

ARCHIVE MANAGEMENT IN IMPROVING ADMINISTRATIVE SERVICES OF EDUCATIONAL INSTITUTIONS

Rokimin¹, Idham², Afdah³

Afiliasi: ^{1,2}Universitas Darunnajah Jakarta, ³MPI STAI Sangatta Kaltim

Email: rokimin@darunnajah.ac.id, idham@darunnajah.ac.id, a.afdah21@gmail.com

Received: 2025-01-10; Accepted: 2025-03-17; Published: 2025-05-03

ABSTRAK

Manajemen kearsipan merujuk pada setiap kegiatan atau pekerjaan yang berkaitan dengan administrasi dan pengelolaan arsip. Pelaksanaan manajemen kearsipan yang efektif dapat memberikan dampak positif terhadap peningkatan pelayanan administrasi di suatu lembaga. Di MIN 1 Serang, manajemen kearsipan diterapkan melalui beberapa proses pengelolaan arsip yang bertujuan untuk meningkatkan kualitas pelayanan administrasi. Penelitian ini menggunakan pendekatan kualitatif dengan menggambarkan secara rinci manajemen kearsipan berdasarkan lima indikator utama, yang diperoleh melalui wawancara dengan beberapa pihak madrasah, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa manajemen kearsipan di MIN 1 Serang meliputi: (1) proses penciptaan arsip yang didasarkan pada surat masuk dan keluar, (2) pendistribusian arsip yang dilakukan baik secara manual maupun melalui email dan WhatsApp, (3) penggunaan arsip yang dibedakan berdasarkan jenisnya, yaitu arsip vital (ijazah siswa, surat izin operasional, sertifikat tanah) dan arsip aktif (surat kerja sama, dokumen kepegawaian), (4) pemeliharaan arsip yang dilakukan dengan menggunakan clearholder yang disimpan dalam lemari besi di ruangan ber-AC, sementara arsip yang sudah tidak digunakan disimpan di gudang madrasah untuk dimusnahkan, dan (5) pemusnahan arsip dilakukan dengan cara membakar arsip yang sudah melewati periode 5 hingga 10 tahun.

Kata Kunci: Manajemen Kearsipan; Pemeliharaan; Sistem Arsip Digital

ABSTRACT

Archive management refers to all activities or tasks related to archive administration. The practical implementation of archive management can positively impact the improvement of administrative services in an institution. At MIN 1 Serang, archive management is implemented through several archive management processes to enhance administrative service quality. This study uses a qualitative approach to describe archive management in detail based on five key indicators obtained through interviews with several madrasah officials, observations, and documentation. The research findings indicate that the archive management at MIN 1 Serang includes: (1) the creation of archives based on incoming and outgoing letters, (2) the distribution of archives, which is done both manually and through email and WhatsApp, (3) the use of archives categorized by type, namely vital archives (student diplomas, operational permits, land certificates) and active archives (cooperation agreements, employee documents), (4) the maintenance of archives using clearholders stored in a safe cabinet in an air-conditioned room, while archives that are no longer in use are stored in the madrasah warehouse for destruction, and (5) the destruction of archives is carried out by burning those that have exceeded a period of 5 to 10 years.

Keywords: Archive Management; Maintenance; Digital Archiving System

INTRODUCTION

Every organization has a basic need for an administrative unit responsible for managing administrative activities. In this case, administration refers to a series of activities that are organized to achieve the organization's mission, including planning, organizing, mobilizing, controlling, and supervising, which aim to create important documents such as letters, proposals, and reports (Husaein, 2020); (Aulianto, 2022). The management of these documents requires an efficient system, which is closely related to the existing archival system in the organization, because the documents produced are the result of daily activities that need to be paid attention to and managed properly (Nur'aini & Rachman, 2019); (Fatayat, 2022).

Archives play an important role as a data source in the organization and store evidence of activities or transactions carried out. Good archive management allows fast and accurate access to information, which is critical for organizational decision-making (Sihaloho & Sobandi, 2018). With clear budgets and procedures in records management, organizations can improve operational efficiency and perform their administrative functions better (Wulan Sulistia Anjany et al., 2023). The management process includes the stages of creation, use, maintenance, and depreciation of archives, to ensure that existing documents remain relevant and useful (Aulianto, 2022); (Nur'aini & Rachman, 2019).

