

Innovation Through the Titip Bandaku Program at Library and Archives Services of Klaten Regency, Indonesia



Inovasi Pelayanan Arsip Melalui Program Titip Bandaku di Dinas Perpustakaan dan Kearsipan Kabupaten Klaten, Indonesia

Diana Ayu Puspita Sari¹, Nabil Ikram²

dianaayupuspitasari03@gmail.com¹, ikramnabil7425@gmail.com²

e-ISSN: 2723-6234

p-ISSN: 2723-6226

Indonesian Journal of Librarianship Vol. 5 No. 2, November (2024): pp. 125-142

Submitted: Sep 12 2024;

Accepted: Oct 31 2024;

Revised: Oct 14 2024;

Online Publication: Dec 01 2024;

How to Cite: Sari, D.A.P., Ikram, N. (2024). Innovation Through the Titip Bandaku Program at Library and Archives Services of Klaten Regency, Indonesia. Indonesian Journal of Librarianship 5 (2), pp.125-142. DOI: <https://doi.org/10.33701/ijolib.v5i2.4685>

Corresponding Author:

Email: ikramnabil7425@gmail.com

Affiliation: Tanjungpura University, Pontianak-**Indonesia**



Publisher

Library Department of Governance Institute of Home Affairs (IPDN) Jatinangor in Collaboration with Gerakan Pemasyarakatan Minat Baca (GPMB) National Library of The Republic of Indonesia

Editorial Office

Jalan Ir. Soekarno KM 20 Jatinangor, Sumedang Regency, West Java, **Indonesia** (45363)

Website: <http://ejournal.ipdn.ac.id/ijolib>

e-Mail: perpustakaan@ipdn.ac.id, ijolib@ipdn.ac.id

© Diana Ayu Puspitasari, Nabil Ikram



This work is licensed under the Creative Commons Attribution Noncommercial Share Alike 4.0 International License

¹ Provincial Government of Central Java, Jl. Pahlawan No. 9 Semarang, Central Java (50131) **Indonesia**

² Tanjungpura University, Jl. Prof. Dr. H. Hadari Nawawi, No. 1 Pontianak, West Kalimantan (78124) **Indonesia**

Abstract

Background: Concerning archival services, local government agencies are responsible for managing archives within the regions. The Klaten Regency Government has adopted technology to produce innovation in public archives services, focusing on the management and preservation of archival records. To achieve this objective, the Titip Bandaku (Titip Berkas Arsip Digitalku) archival innovation program was established, facilitating the digital conversion of physical documents. However, in the implementation of program which has been running for approximately 5 years, the volume of digitized documents has not met the targets set by Library and Archives Services as the implementing government agency.

Purpose: Therefore, This study aimed to examine the implementation of the Titip Bandaku program in protecting and preserving archives, identifying the obstacles included, and how the Klaten Regency Library and Archives Services addressed these challenges. **Method:** A qualitative-descriptive method was used to describe the implementation of the Titip Bandaku innovation based on the theory of innovation (State Administration Institute, 2017) with two dimensions of innovation namely output and outcome⁵. Data collection methods included observation, interviews, and documentation. The collected data further underwent stages of analysis through data collection, reduction, presentation, and conclusion. **Result:** The implementation of the Titip Bandaku Innovation Program positively impacted the preservation of community archives against disasters by digitizing records. On the Output indicator, program was a pioneering effort within Klaten Regency to protect archives in disaster-prone areas, offering swift and customized services despite capacity limitations. On the Outcome indicator, program improves the security of community archives, lowers transportation costs through a mobile services system, and shows sustainability with the backing of regulations, funding, and continuous enhancement of facilities and services. **Conclusion:** The Titip Bandaku program at the Klaten Regency Library and Archives Services did not achieve optimal functionality. Factors hindering progress included limited human resources, inadequate facilities and infrastructure, and the poor condition of some archives. To improve program's effectiveness, several measures were recommended, such as forming a dedicated Titip Bandaku team, increasing public outreach through community activities, and fostering partnerships with relevant stakeholders.

