

# Analysis of the Implementation of Standard Operating Procedures in Archives Management at PT Pelabuhan Indonesia (Persero)

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## Abstract

The aim of the research is to find out how the records management system works, how the records management SOP is implemented and how the effects of the records management SOP are implemented. This research uses a qualitative approach using observation, interviews and documentation methods. The data used in this research is primary data, namely data collected directly by researchers. Using purposive sampling techniques and triangulation tests. With research questions on archive management, Standard Operating Procedures for archive management, and application of SOPs to archive management. The results of this research conclude that archive management is running well and in accordance with applicable SOPs and in accordance with existing theory as its implementation is already underway, seen from the performance evaluation and SOP development that is still being carried out by the company. Not only that, in terms of perceived obstacles, we also have good solutions to continually improve employee performance. This is one of the best steps in implementing records management in companies. This research can be used as input for an archivist so that he can carry out work according to his skills and knowledge regarding archives and is expected to always follow the SOP for managing archives effectively and efficiently.

**Keywords:** standard operating procedure; records management; archives; sorting records; implementing sop; archives

## 1. Introduction

In daily activities or work, the volume of archives can increase over time with the large number of documents or correspondence that occurs. By managing office archives, you can support all office correspondence activities well and effectively. This is a supporting factor in creating good office records management. How the archives management system runs well and in harmony will also create correspondence administration activities. This is proof that employees also care about the administration of correspondence.

Apart from having an archives management system, it is also necessary to pay attention to how the Standard Operating Procedure (SOP) is implemented when the archives management system activities take place. Targeted supervision is needed so that archives management system activities can run in accordance with existing SOP milestones.

As reported on the website [hari.disway.id](http://hari.disway.id) Basundoro (2024) that as regulated in Law Number 43 of 2009, "archives are records of activities or events in various forms and media in accordance with developments in information and communication technology."

Apart from that, the administration of archives can be explained on the website [hari.disway.id](http://hari.disway.id) Basundoro (2024) regarding "the administration of archives includes overall policy determination, archival development, and archive management in a national archives system which is supported by human resources, infrastructure and facilities, as well as other resources in accordance with statutory provisions."

Based on the phenomena that occur based on direct observations made by researchers regarding the implementation of management SOPs which are still less effective. The system for sorting letters is less systematic, such as one case that occurred when researchers carried out Field Work Practice activities in the field of Archives in 2023. There were several invoices and proof of payment in envelopes that were not accompanied by a covering letter for proof of payment. Therefore, researchers are still setting aside these documents so that they will later look for the cover letter.

Even if in the end, the researcher does not find the cover letter, it can immediately be archived again and the archive data can be entered. This of course, slightly hinders the process of sorting other archives apart from sorting active and inactive archives, but researchers also look for cover letters related to proof of payment. Not only that, there are cases where archive infrastructure occurs, such as inadequate archive infrastructure. From several archive boxes that have been archived, sometimes researchers have to look for some empty space to store the archive boxes. This is because the space for storing archive boxes is already full with archive boxes in other work units. Of course, the volume of archives continues to increase every day.

Therefore, in accordance with the background of the problems and phenomena described above, researchers are interested in analyzing in more depth the **"Analysis of the Implementation of Standard Operating Procedures in Archives Management at PT Pelabuhan Indonesia (Persero)"**.

## **2. Literature Review**

### **2.1 Archives Management**

Archives management is the implementation of management functions in order to manage the entire archives life cycle, which consists of phases such as creation and receipt, distribution, use, maintenance and depreciation of archives. Each phase of the archive life cycle has sub-principles that influence other sub-principles (Senduk & Lesnussa, 2021).

National Archives of the Republic of Indonesia Number 20 concerning Guidelines for Management of Archives Units in State Institutions (2012) states that Standard Operational Procedures for archive management are guidelines for implementing archive management starting from creation, storage, maintenance, up to archive depreciation, both for conventional and electronic archives (Basya & Puspasari, 2021).

#### **1. Archive Creation**

According to Risparyanto (2021), before creating an archive, there are several steps that must be taken to create an archive that can be used as an archive, namely as follows:

- a) Making a concept for a letter that will be used as an outgoing letter.
- b) The concept is carried out in accordance with the orders of superiors
- c) The concept letter is printed and corrected by the superior
- d) The results of corrections for subsequent archive creation are printed according to requirements

- e) The letter is signed by the leader as the person responsible for creating the archive/letter.

