

Electronic Based Archive Management at the Office of PT. Jasa Raharja Makassar

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Abstract. Archives role an important role in the smooth running of organizational activities, namely as a source of information and as a memory center for members of the organization. This study aims to determine how the management of electronic archives at the PT. Makassar Grace Service. To find out these objectives, the researchers set 3 (three) informants with the type of research and the approach used was descriptive qualitative. Data collection through the interview, observation, and documentation techniques. The data analysis technique uses data analysis techniques that include three simultaneous activities, namely data reduction, data presentation, and drawing conclusions or verification. The results showed that the management of electronic archives at the office of PT. Jasa Raharja Makassar, Overall, it is concluded that the management of employee records is not fully electronic. This is viewed from each indicator starting from the archive arrangement indicator whose results are arranged based on the date classification code on the system, the archive storage indicator whose results show employees store data in two places, namely the application and database, the archive retrieval indicator whose results are inputted into the system. and the required files will appear, archive maintenance indicators whose results do not exist specifically to maintain this electronic archive, archive security indicators whose results are contained in the system and include part of IT tasks, archive shrinkage indicators whose results have not been carried out because the system is still new and The data is still active.

Keywords: Archive Management, Electronics

1. Introduction

In the world archival scene, each nation has its archival history along with the growth of the written tradition that develops in the ethnic and cultural environment that supports it. The history of archives begins with the development of the written tradition. With this tradition, people began to make records about their activities both in the context of carrying out official functions and personal functions. Records of the implementation of these functions are then recognized as evidence of transactions between interested parties as archives (Chen et al., 2019; Fang-Ming et al., 2015; Las Johansen, 2017). Archives have a role as a memory center, as a source of information, and as a monitoring tool that is very necessary for every organization in the context of planning, analyzing, developing, policy formulation, decision making, reporting, accountability, assessment, and control activities as precisely as possible.

PT. Jasa Raharja has an archive storage system with a digitization model, where all archives are stored in digital form. The automatic process from the beginning until the destruction of the archive itself is in the form of digital or digital archives. Digital-based archive management can not be denied facilitate archivists in carrying out their daily duties, especially in the office of PT. Jasa Raharja Makassar, especially with the development of technology that is increasingly reaching all lines, makes finding archives even easier because it has been supported by technology in the form of PCs and other electronic equipment. Moreover, the SOP in the archives at the office shows that archive management has been digitally regulated. Based on the description of the background above, the researchers are interested in researching by studying deeper scientifically with the title "Electronic-Based Archives Management at the Office of PT. Mercy Services".

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The electronic filing system is designed and built based on the conventional archival management concept. Retrieval of records quickly, precisely, and completely is the main goal in electronic records management. Through electronic archive management, it is hoped that it will improve the quality of archive services to all parties, including leaders in decision making (Dick Weisinger, 2011; Niswaty et al., 2020). The three components of the Electronic Archiving System are: 1) virtual cabinet is a database that imitates the shape of the real cabinet used in conventional filing systems. Its attributes include cabinet code, cabinet name, cabinet function, and location; 2) virtual folders are databases whose attributes are like real maps in conventional archival systems. However, unlike conventional folders which have limited ability to store documents, virtual folders have unlimited capabilities in document storage. The attributes in the virtual folder include map code, folder name, map location, and description. 3) The archive sheet explains that the archive sheet stored in a virtual folder can be in the form of a document or image file. The attributes include archive code, archive name, clarification, archive date, date received, sender, recipient, image, file location, and physical location. Ease of File Management in computer-based electronic filing systems are: 1) easy to operate; 2) attractive appearance, 3) document search facility; 4) recording the physical location of the document; 5) picture and sound facilities, 6) data security; 7) automatic retention; 8) archive condition report; 9) can be connected to a computer network; 10) enable OCR facility. While the devices used in computer-based archival systems are: hardware selection (hardware) and software selection analysis (software).

2. Method

This study uses a qualitative approach. The research that the author did took place for 2 months in the office, precisely at the office of PT. Makassar Grace Service. The resource persons in this study were 3 employees named Nurul Mawaddah Hasan as secretary, Nabila Zahra as service administration staff, and Zulfa Suci Esti as financial and accounting administration staff. Other data sources are images and recordings.

In this study, the research technique used is in the form of observation, interviews, and documentation. Observation, namely making direct observations at the location under study, observing the condition of the company to observing and recording things that occur during the ongoing process of digitizing archives. The interview technique used to obtain information and information directly from the respondent relates to the problem under study. Documentation is carried out to collect data as support and research equipment to strengthen the results of the research.