Keywords: Innovation; Archives; Titip Bandaku Program

Abstrak

Latar Belakang: Lokasi Kabupaten Klaten yang berada di daerah rawan erupsi gunung merapi mengakibatkan daerah tersebut mudah mengalami kerusakan, kehilangan atau penyalahgunaan arsip negara. Oleh karena itu perlu dilakukan perlindungan dan penyelamatan arsip secara cepat, tepat sasaran, dan bermanfaat bagi masyarakat melalui program inovasi kearsipan untuk mengatasi permasalahan tersebut. Berkaitan dengan pelayanan kearsipan pemerintah daerah turut serta bertanggungjawab dalam pengelolaan arsip di Daerah. Pemerintah Kabupaten Klaten mengadopsi teknologi untuk menghasilkan inovasi dalam pelayanan arsip masyarakat sebagai upaya pengelolaan dan penyelamatan arsip. Maka terbentuklah program inovasi kearsipan Titip Bandaku (Titip Berkas Arsip Digitalku) yang dilaksanakan melalui alih media arsip menjadi digital. Namun dalam pelaksanaan program Titip Bandaku yang telah berjalan kurang lebih 5 tahun, dokumen yang dialihmediakan masih jauh dari target yang telah

ditetapkan Dinas Perpustakaan dan Kearsipan sebagai OPD pelaksana. **Tujuan:** Penelitian ini bertujuan untuk memahami pelaksanaan inovasi Titip Bandaku oleh Dinas Perpustakaan dan Kearsipan Kabupaten Klaten dalam melindungi dan menyelamatkan arsip, serta mengidentifikasi kendala yang dihadapi, seperti keterbatasan sumber daya dan infrastruktur. Selain itu, penelitian juga mengeksplorasi upaya yang dilakukan untuk mengatasi hambatan tersebut, termasuk pelatihan SDM dan peningkatan fasilitas teknologi guna mendukung efektivitas layanan kearsipan ini. **Metode:** Penelitian ini menggunakan deskriptif kualitatif untuk mendeskripsikan pelaksanaan inovasi Titip Bandaku berdasarkan teori inovasi (Lembaga Administrasi Negara, 2017) dengan dua dimensi inovasi yaitu output dan outcome yang sesuai dengan fakta-fakta yang ada di Dinas Perpustakaan dan Kearsipan Kabupaten Klaten. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Kemudian data yang diperoleh dianalisis melalui pengumpulan data, reduksi data, penyajian data, dan penarikan kesimpulan. **Hasil:** Hasil penelitian ini Inovasi Titip Bandaku dalam pelayanan arsip di Dinas Perpustakaan dan Kearsipan Kabupaten Klaten dalam pelaksanaannya belum berjalan secara optimal dalam mencapai target namun mampu menunjukkan pembaharuan mengenai pelayanan kearsipan masyarakat dengan pemanfaatan teknologi dalam memberikan perlindungan dan penyelamatan arsip dari resiko bencana. **Kesimpulan:** Inovasi Titip Bandaku dalam pelayanan arsip di Dinas Perpustakaan dan Kearsipan Kabupaten Klaten dalam pelaksanaannya belum berjalan secara optimal, faktor penghambatnya meliputi sumber daya manusia yang belum memadai, kurangnya sarana dan prasarana, dan kondisi arsip rusak. Dinas Perpustakaan dan Kearsipan Kabupaten Klaten perlu melakukan beberapa upaya seperti pembentukan tim khusus Titip Bandaku, meningkatkan sosialisasi kearsipan melalui berbagai kegiatan publik, dan kerja sama dengan stakeholder lainnya.

Kata kunci: Inovasi; Kearsipan; Program Titip Bandaku

I. INTRODUCTION

Background. Indonesia is a country with an area of 1.9 million km², making the government unable to carry out centralized regional development and supervision. To address this, authority is divided between central and regional governments, enabling each region to be managed in connection with national objectives (Jalil, H., Abidin, A., & Rezah, 2017). Every implementation of government affairs will produce archives that need to be managed and increase in volume over time. Archival institutions hold responsibility for managing state, institutional, and individual archives (Irawan & Gunarto, 2018:5). The National Archives of Indonesia (ANRI) is a non-ministerial government institution responsible for organizing archives both nationally and regionally. Archival services extend beyond central institutions as regional governments are also responsible for managing archives in the respective regions (Law No. 43 of 2009 Article 8 Paragraph 1).