According to Fu'adah et al. (2022), management of letter creation archives consists of two parts, namely:

- a) Incoming mail: activities carried out starting from incoming mail being received, processed and stored. In short, incoming letters are letters received from other agencies or institutions.
- b) Outgoing letters: activities carried out starting from outgoing letters being created, sent, and copies saved

## **2. Archive Storage**

Archive storage is carried out using several steps, namely as follows according to (Basya & Puspasari, 2021):

- a) The step for checking the sequence in storing documents begins with the stage of checking each sheet of document to ensure that the documents to be stored are documents that are ready to be stored according to the general sign in each office or work unit concerned, for this reason the document must be First check the certainty with the authorities.
- b) The indexing step, in an alphabetical system, is to select the name of the person or organization that will be used for storage identity and then decompose it into several units for alphabetizing purposes.
- c) The marking step, this stage is generally interpreted as the coding step. Implemented simply by giving a sign such as a label or a prominent line, the function of having a sign (code) makes it easier for the officer to return the letter to the drawer.
- d) The sorting step is to group letters into the same alphabetical group, to make it easier for officers to carry out the final steps, namely storage.
- e) Storing steps, the final stage is storing or placing the archives according to storage standards and using the necessary equipment and tools.

According to Mulyapradana et al, (2023) there are several steps in storage, including creating an index, coding documents, sorting documents, storing documents in storage, creating an archive system, and destroying archives.

## **3. Archive Maintenance**

Archive maintenance procedures consist of arranging archives on archive shelves, cleaning and removing dust, and improving the location of archives. If done carefully, all of these processes can prevent archive corruption. Archives are arranged in a way that is easy to find or meets the requirements for reuse. In addition, archives can be cleaned of dust with a vacuum cleaner periodically, so that they do not rot. Once all documents are cleaned, they can be reorganized into previously used categories based on subject, city, and other factors (Basya & Puspasari, 2021).

Several factors influence archive maintenance, especially in the case of archive media transfer, including staff knowledge, availability of resources, optimizing the quantity and quality of equipment, and resources. Archive creators must pay attention to providing adequate archive storage space as well as supporting recommendations and facilities (Aulianto, 2022).

Archive maintenance can be done by cleaning the archive storage room once cleaned with a vacuum cleaner, checking the room and once every six months, the room should be sprayed with insect poison, monitoring termite insects by spraying sodium arsenite, place this

sodium in the gaps. - floor gaps, prohibit eating and smoking in archive storage areas, archives should be stored on shelves made of metal where the distance between the bottom shelf board and the floor is around 6 inches, arrange the layout of the archives according to categories, and clean archives (Ardiana & Suratman, 2020).

Archive maintenance can be done by understanding what caused it to become damaged and how to prevent it from happening again. There are two types of archive damage: intrinsic & extrinsic factors. Intrinsic factors come from the archival object itself, such as paper quality, ink clouding, and the effect of adhesive glue. This type of damage occurs chemically, that is, the paper is damaged due to chemical processes that occur in the paper. Meanwhile, extrinsic factors are things that damage archives from outside the archive object, such as the environment and human actions. These factors include temperature, humidity, sunlight, bookworms, moths, termites, cockroaches, mice, and cigarette and drink splashes (Ardiana & Suratman, 2020).

In dealing with damage to archival materials, the following actions are explained: cleaning dust or dirt, fumigation to kill, mold and decidification to remove and protect the paper against external acid exposure and remove stains, etc (Basya & Puspasari, 2021).

#### **4. Archive Shrinkage**

Archive shrinkage is an activity to reduce the quantity of archives by transferring inactive archives from the processing unit to the Archives Unit, eliminating archives that are no longer useful, and providing static archives to the archival agency (Basya & Puspasari, 2021).

According to Gie (1992), there is a way to find out whether an archive still has benefits or not, which can be measured by calculating the number of users as follows:

$$\text{User Number} = \frac{\text{Total of requests}}{\text{Total of letters in the archive}}$$

Archives become more useful if the percentage of usage figures increases, because archives can be considered to still have value. The archive is still active and really helps the continuity of the organization concerned. The amount of use must reach 5% to 20% of the types of archives that are still useful, while useless archives must be reduced and deleted (Basya & Puspasari, 2021).

Reducing the number of archives to reduce the pile of archives in the office is part of archive shrinkage. The transfer of documents is internal, namely from the processing unit to the archives unit within the company. Meanwhile, the handover is an external action, namely from the company to the National Archives. Company documents that must be submitted to the National Archives are company documents that have historical value and whose use is related to government activities (Ardiana & Suratman, 2020).

#### **5. Archive Destruction**

Archive destruction is the activity of destroying archives through certain procedures so that the physical information in them cannot be recognized. To maintain the archive management process and the archive life cycle from the creation of an archive to the destruction

of the archive and to prevent a flood of unused archives, archive destruction activities are carried out (Basya & Puspasari, 2021).

According to Kapitanhиту et al, (2023) that the destruction of archives can be done in various ways, namely:

- a) By melting archive sheets using a paper melting machine.
- b) By burning it completely until it becomes ash.
- c) By stockpiling in the ground (less effective).
- d) By manually tearing/shredding it into small shreds.
- e) By using a paper shredder.

According to Kapitanhиту et al, (2023) that the destruction of archives is carried out through the following process:

- a) Formation of a committee
- b) Inventory of archival data
- c) Assessment of the usefulness of archives
- d) List of proposed extermination

The National Archives of the Republic of Indonesia Number 25 concerning Guidelines for Destruction of Archives can explain that activities in destroying archives that have no function and use value and are expired or past the storage time limit.