The data analysis technique carried out by the researcher is the model (Miles & Huberman, 1994) using data analysis techniques that include three simultaneous activities, namely "data reduction, data presentation, and drawing conclusions or verification". Data reduction, namely by recording all the information obtained from the interviews. The information obtained is then collected and the information needed is selected, after all the required data is collected then an abstraction or summary is made. (Ikhsan et al., 2019; Niswaty et al., 2019). Then the presentation of the data, the information that has been collected is then compiled to make it easier to conclude.

3. Results and Discussion

The results of research conducted at PT. Jasa Raharja Makassar uses the interview method as the most important data collection tool, to obtain data on electronic archive management at PT. Makassar Grace Service. The following will discuss the management of electronic archives by what is obtained

3.1 Archive setup

Archive arrangement is a way of storing archives by the agreed classification code so that the storage is neatly organized and when looking for archives it is easy to find. A collection of database-based archives and sources of information related to all stages that have been carried out previously may be very necessary now or in the future. This was revealed by Mrs. Nurul Mawaddah Hasan as secretary that for about a year she had used the name SIAP mobile, namely the Mailing Application Information System.

All letters centralized one door in the secretariat. All archive arrangements have been used by the system here regularly according to the date of entry of the letter. It can be seen immediately which ones are sent physically and which ones are via e-mail. Similar to what was stated by Nabila Zahra as the Service Administration staff that the archives at the PT. Jasa Raharja is in the form of a database and the digital system for the employee unit only started in March 2020 under the name Digital Data Management System. The archive system arrangement is by date and some archives are still manual. All of these systems, both secretaries and service administrative staff, organize archives according to the date of the incident or in the mail.

3.2 Archive Storage

Archive storage is a procedure for storing archives so that they are more organized and easy to find when needed. And archive storage is placed on the right system as agreed by each company.

Based on interviews conducted with the Secretary that the internal and external archive storage is automatically entered into the respective classification code, which previously used the disposition sheet. Now it's more real-time and can also be seen directly from letters that have been and have not been read or have been disposed of. Only constrained by the system network, for example, the network is slow or not good.

This was revealed by Ms. Zulfa Suci Esti as a staff of the Finance and Accounting Administration that the archive storage system is stored in the JRNas system and inputted into the SMDD Branch according to the type of archive into their respective folders. If the internal data is only downloaded and then stored according to the archive folder. But the external one must be scanned and then named per archive item and saved to its folder.

3.3 Archive Borrowing

Archive borrowing is the borrowing of archives by other units or superiors, the borrowing of archives is recorded so that their existence is known. Borrowing archives also has certain procedures that must be followed to minimize the loss of archives. Based on interviews with the Secretary, he said that not all letters could be read by other units because certain letters were only for the administration department. All letters from operations, public relations, administration, law are staffed, but in other units only part of the unit or disposition to employees. But if there are no certain conditions for borrowing the archive here, it's just that the archive is searched and sent to the employee who needs the archive, and then it is recorded. Before going digital, you only need to fill out a Control Card if you want to borrow an archive.

In contrast to what was said by Mrs. Nurul Mawaddah Hasan as Secretary, Mrs. Nabila Zahra as Service Administration staff on the date said that the employees did not borrow archives. When the archive was taken it was immediately reprocessed according to the claim number in the manual archive book because some of the archives were still manually. And those who take the archive are recorded with several months supplementary records so that it can be seen where it was last processed. This is in line with what was stated by Ms. Zulfa Suci Esti as a staff of the Finance and Accounting Administration that if the file you want to borrow, the employee no longer provides the

physical one. Employees only send scanned files and there are no certain conditions for that.

3.4 Archive Rediscover

Archive rediscovery is re-discovering the desired or needed archive. The discovery can be done manually and electronically. Retrieval of archives is closely related to the proper system of organizing and storing records so that if needed they can be found quickly and easily. Based on interviews conducted with the Secretary that to find the archives here, employees just need to look for the system by inputting the classification code. Except for the archives, which a few years ago were still arranged in the archives, which were searched according to the classification code but manually because the employees were looking for them themselves. In line with what Mrs. Nurul Mawaddah Hasan as Secretary said, Mrs. Nabila Zahra as Service Administration staff said that to recover the archives,

The same thing was also expressed by Ms. Zulfa Suci Esti as the Finance and Accounting Administration staff that inputting the date and month of the desired data then the file number appears. The file number is then searched for in the archives which are still manual because not all of them are digitally archived.

3.5 Archive Maintenance

Archival maintenance is one of the archival processes so that archives can be maintained properly and in a durable condition. In the maintenance of electronic archives, there is nothing special, such as physical archives which must be placed in a place that is not humid and the storage place is not in a wooden cabinet. Based on interviews conducted with the Secretary said that directly, the electronic archive maintenance system has been nothing special so far because it only focuses on the disposition process. Meanwhile, archives in the archive room are maintained by not placing documents in wooden cabinets and damp places. And related to the employee system, trust the IT department.