The rapid technological advancements of the Globalization Era have positively impacted various aspects of life including government services, by enabling technology-based public services. Realizing Good Governance depends heavily on quality public services. Electronic government initiatives also provide significant benefits by allowing citizens to access services without visiting offices. Therefore, government institutions at both central and

regional levels are required to deliver effective, technology-driven services (Ayuningtiyas, 2022). The government should explore innovative methods, replacing outdated methods with modern public services innovation such as those introduced by the Klaten Regency Archives and Library Services. Located in a region susceptible to volcanic activity, Klaten Regency is at risk for archives damage, loss, or misuse. Therefore, program that offers timely and effective archives protection and preservation is necessary to benefit the community.

The Klaten Regency Government has embraced technology to innovate public archives services, focusing on management and preservation. This led to the creation of the Titip Bandaku (Titip Berkas Arsip Digitalku) program which facilitates digital archiving through media transfer, including duplicating content into a different format to ensure the longevity and utility for users (Tiara, F. M., & Husna, 2018). Based on Klaten Regent Regulation Number 8 of 2021 concerning the Titip Bandaku Innovation Program, program is designed to protect and preserve community archives in Klaten Regency, whether in disaster-prone areas or not. This program is a leading public services program at the Klaten Regency Library and Archives Services which was inaugurated in January 2019.

In this context, the protection and saving of archives in the Titip Bandaku program is carried out by depositing archives that have been transferred. The stages in this program are carried out with coordination between related agencies and other stakeholders which is to determine the location as an archiving object. Socialization to the local community through village officials and the implementation of program by the related agencies are also part of the program. Documents that have been transferred are authenticated where the public does not need to worry about the validity which is regulated in Klaten Regent Regulation Number 8 of 2021 concerning the Titip Bandaku Innovation Program. Furthermore, the government provides easy archives services for the community in Klaten to protect important documents through transfers. This aims to minimize the loss of important documents such as certificates, Family Cards (KK), Identity Cards (KTP), Birth Certificates, diplomas, or other valuable documents. The Titip Bandaku program is implemented with a personal services system where officers come to the designated location to get archives services. This system implies that the community does not need to visit Library and Archives Office thereby the willingness to use this services program will be higher.

Problems. The Titip Bandaku program has propelled Klaten Regency to the sixth-best rank in the 2019 Central Java Province Archives Competition and a Top 10 position in the 2019 Central Java KIPP. Currently, program prioritizes Disaster-Prone Areas (KRB) within Klaten Regency including Balerante Village in Kemalang District, an area vulnerable to Mount Merapi eruptions. Data shows that the volume of documents transferred through the Titip Bandaku program has steadily grown, signaling an increase in public awareness about the importance of archiving. This is evident from the enthusiastic community participation in program. However, after nearly five years, the number of digitized documents remains significantly below the target set by Library and Archives Services, the implementing Regional Government Organization (OPD). As of this year, the document transfer rate has reached only 27.5% of the target. The following data shows the progress of document media transfers through the Titip Bandaku program at KRB III Gunung Merapi.

Table 1

Document Transfer Data

Year	Total Document	Total Family Card	Target Document	Percentage of Achievement (%)
2019	1120	114	35424	3.2
2020	2322	230		6.6
2021	4350	435		12.3
2022	7672	756		21.7
2023	9737	963		27,5

Description: Results of media transfer for priority areas KRB III (Sidorejo, Balerante, Tegalmulyo)

Source: Dispersip Klaten Regency (Processed by authors, 2024)

As reported by News Real (2019), Library and Archives Services experienced several obstacles in implementing program such as lack of facilities and infrastructure as well as human resources. In 2019, during the initial phase of program, the Titip Bandaku program faced equipment and technical challenges. The available resources included a scanner and laptop, operating from 9:00 a.m. to 3:00 p.m. and further restricted program's capacity to serve a maximum of 20 families daily. Human resource shortages are further evidenced by the limited number of officers—only 28—who are divided between archival and library duties. This dual responsibility impacts program's efficiency, as officers show also fulfill the regular office tasks. Additionally, the personal services system requires more personnel to ensure effective implementation.

