

Enhancing Administrative Efficiency Through Archive Management at the Malalayang District Office, Manado City, Indonesia

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ABSTRACT

Archives serve as the institutional memory, supporting administrative processes and ensuring efficient operations. However, initial observations at the Malalayang District Office revealed significant deficiencies in archive management. These included a lack of standardized procedures, inadequate retrieval methods, and insufficient facilities. To address these issues, this research aims to investigate the strategies implemented, challenges faced, and solutions adopted to improve archive management and streamline administrative processes at the Malalayang District Office. Employing a qualitative case study methodology, data were collected and analyzed through a systematic process of reduction, presentation, and conclusion drawing, followed by verification. The findings of this research offer valuable insights into effective archive management practices and their contribution to enhancing administrative efficiency.

INTRODUCTION

The activities of government and private organizations need to be managed properly in order to facilitate the implementation of the organization's activities. As an institution, activities in order to improve the orderly administration of the organization must be declared successful when to be deemed successful, it must maintain orderly administration. Archive management is an obligation for a government organization because archiving is something that must be owned by an institution, if it cannot be managed properly, then the organization cannot carry out its activities properly. According to Herbert A. Simons, as cited by Syafii (2019), the main activities of an administration include the task of storing documents in the safest place called archiving. In general, the main task of the administration includes archiving activities which include data information service and from the process of arranging archives so that they can serve quickly and accurately to those who need them. To be able to realize this, a correct archive storage system is needed and supported by skilled archivists and the availability of appropriate archiving equipment facilities for use.

Archive management is mandatory for all institutions/organizations, because archiving is very important for an organization. If archives are not processed properly and correctly, the organization will certainly not be able to run smoothly. In an organization when archive management is found to be not done properly and correctly, so it is difficult to find archives correctly and quickly, confusion about where to place archives, and there is a pile of archives that are still in the corners of the room, archives that are still managed do not follow the rules of the storage system, do not have special employees to organize them, all of these are problems that are often found in archiving. Archiving is important, because archives must be owned by organizational institutions, as well as families. Archives as a center of information and as a reminder, as evidence of accountability, and as a reference for continuing future activities. In managing archives, it is always related to storing documents in the form of sound recordings, photos, films, images, charts, books, manuscripts or paper and other documentary evidence of the objectives and policies and procedures that have been made.

Unfortunately, many office employees often overlook the importance of archives, leading to inefficient archive processing. This disregard can create a negative perception of archive management, as it is sometimes seen as less critical compared to other tasks. However, archive management is key to supporting efficient administration. It is not difficult to implement, but the challenge lies in raising awareness and understanding among employees about the importance of proper archiving and using a better system. The Malalayang District Office, a government institution that provides public services, relies heavily on archives for its day-to-day operations. Despite the critical role archives play in administration, they are not well organized in this office. Archives are often found piled in the corners, stored in boxes tied with plastic ropes due to a lack of adequate space and proper equipment. This poor storage practice risks damaging important documents and makes them difficult to retrieve when needed.

Additionally, the office lacks dedicated archivists to manage these records. In day-to-day office activities, having access to complete and well-maintained data is essential for operational success and ensures efficient service delivery. For archives to be easily retrievable when needed, they must be stored according to proper guidelines.

LITERATURE REVIEW

Defenition of Management

Management is the art or process of doing something related to achieving something related to the achievement of a goal. There are three (3) related things, in achieving the goals of this organization, namely human resources and other production factors as well as a gradual process starting from planning, organizing, directing and controlling to supervision and the existence of art in completing work.

Management is a series of activities that include the functions of management functions and designing policies starting from the process of planning, organizing, controlling and supervising all matters related to the implementation of the organization to achieve an expected goal.

Archive Management

Archives management is one part of office management that focuses on document management in such a way that documents managed by archival officers will really help and support overall management activities. An archive is a collection of letters that are systematically stored for a specific purpose. According to The Liang Gie (2018:28), archives are collections of literature that are stored systematically.

In Law Number 43. In 2009, article 1 paragraph 2 states that archives are recordings of activities or events in various forms and media made and received by state institutions, local governments, educational institutions, companies, political organizations, community organizations, and individual organizations during the implementation of society, nation and state life.