In line with what was stated by Mrs. Nurul Mawaddah Hasan as secretary, Mrs. Nabila Zahra as staff of Service Administration said that there was nothing special about maintaining electronic archives, but if you are worried, such as viruses, archives are stored in this central server and SMDD. So if it is lost or has a virus, the employee still has one archive stored as well as the manual and is not stored in a humid place. Everything related to our system is entrusted to the IT department.

The same thing was also said by Mrs. Zulfa Suci Esti as a staff of the Finance and Accounting Administration who said that there is nothing special about maintaining records in this system. In case a file is infected with a virus, employees still have the archive that has been inputted into the central server. And some physical files are not placed in wooden cabinets and damp places.

3.6 Archive Security

Archival security is an effort to keep records from being lost and known to others. In securing this electronic archive, it is also part of IT's task to keep the system safe. This was expressed by Mrs. Nurul Mawaddah Hasan as Secretary that through a separate system, the information or archives contained within are not easily known by others because the system is locked with a password. And each unit has its system. And all related to the system and the IT department that handles it.

In line with what Mrs. Nurul Mawaddah Hasan as Secretary said, Mrs. Nabila Zahra as Service Administration staff said that the company has its system, so it might

be known by outsiders. Only employees can find out information from the system. And it is part of IT's job to ensure that the system is secure.

The same thing was also said by Ms. Zulfa Suci Esti as a Finance and Accounting Administration staff who said that for data security issues, information systems, and so on, employees trust the IT department. Because it is the task of the IT department to secure the archives in the system.

3.7 Archive Shrink

Archival shrinkage is the process of reducing the volume of archives from the overall archive management. As time goes by, the volume of archives continues to grow, therefore shrinkage is needed to avoid the accumulation of archives. If that happens, it will take a long time to find the archive again. Based on interviews with the Secretary, he said that the depreciation of the archive in each unit is different, such as the letters in the secretariat, the manual letter has an active period of only 1 year. So next year it's already annihilated. What was destroyed was still in the form of manual archives but in this digital archive there was no destruction of the archives, and according to the secretary, after 10 years, there would be depreciation because the system has a large storage area.

In line with what was expressed by Mrs. Nurul Mawaddah Hasan as the Secretary, Mrs. Nabila Zahra as the Service Administration staff said that there has been no depreciation of electronic archives that employees have done here, the depreciation of the archive is still manual and carried out every five years. In the next few years, only electronic archives will shrink

The same thing was also said by Ms. Zulfa Suci Esti as a staff of the Finance and Accounting Administration who said that so far no digital archive shrinkage has been carried out because the system is still new and has not yet reached the active period of the data. So there is no depreciation until now.

Discussion

3.1 Archive setup

The arrangement of archives in any company or institution must use a different classification code. Some organize archives by alphabet, date, issue, number, and region. At PT. Jasa Raharja is structuring its archives using a date classification code because it is one of the state-owned companies engaged in accident insurance and it is easier to organize archives according to the date of an incident.

All archive arrangements have used an orderly system according to the date of entry of the letter. All letters, both internal and external, are received by the secretary through an application called SIAP mobile. Incoming and outgoing letters are also organized based on the date of entry and processing of a letter because according to the office it is easier to find files again when they are organized by the date of the letter. This research is in line with the opinion of (Sukoco & Lee, 2017) that archive management is a process of structuring, storing, borrowing, retrieving, maintaining, securing, and shrinking documents, both physical/manual documents, and electronic documents, and as a process that focuses on administrative efficiency.

3.2 Archive Storage

In this electronic archive storage, they store in databases and applications. So, they store archives in two places, the database is named JRNas. For the Secretary section, the name of the application used is SIAP Mobile and for other units, it is called SMDD. The SIAP Mobile system itself deals with all incoming and outgoing mail, both internal and external. All mail is real-time and stored according to their respective mail folders on the system.

SMDD relates to the digital data of a person who has an accident and submits an application for compensation through an online form. The data is then entered into the system and then inputted into the Branch SMDD. After the data from the submitter of the form is verified by the employee's supervisor while waiting for the verification, the data can be stored in the employee JRNas system. If the application for direct compensation is received, the data received is physical and then scanned and then entered into the system such as online submission.

One of the most important things in electronic archive storage is a backup system because electronic files will be lost due to viruses or damage to system hardware and software (Aneta et al., 2014; Darwis et al., 2021). To avoid the threat of losing electronic archives, it can be done by arranging regular backup schedules, making copies into various media, storing them in online data storage. Electronic storage can be done in 3 ways, namely: online (connected), offline (disconnected), nearline (semi-connected).

