

## THE ROLE OF ARCHIVE MANAGEMENT IN SUPPORTING LICENSING SERVICES AT THE DPMPTSP OF EAST JAVA PROVINCE

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### Abstract

Archive management is an important part of the implementation of government administration, especially in supporting fast, accurate, and accountable licensing services. The East Java Province Investment and One-Stop Integrated Service Agency (DPMPTSP) as the agency that organizes licensing services produces a high volume of archives, thus requiring orderly archive management in accordance with archival principles. This study aims to analyze the role of archive management in supporting licensing services at the DPMPTSP of East Java Province. This study uses a qualitative approach with a descriptive research type and a case study strategy. Data were obtained through observation, interviews, and documentation studies during the implementation of internship activities. The results show that archive management plays an important role in supporting the speed of service through easy retrieval of archives, increasing service accuracy through the accuracy and consistency of licensing data, and strengthening service accountability through the availability of archives as administrative and legal evidence. However, archive management at the DPMPTSP of East Java Province still faces obstacles, especially related to limited human resources for archives, a filing system that is not yet fully uniform, and supporting facilities and infrastructure. Therefore, continuous strengthening of archives management is necessary to support optimal licensing service quality.

**Keywords:** Archives Management; Licensing Services; DPMPTSP; Service Speed; Accountability

### A. INTRODUCTION

Archiving is a fundamental aspect of government administration. Every activity, decision, and bureaucratic process in government agencies essentially produces recorded information that must be managed systematically for optimal utilization. Archives serve as evidence of accountability, a source of information for performance evaluation, and a basis for decision-making and policy formulation (Fakaubun, 2020). Law Number 43 of 2009 concerning Archives explains that archives are the recorded results of various activities and events documented in various forms and media, produced or received by state institutions, regional governments, and other organizations in the context of organizing social, national, and state life.

Effective archives management is aimed at optimizing the use of archives to support organizational performance, integrating information for easier retrieval, and ensuring the protection and long-term sustainability of archives. According to (Kusno et al., 2023), systematic archives management enables organizations to carry out service, administration, and decision-making functions more effectively and efficiently. Conversely, disorganized

archive management can lead to various problems, such as difficulty retrieval, decreased accountability, document accumulation, information disorganization, and the risk of losing important records. These conditions ultimately lead to a decline in the quality of public services and a weakening of public trust in the performance of government agencies (Gultom & Arif, 2024).

In the context of public services, the East Java Provincial Investment and One-Stop Integrated Services Agency (DPMPTSP) plays a crucial role, particularly in the implementation of licensing services and the management of investment activities (Huda, 2021). The high volume of permit applications, inter-agency correspondence, technical recommendation documents, and investment activity reports demands orderly, structured, and accountable archive management (Qolby & Taufik, 2025). Archives within the DPMPTSP function not only as administrative documents but also as a vital data source for permit verification processes, policy evaluations, and legal and administrative accountability (Putra, 2024).

However, in practice, archives management in government offices still faces various obstacles. Some common problems frequently encountered include limited competent human resources (HR) for archiving, a lack of archive storage facilities and infrastructure, poor employee understanding of archiving standard operating procedures (SOPs), and the suboptimal implementation of a comprehensive archives management system. This situation becomes increasingly complex with the increasing volume of licensing services handled by the East Java Provincial DPMPTSP each year, including business and non-business licensing, as well as investment services (Dewi, 2025). If archives are not managed in accordance with archival standards, this has the potential to lead to a backlog of records, difficulty in retrieval, and delays in service delivery to the public and business actors (Choirunnissa & Oktarina, 2025).

Archives management plays a strategic role in supporting fast, accurate, and accountable licensing services. In the context of public services, archives serve not only as administrative documents but also as the primary data source for verification, decision-making, and accountability (Arif et al., 2025). Conventional and manual archive management tends to slow down the service process, increase the risk of recording errors, and complicate archive tracking. Conversely, implementing digital-based archive management allows licensing documents to be stored in a structured, integrated, and easily accessible manner in real time, thereby accelerating service flows, reducing applicant waiting times, and increasing staff efficiency (Alfariza, 2025).

In addition to supporting service speed, good archive management also plays a crucial role in improving the accuracy and accountability of licensing services. Standardized archives minimize data errors, information duplication, and document inconsistencies (Teryambodo & Putra, 2024). Well-documented stages of the licensing process allow for transparent tracking, auditing, and oversight. Thus, archives serve as valid evidence for accountability for every licensing decision, whether to management, supervisory agencies, or the public (Sanora, 2016).

