

Archives Management System Analysis Of Sales Operations Division PT United Tractors

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Abstract

The aim of this research is to find out how to manage archives starting from creation, utilization, storage, rediscovery, transfer, depreciation and destruction of archives. This research uses qualitative research and 5 informants as research sources. The data collection techniques used are interview techniques, documentation and observation. Data analysis is carried out by collecting data, reducing data, presenting data, and drawing conclusions. The results of research regarding the archive management system at the Sales Operation Division of PT United Tractors include creation, storage and retrieval. The obstacle faced by archivists in managing archives is that archives are not found when they are needed, this is caused by several factors, including: 1) There are no regulations governing the procedures for borrowing archives, 2) Archivists who are not competent in the field of archives. The conclusion of this research is that the records management system in the Sales Operation Division includes the processes of creation, storage and retrieval. The advice given is that the company needs to evaluate archive management procedures at PT United Tractors, and hold training for archivists so that archives can be managed well by archivists.

Keyword: Archives; Archivist; Archives Management System

1. Introduction

Archives have a very important role for an organization such as a company, government institution, or other institutions. Archives have a very important function for an organization because archives function as a source of information, a monitoring tool for an institution carrying out planning, analysis, development, policy formulation, decision making and report preparation activities. Indonesia itself has regulations for managing archives, which are regulated in Law of the Republic of Indonesia Number 43 of 2009 concerning Archives which explains that what is meant by archives are matters relating to archives. And every organization, whether government or private, needs a good and organized administrative system for managing its records.

Currently, as technology develops rapidly, there are many ways that can be used to manage digital and conventional archives. Digital archives and conventional archives are basically the same in their management, because digital archive management is guided by conventional archive management procedures. These archives need to be archived using a good and correct filing system, because if an organization's archives are not neatly arranged, then employees in the organization will have difficulty finding the important documents they need.

In managing archives, responsible and competent workers in the field of archives are needed, archivists are called archivists. Apart from being responsible for managing archives, archivists are also responsible for maintaining the confidentiality of the information contained in a document so that the information contained in the document does not fall into irresponsible hands. The effectiveness of archival management in an institution is greatly influenced by the employees who work in the archives sector, the facilities and infrastructure used to assist in archival management, as well as the funds used for archival maintenance. In this regard, PT United Tractors is a private company which carries out office administration activities including archive management at the company. Therefore, this research was created with the aim of knowing the records management system in the Sales Operation Division of PT United Tractors

2. Literature Review

2.1 Archives

According to Barthos (2016) Archives are documents or documents that have important meaning for a government or non-government institution which are written records and provide a description of a thing or event that has been created. Archives contain important information because archives can help institutions determine a policy direction, help the government show evidence of the implementation of an activity and make it easier to carry out community administration activities (Anggraeni & Hendrawan, 2023). Archives are the results of recording an event or activity that has occurred. happens, so the archive must be guarded and maintained so that it continues to exist. In today's developments, archival storage can be done using several media, both print and electronic (online) (Yusma Sari & Zulaikha, 2020).

Meanwhile, according to Rahayu et al., (2022), archives are records of information from all organizational activities and collections of documents that are stored systematically. From the definitions above, it can be concluded that an archive is a collection of documents or documents that contain information in the form of notes or recordings of every activity or event that has occurred. All of these documents are managed systematically so that they can be found easily if needed.

2.2 Archivist

An archivist is someone who has competence in the field of archives obtained through formal education and/or archival education and training and has the functions, duties and responsibilities of carrying out archival activities. (Effendi et al., 2023) Based on Law Number 43 of 2009 Article 1 Point 10 concerning archives, it is explained that an archivist is someone who has competence in the field of archives obtained through formal education and/or archival education and training and has the functions, duties, and responsibility for carrying out archival activities. Regarding archivists, according to Acland in (Harahap, 2020) an archivist is someone who is professionally educated, trained and experienced, and is responsible for the management or administration of static archives by carrying out assessment activities and identifying archives that have sustainable value, documenting and preserving archives according to their context. strive for and facilitate its sustainable use.