Previous Literature Review. This study was inspired by previous publications both in the context of program innovation and archiving. Hazanatul Adawiyah's study titled Public Services Innovation Based on the Sikarannuang Website at the Panakkukang District Office, Makassar City showed that the Sikarannuang Website facilitated services for both officers and the community, reducing administrative and transportation costs. The website offered community services without queues, addressing issues effectively (Adawiyah et al., 2024)

Syafitri Syafrudin's study on the Healthy Alley Program Innovation (Longset) at the Makassar City Health Office showed that the Longset Program efficiently provided community health data collection correlated with public health needs. Although community apathy toward Longset was initially high, the issue was mitigated which led to increased community participation in improving environmental health and awareness (Syafuruddin et al., 2021).

Alfina Fajrin's study titled Innovation in Improving Archives Storage Through the Save Archives Application at the National Unity and Politics Agency (Bakesbangpol) of Kediri Regency found that the Save Archives Application functioned effectively and adhered to regulations. However, the study outlined a need for specialized archival officers, as Bakesbangpol of Kediri Regency optimized administration services for secure archives management (Fauziah & Oktariyanda, 2022).

Mutiara's study titled Public Services Innovation at Rappocini District Office, Makassar City, Case: "Lorong Ta Services Motor" showed that the Lorong Ta Services Motor offered free and efficient services. However, it faced challenges in meeting services values, timeliness, and adequate staffing as well as infrastructure. Despite these issues, innovation was understandable, increased community participation, and had hurdles in socialization due to limited government guidance (Pratiwi, 2018).

Dendi Syifa's analysis of the Ready and Sharp Village Program (Fast, Empathetic, and Pro-Active Service) in Lowayu Village, Dukun District, Gresik Regency showed that this innovation had a regulatory structure consistent with guidelines, combining internal and external ideas. It promoted administrative ease at the village level and had a well-functioning structure but needed better socialization efforts (Al Karimi & Meirinawati, 2022). The study of I Made Jaya, Intan, and Devi titled Innovation of Metro City Library and Archives Services Through Ebook Program in Efforts to Grow Adolescents' Interest in Reading showed that Innovation of the ebook Program carried out by the Metro City Library and Archives Services was quite good in the implementation. This was observed from the fulfillment of four of the six indicators of innovation typology, new or improved services, administrative innovation, system innovation, and radical change of rationality. Several things considered that innovation carried out still showed conceptual weaknesses (Muna et al., 2021).

The study by Nadiatussilmi, Hayat, and Hirshi on the Sakera Mesem Program Innovation in Improving the Quality of Public Services showed that initiatives were measured using the theory of six standards, namely procedures, completion time, cost-free provision, documents production (e.g., E-KTP, KK, Birth and Death Certificates), adequate facilities and infrastructure, as well as the competence of services providers (Nadiatussilmi et al., 2022). Zio Andari Rahman's study on Services Innovation in the Pekanbaru City Public Library found that current innovation did not fully provide a major contribution or impact on the community. Among the five indicators of success, a minimum of three indicators namely Relative advantage, Trialability, and Observability related to library services innovation were not fully realized (Rahman, 2020).

Arfina Tiara Dewi's study on Innovation of the Library and Archives Services in Improving Library Services during the Covid-19 Pandemic in Serang City outlined that the ePusda, PINTAR BUKU, and CATOR services operated as intended and further supported by local government, work culture, and third parties. However, challenges arose from unqualified human resources, limited budgets, inadequate facilities, and traditional public perception of libraries (Dewi, 2022). Latifah, Adie, Ahmad Chumedy, and Arif Ginanjar analyzed the Electronic Public Services of the City Assistance Application System (Sabakota) of Tangerang City and concluded that innovation of Sabakota electronic services of the Tangerang City Government considered several reference factors for Services Innovation. Therefore, it was concluded that services was quite good. This was evidenced by the increasing number of applicants annually, although there were obstacles to the implementation. Despite implementation obstacles, Sabakota benefitted from committed leadership, effective management, and organizational responsibilities (Dwiyanto Nurlukman et al., n.d.).

