



THE EFFECTIVENESS OF ARCHIEVEMENTS IN IMPROVING ADMINISTRATIVE SERVICES IN THE GOVERNMENT SECTION IN THE OFFICE OF THE REGENT OF THE REGENCY OF BATU BARA

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Abstract

Organizing archives needs to be done with good management. However, the Governance Section of the Batu Bara Regency Regent's Office still has weaknesses, especially in terms of archive management work procedures. The purpose of this study was to find out how the effectiveness of the archives in improving the administrative services of the Governance Section at the Regent's Office of Batubara Regency. and what are the factors that hinder archives in improving the administrative services of the Governance Section at the Batubara Regency Regent's Office? This study uses a descriptive method with qualitative analysis techniques. Data collection techniques with observation, interviews and documentation. The results of this study found job satisfaction has not been effective because employees have not participated in education and training evenly.

Keywords: *Administrative Services, Effectiveness, Governance Section, Record Management.*

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INTRODUCTION

According to Government Regulation No. 28 of 2012 on the Implementation of Law No. 43 of 2009, it is said that archives are recordings or events in various forms and media. Archives are very supportive in the implementation of an activity carried out both individually and in groups. Because, it will definitely produce archives in the form of documents, sounds, videos, and photos. However, so far the arrangement of archive management is still oriented more towards passive archive storage and management. This means that documents or data that are stored and maintained are only needed more as historical evidence. Archives will continue to grow, in the sense that archives will continue to grow in tune with the development of the organization concerned. The continuous increase of archives without being followed by archival work procedures and equipment, as well as experts in the field of archiving will cause problems of their own, such as less than optimal archiving procedures, damaged archives so that it is difficult to find archives quickly if archives are needed again at any time.

If an organization in managing its archives is not good enough, it will disrupt the process of implementing the activities of the organization, until finally the public services provided to the community will not run and work well. Although archives are only considered as documents or historical data from activities that have been or have been carried out by individuals or organizations, one day these documents and data will be needed again. From this statement, it can be seen the importance of archives, because with a good archive management system, it will be able to assist employees in carrying out their duties effectively and efficiently, and can also facilitate work in finding the required information so that they can provide effective public services. and efficient and realized the expected organizational goals.

Based on the results of observations of the weak management of archives, in fact these things will lead to other things, namely the lack of smooth management processes within the

scope of archives and will make it difficult to find archives again and provide fast information. From the description above, this paper will answer how the effectiveness of archives in improving administrative services for the governance section at the office of the Regent of Batu Bara Regency.

METHODOLOGY

Given that this study aims to understand and interpret various phenomena that exist or occur in reality as a characteristic of qualitative research, in this case how much effectiveness archives in the Governance Section of the Batu Bara Regency Office of Regents in improving administrative services, the researchers used the research method descriptive qualitative. Data obtained from key informants. The term key informant is substantially seen as the main instrument in qualitative research (Afifuddin and Beni Ahmad Saebani, 2009). Data collection techniques using observation, interviews and documentation. Data analysis used the technique of Miles and Huberman (Matthew B. Miles and A. Michael Huberman, 1992).

DISCUSSION

Archive Effectiveness

Based on the results of research while conducting research on archives in the Governance Section of the Batu Bara Regency Regent's Office, the author can examine the archives in the Batu Bara Regency Regent's Office with reference to the theory of Steers (2005:64) as follows:

a. Productivity

According to Riyanto in Elbandiansyah (2019: 250) productivity is a comparison between the results achieved (output) and the overall required resources (input). Productivity implies a comparison between the results achieved with the role of labor per unit of time. So productivity is an employee's attitude that reflects the employee's ability to do work and the results obtained based on the resources used. Based on the results of interviews obtained in classifying archives, the Regional Secretary of the Batu Bara Regent's Office, Mr. H. Sakti Alam Siregar, SH said that employees have been able to complete them quickly and neatly because they

already have certain codes for assignments, decrees, and all cleanly. And employees are able to store archives systematically so that they are easily found when needed. because there is already a job desk division for each employee.