Information technology in archive management is increasingly necessary, given the increasing volume of documents and the demand for efficiency (Puspitasari et al., 2023). Electronic document management systems (EDMS) have been introduced to address this problem, enabling digital storage and maintenance of archives. With the application of this technology, organizations can not only optimize the use of physical storage space but also improve document order and security (Sihaloho & Sobandi, 2018); (Kartawiyuda et al., 2024). Research shows archive management's effectiveness can directly affect organizational performance, where good management can lead to increased productivity and quality of administrative services (Witjayanti et al., 2024) (Hasnawati & Erdawati, 2022).

Effective administrative and records management is essential to the success of any organization. Good organization, management, and implementation of systems in terms of administration and archiving will contribute to the speed of information access and data validity, all of which support a better and more efficient decision-making process in organizational operations. Continuous efforts to improve these systems are indispensable to respond to the challenges and changes in the modern organizational environment (Wisswani et al., 2019), (Aeni Wulandari et al., 2024).

Archives management is a significant activity in every organization, including educational institutions, because it is directly related to managing documents and information

that support smooth operations (Rokimin, 2023). A well-managed archive will be a valuable resource, allowing quick and efficient access to important information (Rokimin et al., 2022). In education, optimal records management not only supports administrative activities but also helps maintain the sustainability of information necessary for decision-making and strategic planning. The importance of archive management in educational institutions is increasingly felt, along with the increase in the number of archives that must be managed. Every year, educational institutions produce various archives, including administrative documents, annual reports, correspondence, and student archives that must be kept for a specific period (Sofwan et al., 2023). Therefore, archive management must be carried out systematically and structured so as not to cause problems in the future, such as difficulties in searching or damaging important archives.

A sound archive management system must include several stages, namely the creation of archives, distribution, use, maintenance, and destruction of archives that are no longer needed (Fajriana, 2019); (Fajriana, 2019b). Each stage has a different procedure and must be carried out carefully to keep the archive valid and easily accessible. In addition, with the development of technology, many educational institutions are starting to switch to digital filing systems that are more efficient and make it easier to search documents without using limited physical storage space (Setiawan et al., 2023).

In the face of these challenges, many educational institutions are trying to continue to improve the quality of their archive management. Through good archive management, it is hoped that more effective and efficient administrative services can be created and improve the organization's overall performance. Therefore, it is important for educational institutions to periodically evaluate the existing archive management system in order to make the necessary improvements. Good archive management is expected to improve administrative services and maintain the integrity and security of important institutional data (Putritar Yulia & Akhyar, 2024). For this reason, research on archive management is relevant to identify the challenges faced and the steps needed to optimize archive management in educational institutions.

MIN 1 Serang, an educational institution, also realizes the importance of archive management in improving administrative services. This institution's implementation of systematic archive management aims to ensure that every necessary document can be found easily and managed adequately. In order to improve the quality of administrative services, MIN 1 Serang has implemented several archive management processes that include the creation, distribution, use, maintenance, and destruction of archives. This process is expected to optimize administrative management and speed up the service process for all interested parties. However, although there has been a structured implementation of archive management, there are still several challenges in its implementation, such as separating vital archives and active archives that are not optimal, and destroying archives that have not been carried out regularly. This study aims to evaluate these processes and provide recommendations for improvements that can be implemented to improve the quality of archive management in MIN 1 Serang. Thus, it is hoped that this research can contribute to developing more efficient and effective archive management in educational institutions.

METHOD

The research method used in this study is qualitative research, which involves describing archive management in detail based on five archival process indicators, including interviews, observations, and documentation activities. Descriptive research is a type of research that aims to provide a clear picture of existing events, both naturally occurring and made by humans. Qualitative research can be said to be an activity that is structured to understand the interpretive practices of respondents and informants towards their world. According to Creswell, the primary goal of qualitative research is to obtain information about the phenomena explored in the research, as well as about the participants and locations of the study. The method of data collection used in this study is data triangulation, consisting of three main techniques: observation, interview, and documentation.

