Effectiveness of Archive Services Using "Si Artis" In Kebumen Regency, Indonesia

Efektivitas Pelayanan Kearsipan Melalui "Si Artis" di Kabupaten Kebumen, Indonesia

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Abstract

Background: This research determines the effectiveness of the Si Artis application in the Kebumen Regency Archives and Libraries Service as an innovation in the use of information technology in archival services. Method: The method used is descriptive and qualitative, and 4 dimensions were used to evaluate effectiveness. These include organization, management, technology, and expertise. Result: The results showed that on the organizational dimension, only corporate structure indicators were satisfied, while policy indicators in the application of information systems were lacking. This was evidenced by the lack of submissions to the department. The management dimension was optimal, and can only be met by the system's ability to provide information. Furthermore, supporting facilities in the form of application databases were lacking due to continuous control by developers. In the expertise dimension, the employees' ability to operate the system was fulfilled, but technological expertise was lacking because there were no IT experts hired by the agency. Conclusion: Despite several shortcomings, archival service through the Si Artis application was significantly effective. Therefore, it represents an innovation in archiving services in Kebumen Regency.

Keywords: Archive Application; "Si Artis"; Archive Services; Service Innovation; Government Applied Technology

Abstrak

Latar Belakang: Penulis berfokus pada efektivitas pelayan kearsipan melalui aplikasi SI Artis, mengingat layanan ini merupakan inovasi baru penggunan teknologi informasi dalam pelayanan kearsipan di Kabupaten Kebumen. **Tujuan:** Tujuan penelitian ini adalah untuk mengetahui efektivitas pelayanan Si Artis di Kabupaten Kebumen. **Metode:** Metode yang digunakan adalah deskriptif kualitatif. Penulis melakukan penilaian efektivitas melalui empat dimensi yaitu organisasi, manajemen, teknologi, dan keahlian. **Hasil:** Hasil penelitian menunjukkan bahwa pada dimensi organisasi, hanya mampu memenuhi indikator struktur organisasi, sementara indikator kebijakan organisasi dalam penerapan sistem informasi masih kurang dibuktikan dengan minimnya penyerahan arsip kepada pihak dinas. Pada dimensi manajemen telah berjalan dengan baik. Pada dimesi teknologi hanya bisa terpenuhi indikator kemampuan sistem memberikan informasi, sementara indikator fasilitas perangkat penunjang berupa database aplikasi masih kurang, karena masih dikuasai oleh pengembang. Adapun pada dimensi keahlian terpenuhinya indikator kemampuan pegawai dalam pengoperasian sistem, tapi indikator keahlian teknologi masih kurang karena belum adanya tanaga ahli teknologi informasi yang dimiliki dinas. **Kesimpulan:** Terlepas dari beberapa kekurangan di atas, penulis menyimpulkan bahwa pelayan kearsipan melalui aplikasi Si Artis telah berjalan cukup evektif dan menjadi salah satu inovasi pelayanan bidang kearsipan di Kabupaten Kebumen.

Kata kunci: Aplikasi Si Artis; Pelayanan Kearsipan; Inovasi Pelayanan; Kabupaten Kebumen

I. INTRODUCTION

Background. The development of information and communication technology occurs rapidly in this present era of globalization (Aprianto, 2021; Zheng et al., 2018). This causes changes in people's behavior which is also continuously evolving (Triartanto & Suriyanto, 2019) and raises demands for professionalism and services to the community (Ramadhan & Muhyadi, 2021). Therefore, public services require innovation and breakthroughs (Matridi et al., 2021). Innovation will have a positive impact, specifically in the field of archival services (Rachman & Marijan, 2021).

Archival administration is the management of archives and other valuable documents. Archiving is a procedure for managing paperwork according to the applicable rules and procedures by observing 3 main elements which include: sorting storage, placement, and retrieval (Mulyono et all, 1985). Archives are records of activities or events in various forms and media. These records are made, accepted, and utilized by the state and educational institutions, regional governments, companies, political and social organizations, as well as individuals in the implementation of social and national life, and state (Arsip Nasional RI, 2020). According to function, dynamic archives are used in government administration, while static archives are no longer in use. Furthermore, static archives have historical value and are open to public access (Hendriyani, 2021).