However, various studies indicate that the strategic role of archives has not been fully balanced by optimal records management practices (Wulandari & Putra, 2024). Limited archivists, substandard filing systems, the use of manual recording methods, limited infrastructure, and minimal budget allocation for archives remain common problems in government agencies with high archive volumes. These conditions have the potential to hamper the effectiveness of administrative services and undermine the principle of public accountability (Sanora, 2016).

Based on the author's observations during his internship at the DPMPTSP of East Java Province, archive management has begun to be directed to comply with applicable archival provisions and policies, both through regional regulations and the use of information technology. Normatively, archive management at the DPMPTSP of East Java has a clear legal basis, including through the application of archive classification, archive retention schedules, and the use of Electronic Official Manuscripts (TNDE) with a development plan towards the SRIKANDI application. However, in its implementation, obstacles are still encountered, especially in archive filing, limited archival human resources, inadequate facilities and infrastructure, and minimal budget allocation specifically for archive management. This condition has an impact on the less than optimal speed of archive retrieval and the continued accumulation of archives in work units. It is necessary to examine in more depth how archive management plays a role in supporting the quality of licensing services at the DPMPTSP of East Java Province. Therefore, this study focuses on the formulation of the problem "What is the role of archive management in supporting licensing services at the DPMPTSP of East Java Province?"

## **B. LITERATURE REVIEW**

### **Archives Management**

Archives management theory explains that archives are records of organizational activities that must be systematically managed from creation, use, maintenance, and depreciation to ensure the availability of authentic, reliable, and traceable information. In the context of public organizations, archives management is not only administrative but also strategic, supporting the continuity of service functions, decision-making, and legal accountability. Effective archives management enables organizations to reduce document retrieval times and minimize the risk of data loss or inconsistency. This theory emphasizes the importance of classification standards, archive retention schedules, and the principle of provenance in maintaining the orderliness of archives. Thus, archives management is a key foundation for the efficiency and quality of information-based public services (Kusno et al., 2023; Gultom & Arif, 2024). Indicators:

- Archival classification and filing system
- Ease of archive retrieval
- Implementation of archive retention schedules (JRA)
- Archive maintenance and security
- Archive reduction according to procedures

### **Public Service Quality**

Public service quality theory views service as a process of fulfilling public needs that must be carried out quickly, accurately, and oriented towards user satisfaction. In modern public administration, service quality is measured not only by output but also by the reliability of the process and the accuracy of the information used. Archives serve as the primary data source that determines the smooth flow of services, particularly in administrative and document-based licensing services. The orderliness and integration of archives enable officials to provide services consistently and reduce administrative errors. Therefore, the quality of public services is greatly influenced by how archives are managed and utilized in the service process (Choirunnissa & Oktarina, 2025; OECD, 2021). Indicators:

- Speed of service completion
- Accuracy and completeness of service data
- Consistency of service procedures
- Ease of access to information for officers
- Minimum administrative errors

## **Public Accountability**

Public accountability theory emphasizes the obligation of government agencies to be accountable for every process and decision to the public and oversight bodies. Accountability relates not only to policy outcomes but also to the transparency and traceability of the underlying administrative processes. Archives serve as administrative and legal evidence that records all stages of public service decision-making. Orderly archive management enables audits, supervision, and decision-tracking to be conducted objectively and transparently. Thus, archives are a key instrument in realizing accountability in licensing services (World Bank, 2020; Gultom & Arif, 2024). Indicators:

- Availability of archives as evidence
- Traceability of service processes
- Transparency of decision documentation
- Archives' support for audits and supervision
- Compliance with archival regulations

## **C. RESEARCH METHODOLOGY**

### **Research Approach and Type**

This research employs a qualitative approach with a descriptive research style and a case study strategy. This approach was chosen because the research focuses on an in-depth understanding of archives management practices to support licensing services at the East Java Province Investment and One-Stop Integrated Services Agency (DPMPTSP), including the working mechanisms implemented and the various obstacles that arise during the implementation process. Descriptive research is used to describe the actual conditions of archives management without hypothesis testing, focusing on the role of archives in supporting the speed, accuracy, and accountability of licensing services. The case study strategy was applied because the research focused on a single agency, allowing for a contextual and comprehensive assessment of archives management based on direct observations during the internship (Ilhami et al., 2024).

### **Research Location and Timeline**

This research was conducted at the East Java Province Investment and One-Stop Integrated Services Agency (DPMPTSP), located in Surabaya, during the author's internship period. The research period included a series of direct observations of archives management practices, review of archival documents, and collection of supporting data related to the archives management systems and procedures in supporting licensing services within the East Java Province DPMPTSP.