Observation is recording and observing objects with a systematic approach to the events being investigated. Observation is carried out by collecting data directly from the field. According to Nawawi dan Martini (1991), Observation is the systematic observation and recording of the elements that appear in a phenomenon of the object of research. The observation process begins with the study of the place that will be designated as the research location. After the research site was examined, the activity continued with mapping and identification to obtain an overview of the research objectives. The aspects of observation observed in this study are: first, related to the location of the madrasah, second, the state of archive management in the madrasah, and third, other activities implemented at MIN 1 Serang to improve administrative services.

The interview is one of the data collection techniques carried out directly through questions and answers to the object to be researched or to parties who know about the object being studied. Interviews can be a method to obtain primary data from respondents. Interviews can be conducted directly or indirectly. This study conducted interviews based on interview guidelines and used recording tools to obtain data and information about archive management in improving administrative services in MIN 1 Serang. The researcher interviewed the head of the madrasah, the head of madrasah administration, the madrasah administrative staff, and several madrasah education staff.

The documentation method is a way to obtain data by reopening existing records or documents. Documentation is used for data collection when information comes from documents like activity records. A document is a record of past events, and can be a person's writings, drawings, or other monumental works. The documentation study complements observation and interview methods in qualitative research. Through documentation, researchers can obtain additional information supporting the data collected through observations and interviews.

RESULT AND DISCUSSION

As explained by Sugiarto and Wahyono, the process of archiving goes through 5 stages: 1) creation of archives, 2) distribution of archives, 3) use of archives, 4) maintenance of archives, and 5) destruction of archives. In implementing archive management aimed at improving its administrative services, MIN 1 Serang uses the stages of the archive process according to Sugiarto and Wahyono. The process of archiving in archive management in

improving administrative services at MIN 1 Serang was socialized during a work meeting held at the beginning of every new school year. The process of archiving begins at the stage of creating an archive. At this stage of creation, incoming and outgoing archives are recorded and managed directly by the person in charge of madrasah administration in the madrasah operator section.

In the structure of education personnel at MIN 1 Serang, there are several sections to manage finances, libraries, health units and madrasah administration. In the administrative management, there is a person in charge of the administrative department of the madrasah administration. However, in carrying out his duties and responsibilities as part of the administration of the madrasah, Mr. Oji Fahrurroji, S.Pd, was assisted by several other education personnel. Among others are Mrs. Nurul Hidayah, S.Pd. and Mr. Hecin Takhlisi, S.Ag. The creation of archives cannot be limited because archives are created naturally. Administrative activities created the archive at that time. This creation process occurs when a document is created or received. There are various types of archives, so it is necessary to have a section assigned to the person in charge of the creation of archives. An organization begins creating an archive with several stages of data collection. The stages of archival data collection are managed directly by the section assigned as the person in charge of administration in an organization. This creation process is a process that serves to control the development of documents and determine the procedures that a document will be managed according to its value of benefits to the organization (Rokimin, 2022), (Sholikhah & Hermanto, 2021)

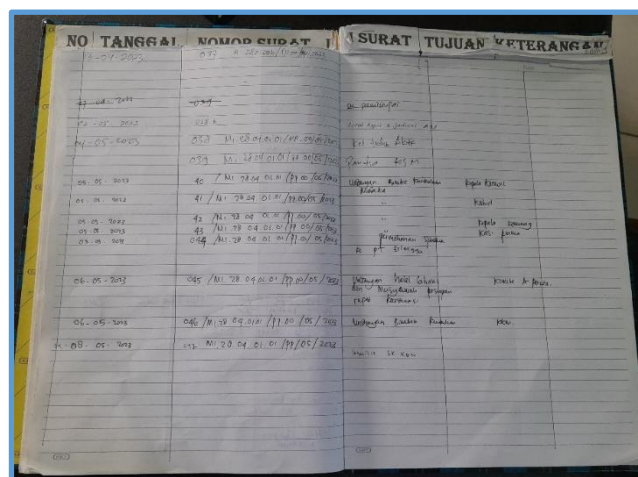


Figure 1.1: Archive Data Collection Book

The next stage of the archive process is the distribution process. The archive distribution process begins with archival data collection and is grouped according to the type and description of the archive, after which the archive is distributed to related parties. Incoming archives will be recorded and duplicated by the administration department to prevent lost or damaged archives. This is carried out routinely by the administration department to maintain the neatness and order of the existing archives. Archives created by the organization's internal will be distributed to external or internal parties. Archives received

from external parties will be distributed to internal organizations. Sugiarto and Wahyono explained that the distribution of archives occurred after the creation and receipt of archives. Documents will be distributed to the relevant parties. If needed by an external party, it will be sent by courier or electronically. If addressed to an internal party, it can be printed or electronic.

