# Effectiveness of Archive Management at the Office of the Education Quality Assurance Agency of South Sulawesi Province

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## ABSTRACT

Archives have a role as a memory center, as a source of information, and as an indispensable monitoring tool in every organization. This study aims to determine the effectiveness of archive management at the Office of the Education Quality Assurance Agency/Lembaga Penjaminan Mutu Pendidikan (LPMP) of South Sulawesi Province. To achieve this goal, the researchers set 5 (five) informants with the type of research and the approach used was descriptive qualitative. The data collection used was through observation, interview, and documentation techniques. The results showed that the Archives Management at the Office of the Education Quality Assurance Institution/Lembaga Penjaminan Mutu Pendidikan (LPMP) of South Sulawesi Province, was in the effective category, in terms of several indicators of archive management, namely the creation of archives where archives can be created both externally and internally, archive storage is carried out manually using a numbering system and is also carried out digitally, archive maintenance where archives are placed in archival cabinets and archive shrinkage. The results of this study are expected to be used as reference material at the Provincial level institutions because previous research has focused on Regency level institutions.

**Keywords:** Effectiveness; archive management; LPMP

## INTRODUCTION

Every government or private organization or agency needs archives, it is known that archives are very important and have meaning in the context of formulating a decision or policy (Aulia et al., 2018; Niswaty, 2010). Regarding archives in Indonesia, it is regulated in Law Number 43 of 2009 concerning Archives which states that archives are recordings of activities or events in various forms and media by the development of information and communication technology made and accepted by state institutions, regional governments, educational institutions, companies, community organizations, and individuals in the implementation of social, national and state life.

Archives have a role as a memory center, as a source of information, and as a monitoring tool that is indispensable in every organization in the context of planning, analyzing, developing, policy formulation, decision making, reporting, accountability, assessment, and control activities as accurately as possible (Dewi et al., 2015). Each of these activities, both government and private organizations, is closely related to archive issues. The progress of an organization requires proper management support, so it requires data and information. One source of data is archived because archives are evidence and recordings of activities from beginning to end. The archives are used both for internal purposes (ie the use of data and information in the office) and external purposes

(service to the community or as a coordination tool for each section) (Yibin & Lemen, 2016). Archives will provide a lot of value if their existence can be managed properly, and effectiveness and efficiency in their use can be presented optimally. Archival management is an activity aimed at managing all the documents that exist in an organization or agency that can be used to support the organization's activities in achieving its goals (Zulfitriani et al., 2019).

Archives are also said to be a source of management information. Therefore, the archive is something important in administrative activities and the implementation of the duties of an institution (Rahmawati et al., 2018; Saputri, 2015). Given the importance of archives, it is necessary to have a systematic, effective, and efficient management system. The importance of archives is not a reason to keep all archives owned by an agency. Only those that have a high use value need to be stored permanently. Archives that have a high use value need to be stored permanently, while for archives that do not have a high use value, if the retention has run out, it needs to be destroyed. However, this does not mean that the destruction of archives that have no use-value can be done arbitrarily, but the destruction must go through a mechanism that is in accordance with applicable regulations.

Every office, both large and small, must be managed and arranged properly in order to be able to create good services needed in the operational activities of an organization or government institution (Goddess, 2018). As the main tasks and functions of the Office of the Education Quality Assurance Agency of South Sulawesi Province, namely implementing quality assurance, model development, and quality assurance partnerships for basic education and secondary education in the province. This activity certainly cannot be separated from the archive management process, where one of the duties of this office is to manage the documents of employees in the field of primary and secondary education throughout the province of South Sulawesi.

From this explanation and based on the results of the researchers' initial observations, the researchers found problems related to the archive management process, namely archive maintenance where many archives or files are only placed on the floor and have not been destroyed regularly, resulting in archives piling up. In this case, the researcher wants to know how far the effectiveness of archive management at the South Sulawesi Provincial Education Quality Assurance Agency is and also how the archive management process is good so that it is effective and efficient.

## METHODS

The type of research and the approach used is descriptive and qualitative. The research was conducted for 1 month at the Office of the Education Quality Assurance Institute (LPMP) of South Sulawesi Province with 5 informants.

