

ANALYSIS OF ARCHIVING IN THE KALIANGKRIK DISTRICT RELIGIOUS AFFAIRS OFFICE

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Abstract

This research aims to analyze the archiving and document management process at the Kaliangkrik Religious Affairs Office (KUA) and identify the challenges in archiving practices. The research method used is a descriptive qualitative approach. Data was collected through interviews with the head of the KUA and staff who handle archives. Research data was also collected by directly observing the archiving process at KUA Kaliangkrik. Apart from that, research data was also collected through documentation studies. The research results show that the KUA Kaliangkrik archiving process is carried out carefully, ensuring conformity between data and recording. However, the main challenges faced are limited human resources, inconsistent external data updates, changes in filing systems, and technological infrastructure constraints. Although information technology and electronic systems benefit document access, saving physical space, and document protection, technological infrastructure that has yet to be optimized is an obstacle. In maintaining the security and confidentiality of documents, KUA Kaliangkrik has implemented measures such as using passwords to access electronic documents and storing physical documents in safe cabinets or safes. However, collaboration between archive officers, IT, and KUA management needs to be improved to maintain the security of stored documents. Training archivists, coordinating with external parties, updating electronic filing systems, and increasing document security are steps that can be taken to improve the effectiveness of archiving. By overcoming these challenges, archiving and document management at KUA Kaliangkrik can be more efficient, provide good service, and maintain the security of stored documents.

Keywords: Archiving, Document Management, Religious Affairs office

A. INTRODUCTION

In the information and technology era, document management and archiving play a central role in the success of organizations or government agencies (Siregar, 2019). The Kaliangkrik District Religious Affairs Office (KUA), as a government institution that handles religious affairs, faces major challenges in storing and managing documents (Bakar, 2022). Increasing volumes of information, changes in regulations, and demands for efficiency encourage the need to evaluate and improve archiving systems (Juliati & Laminghton, 2021). In this context, careful handling of document management is the key to responding to the dynamics of organizational development in this digital era.

As an integral part of providing public services, the Kaliangkrik District KUA needs to have a filing and document management system that is able to accommodate its informational needs. There is complexity in terms of document diversity, ranging from marriage certificates, certificates, to other administrative documents that require special handling (Hartati, 2021). Archiving and document management have an important role in organizations, including in the Kaliangkrik Religious Affairs Office (KUA). As an institution responsible for religious administration services, KUA Kaliangkrik has the responsibility to store, manage and protect documents related to religious administrative activities. However, in practice, archiving and document management are often faced with various challenges, such as limited human resources, technological changes, and the increasingly important need for document security. In facing this dynamic, there is a need for innovative solutions that support the effectiveness of document management and archiving at KUA Kaliangkrik.

The importance of archiving and document management in organizations has been recognized by many previous studies. Research by Juliati and Lamingthon (2021) highlights the implementation of records management in increasing employee work effectiveness. In addition, research by Adillia et al. (2023) explored constraints in archival storage. (Pinaria et al. 2022; Rumengan et al. 2021; Gunandar, 2022) analyzed WEB-based archive management. These studies provide an overview of the complexity and diversity of issues related to archiving and document management in organizations. From this, it can be concluded that attention to records management has major implications for the performance and sustainability of organizations in the current information era. Therefore, improvements and innovations in document management need to be a priority for organizations to optimize work effectiveness and efficiency.

Therefore, this research aims to analyze archiving and document management practices at KUA Kaliangkrik. By paying attention to the Indonesian context, this research will examine the challenges faced in archiving and document management within the Kaliangkrik KUA, such as limited human resources, suboptimal use of information technology, and the need to protect sensitive documents. This research can provide a deeper understanding of archiving and document management practices at KUA Kaliangkrik, so that it can provide relevant and useful recommendations to improve the effectiveness of archiving at this institution. In this context, research that explores the problems of archiving and document management at KUA Kaliangkrik becomes very important. This research can provide an in-depth understanding of the challenges faced in archiving and document management and analyze the steps taken to overcome them.