It is concluded that archives are a collection of documents or documents that contain information either in the form of notes, evidence or important records and produced from each activity must be managed systematically so that they can be easily and quickly recovered quickly and quickly when needed in carrying out their duties.

METHODOLOGY

This research employs a descriptive qualitative approach using the case study method. According to Creswell, as cited in Sugiono (2014: 125), the case study approach is used to investigate and understand an event or problem by gathering various types of information and analyzing it to arrive at a solution, ultimately resolving the identified issue.

As case study research, this study explores a specific subject in detail over a certain period of time, examining it in depth. The data collected in this case study is analyzed as a cohesive whole to uncover challenges in the records management process and improve administrative organization within the office.

The research subjects are individuals who provide relevant information. Data from the research subjects is collected through interviews, observations, documentation, and records analysis, and is then presented in narrative form using data triangulation.

RESEARCH RESULT

The archive management process at the Malalayang District office still receives very little attention from the government, educational institutions and the community. This is very important because the archives in this office can function as a source of data information which is very important in decision making and can function as a reminder of the implementation of an activity. Well-managed archives make it easier for office staff to find and use the data they need. For this reason, the presence of an archivist is really needed because the Malalayang District office, Manado City, has not yet provided an archivist or employee specifically who handles archives and who has a background as a quality human resource in the field of archives in order to support better archival order.

Steps in Archive Management

- 1. Archive Creation and Management:** Talking about archive issues often feels endless. At the Malalayang District Office, archives are created from various correspondence activities, such as incoming and outgoing letters, as well as other tasks aligned with instructions and work programs. The creation and management of archives serve to document both incoming and outgoing letters, as well as planned activities from the office's work program. Proper archive creation and management will streamline office tasks, making it necessary to continually improve systems for future operations. Outgoing letters from the subdistrict office are not created arbitrarily but with careful consideration of their objectives and benefits. These letters are then used by interested parties in accordance with their purpose.
- 2. Archive Storage System:** The archive storage system used at the subdistrict office is still very simple and far from optimal in terms of management. This is due to several factors, including a lack of trained human resources who are knowledgeable about archive management, and insufficient equipment and facilities for archiving. Archives are crucial to store properly so that they can be retrieved when needed. Therefore, an efficient archive storage system is necessary. The goal is to make archive management easier for officers, from recording to storage and retrieval. The Subdistrict Office of Malalayang City, Manado uses a numbering system with classification codes for storing archives. Archives are entered into a computer database and then stored manually in an archive cupboard.
- 3. Archive Organization and Transfer:** The process of organizing and transferring archives is still done using very basic methods, meaning that the arrangement and transfer of archives do not yet follow proper archival storage standards. At the Subdistrict Office of Malalayang City, active archives are simply stored in cupboards without a proper numbering or organization system. Document arrangement and transfer are done in a rudimentary

manner, not according to best practices for archive management. Therefore, changes are necessary to improve the archive organization system, making it easier for employees to manage their work. The lack of a dedicated archive officer or archivist has made this process even more challenging, highlighting the need for improvements to ensure a more efficient system.