An archivist is someone who is responsible for managing public and private archives. They maintain archives of parent institutions, namely governments, organizations, or institutions, where the main purpose is for administrative purposes for their creators or successors. Because archives are closely related to the creation stage, some archivists also have responsibility for records before they become archives. In this case, they act as records managers and assist in the record creation stage in the context of efficiency in the creation, maintenance, use and placement of records, so that institutions can reduce the number and improve the quality of the records they have (Putri, 2022). According to ANRI Perka Number 43 of 2015, archivists are divided into 2 (two) categories of archivists, namely skills and expertise. Skills category archivists are archivists who have technical qualifications in the field of archives as professional support in carrying out tasks according to their function and authority.

Meanwhile, archivists who have requirements in the professional field, especially related to mastering the use of archival science and technology in carrying out their duties and functions, are archivists in the expertise category. The functional positions of archivists for the skills category consist of skilled, advanced and supervisory archivists. Meanwhile, the levels for archivists with expertise categories consist of first expert archivist, junior expert, intermediate expert and major expert. Based on the definitions above, it can be concluded that workers who are responsible for managing records in an organization are called archivists. To become an archivist, a person must undergo formal education or training to have competency in the field of archives.

2.3 Archives Management System

An archives management system is a system that covers all activities in archives management. Based on Law Number 43 of 2009 concerning Archives (2009) archive management includes the creation, utilization, storage and rediscovery, transfer, depreciation and destruction of archives.

1. Creation Stage

Archive creation is the activity of creating and receiving archives carried out in accordance with applicable regulations to ensure the creation of authentic and trustworthy archives as well as their management and control. Authentic and trustworthy archives can be realized if the archives are created well and in accordance with applicable regulations. At this stage, each

archive creator must also carry out proper management and control or handling of all incoming/received official documents and outgoing/created official documents. Each archive creator has their own provisions regarding the process of managing and controlling documents. (Ardiasni & Suhartono, 2023)

2. Utilization Stage

The use of archives in the use of archives can be categorized as dynamic archives where archives still have useful value in the course of daily administration. There are two types of dynamic archives, including:

- 1) Active dynamic archives are archives with very high use value in daily administrative activities which are carried out continuously.
- 2) Inactive dynamic archives, are archives whose use value has decreased or are rarely used in daily administration. (Management et al., 2022)

3. Storage Stage

Archive storage is the activity of placing or arranging archives regularly using various methods and tools in a safe place and if needed they can be found again quickly (Azmi & Sholihah, 2022). According to (Sugiarto & Wahyono 2015) an archive storage system is a system used for document storage so that ease of storage work can be created and documents that have been stored can be found quickly when the documents are needed at any time. Intan and Lisnini (2018) argue that there are five types of archive storage systems, namely:

1. The alphabetical system is a storage system that is based on the alphabetical order of the catch words in an archive.
2. The number system is an archive storage system based on a number code which is a substitute for the person's name or body name.
3. The subject system is an archive storage system that is based on the contents of the document, usually also called the subject, subject or subject of the letter.
4. The chronology system is archive storage that is based on the sequence of when letters are received or when letters are sent.
5. The geographic system is an archive storage system that is based on grouping according to the name of the place of mail.

4. Reinvention Stage

According to Lawong (2020), archival rediscovery is an activity to determine where the documents to be used are stored in what group of files, arranged according to what system and how to retrieve them.

To make it easier to find archives, an archivist must be able to arrange archives properly and correctly, from the time the archive is received, given an archive code, stored, until the archive is rediscovered. In organizing archives, an archivist usually uses a certain storage code to make it easier to find archives. storage process and in the process of rediscovering the archive (Legowo et al., 2021).

5. Archive Transfer Stage

Transfer of archives is carried out from the processing unit to the archives unit, destruction of archives is carried out on archives that no longer have any use value as dynamic archives, inactive archives or static archives. (Government, 2022)

6. Archive Depreciation and Archive Destruction

Archives that continue to grow every day will become a pile of archives. If left like that, it will certainly require more space in terms of archival storage, resulting in a waste of space. Therefore, archive depreciation is an important activity in the archive management process in an institution or organization. Basically, by depreciating, archive management can enable archive management to be carried out more effectively. Archives are files that have use value so that they can be reused later. (Kurniawan et al., 2023). According to Sugiarto & Wahyono, (2015) archive depreciation activities are as follows:

- a. Archives Assessment. An assessment is carried out on each type of archive so that it can be determined how long the type concerned is stored in active and inactive files.
- b. Transfer. This transfer is carried out by moving the archives after they have been categorized based on the results of the assessment carried out.
- c. Retention Schedule. A retention schedule is a list containing the archive storage period which is used as a guideline for archive depreciation.
- d. Submission of 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, national development activities and national life.
- e. Archive Destruction. Archive destruction is the activity of physically destroying archives that have ended their function and have no use value.