Through this research, it is hoped that deeper insight will be gained into the challenges faced in archiving and document management at KUA Kaliangkrik. The findings of this research can be a basis for identifying appropriate improvement and development steps to improve document management, either through improving the quality of human resources, developing systems that suit needs, as well as improving communication and coordination with relevant external parties. With a better understanding of these challenges, it is hoped that KUA Kaliangkrik can improve the efficiency and effectiveness of archiving and document management, as well as provide better services to the community.

B. LITERATURE REVIEW

Meaning of Archive

The definition of an archive varies according to a number of experts. (Arsa & Effiyaldi, 2019) say that an archive refers to the storage of a collection of manuscripts or documents

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placed in a room or building managed by an organization or institution. This opinion is strengthened by (Amelia & Handayani, 2023) who emphasize that archives are evidence in the form of information that reflects the functions, goals and activities of an organization. Meanwhile, (Suminar, 2018) states that archives can be understood as a collection of documents or letters that can be reused, systematically organized, and have an impact on the ease of finding these documents again. Meanwhile, the concept of archives, according to (Sugiarto & Wahyono, 2015) refers to a series of processes for storing and organizing letters or files contained in an archive, ensuring that the archive can be found again when needed.

From this statement, it can be concluded that archives include written entities and as evidence of organizational goals, involving letters, documents and manuscripts, which are produced and received by certain companies or institutions. Thus, the definition of archives reflects a concrete form of structured information and is an important reference for understanding the functions and activities of the organization or institution (Silfiah et al., 2024).

Archive Type

Types of archives, as described in Law of the Republic of Indonesia Number 43 of 2009 Article 1 concerning Archives, can be categorized into five, namely dynamic archives, vital archives, active archives, inactive archives and static archives. However, a different perspective emerged from (Nuraida, 2018), who detailed that variations in types of archives are not only limited to written forms on paper or what can be called documents. (Nuraida, 2018) introduced types of archives, including: 1) dynamic archives consisting of active archives and inactive archives; 2) as well as static archives. According to (Susanti & Puspasari, 2020), the categorization of archive types is divided into two, namely dynamic archives which are used directly in plan preparation activities, plan operations and other activities, and static archives which are no longer needed in daily use but are still valuable to preserve. by the maker. Therefore, based on understanding from various sources, it can be concluded that types of archives include five categories, namely dynamic archives, static archives, active archives, vital archives and inactive archives.

Archive Storage System

A collection or arrangement of elements that are orderly and interconnected to form a whole is known as a system (Suminar, 2018). In the context of archival storage, grouping systems can be divided into five types, namely date systems, alphabetical systems, number systems, regional systems, and subject systems. (Amsyah, 2017) defines a storage system as a method that makes it easier for officers to store documents, ensuring that archives can be quickly found when needed at any time. By detailing the experts' definitions, it can be stated that an archive storage system is a method used to organize documents or documents with the aim of making it easier to retrieve these documents. Some systems commonly used in companies or agencies include the date system, alphabetical system, number system, regional system, and subject/principal system (Susanti & Puspasari, 2020).

Archive Storage Steps

The archive storage process involves several stages, starting from receiving letters that are ready to be stored, preparing the storage area and the necessary equipment, to placing the archives in accordance with the storage system that has been determined in the storage location. (Susanti & Puspasari, 2020) present archival storage guidelines, which include steps such as checking the completeness of archives to be stored, grouping archives based on codes and indexes, arranging archives in files with a certain structure, preparing folders by coding and indexing, placing archives in in folders, solving problems by making cross-point cards if

necessary, and arranging folders at the back of the guide according to codes and indexes. Thus, the steps for storing archives can be described as follows: first, check the completeness of the archives to be stored and remove unnecessary material. Second, grouping archives based on assigned codes and indexes. Third, organize archives in files in a certain pattern, for example from activity planning to evaluation. Fourth, prepare a folder with code writing and archive indexing. Fifth, after the code writing and indexing process, save the archive into a folder. Sixth, if problems arise, the officer makes a cross-show card. Finally, organize the folders behind the guide according to the specified codes and indexes.

In the entire archive storage process, it is also important to note that the success of archive storage is not only determined by these steps, but also by the support of adequate equipment, supplies and storage space. By adhering to these procedures, archive storage can be carried out efficiently, involving inspection, indexing, coding, sorting and storage in accordance with the principles of good archive governance (Susanti & Puspasari, 2020).