This study uses research techniques ranging from observation, interviews, and documentation. Observation is the process of direct observation at the research site. Interviews are used to obtain information and information directly from respondents related to the problem under study. Documentation is data collection by examining important records that are closely related to the object of research, such as employee attendance, regent regulations regarding organizational structure, position, main tasks, and functions, as well as sub-district work procedures, organizational structure, number of employees and office profiles (Sugiyono, 2018).

The data analysis technique carried out by the researcher is the model (Miles et al., 2020), using data analysis techniques that include concurrent activities, namely "data collection, data presentation, data condensation and drawing conclusions or verification". Data collection is done by using interview techniques, observation, and documentation. Then the presentation of the data is done by taking the main data. In presenting the data, the information that has been collected is then compiled to make it easier to draw conclusions.

## RESULTS AND DISCUSSION

The data presented in this study are data obtained from interviews as the main data collection tool, so that data on the effectiveness of archive management is obtained at the Office of the Education Quality Assurance Agency of South Sulawesi Province. The data presented by the author through the results of direct interviews with several employees in this research

This research uses Theory Barthos (2015), regarding archive management whose indicators consist of: archive creation, archive storage, archive maintenance, archive shrinkage, and archive destruction. All data collected will be presented in a descriptive form, namely presenting the data obtained in the form of an explanation through word descriptions so that they become sentences that are easy to understand. More details will be described in detail based on the results of interviews obtained from each indicator, namely:

**Archive Creation**

Archive creation is the activity of recording receipts and submitting and managing incoming and outgoing letters. Employees who manage archives apply good and appropriate methods or techniques of correspondence and filing. Archive creation is also an activity of recording information in a certain recording media to be communicated in order to carry out its duties and functions by taking into account the things that must be done in the process of creating archives.

As said by Mrs. Upi as an employee of the Administration and Personnel Division, the process of creating or receiving archives is carried out, namely if there is a letter that comes in from an external party and is positioned by the head, then it is followed up to the purpose of disposition, after being followed up, then it is archived. Likewise, if there are letters made from internal parties, such as decrees, assignments, and others. After being followed up and known by the parties involved, it is then archived. So that the receipt of archives can be external and internal.

Another statement from Mr. Anis, as the Head of the Sub-Division of Administration and Households, that the process of creating or it could be said that the receipt of the archive was based on archival data, both internal and external archives, internal archives such as decrees, assignment letters, and others, while external archives such as incoming letters, List of Credit Number Determination Proposals /Daftar Usul Penetapan Angka Kredit (DUPAK) and others. The LPMP office also has operational standards for archive management and has one archiving function.

Then what Mrs. Rembulan as the archivist at the South Sulawesi Province Education Quality Assurance Agency said that the archive at the LPMP office was created based on the archive itself because the archive is managed by each department responsible for the archive, for example the employee data archive is managed by the administration section and staffing, then the correspondence archive is managed in the correspondence section, as well as with others both internally and externally.

## Archive Storage

Filing is the activity of placing archives in a storage area in an orderly manner according to a predetermined system, arrangement and procedure, so that the growth of the archives can be controlled and whenever needed can be quickly recovered. The archive storage system is a series of regular procedures according to a guideline for compiling archives so that when needed they can be found quickly and precisely.

As stated by Mrs. Upi as an employee of Administration and Personnel, namely the archive storage at the LPMP office has codes or numbers for every outgoing letter or incoming letter to facilitate archive search. Archives are recorded in advance or can also be entered into digital archives, namely using storage on a computer in the form of file folders because the LPMP office also has digital archive management, namely archives stored in electronic form but for manual management using a letter numbering system.

In this regard, Mrs. Lela as the deputy secretary of the Head of the Education Quality Assurance Agency of South Sulawesi Province, stated that the archive storage could be manually or digitally stored by storing files on a computer that had been provided because in the South Sulawesi Province Education Quality Assurance Institute office, there were a lot of them. the data that is managed so as to facilitate retrieval can be done digitally or manually using a number system.

A statement from Mrs. Rembulan as archivist at the Office of the Education Quality Assurance Agency of South Sulawesi Province in an interview conducted on September 13, 2021, stated as follows that data storage related to archives is carried out with a numbering system for manual management, making it easier to find archives if anyone needs it. for certain purposes, but archive storage is also done digitally, namely archives or files are stored in the form of soft files on the computer provided because there is so much data being managed.

## Archives Maintenance

Archival maintenance is an activity carried out to maintain archives from damage so that the archive can last a long time by maintaining the condition of the archive room arrangement and cleanliness. Maintenance of these archives is intended to protect these files from any damage and destruction. The destruction and damage to archives can be caused by internal (internal) and external (external) factors.