3. Material and Method

The method the author uses is a qualitative research method to describe the problem and research focus. This research was conducted using various qualitative data collection techniques, such as in-depth interviews, observation, and document analysis (Nasution, 2015). This type of research uses a case study approach, which involves investigating a specific incident without any manipulation.

3.1 Design Study

This research is a type of research with a descriptive method and uses a qualitative approach. This qualitative descriptive research design was chosen with the aim of revealing archive management in the Sales Operations division, PT United Tractors Tbk. Qualitative research is a type of research that produces discoveries that cannot be achieved using statistical procedures or other methods of quantification. In this approach the researcher creates a complex picture, examines words, detailed reports, from the respondent's point of view, and conducts studies on the situations experienced. Qualitative research is descriptive and tends to use analysis with an inductive approach (Murdiyanto, 2020). In the qualitative research that the researcher conducted, the researcher used a case study type of research. According to Herdiansyah in Murdiyanto (2020), case study research is a study that explores a problem with detailed boundaries, has in-depth data collection, and includes various sources of information. In depth, a case study is a model that is comprehensive, intense, detailed and in-depth and is more directed as an effort to examine contemporary problems or phenomena.

3.2 Data Analysis

The data analysis technique used in this research is the Miles & Huberman model data analysis technique. Miles & Huberman model data analysis is carried out by:

- 1) Data Reduction

Reducing data is an activity of summarizing, selecting the main things, focusing on the important things, and looking for themes and patterns. In this way, the data that has been produced will provide a clearer picture and make it easier for researchers to collect further data and search for it if necessary.

2) Data Display (Data Presentation)

After the data has been reduced, the next thing to do is display the data. According to Sugiyono, in qualitative research, data presentation can be done in the form of short descriptions, charts, relationships between categories, flowcharts, and the like." By presenting this data, the data is more organized, arranged in an interconnected pattern, so that it is easier to understand.

3) Conclusion Drawing and Verification

This activity is intended to search for collected data by looking for relationships, similarities or differences. Conclusions are drawn by comparing the suitability of the statement and the research subject. Verification is intended to make research regarding the conformity of data with the purposes contained in the basic concepts in the research more precise and objective.

4. Result

4.2.1 Records Management

1. Archive Storage System

The archive storage system at PT United Tractors' SOD itself is different, the administrative staff manages the archives and each employee manages it using a different storage system. The first archive storage system used a date and alphabet system for conventional archives, and a number and alphabet system for digital archives. When archiving documents, archivists also do not use agenda books to record documents to be archived. This was conveyed by participants in this research.

2. Archive Borrowing System

The important thing after storing archives is rediscovering archives when they are to be borrowed. SOD does not have standard procedures governing the borrowing of documents in SOD. Usually employees who want to borrow documents only contact the administration officer and then take the documents. This is in accordance with what was expressed by the five informants in this research.

3. Archive Depreciation

The Sales Operations Division of PT United Tractors does not have a standard procedure that regulates archive depreciation, all archived archives to date have only been stored in the filing room and archives have never been destroyed. This is in accordance with what was expressed by the sources in this research.

4.2.2 Archives Manager Competency

In managing archives, archivists or what can be called archivists must have understanding and competence in the field of archives. Effective and efficient archive management is greatly influenced by the competence of archivists so that they can support office administration activities. Regarding the competence of archivists in the Sales Operations Division of PT United Tractors itself, none of the officers responsible for managing archives have an educational background related to the field of archives. Until now, training to improve the competence of archivists has never been carried out. This is in accordance with the statements expressed by all participants in this study

4.2.3 Barriers - Obstacles Faced in Archives Management

In managing archives, archivists often face obstacles in managing them. Archives management does not always run smoothly according to what was planned. These obstacles can occur due to human resource factors, facilities and infrastructure, as well as during the management process itself, such as storing, borrowing and depreciating archives. As stated by the archivist at SOD, the obstacle in managing archives that occurs is that there are still a large number of archives which is missing where the archive should be in the filling room. This happened because the BC (Business Consultant) who was supposed to submit documents to the archivist for archiving did not provide the documents to the archivist, so that when the documents were needed the archivist could not find them. This was expressed by all participants in this research.