State of The Art. The author presents a unique analysis, focusing on innovation of the Titip Bandaku program by the Klaten Regency government. Through the Klaten Regency Library and Archives Service, this program is designed to protect and preserve community archives from disaster impacts. Additionally, this study uses a distinct set of measurements or indicators, drawing on the State Administration Institute's (2017) public services innovation theory. According to this theory, innovation includes two main dimensions namely output and outcome dimensions. An output dimension was measured by indicators of novelty and productivity while the outcome dimension was assessed through indicators of impact and sustainability.

Purpose. This study aims to analyze, identify, and describe Titip Bandaku's innovation in archives services for the protection and rescue of archives by the Klaten Regency Library and Archives Services.

II. METHODS

This study used a post-positivism paradigm that focused on data interpretation and emphasized meaning. Post-positivism stated that the truth would not be obtained without direct participation from the author (Creswell, 2023, p. 25). A qualitative descriptive method was used to describe the implementation of the Titip Bandaku innovation based on innovation theory from the State Administration Institute. This theory comprised two dimensions of innovation namely output and outcome with each dimension containing two indicators. The output dimension included the indicators of novelty and productivity, while the outcome dimension consisted of the indicators of impact and sustainability (Lembaga Administrasi Negara, 2017).

Data collection methods included observation, interviews, and documentation, followed by data reduction, presentation, and conclusion. Interviews were conducted with informants from the Klaten Regency Library and Archives Service, using predetermined purposive sampling. Purposive sampling included selecting information sources based on specific objectives and criteria, allowing for the initial development of a larger pool of informants. The study aimed to capture as many informants as possible through purposive sampling. Informants were selected based on the information needed, ensuring that the individuals were trustworthy and capable of providing quality information.

Additionally, a snowball sampling technique was used to identify informants when sufficient data was not available. This method was necessary due to the participation of various parties in Klaten Regency, all of whom could provide insights into the Titip Bandaku program's innovation. The informants included the Head of the Archives Section of Library and Archives Services (1 person), program Implementation Team (3 people), and Community Users of the Titip Bandaku Innovation Program (5 people). The observations yielded results in the form of activities, events, incidents, objects, conditions, or specific atmospheres (Simangunsong, 2017). The aim of the observations was to assess the Titip Bandaku program innovation, and documentation served as a supporting factor in gathering evidence for the study through figures, notes, and other materials.

The data type for this qualitative study in government analysis remained consistent in principle, comprising primary and secondary data. The distinction lay only in how the primary data was obtained and the results. Consequently, the data could be categorized into two types namely Primary (firsthand data from the relevant parties) and Secondary data sources (data derived from documents, letters, reports, or archives to complement primary data). This study was conducted at Library and Archives Services of Klaten Regency, a Regional Government Organization responsible for archives management and the implementation of the Titip Bandaku program, which took place over two months (January-February) in 2024.

III. RESULTS AND DISCUSSION

This study analyzed and described innovation of archives services through the Titip Bandaku program at the Klaten Regency using the theory of public services innovation from the State Administration Institute (2017). This theory asserted that innovation comprised two dimensions namely output with two indicators (novelty and productivity) and outcome with two indicators (impact and sustainability). The discussion can be observed in the following sub-chapters.