## **2.2 Definition of Archives Standard Operating Procedures**

A company must have a Standard Operating Procedure (SOP) so that it can follow previously established procedures when operating (Andika et al., 2022).

Standard Operating Procedure is a guideline or reference for how a worker carries out his work duties in accordance with the organization's functions and performance assessment tools. Standard Operating Procedures are based on technical, administrative and procedural indicators that are in accordance with the work procedures, work procedures and work systems of the work unit concerned (Dina Octavia et al., 2021).

Meanwhile, the definition of Archives Standard Operating Procedure is information that is recorded or recorded in any form and can then be received and maintained by a body, institution, organization or individual legally or as part of an activity transaction. Archives must be significant, accurate, original and unique (difficult to replace if lost) (Dina Octavia et al., 2021).

As mentioned by the National Archives of the Republic of Indonesia Number 20 concerning Guidelines for Management of Archives Units in State Institutions (2012), it is stated that the Standard Operating Procedure for archive management is a guideline for implementing archive management starting from creation, storage, maintenance, up to archive depreciation, both for archives. conventional and electronic (Basya & Puspasari, 2021).

## **2.3 Standard Operating Procedure Policy for Records Management**

The archive management SOP policy includes different regulations. Archives management is a job of managing archives starting from recording, controlling, distributing, storing, maintaining, monitoring, transferring and destroying. The activities carried out by archivists are responsible for providing a service for the information needed in the operation of institutional activities, in this case especially for a company and office administration activities.

Managing archives requires being able to face many different problems and challenges (Fu'adah et al., 2022)

It should be remembered that the most important thing in overcoming an archive management problem is to manage an appropriate archive storage system, meaning that archives are stored based on a system that allows for quick retrieval if at any time they are needed again for important reasons. Apart from that, archival methods and infrastructure must be equipped with competent archive staff so that archives can be an appropriate source of information (Fu'adah et al., 2022).

Archive information services are services that can process information in a useful format to produce the information users need. Information is important because with information users can see the status of records management conditions in an institution. Users of archive information services are archive processors in the corporate sector. One of the tasks carried out by company employees or as archives processors is the issue of archive management (Fu'adah et al., 2022).

Archives are needed to help provide services to interested parties to provide information services for planning, decision making, supervision and related internal needs. Factors that play an important role in optimizing archive management are human resources, archive storage facilities, and financing of infrastructure (Fu'adah et al., 2022).

Therefore, it is certainly important to have archive management. So it can be concluded that the SOP for archive management is a work guideline carried out by the archive processing unit to manage archives in accordance with applicable regulations and good and correct archive management. So that the goal of managing records in a company will be realized properly.

#### **2.4 Archive Management Standard Operating Procedure Services**

The National Archives of the Republic of Indonesia regulations establish archival supervision standards for measuring archival management indicators. According to Law No. 43 of 2009 concerning archives and ANRI Regulation No. 6 of 2019, archival supervision is carried out to ensure that records are managed systematically, effectively and efficiently in a systematic, effective and efficient manner. According to article 1 of ANRI Regulation No.6 of 2019, archival supervision is an activity process for assessing archival administration based on conformity with archival principles, norms, procedures, rules and standards (Aulianto, 2022)

Based on archival guidelines and standards, it can be done independently, factually and professionally. The internal archives monitoring team conducted an internal archives audit to assess dynamic archive management in the archive creation environment. The assessment consists of two components: dynamic records management and human resources. Dynamic archive management aspects such as the archive life cycle, starting from creation, use, maintenance and depreciation (Aulianto, 2022).

Meanwhile, the archival resource aspect includes archival human resources and archival infrastructure. The results of the internal archival audit are outlined in an internal archival audit report which is a compilation of factual conditions and recommendations from each processing unit that is the object of supervision (Aulianto, 2022).

Not only that, since the enactment of Law Number 7 of 1971 concerning the Principles of National Archives, the Indonesian government has taken various strategic actions to improve, strengthen and increase the quality of management or arrangement of national

archives. This is done in order to improve advances in science and technology as well as the complexity of management administration problems which have increasingly developed recently (Milyan Milyan, 2022).

## **2.5 Implementation of Standard Operating Procedures for Records Management**

The quality of an archivist (manager in the archives sector) must also be improved, so that archive management will run well, including storage and depreciation. Irregular archives will be difficult to find and will take a long time to retrieve archives, this will disrupt the smooth running of office operational activities (Oktari & Rahmah, 2019).

Archives can be optimally useful for an organization if they are managed in an orderly and orderly manner, but on the other hand, if archives are not managed well, it will cause problems for an organization. The accumulation of useless archives and an erratic archive management system will result in the room feeling cramped and uncomfortable, which can have a negative impact on the performance of an organization's duties and functions (Oktari & Rahmah, 2019).

