

ANALYZING THE ARCHIVING MANAGEMENT PERFORMANCE IN THE DEPARTMENT OF PUBLIC WORKS AND SPATIAL PLANNING

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ABSTRACT

Background: In the process of presenting information so that leaders can make decisions and plan policies, there must be good systems and work procedures in the archives sector. An institution, be it a state or private institution, will not be able to provide good, complete and accurate information data, if the institution does not have good and regular archive management.

Aim: Unveiling and analyzing the performance of archival management services of the Polewali Mandar's District Department of Public Works and Spatial Planning Office and the obstacles encountered in optimizing service performance carried out by the archives section of the Polewali Mandar's Department of Public Works and Spatial Planning Office.

Method: This study used a qualitative descriptive approach. Data collection techniques were observation at the Polewali Mandar's Department of Public Works and Spatial Planning, interviews with staff at the department, and documentation (Online and offline). Data analysis was carried out through data reduction, data display, conclusion drawing, and data verification.

Findings: The human resources are still very lacking, and understanding and knowledge about archive management is still very minimal, shrinkage of an archive in the office has never been done because of the lack of knowledge of employees in managing archives, there are cultural factors of bad habits that cause the absence of responsibility and discipline that causes a deterioration in employee performance. This factor is a bad example for other employees so that the sustainability of poor performance is inevitable and has an impact on employee work results.

KEYWORDS

archiving management, performance, Department of Public Works and Spatial Planning, Polewali Mandar District



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INTRODUCTION

Law of the Republic of Indonesia Number 43 of 2009 concerning Archives explains that archiving is anything related to archives. On the other hand, it is the recording of activities or events in various forms and media in accordance with the development of information and communication technology made and received by state institutions, local governments, educational institutions, companies, political organizations, community organizations, and individuals in the implementation of social, national, and state life (Harisanty & Anugrah, 2022).

In article 3, it is formulated that the objectives of organizing archives are:

- 1) Ensuring the creation of archives of activities carried out by state institutions, local governments, educational institutions, companies, political organizations, community organizations and individuals, as well as ANRI (*Arsip Nasional Republik Indonesia*, Indonesian National Archive) as a national archives organizer;
- 2) Ensure the availability of authentic and reliable archives as valid evidence;
- 3) Ensuring the realization of reliable archive management and the use of archives in accordance with statutory provisions; and
- 4) Improving the quality of public services in the management and utilization of authentic and trusted archives.

Archive management has several works, structuring systems and other aspects. It is easy to store and rediscover archives at any time needed quickly and precisely (Agostinho, 2019; Fauziah et al., 2021). Hence, it is necessary to determine the storage method. In this case, the system of archive storing and structuring is indispensable for an organization, so that the activities carried out can run smoothly and regularly and achieve predetermined goals.

Yuwana (2014) revealed that by using balanced scorecard approach, he could see that the archiving performance of Gunungkidul Land Office is in a good qualification based on the analysis of the office's service user and internal process perspectives. On another occasion, Nuriyana and Trisnawati (Nuriyana & Trisnawati, 2015) researched the archiving of a library and discovered that a good archiving includes a proper management in finance, service, internal process, and the staff's development. From these research, the researchers were wondering if there was any other element that might affect archiving management, especially in federal institutions that are renowned as the institutions with nation-scale data.

The Department of Public Works and Spatial Planning Office of Polewali Mandar Regency has an organizational structure, as well as a clear job description, functions and responsibilities, and of course there is a need for effective archive management. The Public Works and Spatial Planning Office of Polewali Mandar Regency has employees who have the main task of providing archival services. The Public Works and Spatial Planning Office of Polewali Mandar Regency already has human resources for archival management consisting of archival management officers who are under the coordination of the Archiving Management. In the Department of Public Works and Spatial Planning Office of Polewali Mandar Regency, there are several actual issues in the field of archives that need attention to improve the performance of archival management, including the following:

- 1) The lack of optimal archival management, this can be seen in archival services that are often unable to provide services in the availability of complete data when needed;
- 2) The irregularity of data and archive management, because it does not have adequate archive space to store in-active archives from all fields contained in the Public Works and Spatial Planning Office of Polewali Mandar Regency; and
- 3) Lack of effectiveness in archival management, because each field of work performs archiving individually, and is not supported by neat and orderly document management, there is no computer equipment that specializes in processing archival systems, so that archive services take a long time in presenting data information.