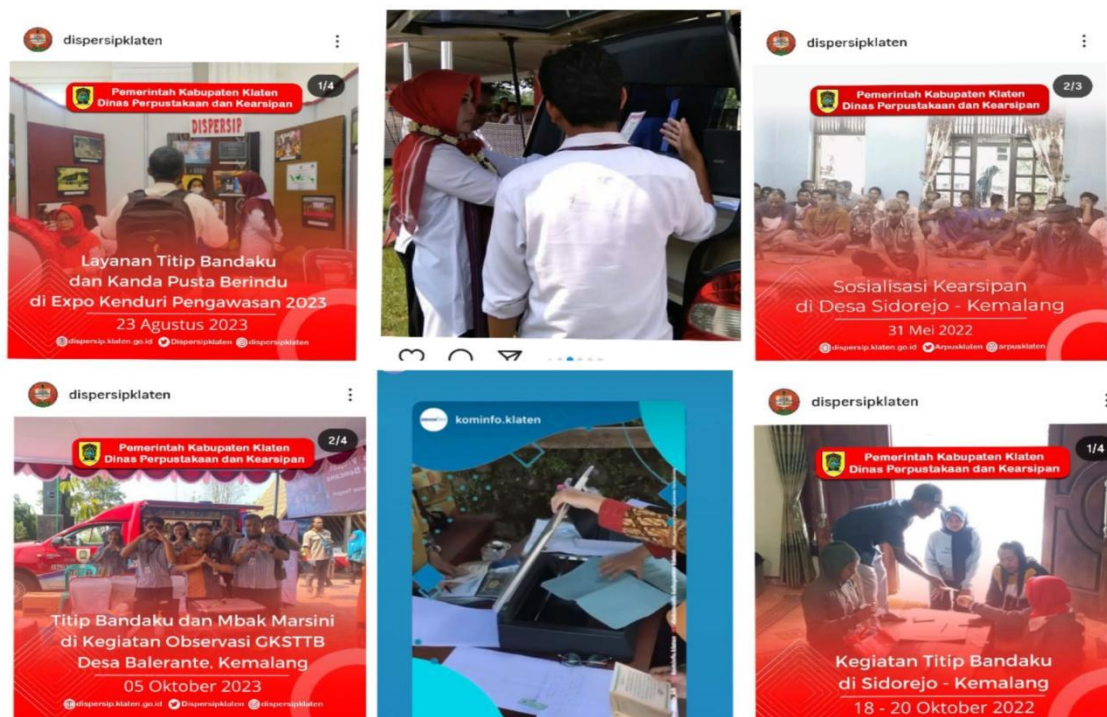
Output. This represented the results of implementing services innovation, which users could feel, prove, and observe. Innovation could be considered effective when users could perceive the existence during implementation. Furthermore, the extent to which innovation provided novelty was distinguished the from other services could be evaluated. A positive output showed that the provided services had been functioning effectively. According to the State Administration Institute (2017), the output dimension of innovation comprised two indicators namely novelty and productivity. The analysis of the Titip Bandaku Innovation program showed the following insights.

Innovation. Public services innovation should originate from uniqueness, introducing new services types, the readiness of officers in services delivery, easily accessible services information, straightforward services requirements, quick services processes, and the integration of information technology. These elements contributed to improving services quality. The Klaten Regency Government in collaboration with Library and Archives Services, developed new innovation to protect and preserve archives in disaster-prone areas by leveraging technological advancements. Mrs. Nina an archivist and program implementer stated in an interview on January 10, 2024, that the Titip Bandaku Program offered improvement and innovation related to archives services through technology. The existence of program was expected to improve services provided by digitizing documents. The officers in this program were present at Library and Archives Services Office but for direct community locations, the officer could not be there considering the many other activities that should be carried out by services. The community could actively participate in program without any requirements. The community would simply come to the office with the documents to be transferred. Services process carried out was appropriate to the established SOP starting from socialization to implementation.

Coordination was carried out with several parties including the Klaten Regency BPBD to identify which regional data should be prioritized based on disaster vulnerability levels. The Communication and Information Services was included to assess network availability, particularly since priority areas were located at the foot of Mount Merapi which was distant from urban centers. The district government played a role in notifying villages about the implementation of the Titip Bandaku program, and village governments facilitated notifications and provided venues for community participation.

Library and Archives Services made efforts to socialize the Titip Bandaku program through various media channels. The aim of this socialization was to ensure that program design was recognized and achieved. The socialization process included activity posts on Instagram accounts (@dispersipklaten @kominfo.klaten @kabarklaten) and services website (<https://dispersip.klaten.go.id/titip-bandaku>). Furthermore, socialization was carried out through various public services introduction activities such as the Sambang Warga program initiated by the Klaten Regent, supervision expo events, and GKSTTB observation activities.