4.2.4 Efforts Made to Overcome Obstacles in Records Management

There are efforts made by archive officers in the Sales Operation Division to overcome obstacles in archive management. Efforts were made to recover lost documents by searching for the documents in the archives stacked on the business consultant's desk and asking the business consultant directly if the document was still not found on the business consultant's desk. This was expressed by all sources in this research.

5. Discussion

4.3.1 Records Management

Based on the research results presented above which were expressed by several parties who explained archive management in the Sales Operation Division of PT United Tractors, archive management is important to support administrative activities. Archive management at SOD has been carried out digitally and manually. Archives management in SOD includes several aspects starting from document creation, document reception, document storage, retrieval, and document borrowing. The management of archives in SOD itself is not yet optimal, this is because of the 7 indicators of the new archive management system, there are 4 indicators that have been implemented, namely the creation of archives, utilization of archives, storage of archives, and rediscovery of archives. Meanwhile, the other 3 indicators, such as transfer, depreciation and destruction of archives, have not been implemented properly.

4.3.2 Archives Manager Competency

It is very important to pay attention to the competency of archive managers, competent archivists understand how to manage archives properly and correctly so that they can minimize obstacles in managing archives. Archive officers must have experience, skills and accuracy in the field of archives so that administrative activities can run smoothly. Conventional archive storage requires archivists to have a high level of accuracy, so that archives can be easily found again when needed. In the Sales Operation Division, the employee responsible for managing archives does not have a background related to archives, besides that the archive officer has never received training related to archive management. Archives officers manage archives self-taught and ask other employees if there are problems when managing archives. The absence of SOPs related to systems for storing, borrowing and depreciating records is also a factor that causes problems in archival management. Regarding archive storage, archivists at SOD store archives using different systems because there is no SOP that regulates the archive storage system at Sales Operation Division.

In the case of borrowing archives, the lack of knowledge possessed by archive officers results in the loss of several archives when they are borrowed, this happens because archive

officers do not have agenda books and archive borrowing cards so the officers cannot track the whereabouts of the archives being borrowed. In archive depreciation, archivists never carry out archive depreciation, apart from the absence of an SOP that regulates archive depreciation, archivists' low awareness of the impact of accumulating archives also has an impact, there will be waste in archive storage rooms, archives that no longer have value use will be mixed with archives that still have use value. Too many archives in the archive room will also cause difficulty for archivists in the archive retrieval process because it will take a long time to find the required archives. According to Handayani and Sri in (Hernawati et al., 2022), there are several factors causing the lack of professionalism of archival human resources in Indonesia, including 1) Uneven national development strategies, namely more emphasis on material development, 2) The low number of archivists who have a passion for reading. 3) Lack of recognition and appreciation for the archival profession 4) High level of feudalism in society. According to The Liang Gie (2009) personnel in the archival sector must master archival knowledge and be aware of modern advances and developments in their field of work. Archive officers should have knowledge of archival management, but in reality at SOD the knowledge that archive officers have in managing archives is still minimal, this is because archive officers do not have an educational background and experience in the field of archives.

4.3.3 Barriers - Obstacles Faced in Archives Management

In the archive management process, the Sales Operations Division still has problems from the storage process to archive depreciation. This causes administrative activities to be hampered and not run optimally. The problem that is often faced is the loss of records when they are needed, this is because when borrowing records, officers do not record and use archive borrowing cards so that officers forget where the documents were last borrowed. This obstacle is also caused by the absence of an SOP that regulates the procedures for managing archives as a whole, starting from the process of creation to depreciation, so that the officers and employees who borrow archives do not know the correct process for storing and borrowing archives.

Another obstacle faced is that the archive shrinkage process does not yet have an SOP, as a result documents pile up in the archives room, and cause archivists to take a long time to find the documents needed. The archive management process at SOD is not running effectively and efficiently, this is also due to the lack of human resources responsible for managing archives, SOD does not yet have a special officer who handles archives. The existing archivists are administrative staff who also serve as archivists. According to Sedarmayanti (2015), the obstacles in managing records that are generally faced by every office include (1) Lack of understanding of the importance of records. (2) Employee qualification requirements are not met. (3) Continuous increase in archive volume. (4) There are no standardly enforced Archives Work Procedures guidelines. (5) There are no standardization guidelines for the procedures for borrowing archives. (6) Use of archives that require a long period of time, and sometimes they are not even returned. (7) It is impossible or difficult to recover archives quickly and precisely. (8) He has not yet thought about plans for shrinking the archives. (9) There are archives received and sent by a unit, free from supervision.

