2.3911>
- Rahmi, H. (2012). Pengelolaan Arsip Dinamis Aktif Dibadan Kepegawaian Daerah Provinsi Jawa Barat. *Ejurnal Mahasiswa Universitas Padjdjaran*, 1(2).
- Riyan, S. (2020). *Pengelolaan Kearsipan Di Kantor Desa Paloan Kecamatan Sengah Temila Kabupaten Landak*.
- Rumakat, L. Q. M. (2018). Sistem pengelolaan kearsipan administrasi perkantoran pada dinas tenaga kerja dan transmigrasi kabupaten raja ampat provinsi papua barat. *Jurnal Noken*, 4(1), 46–61.
- Rusandi, M. R., & Muhammad, R. (2021). Merancang Penelitian Kualitatif Dasar. *Deskriptif Dan Studi Kasus. Staiddimakassar. Ac. Id/Index. Php/Aujpsi*.
- Sari, I. N. (2022). Arsip Personal dan Teknologi Informasi. *Khazanah: Jurnal Pengembangan Kearsipan*, 15(1), 42. <https://doi.org/10.22146/khazanah.71169>
- Sauw, H. M., Djami, R. M., & Bori, M. (2022). Sistem dan Prosedur Pengelolaan Arsip di Kantor Kecamatan Nekamese Kabupaten Kupang. *Penelitian Manajemen Terapan (PENATARAN)*, 7(2), 146–151.
<https://journal.stieken.ac.id/index.php/penataran/article/view/659>
- Sedarmayanti. (2003). Tata Kearsipan Dengan Memanfaatkan Teknologi Mordern. *Bandung*.
- Shafirahani, F. (2010). Sistem pengelolaan arsip di bagian umum dan kepegawaian dinas kesehatan provinsi jawa tengah. In *Economic Education Analysis Journal* (Vol. 3).
<http://lib.unnes.ac.id/id/eprint/3148%0Ahttps://lens.org/081-979-855-658-649>
- Shepherd, E., & West, V. (2003). Are ISO 15489-1:2001 and ISAD(G) compatible? Part 1. *Records Management Journal*, 13(1), 9–23. <https://doi.org/10.1108/09565690310465704>
- Sudiar, N., Idayanti, I., & Rosman H, R. H. (2020). Perancangan Repositori Arsip Digital Istana Siak. *Jurnal Pustaka Budaya*, 7(1), 26–32. <https://doi.org/10.31849/pb.v7i1.3394>
- Sugiarto, & Wahyono. (2014). Manajemen Kearsipan Elektronik. *Penerbit Gava Media*.
- Tatyana, T. (2020). Sistem Pengelolaan Kearsipan Debitur di Unit Adc PT. Bank Negara

- Indonesia (Persero) Tbk. Kantor Cabang Margonda. *Kompleksitas: Jurnal Ilmiah Manajemen, Organisasi Dan Bisnis*, 9(02), 12–19.
- Wiriani, E. (2024). *The Archives Management System in the General Affairs and Human Resources Division at the Langsa City Regional Secretariat Office*. 2(1).
- Yanuardi, A., Marzalisman, M., & Ilham, A. (2024). Penataan Arsip Dinamis Pada Bagian Store Pt. Padang Raya Cakrawala (Apical Group) Kota Padang. *Jurnal Public Administration, Business and Rural Develoment Planning*, 6(1), 60–67. <https://doi.org/10.69741/jpublic.v6i1.178>