The importance of SOPs in archive management is a guideline for employees because they are written regulations. SOPs for records management are very important because they are written regulations and serve as guidelines for employees. Records management SOPs are very useful for agency/institutional units because they help them provide services well, effectively and consistently. This SOP was created to ensure that any work related to records management can be carried out effectively and efficiently. It can be designed to prevent overlapping tasks given by institutions or agencies to workers and prevent employees from making mistakes in providing services to the community. They also ensure that the service process continues to run in various situations (Oktari & Rahmah, 2019).

There are several reasons why proper filing procedures are often overlooked when helping administrative activities become more efficient and productive. Failure of archiving procedures in almost all private and government companies is always caused by various obstacles, such as limited facilities and infrastructure and a shortage of archivists. To overcome this problem, every organization must have a Standard Operating Procedure (SOP) to carry out compilation procedures (Maghfirotn Munawaroh et al., 2023).

Archives are not just stored or stacked, they can be arranged systematically to ensure a neat filing system that is easy to find again when needed. One of the impacts of archive problems that are not well organized and neat is that archives become increasingly piled up, making documents or files more difficult to find, causing documents or files to be lost, become rotten due to damp room conditions, being exposed to termites, or losing data due to delaying work. arrangement (Maghfirotn Munawaroh et al., 2023).

In addition, if an archive is difficult to find, it will become an obstacle in the decision-making process and will complicate the legal and accountability process. Archives issues have not yet received full attention from the general public, government organizations or private organizations. As an organization's activities develop, the number of files/documents in that agency also grows (Oktari & Rahmah, 2019).

Several factors influence dynamic records management including the availability of labor, infrastructure, and work environment. The quality of the workforce and better infrastructure will have a positive impact on dynamic archive management (Aulianto, 2022).

If records are not handled properly and regularly, the company will also face problems. to facilitate record keeping and increase labor productivity. Filing systems that use technical advances or automated filing systems use electronic data management facilities. If implemented well, the system can increase efficiency and control duplicative information requests. In addition, thanks to modern technological capabilities, archives can be automated. Work efficiency is an organizational philosophy that aims to complete every job with the least effort while producing the best possible results that meet objectives. In order to be lighter, every use of objects, time, energy and thoughts must be very little. On the contrary, after using all company resources to provide (Khasanah, 2023).

Not only that, the role of an archivist is as a functional technical implementer in the field of managing dynamic archives and static archives. Carrying out archive management and archival development activities is relevant to the main duties of the archivist himself. There are many reasons why effective records management helps administration run more smoothly. There are many obstacles, such as lack of labor, lack of knowledge and skills, and limited archival facilities and infrastructure. Thus, most government and private institutions have poor records management. A paradigm that always places archiving outside of other work activities makes such conditions difficult (Rahmi et al., 2021).

### **3. Material and Method**

#### **3.1 Design Study**

The approach used in this research is a qualitative approach using observation, interviews and documentation methods. The data used in this research is primary data, namely data collected directly by researchers. According to Pangestu et al, (2022), the data sources in this research use primary and secondary data sources. Primary data sources are research data sources obtained directly from original sources (not through intermediary media). By conducting interviews with several employees, carrying out documentation as supporting data collection material and conducting observations as material for reviewing facts regarding the implementation of company records management SOPs.

Meanwhile, the technique used in sampling is using a non-probability sampling method with a purposive sampling method. Non-probability sampling is a sampling technique that does not provide an equal chance for each element or member of the population selected as the sample (Pangestu et al., 2022).

#### **3.2 Data Analysis**

The data analysis technique used by researchers uses the Miles and Huberman model which includes: 1) Data Reduction, (2) Data Display (Data Presentation), (3) Conclusion Drawing/Verification (Conclusion Drawing/Verification) (Rijali, 2018).

### **4. Result**

#### **4.1 Archives Management PT Pelabuhan Indonesia (Persero)**

Archives management is the process of turning archives into one archival unit that is adapted to archive management, namely the creation, storage, maintenance, depreciation and destruction of archives.



## **1. Archive Creation**

From the research results obtained by the researcher through interviews that were in accordance with existing theory, each participant explained that the creation of archives was formed by receiving and creating letters based on manuals or through company applications as quoted by one of the participants in a short interview. on April 30, 2024 said that:

"In the creation of an archive there are two things: reception and creation."

## **2. Archive Storage**

The company carries out archive storage by adjusting how the documents are processed. This can be done manually or through the company application. So the type of archival storage carried out adapts to existing documents. Meanwhile, the archive storage process is carried out in accordance with the archive order and active archive storage is stored through the archive creator and inactive archives are stored through the archive unit. As quoted by one of the participants in the archive storage process through a short interview on April 30 2024, he said that:

"In the current case, the archives are first recorded as files, then put into a folder, the folder is given a code, then it goes into a box. "The box is also given a code, for this box, where do you want to put it, then enter the record center."