The distribution of archives at MIN 1 Serang begins with data collection and archival grouping, making it easier to distribute to related parties. The archives received are recorded directly according to the type and information of the archives by the Madrasah Administration Department. In addition, there is a duplicate archive process that can also facilitate the archive storage process. This is done regularly by the madrasah administration department to maintain the neatness and order of the existing archives. Furthermore, the process of using archives is grouped into several types to facilitate the process. The grouping of archives in the process of their use includes vital dynamic archives and active dynamic archives. This archival grouping will also facilitate the archive maintenance process. In handling archives, each procedure must also be connected to the other. This serves so that archives can be used regularly and adequately. In other functions, it functions so that archives can be facilitated in the storage process, so that at the time needed, the archive can be found again, or even at a time when it is not needed, can be destroyed.

MIN 1 Serang, in its administrative management, implements a data collection process at the beginning of receiving and issuing archives. This serves as a record of the use of the archives received and the archives to be sent. The process of using archives to distinguish the types of archives between the vital and active archive groups in MIN 1 Serang is carried out, even though it is not optimal. Often, vital and active archives are mixed into one, so implementing archival grouping is considered less than optimal. There are several vital dynamic archives in MIN 1 Serang, including student diplomas, operational permits, land certificates, school identification numbers, appointment letters, etc. Meanwhile, several types of active dynamic archives in MIN 1 Serang include cooperation letters between madrasahs or schools, documents of education or personnel, and others. All archives created suddenly must also be known in terms of type and description to facilitate their use. Archives that do not provide clear information will also impact archive management, so archive management becomes poor, and its usefulness is unknown.

While maintaining archives in archive management, there are several classifications between one and the other. In the maintenance process, archives are divided into two groups, and in the process of using archives. However, MIN 1 Serang also has several sub-groups in the grouping of archive types. The archival grouping is divided into 2, namely vital dynamic archives and active dynamic archives. Several special cabinets are used as storage for archive folders, which are divided into several types of archives. There is a vault that stores various types of archive folders regarding student data and madrasah teacher data.



Figure 2.1: *Archive Storage Cabinet*

Archive storage cabinets are placed in the madrasah administration room, where several archives are stored neatly. In addition, the madrasah administration room is facilitated by several madrasah facilities, including an *Air Conditioner* (AC), computers, storage cabinets, and so on. This room is used explicitly by the madrasah administration section. There are several special policies, for example, in addition to the madrasah administration section, it is prohibited to enter the administration room. However, the policy contained in MIN 1 Serang is not implemented optimally because there are several obstacles to the teacher council in making student exam questions, both daily and semester exam questions.

The classification of archive storage according to Sugiarto and Wahyono is divided into two types, namely vital dynamic archives and active dynamic archives. The classification of archive storage in MIN 1 Serang is also the same as the classification of archive storage according to Sugianto and Wahyono, and it is just that, in the storage classification process, it has not been carried out optimally. This is due to the lack of facilities to store madrasah archives. With the existence of a special room for madrasah administration, there is still a lack of space, because the madrasah administration room is also combined with the madrasah administration office. Hence, the space to store archives is not ample.

The storage that has not been neatly arranged at MIN 1 Serang is due to the lack of clarity in the existing archive management procedures. So, even in the management process, there are still many obstacles. According to Pramita, good archive maintenance will maintain the quality of archives and extend their useful life. The quality and integrity of the well-maintained archives will facilitate their use and minimize damage to them in the future. Meanwhile, according to Jogiyanto, a good archive maintenance process must include preventive measures such as supervision of the storage environment, control of humidity and temperature conditions, protection of insects and rodents, and supervision of the physical security of the storage room (Murniati & Sohiron, 2023). The destruction of archives is the last stage in the process of archiving. The process of destroying archives at MIN 1 Serang has its special provisions. Destruction is eradicating archives until they are not recognizable either physically, in data, or information, by burning, shredding, chemical, or by other means that can meet the criteria that can be called destroyed. In the destruction process, MIN 1 Serang stipulated that archives that have been around for the past five to ten years can be destroyed.