The Kebumen Regency Archives and Library Service as a regency-level institution provides various kinds of archives in various forms. These include text or electronic, related to the history of Kebumen. In the framework of innovation, the institution launched SI Artis Buka Wajah (Static Archive Information System Opening Insights and History) or known as SI Artis. This innovation enhances convenience in accessing static archives kept by the Kebumen Regency Archives and Libraries Office. Moreover, not only does it provide easy access, but offers the ability to search archives and request copies online. SI Artis also provides a brief description of each static archive, and the service is freely accessible to any individual who needs information from the Kebumen Regency Archives and Library Service.

Problems. There are several problems when implementing Si Artis in Kebumen Regency as people are not familiar with the innovation. This is because services with the application of this technology are still relatively new. Furthermore, the community is not cognizant of the duties and functions of the application. People are also more acquainted with library services than archival services. The absence of a static archives collection alongside the lack of socialization from the agency has become a separate obstacle in archiving services in Kebumen Regency.

Previous Research. I There is multiple research on the use of technology in providing easy access to archival services. Habil examined the application of SIKD (Dynamic Archive Information System) at the SoIok City Library and Archives Service, using qualitative methods geared towards managing dynamic archives (Habil, 2021). Yuliani and Krismayani

studied the Process of Accepting SIMARDI-Offline Applications in the Management of Dynamic Archives at the Library and Archives Service of Batang Regency with a descriptive qualitative design, using a case approach (Yuliati & Krismayani, 2018). Furthermore, Kamaludin's research entitled Filing Services at the Jambi Province Regional Library and Archives Service, applied a qualitative method with the results of archival service research at the Jambi Provincial Library and Archives Service using two service systems, namely open and closed access (Kamaludin et al., 2021). Additionally, Setiawan's research entitled Access and Archive Services at the Gadjah Mada University Archives Institute showed that the Gadjah Mada University Archives Institute provides archive access services in a free, open, as well as closed manner. Services can be accessed both directly and online (Setiawan, 2017).

Noor's observed that the Utilization of Static Archival Information Systems to support Samarinda State Polytechnic is significantly helpful for officers. This is because it enhanced the process of locating the required archives (Noor, 2016). Other relevant research include administration applications for integrated mail archives in the Kedawung Sub-District (Hendrian, 2020), web-based incoming and outgoing financial filing applications at Cakra Perkasa Jaya Mulia Company Banjarmasin (Herpendi & Nasir, 2018), electronic filing applications at Android-based Lhokseumawe State Polytechnic (Maulianda & Hidayat, 2021), archive management application for the needs of website-based lecturer workload reports (Ardimansyah et al., 2022), mail management application for active dynamic archive management at the State Electricity Company (Persero) Salatiga (Damara & Arfa, 2019), Android-based inactive archive management application at the Head Office of the Directorate General of Customs and Excise (Leidiyana & Ridwan, 2019), photo archives for the younger generation through the arto application (rakhmawati et al., 2020), and recent research on archive management with debtor data applications loans to Bank Mandiri Company (Persero) Graha Bintaro sub-branch office (Zubaidah & Sanjaya, 2020).

Science Novelty. This research discusses archive services through applications that aim to broaden the horizons and history of the Kebumen Regency. Previous research by Kamaludin (2021), Habil (2021), Yuliati & Krismayani (2018) involved the characteristics of dynamic archive services as well as offline public services. Others include Setiawan (2017) at the Gadjah Mada University Archives Institute in Yogyakarta, Noor (2016) at the Samarinda Polytechnic Archives Institute, Maulianda & Hidayat (2021) at the Lhokseumawe State Polytechnic, Ardimansyah, et al. (2022) which focused on the need for website-based lecturer workload reports. Although the methods are similar, the characteristics of the research object in previous studies frequently involves higher education institutions.

Other research by Ardimansyah et al. (2022), Damara & Arfa (2019), Leidiyana & Ridwan (2019), Rakhmawati et al. (2020), as well as Zubaidah & Sanjaya (2020), have the characteristics of research objects with profit-oriented organizational goals that are highly different from the objects in this research. Therefore, there are several novelties, especially in the features of the Si Artis application with a dynamic archive service function that aims

to enhance insights into the history of the Kebumen Regency. Another novelty is the application as a non-profit service owned by the regional government of Kebumen Regency.