This is also reinforced by the results of an interview by Mrs. Elvin Sinaga, S. Sos as an employee of the Batu Bara Regent's Office who said that employees also participated in training and development activities in order to improve quality in the archives sector. In line with what was conveyed by Mr. Ahmad Fadli, SP as an employee of the Batu Bara Regent's Office. This is supported by the existence of Law Number 43 Year 2009 that it is necessary to organize archives in accordance with archival principles, rules, and standards as required by a reliable archive management system. All office administration activities in an agency, especially archiving activities are held in the Governance Section.

These results are supported by the theory put forward by Gie (2009), namely that archiving activities are tasked with providing information services needed in operational activities. With the right storage system, good work procedures for archiving employees, effective archive management can be carried out in every organization. And it must also be equipped with competent archival staff so that archives can truly become a source of information and a memory center that facilitates organizational development. So the productivity of employees in carrying out archives to improve administrative services at the Regent's Office of Batu Bara Regency has been running effectively. This has similarities with the results of previous studies, namely Thesis by Miftahul Jannah. NIM. 14131029. Department of Islamic Education Management, Faculty of Tarbiyah and Teacher Training, Batu Sangkar State Islamic Institute 2018M/1439H with the title Archives Management in Improving the Quality of Administrative Services at the Tarab River State Islamic Madrasah. With the results of the study that the implementation of archive management at MIN

Sungai Tarab in managing documents or madrasa archives went quite well, although there were still shortcomings. The implementation of archive management includes: planning, organizing, implementing and monitoring.

b. Adaptability or flexibility

According to Sunarto and Agung Hartono (2006) adaptability is the ability of individuals to face demands, both from within and from the environment so that there is a balance between meeting needs and environmental demands. Human adaptability varies from one to another, if a person can adapt to change then he has the ability to deal with both positive and negative stimuli. Humans are social creatures, as social beings, will always be in contact with humans. Socializing is basically a process of adjusting to the social environment, how a person should live in his group, both in small groups and in community groups. Adaptability here is how employees can use technology as a tool to process, access and disseminate and preserve archives. However, based on the results of the researcher's observations, the researchers saw that in the Governance Section of the Regent's Office, Batu Bara Regency was still manually managing archives. This is reinforced by the results of an interview by an employee of the Batu Bara Regent's Office, Mrs. Erna Kartika, S.Sos. M.Si, who said that the employees of the Governance Section of the Batu Bara Regency Office were still manually managing the existing archives. And for archive storage work procedures that are applied by recording in the incoming mail agenda book and by using the chronological system. This is a problem for employees. as stated by Mrs. Elvin Sinaga, S. Sos as an employee of the Batu Bara Regent's Office who said the obstacles faced by employees were when storing and organizing existing archives with makeshift facilities. which makes the work of the employees not going well. This shows that in the era of modern technology as it is today, it has been proven that the handling of information will be more efficient when done using electronic tools.

This is based on a strong theoretical basis

according to Bambang Warsita (2008:135) that information technology is a means and infrastructure (hardware, software, useware) systems and methods for obtaining, transmitting, processing, interpreting, storing, organizing, and using data meaningfully. . The same thing was also expressed by Lantip and Rianto (2011: 4) that information technology is defined as science in the field of computer-based information and its development is very rapid.

