

# **Analysis Of Maintenance Procedures For Archives Facilities And Infrastructure Division Of Human And General Resources Of The National Library Of The Republic Of Indonesia**

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## **Abstract**

This research uses a qualitative descriptive approach, namely by describing and examining the problems found. This research data was obtained through observation, interviews and documentation, and previous research articles. The aim of this research is to find out about the procedures for maintaining archival facilities and infrastructure in the human and general resources division of the library. National Republic of Indonesia which includes the availability of good facilities and infrastructure for archival activities as well as obstacles and solutions in maintaining archival facilities and infrastructure. From the results of this research it can be seen that the procedures for maintaining facilities and infrastructure in archival storage in the human resources and general divisions which is still inadequate. This can be seen from the capacity of the filling cabinet being used which is full, resulting in a lot of archives piling up in boxes that are not immediately organized and the archive storage space being poorly maintained. The solution that must be implemented is to carry out routine maintenance on the archives room, and involve related parties in the process of implementing this solution so that all parties have responsibility for maintaining archival facilities and infrastructure.

**Keyword:** Archives; Archives; Maintenance; Infrastructure; Facilities

## **1. Introduction**

Along with the progress in the implementation of office activities, the amount of data, files, and archives collected and stored is increasing because it still has use value. Therefore, an organized storage system is needed so that archives can be found easily and quickly when needed. The maintenance of archival facilities and infrastructure is an important aspect of effective and sustainable records management. In this context, it is important to understand the challenges and best practices that affect maintenance procedures to ensure the integrity and accessibility of archives in the long term.

In some offices, maintenance of archival facilities and infrastructure is often neglected, leading to document damage and data loss. The lack of clear operational standards hampers records management. Effective maintenance procedures should include preventive measures to reduce the risk of damage from environmental factors, such as humidity and uncontrolled temperatures. (Khan&Tariq, 2020)

Effective archive management must follow laws, regulations, or SOP (Standard Operating Procedure). Based on Law Number 43 of 2009 concerning Archives, article 1, chapter 1, the organization of archives includes all activities involving policy, guidance, and management of archives, which are supported by human resources, facilities, and other supporting resources. Thus, archive management is expected to achieve the goals that have been set without any obstacles or barriers.

Different from previous research conducted by in this study has a research focus, namely analyzing maintenance procedures that focus on existing facilities and infrastructure in archival activities in the Human and General Resources division at the National Library of RI to ensure the efficiency and effectiveness of archive management. Thus, this research aims to expand and complement existing studies. Therefore, the author sets the title, namely **“Analysis of the Maintenance Procedure of Archival Facilities and Infrastructure at the Human and General Resources Division of the National Library of RI”**

## **2. Literature Review**

### **2.1 Definition of Archival Facilities and Infrastructure in the Office**

Archival facilities and infrastructure are defined as elements that are crucial in supporting the effectiveness of records management in an organization. The combination of appropriate storage space, adequate equipment, a structured classification system, as well as support from competent human resources, will result in more efficient records management. In an ever-evolving context, adaptation to technological innovation is also key in improving the effectiveness of records management. (Setiawan&Rani, 2021).

### **2.2 Maintenance Procedures for Archival Facilities and Infrastructure in the Office**

The maintenance of archival facilities and infrastructure in an office is a crucial aspect that supports the efficiency and effectiveness of records management. This procedure begins with an assessment of the physical condition of the archive space and storage devices. According to several studies, as revealed by (Siti Aisyah, 2020), environmental conditions such as temperature, humidity, and lighting must be considered to prevent document damage. Proper organization can reduce the risk of degradation of archival materials, so that documents can still be accessed and used properly.

## **2.3 How to maintain archival facilities and infrastructure in the office**

The maintenance of archival facilities and infrastructure in an office starts with a thorough assessment of the physical condition of the archive space. An important part of this maintenance is conducting periodic audits to ensure that all storage facilities, such as shelves, cabinets, and digital storage devices, are functioning properly. According to (Nurhadi & Sari, 2021), temperature, humidity, and lighting in the archive space should be maintained within optimal ranges to prevent damage to physical documents. For example, too high humidity can cause mold growth on paper, while irregular temperatures can accelerate material degradation. Therefore, proper climate regulation, including the use of dehumidifiers and proper ventilation, is essential for maintaining archival quality. This not only protects the documents but also increases the overall durability of the archival facility.

## **2.4 Objectives and Benefits of Maintenance Procedures for Archival Facilities and Infrastructure in the Office**

The main purpose of the maintenance procedures for archival facilities and infrastructure in the office is to ensure that all documents and archives are well maintained and easily accessible when needed. According to (Junaidi & Rahayu, 2018), good maintenance creates a conducive environment for document storage, thereby reducing the risk of damage from external factors such as temperature, humidity, and pollution.