Purpose. This research aims to determine the effectiveness of the Si Artis service in Kebumen Regency, Central Java Province.

II. METHODS

A qualitative descriptive method was applied to analyze, observe, record, and describe problems directly in the field. The problems were specified in the form of field data which constituted a general description of the problems encountered. Through this design, this research aims to sufficiently describe in-depth observations based on facts and data directly encountered. This will help to determine problems in the effectiveness and implementation of service innovation through Si Artis at the Kebumen Regency Archives and Libraries Office.

Data collection techniques involved interviews, observation, and documentation. There were 10 informants in this research from the Kebumen Regency Archives and Library Service, as well as several users of the Si Artis application. Furthermore, the criteria for internal informants were selected based on authority as decision-makers regarding archive services at the institution. The external informants were chosen because they often used archival facilities and services at the Kebumen Regency Archives and Library Service. Based on these criteria, it was expected that the data obtained from the interview results has a high level of accuracy.

This research was conducted at the Archives and Libraries Office of Kebumen Regency for approximately one month starting in January 2022. The data analysis applied data triangulation techniques of data reduction, presentation, and conclusion.

III. RESULTS AND DISCUSSION

This research utilized the theory of effectiveness proposed by Kenneth C. Laudon and Jane P. Laudon (2007) in Hartono (2013: 22-24). This was based on the formulation of the problem and supported using the theory from each of the problem formulations. Based on this theory, there are 4 dimensions with several indicators which include organization, management, technology, and expertise.

Organizational Dimensions. This research showed that the employees involved in operating Si Artis consisted of 4 people including the responsible archivist or operator, scanning officer, validation officer, as well as uploader. "The four include I as the archivist in charge, concurrently as operator, scanner officer, validator, as well as upload officer. Operators serve as coordinators and are tasked with assessment, follow-up, and policy-making" (Galuh, Personal Communication, 2022).

SI Artis is an application used to provide static archival services to the community through the Internet (Decree of the Head of the Kebumen Regency Archives and Library Service Number 67 of 2020 concerning Standards and Types of Services). The development

started in 2019 based on the background of the National Archive Information System (NAIS), an online national-scale archive. Furthermore, the application is expected to sufficiently provide simple explanations to the public, attractive appearance, and ease of access. Fast response is also required from operators, and the application should be able to attract the public. Due to the desire to create an archiving system in the Kebumen area, the management adopted the working system of ANRI's JIKN-SIKN to develop SI Artis in a simplified form for the community.

Organizational policies cover the number of archive collections owned by the agency. The collection consists of 14,263 text files, 62 photo archives, 225 albums, cartographic map archives, 39 architectural archives, and 276 DVD/video cassette archives (Profile of the 2017 Kebumen Central Research Center). The archive collection owned is currently minimal, due to the lack of archive submission by Regional Apparatus Organizations to the service. This highlights a lack of understanding of archive management. "Various kinds of socialization and understanding have been carried out about archive management, but the public still considers it to be unimportant. Archiving is necessary because if a problem occurs in the future, it will be troublesome for the regional apparatus or organization concerned"(Galuh, Personal Communication, 2022).

Based on the observations, interviews, and data, the implementation of the SI Artis service innovation was motivated by archiving services in a national-scale network, namely JIKN-SIKN. Furthermore, several simplifications were applied and interesting features added to enhance the ease of use in static archiving services. The application also constitutes a form of dedication from the Archives and Libraries Service in the field of community service. However, there are some significant problems, namely the lack of archive collections owned by the service. This is due to the lack of submissions from regional apparatus organizations within the Kebumen Regency Government to the Archives and Library Service. This lack of submissions is also due to the organization's lack of understanding and underestimation of archival management. Therefore, this proves that archive management within the Kebumen Regency Government is not running as expected, especially in each regional apparatus organization.