### **Research Focus**

This research focused on assessing the role of archives management in supporting licensing services at the East Java Province DPMPTSP. This study focused on the implementation of archives management, encompassing the creation, use, maintenance, and disposition of archives, as well as its role in supporting the speed, accuracy, and accountability of licensing services. Furthermore, this study also examined various obstacles faced in archives management, particularly those related to limited human resources for archives, facilities and infrastructure, filing systems, and budget support within the East Java Province DPMPTSP (Suputra, 2024).

### **Data Sources**

The data sources in this study consist of primary and secondary data. Primary data were obtained through observations and interviews with employees involved in archives management and licensing services at the DPMPTSP of East Java Province to obtain an empirical picture of archives management practices, storage systems, the role of archives in

the service process, as well as obstacles and improvement efforts. Secondary data were collected through a documentation study covering laws and regulations in the field of archives, internal agency policies, archive classification guidelines, archive retention schedules, and other supporting documents relevant to archives management and licensing services at the DPMPTSP of East Java Province (Rahayu et al., 2021).

### **Data Collection Techniques**

Data collection techniques in this study were conducted through observation, interviews, and documentation studies. Direct observations were conducted during the internship at the East Java Province DPMPTSP to observe archives management practices, storage systems, archival workflows, and their relationship to the licensing service process. Interviews were conducted with employees involved in archives management and licensing services to obtain more in-depth information regarding the role of archives management, the challenges encountered, and efforts made to improve the quality of archives management. Meanwhile, documentation studies were conducted by reviewing various supporting documents, such as archival regulations, archive classification guidelines, archive retention schedules, official document procedures, and other internal documents related to archives management and licensing services at the East Java Province DPMPTSP.

### **Data Analysis Techniques**

The data analysis techniques in this study refer to the Miles and Huberman interactive analysis model, which includes three main stages: data reduction, data presentation, and conclusion drawing. The data reduction stage was carried out through a process of sorting, focusing, and simplifying data obtained from observations, interviews, and documentation studies to align with the focus and objectives of the research. Data was presented in the form of a systematically structured descriptive narrative to facilitate understanding of the state of archives management and its role in supporting licensing services. Furthermore, conclusions were drawn gradually by interpreting the analyzed data to obtain an overview of the role of archives management, the problems encountered, and their implications for the speed, accuracy, and accountability of licensing services at the DPMPTSP of East Java Province (Qomaruddin & Sa'diyah, 2024).

## **D. RESULT AND DISCUSSION**

### **Overview of Archives Management at the East Java Province DPMPTSP**

Archives management at the East Java Province Investment and One-Stop Integrated Services Agency (DPMPTSP) is an integral part of the implementation of licensing and investment services, generating a significant volume of dynamic archives, including business and non-business licensing archives, technical recommendation documents, inter-agency correspondence, investment activity reports, and other supporting administrative archives. Structurally, archives management is carried out by processing units in each division, with active archives stored in the processing units and inactive archives managed by the archiving unit in accordance with the principles of provenance and original order. Normatively, archives management has a clear legal basis through the application of archive classification based on East Java Governor Regulation Number 30 of 2023 and the Archives Retention Schedule (JRA) based on East Java Governor Regulation Number 1 of 2025. This is supported by the use of the Electronic Official Document System (TNDE) with a development plan towards the implementation of the SRIKANDI application. However, observations indicate that archive management practices are still under development, particularly in the filing system, which has not been fully structured by subject or issue. This impacts the effectiveness of archive retrieval and the potential for archive accumulation in work units.

## **Implementation of Archive Management at the East Java Province DPMPTSP**

The implementation of archive management at the East Java Province DPMPTSP runs parallel to the licensing and investment service process, which generates archives from the application receipt stage through document verification to the issuance of licensing decisions. Archives are actively used as reference material in the decision-making process and service delivery. Official document management has been implemented electronically through the Electronic Official Document Administration (TNDE) to support smooth correspondence and document disposition, although overall archive management is still under development.

In practice, active archives are stored in processing units within each sector, but the filing system in some work units is still based on document type and has not been fully organized by subject or issue according to the applicable archive classification. This situation impacts the suboptimal archive retrieval process, especially when archives have accumulated or entered a period of inactivity. Efforts to maintain and reduce archives have begun by separating active and inactive archives and referring to the Archive Retention Schedule (JRA), but its implementation still faces obstacles in the form of limited human resources for archives, facilities and infrastructure, and budget support, so that archive management is not yet fully optimal in supporting licensing services.