Archival Constraints

Referring to the results of research related to the archiving constraint factor in improving the administrative services of the Governance Section at the Regent's Office of Batu Bara Regency, namely the resource factor that has not been maximized such as limited space and still using a manual system. Thus, in relation to the context of Steers' theory in Tangkilisan (2005:64) there are 5 criteria in measuring effectiveness, namely productivity, adaptability or flexibility, job satisfaction, profitability and resource seeking. Steers believes that a job is said to be effective if a job can produce one unit of output (output). A job is said to be effective if a job can be completed on time and according to a predetermined plan. Effectiveness is easy to understand when viewed as the ability of the organization to obtain and utilize existing or available resources to achieve its goals (Richard M. Steers, 1985). Moving on from this view, it can be concluded that the picture of effectiveness has an important role in determining and overcoming problems that are policy targets. Based on the results of research on archives in improving administrative services of the Governance Section at the Regent's Office of Batu Bara Regency, the factors that become obstacles the author describes as follows:

a. Resource.

The problems experienced in the archives to improve the administrative services of the Governance Section at the Regent's Office of Batu Bara Regency are facilities (limited space). This is based on the results of an interview with

the Assistant for Government and Welfare at the Office of the Regent of Batu Bara, Mr. Russian Heri, S.Sos, MAP who stated that the archives as a whole in the Administration Section at the Office of the Regent of Batu Bara Regency, there are few obstacles regarding the place and space that are not so good. extensive, and resulted in the accumulation of archives which became a constraint for the archive itself. The same statement was also stated by Mrs. Elvin Sinaga, S. Sos as an employee of the Batu Bara Regent's Office that when storing, and organizing existing archives, improvised facilities would be a problem in itself.

Lack of facilities will make the work of the employees less well. The same thing was also conveyed by the Assistant for Government and People's Welfare at the Batu Bara Regent's Office, Mr. Russian Heri, S.Sos, MAP that the obstacles that are often experienced in filing letters or files in the Governance Section at the Batu Bara Regency Regent's Office are space transfers that are not detailed enough. . Then in storing archives, it must be supported by better facilities so that employees are faster in finding back existing archives.

Based on the results of this study, the obstacles experienced by the Regent's Office of Batu Bara Regency in carrying out archives to improve administrative services for the Governance Section are the limited facilities available in the form of limited space. Storage space is getting narrower, storage facilities such as filing racks and cabinets are no longer able to accommodate the growing number of archives. So there are files lying on the floor for lack of filing racks and cabinets. The archives scattered on the floor due to the lack of filing cabinets as storage media and resources in the process of classifying inputs and dividing areas. Efforts made by the Governance Section at the Regent's Office of Batu Bara Regency in overcoming the constraints of storage rooms and archival facilities that are no longer able to accommodate the increasing number of archives for storage are the construction of a new record center along with the provision of facilities and infrastructure. infrastructure for storage and management of archives in accordance with the

Expenditure Budget Plan to be realized immediately. Archival facilities are needed to support archive management. The availability of adequate facilities in terms of quality and quantity can facilitate archive management. Facilities are defined as the needs needed to complete the work in a human cooperation effort. According to Zulkifli Amsyah (2003), there are several criteria that need to be considered, namely:

1. The natural form of the archive to be stored, including its size, number, weight, physical composition and value.
2. Frequency of use of archives.
3. The length of the archive is stored.
4. Location of centralized and decentralized storage facilities.
5. Large space provided for storage and possibility for expansion.
6. Type and location of storage.
7. Organizational form.

The number of archive racks in the Batu Bara Regency Regent's Office is still lacking to store archives so there are still archives placed on the floor. If the archive is stored for a long period of time, the archive will become damp and can cause mold, and is easily damaged because they are stacked on top of each other which can cause physical damage to the archives. In providing archive storage facilities, it is not only enough to consider the quality, but it is also important to consider the quantity of archive management. According to the Head of ANRI Number 03 of 2000 concerning Standards for Buildings and Storage Rooms

Inactive Archives, the distance between the archive racks should be 100Cm-110Cm, this is intended so that the air circulation between the archive shelves is smooth and not too humid, besides that it will also facilitate the movement of archival employees in the archive retrieval process. The condition of the archives must also be maintained properly, in order to avoid the entry of insects and dust that can threaten physical damage to the archives owned.