On the other hand, the condition of human resources (HR) does not have adequate capabilities in the field of archives, low work motivation because this part of the work is a type

of work that is not in great demand for most employees at the Department of Public Works and Spatial Planning Office of Polewali Mandar Regency.

The purpose of this study is to find out and analyze the performance of archival management services of the Polewali Mandar Regency Public Works and Spatial Planning Office and find out and analyze the obstacles faced in optimizing service performance carried out by the archives section of the Polewali Mandar Regency Public Works and Spatial Planning Office.

METHOD

This research used a qualitative descriptive approach to the social phenomena that are happening. The data used in this study were primary data and secondary data. Data collection techniques were observation at the Polewali Mandar's Department of Public Works and Spatial Planning, interviews with staff at the department, and documentation (Online and offline). Data analysis was carried out through data reduction, data display, conclusion drawing, and data verification.

RESULTS AND DISCUSSION

Real Condition of Archives at the Polewali Mandar District Public Works and Spatial Planning Office

The current condition of the archives has not become a reference for the government / community as a source of information. The non-optimal field of archives, the non-optimal function of archival units in State Institutions and Central Government Agencies, the non-optimal function of the government archives of the Public Works and Spatial Planning Service, the non-fulfillment of the ideal number of functional archivist officials, the low quality of human resources, in the field of archives still not utilizing technology and information optimally. The archives contained in the office, as explained by Mr. Ganga, S.IP as the head of the general and personnel subdivision, are vital archives, preserved archives, permanent archives, and archives that can be destroyed.

Performance Indicators in the Services of the Public Works and Spatial Planning Office of Polewali Mandar Regency

To achieve the objectives in the performance aspect of archival management in the Public Works and Spatial Planning Office of Polewali Mandar Regency based on performance indicators according to Hady Sutrisno are the results of work, job knowledge, initiative, mental skills, discipline, and attitude.

Results of Work

The result is not just the quantity of work but the result to be achieved is a good quality of work. From the results of the interview conducted at the Polewali Mandar Regency Public Works and Spatial Planning Office, the archives management process that was carried out has not been fully run optimally because the quality of service performance at the Polewali Mandar Regency Public Works and Spatial Planning Office has not been carried out properly. And in the implementation of archival services it has not run optimally because the archival performance of the system used has not been fulfilled for complete archives. In archival

services, the performance is not optimal when the loan still defects manually since it has not used computer media to search for document codes. Then when searching for documents by archival officers is not optimal because there is still a lack of availability of documents available at the Department of Public Works and Spatial Planning of Polewali Mandar Regency fund so that it does not close there are bad results in this case documents sometimes do not exist.

Knowledge of Work

Employees are expected to be able to find out the weaknesses and shortcomings of their duties and functions, so as to be able to correct and cover weaknesses that occur according to their competence. In the process of managing archives at the Public Works and Spatial Planning Office of Polewali Mandar Regency, the Knowledge of Work about the services carried out has not been fully fulfilled to provide a service in the agency. In the knowledge of the work of employees who carry out the performance of archival services, it has not become a reference for the service process because the employee still lacks knowledge about archival management. This can be done in terms of document management and integrated services to improve archive management services.

Initiative

In this case, when there is a problem, employees are able to make decisions to coordinate with leaders and officials of technical officials for problem solving. In the process of service at the Public Works and Spatial Planning Office of Polewali Mandar Regency, there is still a lack of employees to take the initiative to develop archival management. In this case, when the required documents are not available, employees should have the initiative to consult with superiors who then coordinate with other agencies to provide good service and clear information so that good results are achieved.