4.3.4 Efforts Made to Overcome Obstacles in Records Management

Efforts made by archivists at SOD to overcome obstacles and to reduce the level of errors in archive management continue to be carried out so that administrative activities can

run smoothly. To search for lost records when needed, the archivist will search directly at the work desk of the employee who has the records. Apart from that, if an archive is lost or has not been returned by the archive borrower, the archivist will immediately contact the employee who borrowed the archive. To prevent the loss of records, archivists also manage records digitally, so that if physical documents are lost, there are still digital records that can be used when needed. Based on the results of interviews with participant AW as manager at Sales Operation Division PT United Tractors, it was also explained that in the future an SOP will be created regarding the borrowing of archives to minimize the loss of documents when borrowed. According to Sedarmayanti (2015), there are several ways that need to be done in an effort to overcome the archival problems faced, including: (1) Attention and support from leadership to provide understanding and increase awareness of the importance of the archives sector. (2) In order to increase the skills of archives employees, it is necessary to carry out education and training covering all aspects of archives. (3) Provision and addition of archive storage facilities. (4) It is necessary to standardize or develop guidelines regarding procedures for borrowing records in each office. (5) The use of records by other parties or units requires coordination between units in an office. (6) Due to the difficulty of finding it quickly and precisely, it is necessary to re-examine the weaknesses of the archive management system used. (7) There needs to be thought to plan the provision of archival depreciation. (8) There is a need for a supervisor or supervisory unit for control purposes. According to The Liang Gie (2009), the guidelines that need to be considered in overcoming problems in archive management include: (1) Archive storage system; (2) Work procedures for storing and using archives; (3) Archive depreciation; and (4) Upgrading archives employees.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

Based on the results of the analysis and processing of research data in the previous chapter related to research entitled "Analysis of the Records Management System for the Sales Operation Division of PT United Tractors", several conclusions that can be drawn are as follows:

1. Records management is carried out at the Sales Operation Division of PT United Tractors in archival storage using a number, alphabet and date system. Archives in SOD are managed through the process of creation, receipt and storage. There is no depreciation process in managing archives in SOD. Regarding archive management, SOD does not yet have an SOP that regulates procedures for managing archives which include the process of receiving, storing, borrowing and depreciating.
2. The competence of archivists in SOD is still not optimal, there are no archivists who have educational and work backgrounds in the archives field. Administrative officers responsible for managing records in SOD have never been given training regarding records management.
3. There are obstacles faced by archivists at SOD in managing archives, including many documents that are difficult to find when needed, and there are several documents that are lost due to the absence of SOPs related to borrowing archives.
4. Efforts made by archivists to overcome these obstacles include officers immediately checking the documents on the Business Consultant's desk to find the

required documents, and when documents are lost when borrowed, archivists will immediately contact all employees who have borrowed archives. to ensure where the archives are, and in the future an SOP will be created regarding the borrowing of archives so that borrowing archives is more orderly and can be controlled.

6.2 Implication

Research implications are the benefits of research results that have been carried out and provided by researchers to other parties. Some implications of the research carried out by researchers are as follows:

1. Theoretical Implications

This research theoretically has the same opinion as previous research conducted by Luyombya (2020) which revealed that archives are managed manually and digitally. In this case, archive management procedures are inadequate, there is a shortage of competent personnel in the field of archives. This research produces several recommendations for managing archives, including creating archival procedures to ensure archival procedures run well. Based on this, it can be concluded that the theoretical implication of this research is that archive management in the Sales Operation Division of PT United Tractors requires SOPs for archive management and competent human resources in the field of archives. Theoretically, the results of this research can be used to increase knowledge, especially in the field of archives, starting from management, obstacles, and efforts made in managing archives.

2. Practical Implications

In this research, it can practically be used as input for archivists and all SOD employees to improve the existing records management system. Based on data analysis, SOPs are needed so that archive management is more organized and can minimize the loss of archives in the SOD. Apart from that, training is needed for archivists so that archivists have in-depth skills and knowledge in the field of archives, so that archives can be managed properly and correctly.

6.3 Recommendation

Based on the research that has been carried out by current researchers, there are several recommendations for future researchers who want to research this matter

1. 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.
2. 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.
3. Future researchers are expected to be able to conduct research at a more planned time so as to obtain more in-depth research results.

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