Therefore, so that electronic records are created or processed, printed archives have been digitized and entered into the storage system, it must be ensured that the archives are stored correctly. The storage system that is carried out must consider changes in technology, both hardware, and software. In addition, electronic archive storage media must support hardware and software systems, so that files can continue to be read even if they are moved to the latest hardware and software.

3.3 Archive Borrowing

There is nothing special about this electronic archive borrowing. Before this electronic, you had to use a control card or a loan file, now it's just a matter of sending it to the unit that needs the file. At PT. Service

PT Jasa Raharja, borrowing archives does not require certain conditions and if you want to borrow archives in certain required units, the employee only informs you of the need to borrow the archive and then receives the archived data in his system. Employees only send scanned files and there are no certain conditions for that. And for the Service section, the employees do not borrow archives because when the archive is taken it is immediately reprocessed according to the claim number in the manual archive book. After all, some archives are still manual and those who take the archive are recorded with a record of the supplementary month so it can be seen where it was last processed.

Archives borrowed by work units or other parties are marked by using an out indicator formula. This exit sign form has a temporary function to indicate that an archive is out of the folder so that it will be known who borrowed the archive when it was borrowed and it will be returned. Borrowing must use an archive borrowing sheet.

3.4 Archive Discovery Back

In the discovery of archives at the office of PT. Jasa Raharja is through the SIAP Mobile and SMDD systems used by secretaries and other staff. Arranging archives based on date, month, and year, so to find back the archive is to input the date of the archive needed on the system. After that, several archives from that date will appear, then select the data from the required archives.

In the new SMDD system running in March 2020, not all archives have been entered on the system, so to find archives, keep entering the date and the file number will appear. It's just that the archive is in physical form which is stored and searched in the archive room so input the date and month of the desired data and then the file number appears. The file number is then searched for in the manual archive because not all archives are digitally archived. In the case of re-discovering the archive using an archive control card, it can make it easier to find the archive manually, but if the instructions for

using the control card are complete, many of the archive control cards are incomplete in carrying out the process. storage and this is what makes it difficult to find archives and provide services to those who need archives.

3.5 Archive Maintenance

The maintenance of this electronic archive is stored on hardware such as computers, hard drives, and flash drives and is protected from magnetic fields, dust, excessive heat, and water that can damage the hardware. To prevent the archive from being infected with a virus, the archive is stored in two systems, namely JRNAs which is each stored on the employee's computer, and the SMDD application system that can be accessed by the employee.

In maintaining electronic records, everything related to our system is entrusted to the IT department. but if worrying like a virus archive is stored in the central server and this SMDD. So if it is lost or has a virus, the employee still has one archive stored as well as the manual and is not stored in a humid place.

Electronic archives are classified as new types of archives and are widely used by several agencies for daily administrative processes. Recalling the form of electronic archives that are far different from printed archives, their maintenance must also be different. Maintenance of electronic archives can be in the form of securing the electronic archive itself, maintaining storage media, its management system, and tools for managing the archive. Maintenance of electronic records must be carried out regularly so that the physical records are not damaged. Because the physical archive is damaged, usually different data in the physical electronic archive is damaged too.

3.6 Archive Security

In securing this electronic archive, it is also part of IT's task to keep the system safe. PT. Jasa Raharja has its system for storing archives, namely SIAP Mobile, SMDD, and other applications. The system can only be accessed by employees because it has a password so that the archives stored on the system cannot be known by others. Regarding the security of other archive systems, the IT department will handle it. The application must also have an account that is specifically owned by employees so it is not easy or can not be known by others at all.

This study is in line with the opinion of (Sukoco & Lee, 2017) that archive management is a process of structuring, storing, borrowing, retrieving, maintaining, securing, and shrinking documents, both physical/manual documents and electronic documents, and as a process that focuses on administrative efficiency.

3.7 Archive Shrink

There are three ways to shrink archives, namely transfer, submission, and destruction of archives. Before shrinking the archive, it is necessary to pay attention to the period of an archive and depreciation activities, both transfer, delivery, and destruction, an official report is made.

According to Ig (Mahmud, 2013; Wiyono & Bafadal, 2018), archive destruction is the act or activity of physically destroying archives that have ended their function and which have no use-value. In the destruction of electronic archives at PT. This Raharja service has not been carried out because it has not reached the active period of the archive. The three sources said the same thing that there has been no depreciation of electronic archives that employees have done here, the shrinkage of the archive is still with manual archives and is carried out every five years. In the next few years, only electronic archives will shrink.

4. Conclusion

Based on the formulation of the problem and the results of research conducted by the author on Electronic Archive Management at the Office of PT. Jasa Raharja Makassar, it is concluded that the management of electronic archives includes the arrangement of archives, archive storage, borrowing archives, recovering archives, maintaining archives, securing archives, effective archive shrinkage.

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