Based on the results of observations made by the author, the temperature of the

room where the archive is stored at the Regent's Office of Batu Bara Regency has not met the standard. Then this will cause the room where the archives are stored to be stuffy and the air circulation is not good. This is in accordance with previous research in the eJournal of Government Science, Volume 1, Number 1, 2020: 1-11 by Ayuni Akhmal Hayati. Student of the Government Science S1 Program, Faculty of Social and Political Sciences, Mulawarman University in 2020 entitled Archive Management in Improving Services at the Muara Jawa Ulu Village Office, Kutai Kartanegara Regency with results showing that Archive Management in Improving Services at the Muara Jawa Ulu Village Office, Kutai Regency Kartanegara which has been operationalized is not yet fully optimal because there are several obstacles faced. The absence of a special room for active archive storage and also archive maintenance is still not in accordance with archive maintenance steps. It is hoped that in the future, with the availability of a special space for storage of active archives, it will be better and more optimal. So that the archive management can be carried out optimally and effectively in carrying out an organizational activity.

b. Manual System

Records must be managed properly so that when they are needed they can be available quickly and accurately. Manual archive management that has been carried out at the Regent's Office of Batu Bara Regency so far, has several weaknesses that become obstacles, especially the Governance Section. That requires large storage space and space, the risk of damage to archives due to disasters, and requires a lot of employees, and a long search time. Based on the results of an interview with the Regional Secretary of the Batu Bara Regent's Office, Mr. H. Sakti Alam Siregar, SH, who said that archive storage was still manual. So if you want to find documents it takes time because the Governance Section at the Batu Bara Regency Regent's Office does not yet have a central file (archive center). This is also

reinforced by the results of an interview with the Assistant for Government and People's Welfare of the Batu Bara Regent's Office, namely Mr. Russian Heri, S.Sos, MAP who added that all archival activities are made manually. Where the archive arrangement still has many shortcomings. Employees of the Regent's Office of Batu Bara, Mrs. Erna Kartika, S.Sos. M.Si also added with the same statement that in managing archives they still use manual technology but do not use modern technology.

CONCLUSION

From the results of the delimitation in this study, the following conclusions were obtained

1. Archives in improving administrative services of the Governance Section at the Regent's Office of Batu Bara Regency have been running but are considered ineffective. The results of the study which refers to the theory of Steers (2005:64) on the indicators:

a. The productivity of the employees of the Governance Section at the Regent's Office of Batu Bara Regency in carrying out archives to improve administrative services has been running effectively. Employees have been able to complete it quickly and neatly.

b. The adaptability or flexibility of the employees of the Governance Section at the Regent's Office of Batu Bara Regency is still manually managing the existing archives and has not fully utilized information technology. Archive maintenance has also not been carried out optimally because it does not have a special room for archive storage.

c. Job satisfaction is also not effective because employees have not participated in education and training evenly. However, the evaluation activities at the Batu Bara Regency Regent's Office have been carried out well.

d. Profitability at the Batu Bara Regency Regent's Office regarding archives in improving administrative services, especially in the Governance Section, went well even though there were several obstacles.

e. The search for resources has not been maximized due to limited space and

maintenance of the room that does not have air ventilation so that air circulation in the room is not good. However, for human resources at the Batu Bara Regent's Office, it looks good.

2. Obstacles of archiving in improving administrative services of the Governance Section at the Regent's Office of Batu Bara Regency are:

a. Resources are facilities (limited space). Lack of facilities will make the work of the employees less well. The obstacle experienced by the Regent's Office of Batu Bara Regency in carrying out archives to improve administrative services for the Governance Section is the limited facilities available in the form of limited space.

b. Manual System. Manual archive management that has been carried out at the Regent's Office of Batu Bara Regency so far, has several weaknesses that become obstacles, especially the Governance Section. That requires large storage space and space, the risk of damage to archives due to disasters, and requires a lot of employees, and a long search time.

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