Mr. Anis, as the Head of Sub-Division of Administration and Household Affairs, related to archive maintenance, stated that the archives are arranged in a cupboard that has been provided in each section, both in administration and personnel, administration and household as well as correspondence. For maintenance, cleaning is carried out and then given certain materials so that they are not easily damaged. Even so, there are also some files that are not well organized because there are too many and not enough filing cabinets.

Then a statement from Mrs. Rembulan as archivist at the Office of the Education Quality Assurance Agency of South Sulawesi Province, revealed that archive maintenance is of course very concerned, but also looking at conditions such as lots of files being managed, so it is undeniable that there are several archives scattered on the floor, even so the employees keep trying to arrange it according to ability.

Ms. Lela's statement as deputy secretary of the Head of the South Sulawesi Province Education Quality Assurance Institute, stated that archive maintenance is of course carried out in every office, including the South Sulawesi Provincial Education Quality Assurance Institute

office, because archives are managed very much so that maintenance is like placing or arranging them in cupboards to be neat and easily searchable, but there are still some files that are only placed on the floor due to inadequate filing cabinets.

**Archive Shrinkage**

Archive shrinkage is an activity to reduce, streamline the number of archives in accordance with certain provisions. Shrinkage of archives is carried out with the aim that archives that are no longer used can be followed up as well as to improve the efficiency and effectiveness of archive management, each work unit is obliged to make efforts to reduce archives.

Related to this, in an interview conducted with Mrs. Upi as an employee of Administration and Personnel, she said that the shrinkage of archives is seen from the date of storage, at the LPMP office there are sections and fields, which initially if they are still used as active archives are still stored in sections or fields, if After five years and above, usually in the Administration and Personnel Section itself, the archives of retired employees will be given to the archives.

Mrs. Rembulan as the archivist at the South Sulawesi Provincial Education Quality Assurance Agency office said that the archives at the South Sulawesi Provincial Education Quality Assurance Agency office, if they are no longer used, will be placed in the archive warehouse in the office.

Then Mrs. Lela as deputy secretary of the Head of the Education Quality Assurance Institute for South Sulawesi Province, stated that the shrinkage of archives at the LPMP office is not often done because the archives managed are mostly active archives, so for shrinkage usually archives that are no longer too important are placed in archive cabinets. or archives provided.

**Archive Destruction**

Archival destruction is the activity of physically destroying archives that have ended their function and have no use value. However, not all active files that have been moved will be stored as inactive files forever. There are several types of archives that can be destroyed after a certain period of time. But there are also inactive archives that have been changed to static archives for historical reasons. Inactive archives are then stored in a special storage area that is distinguished from active archives, for example a special warehouse for inactive archives. Transfers can be made through storage or transfer to other media. Technological advances allow documents made from paper to be transferred to microfilm or other media or made directly in electronic media. Every transfer that causes a change in the party in charge needs to be accompanied by an official report. Minutes contain a list of the subjects of the archives to be moved, the index of the new archives, the date of transfer, the new location and place of transfer and proof of receipt signed by the person who submitted the archive and the person who received the archive as the person in charge of the archive.

A statement from Mr. Anis, as the Head of Sub-Division for Administration and Households regarding the destruction of archives, said that there had never been direct destruction of archives, maybe it was also because the archives managed were mostly active archives and if there were any that were deemed not too important, the meaning was is rarely needed it will be placed in the provided place.

Furthermore, Mrs. Lela as deputy secretary of the Head of the Education Quality Assurance Institute for South Sulawesi Province, stated that the destruction of archives itself is like separating archives that are still used regularly and archives that are still active but are rarely

used so that they will be stored in the places provided. and indeed direct extermination has never been done.

Ms. Rembulan as the archivist at the Office of the Education Quality Assurance Institute for the Province of South Sulawesi, stated that there had never been a planned destruction of archives such as collecting and then burning or destroying them with certain tools, but archives that were no longer in use would be stored in the archives provided.

## Discussion
### Archive Creation

Based on the results of research at the Office of the Education Quality Assurance Agency of South Sulawesi Province, the creation of the archive can be done externally or internally. The creation of external archives, such as receiving archives from outside the office, then recording and storing them with a certain system. The creation of internal archives, for example, receiving letters made in the office itself such as letters of assignment, decrees and others, then after recording will be forwarded to interested parties. This office has standard operating records management and also has an archive function. Incoming data or archives are managed digitally or manually.