### **Archives Creation and Use Process**

The archives creation process at the East Java Province DPMPTSP (Directorate General of Public Works and Public Housing) occurs concurrently with the implementation of licensing and investment services, starting with the receipt of permit applications, submission and verification of required documents, correspondence with relevant technical agencies, and the issuance of licensing decisions. The archives created have administrative and legal value and are actively used by processing units as sources of information in verification processes, decision-making, and as administrative evidence when retrieval of a licensing process is necessary. The creation and use of archives is supported by the implementation of the Electronic Official Document System (TNDE), which simplifies the disposition and correspondence of documents. However, the high intensity of archives used in licensing services requires more standardized archives management to ensure fast and accurate access throughout their active use.

### **Archives Storage and Filing System**

The archives storage and filing system at the East Java Province DPMPTSP is generally still carried out by each processing unit, particularly for active dynamic archives, which are frequently used in the licensing service process. Based on observations, archives in several work units are still organized by document or file type and have not been fully filed by subject or issue in accordance with applicable archive classification guidelines. This situation impacts the archive retrieval process, particularly when archive volumes increase or archives enter a period of inactivity. Nevertheless, gradual improvement efforts have begun by directing the archive storage system to align with archive classification and archival principles, in order to improve archive order and the effectiveness of licensing services.

### **Archive Maintenance and Disposal**

Archive maintenance and disposal at the East Java Provincial DPMPTSP is carried out by separating active and inactive dynamic archives according to their frequency of use. Active archives remain stored in the processing unit, while archives that have decreased in frequency of use are gradually transferred to inactive archives to be managed by the archives unit, observing the principles of provenance and original order. The implementation of archives reduction refers to the applicable Archives Retention Schedule (JRA), both through the destruction of expired archives and the handover of archives with secondary use value.

However, observations indicate that implementation is still being carried out in stages and faces constraints such as limited human resources, infrastructure, and budget support.

### **Obstacles in Archives Management**

Based on observations and interviews, archives management at the East Java Province DPMPTSP still faces several obstacles that impact the optimization of licensing services. The main obstacles include limited competent human resources for archives, resulting in archives management still largely handled by non-archivist staff, and inadequate archives storage facilities and infrastructure. Furthermore, the archives filing system is not fully aligned with archive classification and the limited allocation of a dedicated archives budget contributes to the gradual and uneven arrangement of archives across all work units, impacting the archives retrieval process and the efficiency of licensing services.

### **The Role of Archives Management in Supporting Licensing Services**

#### **The Role of Archives in Supporting Speed of Service**

Archives management plays a crucial role in supporting the speed of licensing services at the East Java Province DPMPTSP, particularly in the retrieval process for records needed at each service stage. Based on observations and interviews, licensing archives are used intensively from the application acceptance stage through document verification to licensing decision-making. When archives are stored in an orderly and easily searchable manner, officers can quickly access documents, making the service process more efficient and reducing turnaround times.

However, observations indicate that the speed of licensing services is not yet optimal because the filing system in some work units is still not uniform and is not fully organized by subject or issue. This condition causes the archive retrieval process to take longer, especially when the volume of permit applications increases. Therefore, the speed of licensing services is not solely determined by the use of electronic systems such as the Electronic Official Document System (TNDE), but also depends heavily on the consistent implementation of orderly, classified, and easily searchable archives management across all processing units.

#### **The Role of Archives in Supporting Service Accuracy**

Archives management plays a crucial role in supporting the accuracy of licensing services at the East Java Province DPMPTSP, particularly in ensuring the accuracy, completeness, and consistency of licensing data. Based on observations and interviews, archives are used as the primary reference in the document review process and licensing decision-making. Well-organized archives facilitate officers in ensuring that applicant data, administrative requirements, and supporting documents comply with applicable regulations, thereby minimizing recording errors and information discrepancies.

Conversely, archives that are not systematically and uniformly managed have the potential to lead to data duplication, information errors, and inaccuracies in the service process. Although the implementation of Electronic Official Documentation (TNDE) has helped maintain administrative document consistency, observations indicate that the accuracy of licensing services will be more optimal if physical and electronic archive management is implemented consistently in accordance with archival principles. Therefore, orderly archive management is a crucial factor in maintaining the quality and reliability of licensing data as a basis for decision-making.