C. RESEARCH METHODOLOGY

This research adopts a descriptive qualitative research method, an approach that allows for in-depth investigation and understanding of ongoing phenomena (Jamilah & Pahlevi, 2021). The descriptive qualitative method allows researchers to present a holistic and detailed picture of the archiving and document management process at the Kaliangkrik District Religious Affairs Office (KUA). The use of this qualitative method provides space for collecting diverse data, including internal KUA documents related to archiving, such as procedural guides, policies and archival records. This qualitative data will then be analyzed holistically, identifying patterns, themes and challenges that emerge during the archiving process.

The data collection method in this research was carefully designed, involving observation, interview and documentation techniques to ensure the diversity and depth of the information obtained (Moleong, 2018). Observation, as the first step, involves direct observation and detailed recording of activities and archiving processes at the Kaliangkrik District Religious Affairs Office (KUA). This approach allows researchers to directly understand operational dynamics and capture important nuances that may not be documented in writing. Interviews are the main instrument for deepening understanding regarding the archiving process. This was carried out with two main sources, namely the head of the KUA and one of the staff who was directly involved in document management. Through this in-depth interview, the researcher attempted to explore the views, experiences and understanding of stakeholders regarding the challenges, successes and improvements that may be needed in archiving within the KUA. Documentation sources are an important basis for completing data obtained from interviews and observations. All archival management activities in the Kaliangkrik District KUA are the object of documentation, including procedural guides, internal policies and relevant archival records. This documentation provides valuable historical and comparative context regarding the development of the archiving process. It is hoped that the combination of these three techniques can provide a comprehensive and in-depth picture of the reality of archiving and document management in the Kaliangkrik District KUA. Through holistic data mining, this research seeks to identify successes, obstacles and opportunities to provide recommendations for substantial improvements for document management within the KUA environment.

In an effort to maintain data validity, researchers adopted a source triangulation approach to ensure the integrity and validity of the information (Syarifah et al., 2021). This process

involves collecting data from several different sources to ensure consistency and overallity of the information obtained. Observations, interviews, and documentation are integrated as mutually confirming data sources, creating a more solid and trustworthy data foundation. After ensuring the validity of the data, the researcher continued with the data analysis stage. The analysis technique used includes data reduction, where the collected data is simplified without reducing the substance of the information, then continues with data application, where main patterns or findings are identified and analyzed in depth (Maryono, 2022). The final process involves drawing conclusions from the results of the analysis carried out.

Data analysis is not only mechanical, but also involves in-depth interpretation. Researchers seek to understand the context and meaning behind each finding, making it possible to provide a richer and more significant picture regarding the archiving and document management process at the Kaliangkrik District Religious Affairs Office (KUA). Through this approach, it is hoped that this research will be able to provide a valuable contribution to the understanding and development of archiving practices within the KUA environment. It is hoped that this careful and reflective data analysis can produce relevant recommendations and thoughts, paving the way for increasing the efficiency and effectiveness of document management in the institution.

D. RESULTS AND DISCUSSION

Document management and archive management have a crucial role in the realm of administration and information management, including in the Kaliangkrik Religious Affairs Office (KUA). In the midst of the turmoil of the digital era and advances in information technology, the effectiveness of document management has become increasingly vital in ensuring easy access, security and orderly storage of information. In this context, efficient archiving is not only a necessity, but also the foundation that ensures data integrity and reliability. Therefore, developing a document management system that is adaptive and responsive to technological changes is a necessity to support smooth operations and services at KUA Kaliangkrik.

Archiving and Document Management Process at KUA Kaliangkrik

The archiving process at the Kaliangkrik Religious Affairs Office (KUA) involves a series of essential stages to ensure the integrity and accuracy of the data stored. As the results of interviews with research sources

"This process begins with a careful examination of the files received by the KUA. Each document is carefully analyzed to ensure the validity of its contents and conformity with existing records. This step is key to maintaining reliability and trust in the documents to be archived. After going through the inspection process, if discrepancies are found between document data and records, corrective or data completion steps are implemented to ensure conformity between the documents submitted and the data that has been recorded. After ensuring compatibility, the next step is storage. The document is placed in the registry or File Manuscript to facilitate future accessibility and search. In addition to storage at the register, documents are also archived at the register. The register functions as an inventory list that records each archived document, including vital information such as register number, document title, archive date, and storage location. "The existence of a register is the main basis for maintaining order and ease in retrieving documents, increasing efficiency in the filing system at KUA Kaliangkrik (Interview with Head of KUA, 5 June 2023)."