Meanwhile, the benefits of maintaining archival facilities and infrastructure lie not only in document preservation, but also in increasing efficiency in information management. Regular and planned maintenance allows for a reduction in the time needed to locate documents, thereby increasing employee productivity.

## **3. Material and Method**

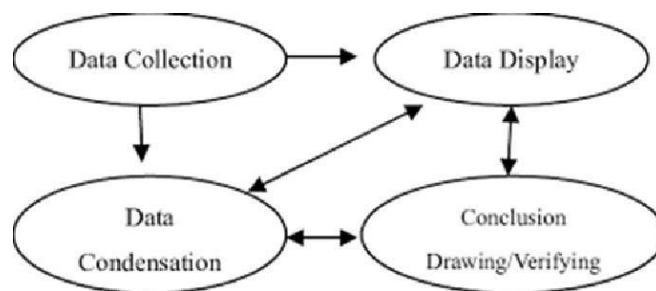
### **3.1 Design Study**

This research uses qualitative research methods to explore an in-depth understanding of the procedures for maintaining archival facilities and infrastructure at the National Library of Indonesia. Qualitative research method is an approach used to understand social phenomena by collecting qualitative descriptive data, such as interviews, observations, and document analysis. (Sujarweni, 2020)

In this study, researchers used a type of case study method to explore the procedures for maintaining archival facilities and infrastructure at the National Library of Indonesia. The case study method allows researchers to explore phenomena in depth in a specific context. The case study method is a research approach that examines a phenomenon in a real context, which provides deep insight into the dynamics and interactions between the elements involved.” With this approach, researchers can explore data from various sources to gain a more holistic understanding of the issue under study.

### **3.2 Data Analysis**

The data analysis technique used is the interactive data analysis model according to Miles and Huberman, which consists of four steps, namely data collection, data reduction, data presentation, and finally conclusions or verification. (Utomo, 2021). The stages of data analysis activities in this study will be explained as follows:



**Figure 3.1** Research Model

*Source : Data Processed by Researchers*

**1. Data Collection**

Data collection techniques are an important step in research, because the data collected must be in accordance with the research needs and can be used to answer existing research questions (Taufan et al., 2018). In this study, data collection was carried out with several archival employees from the National Library of Indonesia through interviews and observations.

**2. Data Reduction**

After collecting data from the field, the next step is to immediately analyze it by reducing the data. Data reduction involves summarizing, selecting the main information. Reduction is done by determining and sorting data from observations, interviews, and documentation, which will then be processed to make it more meaningful.

**3. Data Presentation**

After reducing the data, the next stage in this research is data presentation. By presenting the data, the author can more easily understand the situation that occurred and plan the next steps based on the understanding that has been obtained.

**4. Conclusion Drawing and Verification**

The next step in qualitative data analysis according to Miles and Huberman is conclusion drawing and verification. Conclusions obtained from the field can then be verified during the research by reviewing existing records, so that reinforcement of these conclusions can be obtained (Mahardini, 2020).

**5. Result**

**5.1 Data Description**

This research is a qualitative approach that aims to find out how the procedures for maintaining archival facilities and infrastructure at the National Library of Indonesia. To ensure this research goes well, researchers followed the data collection procedures and stages that have been set. Researchers conducted interviews by asking a number of relevant questions regarding the maintenance of facilities and infrastructure, in order to provide an accurate description. The participants in this study consisted of 4 (four) people from the human resources and general divisions, which consists of 3 (three) Archives Staff, 1 (one) General Staff.

**Table 4.1 : Participant Data**

*Source : Data Processed by Researchers*

No	Participant	Position
1	Partisipan A	Archives staff
2	Partisipan B	Archives staff
3	Partisipan C	Archives staff
4	Partisipan D	General staff

## 5.2 Data Result

Maintenance procedures for archival infrastructure still face various obstacles that affect their effectiveness. Monitoring that is not integrated and reactive in nature makes problem detection and handling slow. In addition, lack of communication between units, lack of awareness of the importance of maintenance, and limited technology are the main obstacles. To overcome this, improvements to the monitoring system, increased collaboration between units, internal campaigns to raise awareness, and the adoption of modern technology in archival management are needed.

The current maintenance schedule for archival infrastructure is still inconsistent and mostly incidental. Maintenance of physical facilities such as storage racks, security systems, and digital devices, such as scanners and computers, has not been done regularly. A more rigorous and systematic maintenance schedule, including monthly checks on digital devices, is needed to maintain the optimal condition of archival infrastructure and prevent more serious damage in the future.