## **3. Archive Maintenance**

It can be concluded that through archive maintenance the implementation is in accordance with the existing archive maintenance theory. By sterilizing the room, we clean it from dust, regulate the room temperature, regulate the room humidity and carry out fumigation 3 times a year. Archive maintenance is one of the responsibilities of the management unit, while the person responsible for the record center is the archives unit. Apart from that, one of the factors that causes archive damage is archival pests, namely termites. Based on a quote from one participant in a short interview on April 30 2024, he said that:

"That must be swept, there must be no dust. It must be sterile from dust, because if the archive is dusty, those who want to search for the archive will definitely be too lazy to search first. That's why you need someone to clean it every day. Guper time is done 2x a week. The temperature setting is 19-20 degrees, so the AC must be 24 hours. Then the humidity is 50. To avoid archive pests, add camphor only to prevent insects from entering. "Next there is fumigation carried out ideally 3x a year so that all the pests die, carried out within 24 hours."

## **4. Archive Shrinkage**

Based on depreciation, archives can be classified into active and inactive archives. The process for depreciating archives is in accordance with the description of the steps for proper depreciation of archives. One of the requirements for carrying out the archive depreciation stage is that you must have a list of active and inactive archives, because this is proof that depreciation has been carried out up to the archive destruction stage. Not only that, one way to find out whether an archive still has use value or not is to ask the creator of each archive for the relevant documents. As quoted by one participant in a short interview on April 30 2024, he said that:

"A team was created, there was a destruction assessment team, then from the archives unit, a list of archives proposed for destruction was created, then it was thrown to the team, then the

team made a recommendation, submitted it to the archives unit, then asked for a statement from the board of directors, then a letter was written to ANRI, proposing consideration for archives over ten years old, if under ten years old. "You can execute it straight away, then if there are considerations from ANRI, okay, destroy it, make a decision letter from the board of directors, you can destroy it and create an archived destruction report and report the results to ANRI."

## **5. Archive Destruction**

Based on the destruction of archives, namely by creating an archive destruction team filled with archive creators, legal staff, and internal supervisory unit staff. And through a series of statements or letters of recommendation issued by the directors and ANRI. Thus deciding the conclusion that the archive can be approved for destruction. As quoted by one participant in a short interview on April 30 2024, he said that:

"The procedure for destroying archives is firstly forming an archive destruction team, selecting archives, making a list of archives proposed to be destroyed, assessing by the archive depreciation assessment team, requesting acceptance of archive depreciation to ANRI, after receiving a recommendation from ANRI, it is determined that the archives will be destroyed, after determining which archives will be destroyed from the creator of the archive after that there was the head of the company huh."

### **4.2 Standard Operating Procedure for Archives Management of PT Pelabuhan Indonesia (Persero)**

In the Standard Operating Procedure for Archives Management of PT Pelabuhan Indonesia (Persero), it can be concluded that the indicators for managing archives of PT Pelabuhan Indonesia (Persero) include the following;

#### **1. Standard Operating Procedure Policy for Records Management**

In the archive management SOP policy, which is carried out in periodic updating and revision of an archive management SOP to accommodate changes is by carrying out periodic revisions of the SOP to maintain quality within the company so that it remains well and effectively maintained. Of course, carrying out this work requires a special work unit to manage SOPs and this is usually done digitally in company applications. As quoted by one participant in a short interview on April 30 2024, he said that:

"It's in the SOP section. So at Pelindo there is a special section or work unit that manages SOPs and also quality for the company, one of which is."

#### **2. Standard Operating Procedure Services for Archives Management**

In archive management SOP services include supervision, evaluation, development and maintenance of SOPs carried out by the organization. As follows, it can be concluded that development and maintenance are carried out through company applications and are well documented, supervision is carried out with each different entity in order to maintain company archives down to the subsidiaries. Meanwhile, SOP evaluation is also carried out via the company application so how it is updated can be seen on the site, and is carried out every semester or once every 2 weeks, while real-time archive management can monitor the creation of archives in the application. As quoted by one participant in a short interview on April 30 2024, he said that:

"Every 2 weeks, involvement from the head office archives unit supervises either online or directly the archives manager of each entity for the pre-merger archives management process. "Now for real-time electronic archive management, from the archive link you can monitor the creation of archives in the application."

#### **4.3 Implementation of Standard Operating Procedures for Archives Management at PT Pelabuhan Indonesia (Persero)**

The results of research data on the implementation of the Standard Operating Procedure for Archive Management at PT Pelabuhan Indonesia (Persero) can be concluded that the indicators for archive management at PT Pelabuhan Indonesia (Persero) include the following;

##### **1. The Importance of Archives Management SOP**

Each participant concluded that it is important to have a records management SOP that should always be applied. This certainly supports the implementation of archive management services running well, effectively and efficiently. As well as answering all the objectives of archive management, namely designed to prevent overlapping tasks given by institutions or agencies to workers and prevent employees from making mistakes in providing services to the community. As quoted by one participant in a short interview on April 30 2024, he said:

"Of course it's important. Because if you don't use the SOP, the archives will eventually be lost, so it's important to have an SOP for archive management."

##### **2. Effect of Implementing SOP for Records Management**

It can be concluded that the implementation of the archive management SOP has a positive impact, which also has a positive impact on the work of each employee. As quoted by one participant in a short interview on April 30 2024, he said:

"The influence is clear, from the SOP it is clear that it is orderly."