From the results of interviews conducted, it was revealed that the archiving process at the Kaliangkrik Religious Affairs Office (KUA) reflects the importance of implementing

structured and systematic steps in archival management. The information obtained shows that KUA Kaliangkrik applies principles that are in accordance with the archiving concept. There are several steps that must be taken in archiving, namely inspection, repair and storage (Susanti & Puspasari, 2020), which are an integral part of the archiving process at KUA Kaliangkrik, having a crucial role in ensuring the integrity and accuracy of archived documents.

The steps in archiving emphasize the need for careful examination of documents before archiving. This process represents an important stage in ensuring the reliability and trustworthiness of stored information, in line with archival principles oriented towards quality and accuracy. The next step, namely improvement, reflects a commitment to ensure that any discrepancies between documents and records can be resolved with appropriate steps. This not only optimizes the quality of archived data, but also provides a solid foundation for the sustainability of the archive management process. Furthermore, document storage, as implemented at KUA Kaliangkrik, is a key factor in ensuring the accessibility and sustainability of archive storage. These principles not only create effective governance, but also support modern archival concepts that emphasize information security and order.

By adopting these principles, KUA Kaliangkrik shows its commitment to archiving practices that are tested and in accordance with standards. The implementation of these steps is not only a response to administrative needs, but also as a form of seriousness in maintaining the integrity and continuity of information which is an integral part of their duties and responsibilities. The research results also show that filing at KUA Kaliangkrik is organized based on the types of documents received. As in the following interview:

“KUA has certain guidelines in filing. Each document is separated based on the type of document, for example documents related to marriage, waqf, majlis taklim, mosque, langgar, prayer room, and TPQ have their own place in the filing system called SIMBI (Information File Management Information System). (Interview with KUA employee, June 5 2023).”

The existence of special guidelines in the document archiving process provides confidence that each category of documents related to marriage, waqf, majlis taklim, to the mosque, langgar, prayer room, and TPQ has a structured allocation in a filing system called SIMBI (Information File Management Information System). This guide reflects a commitment to organizing and structuring documents by type, creating a clear and organized framework.

The Information File Management Information System (SIMBI) is the main basis for organizing and managing various groups of documents. Thus, SIMBI creates a special and separate container for documents covering marriage, waqf, majlis taklim, ke mosque, langgar, prayer room, and TPQ. This provides clarity and ease in searching for and accessing information that is appropriate to the context. Through SIMBI, each type of document gets its own place, facilitating a more efficient and effective archiving process. This step not only supports good records management practices, but also shows innovation in the use of information technology to increase the accessibility and reliability of archived information. Thus, SIMBI becomes an important instrument in supporting structured and up-to-date archive management efforts within the Office of Religious Affairs (KUA).

Organizing documents in a filing system based on certain classifications or categories can help users search, access and use information more efficiently (Adillia et al., 2023). In the context of KUA Kaliangkrik, archiving documents based on document type allows archive officers to easily find and provide documents requested by the public or authorized

parties. By using an organized filing system, KUA Kaliangkrik can manage archives more effectively. Using SIMBI allows archivists to group documents according to type, provide clear labels, and record important information related to each document. This helps in the search and recovery of required documents, minimizes the risk of document loss or confusion, and increases efficiency in services to the public.

Apart from that, the electronic-based filing system also provides benefits in document management at KUA Kaliangkrik. Documents stored in the form of electronic files allow users to search for text in documents, perform quick recovery and duplication, and make it easier to organize and store documents in limited space. Information technology and electronic systems can also speed up document access, allow more users to access information simultaneously, and assist in monitoring and supervising the documents used. However, it should be noted that the interviewee revealed that the implementation of electronic filing at KUA Kaliangkrik is limited. Not all documents are archived in electronic form because some types of documents require technological infrastructure that may not be fully maximized, such as servers that have not been optimized. This obstacle shows that there are still challenges in fully adopting information technology in archiving at KUA Kaliangkrik.