Mental Skills

Employees should be able to account for all forms of work patterns, socialization patterns in the office environment, and all forms of actions related to the vision and mission of the agency or institution (Frega, 2020; Torsello, 2019). In the archival management service, employees must have a desire to be more responsible for the vision and mission set by the office, maintain communication relations between employees and especially the provision of better services so that in the future archival services will better support the results to be achieved (Ndenje-Sichalwe, 2010). In archival services, employees must be able to master aspects of archival management services, for example, being friendly to the community or employees who want to borrow an archive discussion (Ngulube & Tafor, 2006).

Discipline

Time management must be in accordance with operational standards on the loads, duties, and functions to achieve the work goals of the agency (Drew et al., 2016; Vabø, 2012). Therefore, in every service provided to everyone who makes a loan must be clear in terms of time and procedures. The Work Operational Standards are the basis for every employee in their

duties and functions (Aspan, 2021), then each employee must prioritize professionalism in terms of time, service time limits so as to create good work efficiency (Gregg, 2018).

Attitude

Work behavior must maintain work ethics to achieve effectiveness and integrity as an employee (Osibanjo et al., 2015). Therefore, every employee who performs archival management services must maintain the ability to work. The duties and responsibilities given have an impact both on the community and employees who have borrowed the archived documents (Dura & Drigă, 2017).

Obstacles Faced in Optimizing Service Performance Carried out by the Archiving Department of the Department of Public Works and Spatial Planning Office of Polewali Mandar Regency

Lack of Quality of Service for the Use of Archives

Related to the management of archival services of the Public Works and Spatial Planning Office of Polewali Mandar Regency, at the time of the service, there was still a lack of enthusiasm for employees who played a direct role in archival management, therefore the quality of archival services itself still very necessary to be developed so that employees and the public who want to borrow archival documents can run according to the expectations that have been cooled down and employees are also able to Responsible for documents that have been borrowed to the management of archives.

Archives are Managed by Employees Handling Other Administrative Work

In this context, archival management services of the Polewali Mandar District Public Works and Spatial Planning Office can be said to not hold the basis of professionalism in every task and function of the existing position. This happens because the scope of personnel management in the internal service does not strictly accommodate the functions of employees who are in charge of services in the archives department. It was seen that the employees in the archives section alternated both between employees who served in the secretariat section of the service and between fields in the service. Furthermore, it is not only management problems that are a problem, but the shortage of manpower who have a background in administrative management is also still lacking, causing not a few problems that occur in every archives management and subsequently have an impact on the quality of expected results.

Other factors are also inseparable from the poor service and management of archives at the Polewali Mandar District Public Works and Spatial Planning Office. The author believes that there are cultural factors that hinder the management process which results in the non-fulfillment of the quality of performance of most existing employees. Cultural factors in this case are bad habits in the personnel management mechanism, lack of direction of the internal supervision function to task responsibilities, discipline, and mental skills, thus impacting employee performance. From the above, it can be seen that the excess attitude of employees sometimes becomes a bad foundation and becomes a mecca of other employees, so that the continuity of the attitude of misappropriation of duties and functions as HR in public agencies becomes an unhealthy thing in order to achieve the goals of Good Governance.

CONCLUSION

Based on the results of research and discussions that have been described previously, it can be concluded that human resources are still very lacking, and understanding and knowledge about archive management is still very minimal, shrinkage of an archive in the office has never been done because of the lack of knowledge of employees in managing archives. The existence of a culture of bad habits that causes the absence of responsibility and discipline that causes a deterioration in employee performance, and these factors become a bad example for other employees so that the sustainability of poor performance cannot be avoided and has an impact on employee work results.

With this conclusion, the researcher suggested that the relevant parties could provide employees with a kind of special training on archival management. Personnel management must be more effective to provide views on employees who want to conduct training on archives management, appoint employees who are specialized in managing archives with the criteria that the officer is able to manage archives properly, in archives management services there needs to be a sense of responsibility for every employee who manages archives so that in the future it does not become a negative impact on archives management services for employees at the Polewali Mandar's Department of Public Works and Spatial Planning, a performance evaluation is then carried out to determine the results of employee work. In addition, future research are expected to discuss more regarding archiving management to improve it, including all the relevant aspects.

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