Barriers to archival maintenance include inefficient storage space due to stacks of archives in boxes, fragile storage shelves, and dusty spaces. These conditions cause archive damage and slow down the data management process. Proposed solutions include regular cleaning, fumigation, reorganizing physical archives by category, and investing in additional archive shelving and digital technology. Leadership support is needed to improve facilities and ensure sustainability of archive maintenance efforts.

## 5.3 Data Discussion

The maintenance procedures for archival infrastructure at the National Library still face a number of significant obstacles. One of the main problems is that the monitoring system is not integrated and tends to be reactive, thus only responding to damage that has already occurred. In addition, the lack of collaboration between units also hampers the delivery of information related to maintenance needs. Awareness of the importance of infrastructure maintenance also remains low among relevant parties, with many viewing maintenance as merely an administrative task. Solutions include improved communication, awareness campaigns, and the adoption of modern technology to create more effective and proactive maintenance procedures.

Maintenance scheduling at the National Library currently lacks consistency and tends to be incidental, i.e. only done if there are reports of damage or complaints. Maintenance covers various aspects, such as storage shelves, HVAC systems, fire alarms, security systems, and digital devices such as scanners and computers. However, there is no systematic routine schedule to ensure that all facilities are functioning properly. A schedule that includes regular

checks, including for digital devices, is needed to prevent damage that could disrupt the continuity of records management. Various physical obstacles are also found in the maintenance of archival infrastructure. Stacks of archives stored in cardboard boxes, dusty storage rooms, and fragile storage shelves are the main problems. This situation not only reduces efficiency, but also increases the risk of archival damage.

In addition to physical issues, there is still a lack of adequate facilities and minimal support for archive digitization. Investing in digital technology, such as records management software and document digitization, can reduce reliance on limited physical storage and improve efficiency in records management. Support from the leadership for the procurement of additional facilities, such as sufficient archive shelves, and the implementation of modern technology are important steps to ensure the sustainability and effectiveness of archival infrastructure maintenance.

## **6. Conclusion, Implication, and Recommendation**

### **6.1 Conclusion**

1. Maintenance of archival facilities and infrastructure at the National Library has not been fully carried out with a good system. The procedure is still reactive, meaning that maintenance is only carried out when there is already a problem. In the future, there needs to be improvements so that maintenance is carried out proactively, before damage occurs, by strengthening a better monitoring system.
2. Although there is already a maintenance schedule for facilities and infrastructure, the schedule is still incidental and not routine. Maintenance is often carried out only after there are reports of damage. Therefore, a more regular and consistent maintenance schedule is needed so that all facilities and infrastructure, such as air conditioning systems, storage racks, and digital devices, can be maintained properly.
3. Obstacles include stacks of archives that have not been organized properly, damaged storage shelves, and dust that has accumulated in the storage room. Solutions to these problems include reorganizing the archives, conducting regular cleaning, and performing regular maintenance on the storage facilities. It is also important to get more support from the leadership, such as additional storage racks and investment in digital technology to reduce the use of physical space and make records management more efficient.

### **6.2 Implication**

1. Theoretical Implications

The results of the research obtained support previous research conducted by (Laili et al., 2023),(Kuswantoro & Hartati, 2019),(Saputra, 2021), (Nofia, 2023), (R.A Rodia Fitri Indriani, 2022), (Aditiar Tetuko & Suliyati, 2018), (Basya & Puspasari, 2021),(Saputri et al., 2023), (Pangestu & Sinabutar, 2020),(Arlla Yesifa et al., 2023) from the results of this study indicate that the maintenance of archival facilities and infrastructure is very important to be carried out at a company to support the smooth running of archival activities and maintain the security of company data.

2. Practical Implications

This research implies that the management of archival facilities and infrastructure at the National Library can be improved through several steps. First, the proactive monitoring system needs to be improved so that maintenance is carried out before

damage occurs. Second, maintenance should be scheduled regularly and systematically to keep the facilities functioning properly. Third, reorganizing archives and improving storage facilities will improve the efficiency and accessibility of archive management. Finally, the adoption of digital technology can reduce the need for physical space and improve the efficiency of searching and processing archival data. These measures will support improved records management quality and smooth operations.

### 6.3 Recommendation

1. Based on the discussion and conclusions that have been presented previously, the researcher will provide several recommendations, including:
2. Future researchers can use more than one variable and a quantitative approach to measure the effectiveness of the maintenance of archival facilities and infrastructure carried out, and conduct research in different locations to complement the results of the research that has been done.
3. Future researchers can add the necessary documentation so that the results obtained can be more optimal.

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