Figure 1.
Socialization of Titip Bandaku Program



Source: Social Media @dispersipklaten @kominfo.klaten (Processed by author, 2024)

The process of implementing the transfer of archives for the Titip Bandaku Program began with registration. The community members who wanted to transfer media registered by presenting identification as proof of ownership of the documents. This identification was used to create the Titip Bandaku minutes. The next stage included identifying critical archives which assessed the condition and suitability of archives for transfer. Only archives that were still legible and in good condition were accepted.

The next stage was the transfer of archives media, which included scanning documents. After that, the minutes were created consisting of two sheets signed by the authorized party to serve as the implementation archives. The submission of archives occurred when the successfully transferred archives were returned to the owners. Authentication was performed by marking the documents from Library and Archives Service, showing that the documents were valid and appropriate for ownership.

A list of digital archives was compiled by recording the documents brought by the community for transfer, ensuring that the documents were not scattered and were stored according to ownership. Storage was conducted on the officer's laptop, where the documents were processed and organized due to program's implementation time folder. The final stage included uploading the digital archives. Authenticated archives were then uploaded for download, and the community received an access rights link sent in an envelope within one month. Additionally, program operated with the support of infrastructure. The facilities and infrastructure used in the Titip Bandaku program included the following.

Table 2.
Facilities and Infrastructure for Titip Bandaku Program

Equipment	Quantity	Description
Scanner	2	Scanner Plustek Opticbook A300; Scanner Fujitsu Fi-7460
Computer/Laptop	5	Lenovo V130
Printer	2	Canon
Services Car	2	Mitsubishi Colte L300

Source: Klaten Regency Dispersip (Processed by Author, 2024)

The Titip Bandaku program represented an innovative method for saving public archives. The innovation was significant because it was the first program implemented by Library and Archives Services to save community library by converting physical archives media to digital format. Consequently, the documents were protected from disasters while using the resources available. Services innovation program aimed to enhance services delivery through the provision of prompt services, products that meet community needs, improved services standards, and increased transparency. Productivity in program's implementation was evident through services improvements. The results obtained included data related to the Standard Operating Procedures (SOP) for implementing program, document access letters, and the successful transfer of documents in the KRB III area (Balerante, Tegalmulyo, and Sidorejo villages) in Kemalang District. The SOP for implementing the Titip Bandaku program is outlined as follows.

Figure 2.
SOP for Titip Bandaku Program



Source: Document of SOP for Titip Bandaku, Klaten Regency Dispersip (Processed by author, 2024)

The SOP for Titip Bandaku explained the implementation process, starting from coordination to the use of document access by the community. The community's enthusiasm for participation was evidenced by the increase in the number of documents transferred. Community members presented various documents, such as certificates, diplomas, ID cards, and BPJS/KIS cards. The data on the number of documents transferred are as follows.

Table 3

Document Transfer Data

Year	Number of Documents	Total Family Cards	Target Document	Percentage of Achievement (%)
2019	1120	114	35424	3.2
2020	2322	230		6.6
2021	4350	435		12.3
2022	7672	756		21.7
2023	9737	963		27.5

Note: Results of media transfer for priority areas of KRB III (Sidorejo, Balerante, Tegalmulyo)

Source: Dispersip Klaten Regency (Processed by author, 2024)

Annually, the number of documents transferred increased despite the target had not been met. The situation arose because at the beginning of the Titip Bandaku program, the community records were incomplete, making the process challenging for officers and the village to identify which members had not transferred documents. The program could accommodate only 30 families per day, as each family brought a large number of documents, limiting officers ability to serve everyone simultaneously. Additionally, time constraints limited officers to serve on a personal system at predetermined times.

Productivity. The Titip Bandaku program proved productive in saving community archives. Productivity was evident in meeting community needs, compliance with the SOP, and the increasing enthusiasm of the community to participate each year. An interview conducted with Mr. Bayu from program implementation team on January 15, 2024, showed "Transparency of the transfer results is private. The documents we transfer will be stored and uploaded to OwnCloud within one month. We can only send an access link in paper form within a sealed envelope, and only the owner can receive it."