##### **3. Obstacles to Implementing Archives Management SOPs**

Meanwhile, several participants often faced obstacles, one of which was the difficulty of finding archives during archive retrieval and the lack of someone who mastered good archival rules.

Even so, of course this is detrimental for the company because it is difficult to find documents that are difficult to find. Regardless, for employees this does not create obstacles to their work because they will always do their best. As quoted by one participant in a short interview on April 30 2024, he said:

"The obstacle is that there are still limited human resources who master or understand archives. "Because archives are still seen as marginal knowledge, so people still like to be limited like that."

##### **4. How to Overcome Obstacles in Implementing Archive Management SOPs**

One of the best ways to overcome this problem is to continue to follow the existing archive arrangement and management, namely searching for archives that are being searched for in accordance with archive rules. As quoted by one participant in a short interview on April 30 2024, he said:

"Yes, that is by organizing archives and managing archives in accordance with correct archival rules."

## **5. Discussion**

### **5.1 Archives Management PT Pelabuhan Indonesia (Persero)**

Based on the research data presented above which has been expressed by several participants, it explains thoroughly the management of records in companies, of course this is an important thing to do in daily administrative activities at work. Management of PT Pelabuhan Indonesia (Persero) archives is carried out manually or electronically through the Pelindo E-Office (PEO) application.

Archives management is the process of turning archives into one archival unit that is adapted to archive management, namely the creation, storage, maintenance, depreciation and destruction of archives.

#### **1. Archive Creation**

Creating archives at PT Pelabuhan Indonesia (Persero) uses manual and electronic receipt and creation of letters via PEO. In terms of receiving letters, it can be done manually, such as receiving external letters sent via company email and the relevant parties receiving them in hardcopy, then they can be input again via PEO. The hardcopy archive can be scanned and entered into the PEO. If the archive creation is done manually and via electronic PEO application, if it is manual because it does not have a PEO application and an external signature can be obtained then the numbering can use PEO. So if someone has a PEO application, it can be done digitally, and in terms of administrative activities it also boils down to the PEO application.

It can be concluded that the creation of archives at PT Pelabuhan Indonesia (Persero) is divided into two: receiving and creating archives can be done manually if the relevant party does not have the Pelindo E-Office application and digitally via the Pelindo E-Office application.

#### **2. Archive Storage**

Archive storage at PT Pelabuhan Indonesia (Persero) is a type of permanent storage in manual archiving. And the storage process is of course adjusted to the archive. Active archives are stored at the archive creator, while inactive archives are stored at the record center by the archive unit. The way the archives are first recorded is through a list of active/inactive archives, then put into a folder, the folder is given a code, then the folder is put in a box. The box is also given a useful code to make it easier to find the target document in a search that has been adjusted by that code.

It can be concluded that the archive storage at PT Pelabuhan Indonesia (Persero) is still carried out using permanent storage in manual archives, while digital archives have been processed through this application.

#### **3. Archive Maintenance**

Maintaining archives at PT Pelabuhan Indonesia (Persero) by cleaning the archives or archive room from dust twice a week, setting the room temperature to 19-20 degrees,

controlling the room humidity, and carrying out fumigation 3 times a year for 24 hours. . To avoid annoying archive pests.

In dealing with damage to archives due to flooding, the archives can be dried so they can be easily read again or if the archives cannot be saved then it can be said that the archives are considered to have been destroyed by themselves. This can be returned to the ANRI section for information about archives affected by flooding. If damage to archives is caused by termites, this can be done by spraying the pests first, then drying them and then archiving them again.

And the factor that causes damage to archives is the presence of pests or termites that land on archives that were previously in the cupboard. So it can be concluded that archival maintenance is in accordance with existing theory by cleaning dust, regulating room temperature and fumigation. Regarding dealing with archive damage, it has also been handled using a good process, a basis for protecting an archive has been created by adjusting for archive damage that occurs. And one factor that often occurs is the presence of termites in past archives.

#### **4. Archive Shrinkage**

Depreciation of archives at PT Pelabuhan Indonesia (Persero) is divided into two depreciation of active and inactive archives. If an active archive is previously created, a list of archive data is first created, then the archive can be stored and maintained because active archives do not have to be destroyed. After that, from active it can be reduced to inactive. If the archive is inactive, there is a process of moving the archive from active to inactive, arranging and updating the archive storage location and archive storage or archive destruction can be carried out. So the most important thing about active and inactive archives is that you must have a list of archives first to make things easier because without a list of archives we cannot carry out the next process.

The way to find out whether archives are considered to still have use value or not is to reconfirm the archives in question. Then you can check again to see the applicable retention schedule to see whether the archive can still be used or is likely to be destroyed.

So it can be concluded that depreciation of archives at PT Pelabuhan Indonesia (Persero) was carried out using a good depreciation process in accordance with existing theory. This is done through active and inactive archives, provided that they have a data collection list of active/inactive archives. As well as measuring the use value of an archive by confirming the related archive through the creator of the archive.