This destruction is by burning archives by the madrasah administration department, but this has not been routinely carried out, so many archives accumulate in the warehouse room.

According to Sugiarto and Wahyono, Destruction of documents or archives is carried out when the documents stored by the organization are no longer needed or have expired (Sholikah & Hermanto, 2021). Sugiarto and Wahyono, considering archives that are considered secret or confidential in their writings and contents, the choice to destroy them must increasingly lead to destruction. This is done to maintain the confidentiality of the writing and content of the archive. The destruction of archives is a real form of shrinkage because, from the program, the wealth of the agency is physically and information is lost. It is not just moved from one room to another. Archives that are destroyed if they have met several requirements, such as the archive no longer having a valid value, having exhausted its retention period, not being related to the completion of the process of a case, and others. In administrative management activities, the head of the organization or institution is responsible. This prevents administrative activities that are not by the predetermined archive management procedures.

CONCLUSION

Based on the research results, it can be concluded that MIN 1 Serang has implemented five main archive management processes, including creating, distributing, using, maintaining, and destroying archives. The process of creating archives is carried out through incoming and outgoing letters managed by the Administration (TU) section. Archive distribution is still primarily done manually, while the use of archives is differentiated between vital archives and active archives, although this separation is not yet fully maximized. Archive maintenance is carried out by storing it in clearholders and safes, while the destruction of archives is carried out by burning archives that have passed 5 to 10 years, although the implementation is not routine. Therefore, there is a need to improve the classification of archives before the destruction of archives occurs more regularly to avoid the accumulation of archives that can interfere with the comfort and convenience of storage space.

BIBLIOGRAPHY

- Aeni Wulandari, R. N., Panduwinata, L. F., Puspasari, D., & Puspasari, D. (2024). Pelatihan Pengelolaan Dokumen Bagi Pegawai Di Kecamatan Sukodono Kabupaten Sidoarjo. *Jurnal Pengabdian Kepada Masyarakat Nusantara*, 5(1), 267–275. <https://doi.org/10.55338/jpkmn.v5i1.1918>
- Aulianto, D. R. (2022). Evaluasi Pengelolaan Arsip Dinamis pada Unit Pengolah di Sekretariat Utama Lembaga Ilmu Pengetahuan Indonesia. *Lentera Pustaka: Jurnal Kajian Ilmu Perpustakaan, Informasi Dan Kearsipan*, 8(1), 25–36. <https://doi.org/10.14710/lenpust.v8i1.44715>
- Fajriana, A. (2019a). Tantangan Guru Dalam Meningkatkan Mutu Pendidikan Agama Islam Di Era Melenial. *Jurnal Pendidikan Islam*, 2(2).
- Fajriana, A. (2019b). Tantangan Guru Dalam Meningkatkan Mutu Pendidikan Agama Islam Di Era Melenial. *Jurnal Pendidikan Islam*, 2(2).