Management. An important focus dimensions of management involves performance evaluation. This is carried out every 6 months on archival service reports served by the agency. The information contained includes the number of page visitors, requests for archive copies, and the guest book. All of these data are network-based and directly processed by the operator. The guest book contains brief biodata of website page visitors starting from the name, educational level, background, and address. This data is stored at the office and will be accumulated as it constitutes one of the materials in routine evaluation activities. Another function of Si Artis is its usefulness as a means for complaints from the public regarding the correctness of the archives owned by the service. For example, in 2019, historians from the Netherlands arrived intending to prove that the massacre that was

carried out in the Karanganyar Sub-District due to the Renville Agreement was untrue. Additionally, complaints were received in the past from the public regarding a photo of the Regent of Kebumen. The complainant turned out to be from the Kebumen regent's family who now lives in Yogyakarta. The complainant reported that the collection of photographs was not his father but other people. Based on the report, the results were checked and retraced as they turned out to be true. Furthermore, the application is also useful for agencies related to public complaints, as monthly reports can be drafted which contain the number of archives served. Si Artis also accommodates the community functionally and has a positive influence on agency management decision-making. The information contained in the application will be stored at the agency to constitute research material in routine evaluation activities. This proves that Si Artis does not only function externally but also internally in the organization. Moreover, Si Artis is also useful for improving service performance in organizing archival activities. This is especially applicable regarding complaints about the truth and authenticity of archival documents collected by the service. The application also has the feature of assembling memories related to the history of Kebumen Regency into a series of stories in the future.

Technology. This research examines the related information technology including hardware, data centers, networks, as well as other devices and support systems necessary for effective operation. Regarding the availability of hardware facilities, this research conducted observations at the Kebumen Archives Depo in the archives processing room. This is where archives were processed, sorted, stored, and archived by the applicable standard operating procedures for managing records. Based on observations, the availability of hardware facilities was concluded to be sufficient, consisting of 2 PCs, a printer, and a scanner. However, there was one piece of hardware that is not yet owned, namely the database which is still managed by the developer, or third party. This was due to a lack of experts for proper management, while the server was already in service.

This research concluded that Si Artis supporting hardware facilities were adequate and in good condition, which renders the application easier to operate. The adequacy and condition of existing hardware increase the effectiveness of Si Artis services to the community. However, the management of the database by the developer has little effect on Si Artis service. This was because the process of transferring the database, which should have been completed last year, was delayed as the agency did not have experts who understand computer and network information systems.

Figure 1.
Achieve Innovation of Kebumen Regency

Sources: https://siartis.kebumenkab.go.id

Regarding the performance of data and information acquisition, this research observed the website directly at https://siartis.kebumenkab.go.id/ and interviewed the archivist in charge as the Si Artis operator. Generally, the observation involved visits to the Si Artis page by typing the website address, which automatically opens the site. Furthermore, visitors are asked to fill in the guest book page which contains name, Phone number, Occupation, Last Education, and Gender. Afterward, a home page appears where visitors can search directly for the desired static archive. The task is to type the desired archive type in the search field, then click search. On the home page, visitors can see that several features enhance search, including architecture, audio-visual, photos, cartography, archival tourism services, as well as textual aids. The location of the additional features is in the search field. Moreover, when scrolling down, information appears regarding the number of visitors to the Si Artis page in the form of a visitor counter. Meanwhile, after searching for the number of static archives published on the Si Artis page, the total number was 427 and divided into 43 website pages.

This application was made as an obligation and a form of service to the community by providing easy access to static archival services. Due to its online nature, access can be carried out anywhere and anytime. Moreover, the application offers an online archive copy request feature. This ensures that people will not have to visit the depot to ask for a copy. Si Artis application also has a live chat feature with the operator which helps the public in case of problems or they wish to make a complaint. This complaint report is processed according to the applicable standard operating procedures.

Overall, Si Artis is a breakthrough in good service from the agency. This innovation provides easy archiving services to the public that can be accessed by anyone, anytime, and anywhere. However, this innovation also has drawbacks, as people are still confused about using online services. People also prefer to come directly to the office (Seraphine, Personal Communication, 2022).

Skill. The expertise dimension focused on the expertise of human resources as operators of the system as well as expertise in solving problems. This expertise certainly requires resources and specific skills in the field of network and computer information. Furthermore, the existence of reliable resources will certainly influence the performance of services and information systems that are operated.