#### **5. Archive Destruction**

The destruction of archives is carried out at PT Pelabuhan Indonesia (Persero) in several ways, namely by collecting the archives to be destroyed, making a statement from the board of directors to ANRI proposing consideration of archives with retention for ten years or less, if there is consideration through ANRI the proposal for destruction can be approved, then a letter is drawn up. The board of directors' decision permitted destruction and made the minutes of archive destruction and reported the results to ANRI.

Before carrying out the archive destruction stage, there is also something that needs to be done, namely by creating an archive destruction assessment team filled with archive creators, legal staff and Internal Monitoring Unit staff. Then a report on the extermination event is made,

and a list of archives on the proposed destruction is compiled. Next, the team can assess it by recommending it to the archives unit.

It can be concluded that the stages of archive destruction are in accordance with the applicable archive destruction rules, involving ANRI in reporting all forms of archive destruction that will be carried out. And before the archive destruction stage is held, a team is created first so that the process runs well until the assessment of archive destruction will be reported to ANRI.

## **5.2 Standard Operating Procedure for Archives Management of PT Pelabuhan Indonesia (Persero)**

In the archive management SOP, attention can be paid to the policies and services in the archive management SOP carried out by the company. Because not all companies, both private and state companies, implement SOPs for records management, there are still some companies that have not focused their administration systems on records in accordance with their rules. Of course, this is a concern in this research.

### **1. Standard Operating Procedure Policy for Records Management**

In the archive management SOP policy, which is carried out in periodic updating and revision of an archive management SOP to accommodate changes is by carrying out periodic revisions of the SOP to maintain quality within the company so that it remains well and effectively maintained. Participants were of the opinion that this was done by periodically revising the work guidelines for the company's application services by monitoring the SOP for archive management.

### **2. Standard Operating Procedure Services for Archives Management**

Participants also believed that they also carried out evaluation and supervision of SOPs in order to ensure that SOPs were better and more effective. By implementing archival arrangements looking at archive volume data that has been properly archived, this is one way of measuring performance in archival determination. In terms of archive management, archive creation is based on the creation of archives, maintenance is based on archive maintenance, while archive depreciation and destruction is based on periodic archive lists.

In terms of developing and maintaining SOPs for archive management, you can regularly monitor SOPs on company application services. And in supervision of archive management SOPs are implemented once every 2 weeks to carry out online supervision, while in archive management long-term monitoring of company applications.

## **5.3 Implementation of Standard Operating Procedures for Archives Management at PT Pelabuhan Indonesia (Persero)**

After the SOP for archive management, of course it can be concluded how important the SOP for archive management is and the various influences that each employee feels while doing their work. Does the influence they feel have a good or bad impact on their performance? As well as what obstacles often occur when implementing archive management SOPs and how they overcome these obstacles.

### **1. The importance of Archives Management SOP**

As it should be, several opinions from the participants in this research refer to the importance of an SOP for records management and how to implement the SOP. According to one participant, having an SOP for archive management is important for administrative activities so that archives will not be lost in the future because there is a need for data collection from each archive. It can be concluded that by enforcing the archive management SOP, all administrative work or activities can run well because there is an archive management SOP that is in accordance with archival principles.

### **2. Effect of Implementing SOP for Records Management**

The impact of limited facilities and infrastructure as well as a shortage of archivists. Meanwhile, several participants in this research stated that they had a positive influence, by implementing applicable archival SOPs, they could provide benefits to companies with complete records and compatibility with the data in the records list. And the regularity of the archive management SOP has a good influence.

And that it has a good impact because with an SOP for managing records their work also has clear objectives, for example if you want to carry out administrative activities you don't need to worry about losing documents anymore because you have implemented this SOP for archival management well.

### **3. Obstacles to Implementing Archives Management SOPs**

Obstacles with archival retrieval. Archives are difficult to find when they are needed again, of course this results in difficulties in searching by the archives unit. The reason why there is difficulty in finding archives is because the intended purpose is different, for example looking for a down payment but what is actually archived is an indirect payment. In this case, it certainly makes it difficult to search for archives, apart from that, you must always confirm what clues can make the process of searching for archives easier. Apart from that, there are also limited human resources who master archival principles, because they still consider archives to be a marginal science.

And if the obstacles faced do not have an impact and are not detrimental to work performance, efforts will be made to find lost documents by continuing to search for and confirming the archive with the archive creator. Meanwhile, it is detrimental for the company because the documents are difficult to find when searched in archive retrieval.

### **4. How to Overcome Obstacles in Implementing Archive Management SOPs**

If there are problems with archive retrieval, archive searches can be carried out or archives can be confirmed with the archive creator, as well as the arrangement and management of archives which are always carried out according to correct archival rules.

This archive search can be done in various ways to find an archive that will be found. Like this method, open a list of archives that have been completed to search for keywords related to the letter or document that you want to find. For example, in the case of wanting to search for a prepayment letter with the subject of the letter, you can search using keywords according to the subject of the letter.