Challenges in Archiving and Document Management at KUA Kaliangkrik

The research resource person explained that several challenges in archiving and document management at KUA Kaliangkrik were identified. These challenges need to be understood and handled well so that records management can be effective. Some of the challenges faced include:

a. Human Resources

One of the main challenges faced is the lack of skilled and trained human resources in the field of archiving. The interviewee admitted that the success of archiving really depends on the expertise of the officers involved. Without adequate human resources, records management can be hampered and the quality of archiving can be affected. Training and increasing competency for archiving officers is very important to overcome this challenge. According to Syahbani and Christiani (2020), the lack of human resources trained in the field of archive management can be a major obstacle in achieving effectiveness and efficiency in archiving. There is a need to increase competency and training for archiving officers so that they are able to manage archives well and use modern archival technology effectively.

b. Update Data

Research sources also revealed that filing at KUA Kaliangkrik is influenced by updating external data, such as in the case of waqf. Some people who carry out waqf may not report it to the KUA, so the number of waqf documents that should not be in accordance with what is recorded. This shows the need for better cooperation between the KUA and external parties to ensure the accuracy of data related to archiving. Mulya and Bramantya (2022) emphasize the importance of collaboration between archiving institutions and record owners or other external parties. The data updating process must be carried out regularly and thoroughly to maintain the accuracy and newness of documents. In the context of KUA Kaliangkrik, better coordination is needed with related parties, such as waqf institutions, to ensure that all documents related to waqf are properly recorded in the filing system.

c. System Factors

The use of electronic systems in filing is another challenge in the filing system at KUA Kaliangkrik. System updates that are carried out need to be followed by appropriate management changes and data updates. However, limited human resources may be an

obstacle in implementing these reforms. Effective records management must be able to adapt to system changes and ensure system functionality over the long term. In this case, KUA Kaliangkrik needs to consider increasing human resource capacity in managing the electronic system used in archiving and ensuring that system updates are followed by adequate training and support for archiving officers.

These challenges emphasize the importance of improving human resources, collaborating with external parties, and adapting to system changes in archiving and document management at KUA Kaliangkrik. In overcoming this challenge, continuous efforts need to be made to improve the competency of archiving officers, increase cooperation with related parties, and maintain the continuity of an effective archiving system. In this way, KUA Kaliangkrik will be able to manage documents better and maintain the accuracy and freshness of the data in the archives.

The role of information technology and electronic systems in archiving at KUA Kaliangkrik

The research results show that at KUA Kaliangkrik, the implementation of electronic filing is limited and not all documents are archived electronically. There are several obstacles in implementing electronic archiving, such as server limitations that have not been optimized, causing problems in receiving and using data by the system. The use of Information Technology (IT) and electronic systems in archiving has great potential to increase the efficiency and accessibility of documents. In this digital era, the use of information technology in archiving is becoming increasingly important. Electronic archiving can provide a variety of benefits, such as the ability to quickly search and access documents, simplify collaboration, and maintain data security and integrity.

The use of information technology in archiving allows better accessibility, speed of search, increased efficiency, and savings in physical space for document storage (Siregar, 2019). However, successful implementation requires adequate technological infrastructure and a good understanding of electronic records management. Electronic archiving can also provide flexibility in document management and distribution. Documents can be easily stored in digital format and accessed from various locations connected to the network. This allows KUA officers to manage documents efficiently without being limited by the physical limitations of storage space.

There are several challenges that need to be overcome in implementing electronic filing at KUA Kaliangkrik. One of them is technical and infrastructure constraints, such as limited servers that have not been optimized. This can affect the performance of electronic filing systems and document accessibility. It is important to improve and enhance existing technology infrastructure to support more effective electronic archiving. Apart from that, proper training for officers is also important in optimizing the use of information technology in archiving. KUA officers need to understand the electronic systems used, data security policies, and electronic records management techniques. Comprehensive training can help improve efficiency and accuracy in electronic filing.