#### **The Role of Archives in Supporting Service Accountability**

Archives management plays a crucial role in supporting the accountability of licensing services at the East Java Province DPMPTSP, particularly as administrative and legal evidence for each stage of service and licensing decisions. Based on observations and interviews, licensing archives are used to trace the history of the service process, from application receipt and document verification to the issuance of licensing decisions.

Well-documented archives enable tracking of each stage of service, facilitating internal oversight, inspections, and clarification in the event of complaints or disputes. Conversely, disorganized archives can potentially complicate accountability because the basis and chronology of decision-making cannot be clearly traced.

Normatively, archives are a primary instrument in ensuring accountability in government administration. Law No. 43 of 2009 concerning Archives affirms that archives serve as evidence of national accountability in the life of society, the nation, and the state. Furthermore, Government Regulation No. 28 of 2012, the implementing regulation for Law No. 43 of 2009, emphasizes that archive management must ensure the availability of authentic, complete, and reliable archives as valid evidence. In the context of the East Java Province DPMPTSP, the implementation of Electronic Official Documentation (TNDE) has supported more systematic recording of administrative processes. However, observations indicate that increased accountability in licensing services still depends heavily on consistent archive management, both physical and electronic, implemented in accordance with applicable archival principles and standards (Government Regulation (PP) No. 28 of 2012).

### **Efforts to Improve Archives Management at the East Java Provincial DPMPTSP**

Efforts to improve archives management at the East Java Provincial DPMPTSP are being implemented in stages in response to various challenges still encountered in archival practices. Based on observations and documentation, one step taken is the assessment and organization of unmanaged archives (disorganized archives), particularly inactive archives piling up in processing units. This organization involves identifying archive types, grouping them based on applicable classifications, and aligning archive storage with the principles of provenance and original order. This step aims to improve archive order and facilitate retrieval when needed for licensing services.

In addition to organizing, the East Java Provincial DPMPTSP also implements archive reduction activities based on the Archives Retention Schedule (JRA). This involves destroying archives and handing over archives with secondary use value to the East Java Provincial Library and Archives Service. This reduction process plays a crucial role in preventing archive accumulation and ensuring that retained archives truly possess administrative, legal, and historical value. This practice aligns with the provisions of Law Number 43 of 2009 and Government Regulation Number 28 of 2012, which emphasize that archive reduction is an integral part of dynamic records management and must be implemented systematically and responsibly.

Improvement efforts are also being made through strengthening the capacity of human resources in archiving. Based on interviews and internal documentation, the East Java Provincial DPMPTSP conducts regular archival guidance for archive managers in work units through the NIMAS (Nyawiji Eling Metani Arsip) innovation. This activity aims to improve employee understanding of archival principles, archive classification, and procedures for maintaining and reducing archives. Furthermore, the use of information technology continues to be developed through the use of the Electronic Official Manuscript System (TNDE) and the planned implementation of the SRIKANDI application as a national electronic archives management system. This digitalization is expected to strengthen archive integration, increase work efficiency, and support transparency and accountability in licensing services (East Java Governor Regulation No. 30, 2023).

## **E. CONCLUSION**

Based on research findings obtained through a qualitative approach using observation, interviews, and documentation studies during an internship at the East Java Province DPMPTSP, it can be concluded that archives management plays a crucial role in supporting

licensing services. Archives are not only used for administrative purposes but also serve as a primary source of information, a means of evidence, and a basis for decision-making at every stage of licensing and investment services.

The research results indicate that archives management plays a role in supporting the speed of licensing services, particularly through the ease of retrieval of records needed for the verification and decision-making process. Well-organized and classified archives enable officers to provide services more efficiently, while an inconsistent filing system has the potential to slow down the service process. Furthermore, archives management also contributes to service accuracy, as archives serve as the primary reference for ensuring the accuracy, completeness, and consistency of licensing data, thereby minimizing administrative errors and information discrepancies.

Furthermore, archives management plays a crucial role in achieving accountability in licensing services. Systematically documented archives enable tracing of the licensing process, support internal oversight and audits, and serve as administrative and legal evidence in the event of complaints or disputes. Thus, archives serve as a crucial instrument in ensuring accountability for the provision of public services in accordance with laws and regulations in the field of archiving.

Although archive management at the East Java Province DPMPTSP has a legal basis and is beginning to be supported by the use of information technology, this study found that its implementation still requires strengthening, particularly in terms of consistency of filing, availability of human resources for archiving, and supporting facilities and infrastructure. Therefore, continuous improvement in the quality of archive management is crucial to support fast, accurate, and accountable licensing services at the East Java Province DPMPTSP.

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