- Fatayat, R. (2022). Pengelolaan Arsip Dinamis Di Pondok Pesantren Darul Mukhlisin Bantul. *UNILIB : Jurnal Perpustakaan*, 13(1). <https://doi.org/10.20885/unilib.vol13.iss1.art2>
- Hasnawati, & Erdawati, M. (2022). Efektifitas Kearsipan dalam Meningkatkan Pelayanan Administrasi. *Journal of Indonesian Scholars for Social Research*, 2(2), 120–133. <https://doi.org/10.59065/jissr.v2i2.37>
- Husaein, A. (2020). Perancangan Sistem Informasi Manajemen Surat (SIMURAT) Pada AKAKOM Stephen Jambi. *Jurnal Ilmiah Media Sisfo*, 14(2), 130–137. <https://doi.org/10.33998/mediasisfo.2020.14.2.829>
- Kartawiyuda, T., Heryana, N., & Ridha, A. A. (2024). Implementasi Owncloud Pada Sistem Manajemen Arsip Digital di Perpustakaan Universitas. *Jurnal Informatika Dan Teknik Elektro Terapan*, 12(3). <https://doi.org/10.23960/jitet.v12i3.4792>
- Murniati, M., & Sohiron, S. (2023). Manajemen Arsip dalam Ketatausahaan di Sekolah Menengah Atas Negeri 12 Pekanbaru. *Jurnal Administrasi Pendidikan & Konseling Pendidikan*, 4(1), 61. <https://doi.org/10.24014/japkp.v4i1.24805>
- Nur'aini, R. N., & Rachman, M. A. (2019). Peran Survei dalam Mendukung Manajemen Arsip Dinamis di Perum LKBN Antara. *Lentera Pustaka: Jurnal Kajian Ilmu Perpustakaan, Informasi Dan Kearsipan*, 5(1), 1. <https://doi.org/10.14710/lenpust.v5i1.23581>
- Puspitasari, N., Septiarini, A., Hakim, M. I., Afifah, D. N., Salsabila, Z., Forna, D. D. E., Wahyudi, M. I., Pramudya, P. E., & Hanif, A. L. (2023). Teknologi Arsip Digital sebagai Upaya Peningkatan Layanan Administrasi di Kelurahan Sungai Pinang Luar Kota Samarinda. *Inovasi Teknologi Masyarakat (INTEKMAS)*, 1(1), 8–14. <https://doi.org/10.53622/intekmas.v1i1.189>
- Putritar Yulia, & Akhyar, Y. (2024). Implementasi Manajemen Penyimpanan Arsip Perpustakaan Secara Elektronik di Sekolah Menengah Kejuruan Negeri 4 Pekanbaru. *Journal of Sustainable Education*, 1(3), 13–23. <https://doi.org/10.69693/jose.v1i3.61>
- Rokimin, Ubaedullah, D., Idham, & Rusdiana, L. P. (2022). Manajemen Strategi Pemasaran Pondok Pesantren. Mudir. *Jurnal Manajemen Pendidikan*, 4(2).
- Rokimin, S. M. &. (2023). Peran Kepala Sekolah Dalam Meningkatkan Kompetensi Guru. Mudir. *Jurnal Manajemen Pendidikan*, 5(1).
- Setiawan, B., Indarto, I., & Santoso, D. (2023). Pengaruh Lingkungan Kerja, Team Work, Dan Kompensasi Terhadap Keterikatan Karyawan Dengan Budaya Organisasi Sebagai Variabel Moderasi. *Journal of Economics and Business UBS*, 12(5), 3104–3121. <https://doi.org/10.52644/joeb.v12i5.587>
- Sholikhah, M., & Hermanto, F. Y. (2021). Manajemen Arsip Dinamis Dalam Meningkatkan Akuntabilitas Sekolah. *Jurnal Pendidikan Administrasi Perkantoran (JPAP)*, 9(3), 321–331. <https://doi.org/10.26740/jpap.v9n3.p321-331>
- Sihaloho, L., & Sobandi, A. (2018). Peluang dan Tantangan dalam Mengimplementasikan Sistem Manajemen Dokumen Elektronik. *Khazanah: Jurnal Pengembangan Kearsipan*, 11(1), 1. <https://doi.org/10.22146/khazanah.34470>

- Wisswani, N. W., Catur Bawa, I. G. N. B., & Winetra, I. W. C. (2019). Record Center Arsip Surat Keputusan (SK) Untuk Universitas. *Jurnal Integrasi*, 11(1), 1–8. <https://doi.org/10.30871/ji.v11i2.1166>
- Witjayanti, R. S., Amaliyah, A., & Dimisqiyani, E. (2024). Peran Kompetensi Arsiparis Terhadap Penyelenggaraan Manajemen Kearsipan Pada Pelabuhan Indonesia (Persero) Regional 3 Sub Regional Jawa. *IKRA-ITH HUMANIORA: Jurnal Sosial Dan Humaniora*, 8(3), 84–89. <https://doi.org/10.37817/ikraith-humaniora.v8i3.4185>
- Wulan Sulistia Anjany, Aldira Lindawati, Fatina Ardelia, Abdul Rahman, Izzatusholekha, & Nida Handayani. (2023). Rapat Koordinasi Pengelolaan Arsip di Organisasi Perangkat Daerah Kota Tangerang Selatan. *Journal of Research and Development on Public Policy*, 2(1), 01–09. <https://doi.org/10.58684/jarvic.v2i1.31>