The success of electronic archiving depends on strict security policies, careful planning, good data structure organization, and compliance with standards and regulatory support (Aprilia et al., 2020). KUA Kaliangkrik needs to develop a strict security policy to protect sensitive archival data. In addition, careful planning is needed in designing data structures that are efficient and easy to access. By continuing to pay attention to developments in information technology and improving existing infrastructure, KUA Kaliangkrik can expand the application of electronic filing in an effort to increase the effectiveness of document

management. Investments in adequate technological infrastructure, proper training for officers, and strict security policies will help KUA Kaliangkrik utilize the full potential of information technology and electronic systems in archiving. In this way, the filing process at KUA Kaliangkrik can be more efficient, transparent and safe.

Efforts to maintain security and confidentiality of documents at KUA Kaliangkrik

Securing and maintaining the confidentiality of archived documents is an important aspect of archive management at KUA Kaliangkrik. The research results provide information that several efforts have been made to ensure the security and confidentiality of these documents.

a. Use of Electronic and Physical Records

One of the steps taken by KUA Kaliangkrik is to use a combination of electronic archives and physical archives. Important documents are archived in digital form, where access is protected with a password that is only known by authorized KUA employees. This provides an additional level of security to electronically stored documents. Meanwhile, physical documents are stored in a cupboard or safe that has a secure locking system. Thus, the document is physically protected from unauthorized access.

b. Access Authorization Settings

Only KUA employees who have been given access authorization can open and access archived documents. This access authorization aims to maintain the confidentiality of documents and prevent unauthorized access by unauthorized parties. Thus, only people who need the information in the context of their work are given permission to access it.

c. Monitoring and Auditing

KUA Kaliangkrik also carries out regular monitoring and auditing of archiving and document access activities. This monitoring aims to ensure compliance with records management policies and identify any security breaches or unauthorized access. This audit helps in evaluating the effectiveness of the security system implemented as well as taking corrective action if weaknesses or security risks are found.

d. Awareness and Training

KUA Kaliangkrik pays attention to employee awareness and training regarding document security and confidentiality. Employees are given an understanding of the importance of maintaining confidentiality and confidentiality of the information they handle. Employees are also given training on archive management policies and procedures involving security aspects. With increased awareness and knowledge, employees are becoming more aware of the importance of maintaining the security and confidentiality of documents in their daily work.

The efforts made by KUA Kaliangkrik to maintain the security and confidentiality of documents reflect their commitment to the protection of sensitive information and individual privacy. By using a combination of electronic and physical records, arranging access authorization, carrying out monitoring and audits, and increasing employee awareness and training, KUA Kaliangkrik strives to ensure that archived documents remain safe and their confidentiality is maintained.

E. CONCLUSION

Based on the results of research regarding archiving and document management, several conclusions were obtained. First, archiving at KUA Kaliangkrik involves a careful process in registering incoming files, verification and accurate recording to ensure conformity between existing data and documents. Appropriate documents are then stored in physical form and

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archived electronically using a predetermined filing system. Second, document management at KUA Kaliangkrik faces several challenges, including limited human resources, data updates that require external collaboration, and changes to the filing system. In facing these challenges, efforts to improve human resources, collaboration with external parties, and adaptation to system changes are steps that need to be considered.

Third, the role of information technology and electronic systems in archiving at KUA Kaliangkrik is still limited. Although some documents have been archived electronically, there are still infrastructure and server challenges that limit the full use of electronic systems. However, the use of information technology and electronic systems in archiving has great potential in increasing the effectiveness and efficiency of document management at KUA Kaliangkrik. Fourth, efforts to maintain the security and confidentiality of documents at KUA Kaliangkrik have been carried out through the use of electronic archives with password security and physical security of documents in the form of cupboards or safes. This combination is expected to prevent unauthorized access and maintain the confidentiality of archived documents.

Overall, archiving and document management at KUA Kaliangkrik is a careful process and requires effort in effective management. The implementation of information technology and electronic systems, as well as attention to the security and confidentiality of documents, are important factors in increasing the efficiency and reliability of archiving at KUA Kaliangkrik. In facing challenges and potential development in the future, the role of skilled human resources, good collaboration with external parties, as well as investment in infrastructure and filing systems are determining factors for the success of document management at KUA Kaliangkrik

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