Even so, if it turns out that the intended letter cannot be found, you can replace/change keywords that have almost the same purpose as the subject of the letter. The keyword indirect payment includes letter matters that are still related to prepaid payments. By applying the

indirect payment keyword, the intended letter can be found. That's how it is done by finding keywords in the letter to draw a focal point in the intended letter.

In this way, confirmation can be made to the archive creator because the archive creator is the one who created the letter. Can be communicated directly about the right keywords to find related letters that will be needed. If an archive list is available, it can make it easier to find archives because it is already listed on the archive list where the archives can be found. For example, on how many boxes, how many cupboards are clearly stated on the archive list.

So by searching for letters based on keywords regarding the letter, it can make it easier to search for letters well, but it may take quite a long time if you don't know the information in the relevant archives clearly. Even so, it doesn't cause a burdensome problem if the data has been recorded through an archive list.

At this company, you can carry out archive retrieval by searching for related archives again in the list of archives that have been completed in the data.

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

### **6.1 Conclusion**

Based on the results of analysis and processing of research data related to research with the title "**Analysis of the Implementation of Standard Operating Procedures in Archives Management at PT Pelabuhan Indonesia (Persero)**", several conclusions that can be drawn are as follows:

#### **1. Archives Management**

- a) Archive creation, it is concluded that it is divided into two: receipt and creation of archives can be done manually if the relevant party does not have the Pelindo E-Office application and digitally via the Pelindo E-Office application.
- b) Archive storage, which is still carried out using permanent storage in manual archives, whereas digital archives have been processed through the application.
- c) Archive maintenance, archive maintenance is in accordance with existing theory by cleaning dust, regulating room temperature and fumigation. Regarding dealing with archive damage, it has also been handled using a good process, a basis for protecting an archive has been created by adjusting for archive damage that occurs. And one factor that often occurs is the presence of termites in past archives.
- d) Archive depreciation is carried out using a good depreciation process in accordance with existing theory. This is done through active and inactive archives, provided that they have a data collection list of active/inactive archives. As well as measuring the use value of an archive by confirming the related archive through the creator of the archive.
- e) Destruction of archives, the stages of destruction of archives are in accordance with the applicable archive destruction rules, involving ANRI in reporting all forms of archive destruction that will be carried out. And before the archive destruction stage is held, a team is created first so that the process runs well until the assessment of archive destruction will be reported to ANRI.



## **2. Standard Operating Procedures for Archives Management**

- a) Standard Operating Procedure Policy for Records Management, periodic revision of work guidelines for company application services by monitoring SOPs for records management.
- b) Standard Operating Procedure Services for Archives Management. In terms of developing and maintaining SOPs for archives management, you can regularly monitor SOPs on company application services. And in supervision of archive management SOPs are implemented every 2 weeks to carry out online supervision, while in archive management long-term monitoring of company applications.

## **3. Implementation of Standard Operating Procedures for Records Management**

- a) The importance of Archives Management SOPs, with the implementation of archives management SOPs, all administrative work or activities can run well because there are archives management SOPs that comply with archival principles.
- b) The form of influence of implementing the Archives Management SOP, has a good impact because with an SOP for managing archives their work also has clear objectives, for example, if you want to carry out administrative activities, you don't need to worry about losing documents anymore because you have implemented this archives management SOP well.
- c) Obstacles in implementing the Archives Management SOP, archives are difficult to find when they are needed again, of course this results in difficulties in searching by the archives unit. The reason why there is difficulty in finding archives is because the intended purpose is different and does not harm performance at work. Efforts will be made to find lost documents by continuing to search for and confirming the archive with the archive creator. Meanwhile, it is detrimental for the company because the documents are difficult to find when searched in archive retrieval.
- d) How to Overcome Obstacles in Implementing Archive Management SOPs, from obstacles to archive retrieval, you can search for archives or confirm archives with the archive creator, as well as the arrangement and management of archives which is always carried out according to correct archival rules.

## **6.2 Implication**

Some implications of the research carried out by researchers are as follows:

### **1. Theoretical**

It is hoped that this research can provide information and increase knowledge, especially regarding the application of Standard Operating Procedures, which can be used as a reference or reference source for future researchers.

### **2. Practical**

In this research, the practical implications that can be used as input for archivists, all employees and for companies are:

- a) For companies, the human resources of an archivist can be further developed and a special archives workforce can be created to maintain and care for archives. Not only that, training is needed for archivists so that archivists have in-depth skills and knowledge in the field of archives or in processing units, so that archives can be managed properly and correctly.

- b) For employees, they must always follow the applicable archive management SOP. It is hoped that it will always be organized in document filing.

### 6.3 Recommendation

Based on the results, conclusions, implications and limitations of the research previously explained, recommendations for further research are:

- a) Future researchers are expected to be able to carry out research related to archives in private companies or other government agencies, so that they will increase their knowledge and knowledge in the field of archives.
- b) Future researchers are expected to be able to conduct research in the field of archives with more sources than previous researchers in order to obtain more accurate research results.

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