4. **Archive Storage Space:** The volume of archives at the office increases daily with administrative activities that generate more documents. This growth impacts the available storage space. Proper archives require storage rooms with good lighting and conditions that meet standard guidelines to enhance work efficiency. This allows staff to work comfortably and efficiently. Adequate lighting also facilitates the process of locating needed archives. A well-organized archive storage room is vital for the smooth performance of the office's administrative tasks. At the Subdistrict Office of Malalayang City, Manado, the growing number of archives each day requires proper storage space with adequate lighting, temperature control, ventilation, and cleanliness. These factors are essential to create a comfortable and efficient workspace. Currently, all archives are still stacked in each section, with only basic lighting and no air conditioning available. Proper lighting is critical for improving staff performance. Good lighting conditions help staff work more efficiently, especially when locating or borrowing archives. As noted by Liang Go, high humidity and heat can negatively affect both the development of energy and the environment in which people work. Thus, the air temperature must be regulated to ensure comfort and smooth operations.
5. **Archive Storage Facilities:** Various deficiencies and limitations in archive equipment and facilities hinder efficient archive management, even when a regular system is in place. The processes of creation, coding, storage, and transfer are all influenced by the quality of the archive equipment used. Adequate and representative equipment, such as archive cabinets and shelving, are necessary to properly store documents. When sufficient equipment is available, archive integrity can be maintained. At the Malalayang District Office in Manado City, there is a significant lack of archive storage facilities and equipment, which presents a major obstacle to implementing systematic and orderly archive management.
6. **Maintenance:** The archive maintenance process is still very poor. Damaged archives can be repaired depending on the level of damage, whether they are ripped, wet, or burned. The office also uses a computerized documentation system to protect documents from loss. In the future, better archive maintenance practices will be needed to avoid the permanent loss of documents due to unreturned borrowing. Archives are valuable sources of information and must be properly maintained, especially those containing essential organizational information. However, at the Malalayang City District Office, archive maintenance is done sporadically and without a formal schedule—often only when problems arise, such as placing moisture-absorbing agents in archive cupboards.
7. **Archive Borrowing and Return Process:** When borrowing documents from the office, employees or other parties must complete a loan agreement

consisting of a red and white double-copy letter. This allows easy identification of the loan and acts as a guarantee. After submitting the loan request and appropriate identification, the archive can be borrowed. Archives must be returned on a specified date, with a red sheet given to the borrower as proof of return. This process helps prevent archive loss, as borrowed documents are tracked. Borrowed archives usually include letters, books, documents, photos, etc. The rediscovery and return process for borrowed archives often takes a long time due to the lack of a clear storage system. However, archives are also stored in computer folders. At the Malalayang City District Office, archive retrieval is assisted by classification codes and bulkhead folders, but the process is still done manually. When the officer remembers the position of the archive, it can usually be found within ten minutes. Retrieving files from the computer takes about one to five minutes. Administrative efficiency is directly impacted by the ease and speed of archive retrieval, which helps staff complete tasks more efficiently.

8. **Archive Depreciation:** The usage of archives must be periodically checked to determine when documents are no longer needed. Depreciated archives are those that are no longer used or useful, and therefore, can be discarded. Before disposal, however, officers select which archives to shrink based on their relevance. Archive shrinkage should be done promptly, either by transferring or destroying the documents, once their term of use has expired. Usually, the documents to be destroyed are those no longer of value, such as invitation letters or announcements. Shrinkage can be done periodically through transfer or destruction, which can include eliminating identifying information, shredding, or incineration. The usefulness of each archive is determined in advance to ensure the appropriate documents are targeted for destruction.
9. **Archive Destruction and Submission:** As activities at the subdistrict office of Malalayang continue to increase, so does the volume of archives requiring management. When adequate facilities are provided, archive management can proceed smoothly. As the number of archives grows, it becomes crucial to add more storage facilities. The final stage of archive management is destruction and submission. The Malalayang District Office, Manado City, does not currently have the necessary equipment for document destruction. In the past, document destruction has not been carried out regularly or properly, whether by discarding papers or using shredders.

Obstacles in Archive Management Supporting Orderly Administration at the Malalayang Subdistrict Office, Manado City

Challenges related to archive management, particularly in communication between employees and service processes, are inevitable. Archives deserve significant attention as they store a wealth of information about the office. Managing archives can be difficult when encountering various obstacles. However, with appropriate actions, these challenges at the Malalayang Subdistrict Office in Manado City can be addressed. Common issues include inadequate facilities and the absence of dedicated personnel to handle archives comprehensively. Effective archive management requires proper archival facilities that are strategically located, sufficient in number, and well-suited to the

office's needs. The success of archive management is heavily influenced by the available resources at the Malalayang District Office. Outlined below are some of the available facilities at the Malalayang Subdistrict Office, Manado City:

1. **Archive Storage Room:** The most crucial aspect of archive management is having a dedicated storage space. Without this, archives are often scattered. Currently, archives at the Malalayang Subdistrict Office are still stored in each section, with no dedicated archival room.
2. **Archivist Officers:** Archivists are employees assigned to manage archives and are fully responsible for this task under the direction of authorized officials.
3. **Filing Cabinet:** A filing cabinet is typically made of metal and has multiple drawers for storing documents. At the Malalayang office, previous years' archive files are full and piled up, leaving no available drawers for new archives. As a result, new archive files often clutter work desks.
4. **File Folders:** The office has three types of file folders: standard folders, snelhecter folders, and thicker folders. While many of these folders, stored in the workroom and warehouse, are still usable, some are damaged and in need of replacement.
5. **Archive Shelves:** Archive shelves, which are open cabinets without doors, are used to store inactive archival documents. However, at the Malalayang District Office, these shelves are used primarily for storing miscellaneous items rather than archives.
6. **Computers, Laptops, and Printers:** There are two computers, laptops, and printers available in the secretariat section. However, this is a challenge, as the other computers are non-functional, hindering workflow and reducing overall work efficiency.
7. **Perforator:** A perforator is used to punch holes in paper for filing. The office has three perforators, all in good condition and still in use.
8. **Paper Clips:** Paper clips help organize documents that are still in process and are easy to remove. However, at the Malalayang office, many documents remain disorganized, despite the availability of paper clips.

While the Malalayang Subdistrict Office has some representative facilities, they are insufficient in number to accommodate the growing volume of archives. The office lacks proper storage equipment, such as cupboards and filing cabinets, which has led to archives piling up in disorganized stacks. Consequently, the facilities for storing archives are inadequate, and most documents are not properly housed in storage units. With the constant increase in archived documents, urgent measures are needed to enhance archival support facilities to ensure the proper maintenance and security of archives.

The main factors contributing to these challenges are the lack of supporting facilities and human resources. To address these problems, ongoing improvements are required in all aspects of the archival system to ensure that administration functions smoothly and effectively.

Addressing Obstacles in Archive Management

As activities at the Malalayang District Office increase, so too does the volume of archives. With adequate and representative facilities, archive

management can be made more efficient. To enhance archival performance at the Malalayang office, additional facilities are needed to improve the management process.

Efforts to Overcome Archive Management Challenges

In accordance with Law Number 7 of 1971, Article 3, there are numerous efforts aimed at improving the quality of administrative services. One such effort is ensuring that employees follow standard operating procedures (SOPs) in the filing process. By adhering to these standards, the quality of administrative services can be improved for all stakeholders. At the Malalayang District Office, archive management continues to evolve, adapting to advancements in information and communication technology (ICT). Numerous supporting tools for archival management have been developed to assist employees in handling archives efficiently. The office is committed to continuously improving its archive sector to meet legal and accountability standards.

The primary goal of archival management is to ensure that documents related to planning, implementation, and administration are secure and easily accessible. These documents serve as evidence of how the government operates. This research reveals that the Malalayang District Office has taken several steps to overcome or minimize obstacles in archive management, including the recording, organization, and structuring of documents. These efforts aim to ensure that all planned activities are carried out effectively and according to plan.

CONCLUSIONS AND RECOMMENDATIONS

Based on field findings through observations, interviews, and discussions as explained in the previous section, the author concludes the following:

1. The Malalayang District Office in Manado City does not have a dedicated archive room, which has led to suboptimal archive management procedures. As a result, locating and retrieving archives can take up to 10 minutes, indicating inefficiency in the system.
2. The archive storage system currently in place is overly simplistic and requires improvement. It was found that the arrangement of archives does not follow proper storage procedures, and the process of transferring archives is flawed due to limited supporting facilities. Additionally, archive depreciation (the systematic disposal of outdated documents) has never been carried out due to a lack of employee knowledge in archive management, highlighting the need for evaluation and corrective measures.
3. Efforts have been made to address these issues, such as coordinating among employees to maintain cleanliness, order, and a sense of responsibility. This fosters a more professional attitude in fulfilling their duties.

ADVANCED RESEARCH

Each study has limitations; thus, you can describe it here and briefly provide suggestions for further research.

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