Si Artis information system consists of an operator and 3 officers, namely a scanner, validator, and uploader. Each officer had previously undergone archiving training and understood the respective duties, principles, and functions. Moreover, an operator should have special expertise in the field as evidenced by an S1 certificate in archiving.

Regarding research technology expertise, interviews were conducted with archivists. "The initial development of Si Artis began in 2019 when a private party was appointed, namely CV Lisodata Global, located in Purworejo. Furthermore, it was handed over to us through the minutes of the Job Handover. We do not have our experts because if there is a problem in the system a third party will be contacted to make improvements. Constraints are related to the database system which is still managed by a third party. To develop or upgrade the system, another application development proposal will be submitted to the leadership and currently, 3 applications have been developed." (Galuh, Personal Communication, 2022).

This statement was strengthened by the third point in the Minutes of Job Handover from CV. Lisodata Global Purworejo Number 002/07.LSD/2019. This point stated that if in the future there is a shortage of work/overpayment for the agreement, it will be the responsibility of service provider. Based on the interview results, the development of Si Artis began in 2019 by a third party, namely CV Lisodata Global in Purworejo. Furthermore, human resources with special expertise in the maintenance and development of information networks have not been employed in the Kebumen Archives and Libraries Office. This certainly affects the performance of the application as in the event of a problem, a third party is contacted.

The expertise of employees can also be observed from the level of education they have. Based on the observations, interviews, and existing data, employees skills have not been fulfilled when viewed from the level of education. The data showed that the educational level was dominated by 22 Junior High School graduates, 12 Senior High School graduates, 6 Diploma 3 graduates, 3 Bachelor's Degree graduates, and 1 Master's Degree graduate. This highlights the lack of availability of qualified employees resources and support for Si Artis Buka Wajah services. Furthermore, from the interviews and data, it can be concluded that

the technical skills possessed by employees are not optimal. This is evidenced by the average level of education of employees who are graduates from Junior High School and Senior High School with no educational background in technology.

Discussion of Research Findings. This discussion mainly involves the lack of understanding expressed by regional apparatus organizations in the Kebumen Regency area regarding the management of archives. This deficiency occurred due to the underestimation of filing activities in the work environment, although administrative filing activities are mandatory in office administration. The implementation of good records will indirectly improve organizational performance. Furthermore, the application of Si Artis has made it easier for officials and the public to access archival services. This is in line with Noor's research entitled Utilization of Static Archival Information Systems to Support the Archives of the Samarinda State Polytechnic. The application of information systems makes it easier for officers to provide services to the community (Noor, 2016). This also agrees with Setyawan's findings in the research entitled Access and Archive Services at the Gadjah Mada University Archives Institute where the use of information technology innovations in archival services provided easy access for the public. Furthermore, the development of increasingly advanced information technology demands fast, efficient, and easily accessible public services. Similar to Yuliati and Krismayani's findings, the use of SiMARDi-Offline enhances the management of dynamic archives to be more effective and efficient. The ease of use of the application significantly improved employees performance and productivity (Yuliati & Krismayani, 2018).

Research Limitations. The main limitation of this research was its short duration of only one month in January 2022. Therefore, the results may not be optimal. Although the pandemic was not as strict as in 2021, at the time of research it was challenging to find participants. Additionally, not all informants included in the criteria were willing to provide data through in-depth and face-to-face interviews.

IV. CONCLUSION

The effectiveness of service innovation through Si Artis at the Archives and Libraries Office of Kebumen Regency, Central Java Province, has been optimal. This is evidenced by the fulfillment of the organizational and management dimensions. However, handling is required on the technological and expertise dimensions, namely on organizational policy indicators, hardware facilities, as well as technological expertise. The barriers experienced include the lack of archive collections, lack of experts, and databases that are still handled by third parties. Some of the efforts made by the agency include archive management counseling, provision of training and education to employees, and contacting third parties in the context of transferring databases.

This research highlighted the possibility of several shortcomings. Similar research can be carried out at similar loci and focuses to obtain better results, possibly strengthening this research or even refuting it.

V. ACKNOWLEDGMENTS

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