This is related to opinion Saleh & Nasrullah (2019), where in the creation of archives things that need to be considered, includingmaking archives that are considered vital/static archives is carried out with good quality recording media and equipment, archives are made based on security classification and archive access to determine the openness or confidentiality of archives in accordance with statutory regulations and also in making archives must be documented by way of registration by archivists.

### Archive Storage

The results of the research conducted indicate that to store archives at the Office of the Education Quality Assurance Agency of South Sulawesi Province, there are codes or numbering for every outgoing letter or incoming letter to facilitate the search for archives, so the archive is recorded first or it can be entered into a digital archive. because this office also has digital archive management, but for manual management it uses a letter numbering system. For storage, of course, there are archive cabinets that have been provided according to the type and use of the archive.

This is also related to opinion Saleh & Nasrullah (2019)that filing needs to be done according to a predetermined system, arrangement and procedure, so that the growth of the records can be controlled and whenever needed they can be quickly recovered. The archive storage system is a series of regular procedures according to a guideline for compiling archives so that when needed they can be found quickly and accurately.

### Archives Maintenance

The results of the study indicate that the maintenance of archives at the Office of the Education Quality Assurance Agency of South Sulawesi Province, such as arranging files in filing cabinets, of course also carries out maintenance in the form of giving camphor and other chemicals to avoid damage to termites and other animals. also conditions such as a lot of files being managed in this office, so it is undeniable that there are several files scattered on the floor, even so the employees are still trying to organize them optimally.

Related to that Daryana (2018) explained that archive maintenance is carried out to maintain archives from damage so that the archive can last a long time by maintaining the condition of the archive room arrangement and cleanliness. Maintenance of these archives is intended to protect these files from any damage and destruction. The destruction and damage to archives can be caused by internal (internal) and external (external) factors.

**Archive Shrinkage**

The results of the study indicate that the archives at the Office of the Education Quality Assurance Agency of South Sulawesi Province are said to experience depreciation if their use is no longer frequent and considered not too important, and also seen from the date of use, such as data on employees who have retired after five years and above. will be placed in special cabinets provided which are certainly different from the archives that are still actively used.

This is related to opinion (Niswaty et al., 2020), where archive shrinkage is carried out with the aim that archives that are no longer used can be followed up also to increase efficiency and effectiveness of archive management, archive shrinkage needs to be done with efforts to minimize, streamline the number of archives in accordance with certain provisions. As every work unit is required to make efforts to shrink archives.

The shrinkage of archives at the South Sulawesi Province Education Quality Assurance Institute office has not been too frequent because the archives that are managed are mostly active archives, so for this shrinkage, usually archives that are not too important are placed in the archives or archives provided. Even so, there are still efforts to reduce it, such as separating and sorting between active archives and archives that are used less frequently.

**Archive Destruction**

The results of the research conducted indicate that temporarily the Office of the Education Quality Assurance Agency of South Sulawesi Province has never destroyed archives, because most of the archives managed are archives that are still in use or can be said to be archives that are still active, and if there are any that are considered not too important, only will be placed in the provided place such as an archive warehouse. Because there has never been a planned archive destruction process, there is no special equipment provided for archive destruction. Even so, various efforts are still being made in handling the archives in this office.

## CONCLUSION

Based on the results of the research from the discussion, it can be concluded that the management of archives at the Office of the Education Quality Assurance Agency of South Sulawesi Province is in the effective category which can be seen from several indicators that meet the following: internally; Archive storage at the Office of the Education Quality Assurance Agency of South Sulawesi Province is done manually using a numbering system on letters and is also done digitally, namely storing archives in electronic form; Maintenance of archives at the Office of the Education Quality Assurance Agency of South Sulawesi Province by placing files in the cabinets provided and providing certain materials to avoid damage, but there are still some files that are not placed in the cupboards due to inadequate conditions; The shrinkage of archives at the Office of the Education Quality Assurance Agency of South Sulawesi Province is said to experience shrinkage if its use is no longer frequent and is considered not too important, and also seen from the date of use, such as data on employees who have retired after five years and above

will be placed in a cupboard. -special cabinets provided which are certainly different from the archives that are still actively used.

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