The results of the interviews showed that the transparency of media transfer was ensured by granting access rights to document owners, allowing only the owners to access the documents. This measure was implemented to secure the documents and prevent misuse. The implementation of the Titip Bandaku program provided high-quality services and improved performance. However, the personal services system, which was only implemented in Quarters 1 and 4, slowed down services delivery, and the transferred documents did not reach the target quickly. Library and Archives Services consistently implemented program from 2019 to the present.

Outcome. The implementation of public services innovation aimed to provide benefits, impacts, or changes for users. This implied that the Titip Bandaku program should deliver positive outcomes for the community while the people should perceive the benefits and changes resulting from innovation. This program was created to achieve objectives that were beneficial to the community, supported by two indicators namely impactful and sustainable.

Impactful. The results of public services innovation should provide an impact or benefit to accelerate the improvement of quality. This was evident in innovative problem-solving solutions, services aligned with community expectations, and the provision of inclusive and centralized services. Similarly, the implementation of the Titip Bandaku program should benefit the community. Regarding the impact indicator for this program, an interview was conducted with Mrs. Nina, an archivist, on January 10, 2024. She stated, "Klaten Regency is prone to the eruption impacts of Mount Merapi, which cannot be predicted quickly, as well as floods during the rainy season. The community needs this program to save important document archives from disasters. Therefore, the Titip Bandaku program is prioritized in disaster-prone areas, but other community members are also welcome to participate by visiting Library and Archives Services office directly. This program is open to anyone who wants to transfer documents."

The community felt secure and relieved of anxiety regarding the documents. The eruption of Mount Merapi could occur suddenly, leading to the loss of physical documents. It became easier for community members to manage archives with the digital archives provided by Titip Bandaku. The community asserted that the people did not have time to scan all the documents, and Titip Bandaku offered convenience. When documents were lost, the owners could request an access link from Library and Archives Services directly.

The personal services system implemented by program positively impacted the community, as the owners did not need to incur additional transportation costs to obtain services. Library and Archives Services showed a commitment to improving community services through a proactive approach. Furthermore, this program helped prevent the loss of community document contents, as many community documents were damaged by disasters. Program significantly impacted the preservation of community archives, providing ease of access for managing documents that had been damaged or lost. By digitizing these documents, community members could maintain content and authenticity.

Sustainability. Sustainability could be interpreted to imply that innovation should be able to endure, be implemented, and develop with the support of a budget, implementing organization, and the laws or regulations that underlie innovation. Regarding the sustainability of the *Titip Bandaku* program, the archivist and implementation team member, Mrs. Nina, was interviewed on January 11, 2024. She stated:

"We tried to provide consistent services. For now, given the existing limitations, we prioritized areas prone to natural disasters in Klaten Regency, which will then expand throughout the region. Consistent implementation occurred in the first and fourth quarters. It is expected that, in the future, program can be conducted on a larger scale, allowing the targets to be achieved. We continued to make improvements. At the beginning of the implementation, we only used one scanner. Currently, we have added more scanner units for documents in book form, such as certificates. The provision of snacks during the implementation of Titip Bandaku is a form of services improvement, ensuring program's continuity. Furthermore, we strive to accelerate uploads, allowing the community to receive access links more quickly without having to wait for one month."

The role of the private sector, community participation, consistency, services improvement, and responsiveness to community complaints was critical in fostering innovation. Library and Archives Services continuously aims to enhance the Titip Bandaku program by improving services, infrastructure, and the capabilities of officers. The implementation was carried out directly by Library and Archives Services. Cooperation with third parties had not been established to facilitate the smooth execution of program. Only coordination occurred between Services and several Regional Government Organizations (OPD), such as the Klaten Regency Regional Disaster Management Agency (BPBD), the

Communication and Information Service, and the District/Village/Sub-district Government. The study gathered data related to the budget, services improvements, and facilities in the implementation of program.

Services improvements included providing snacks and drinks for the community and adding more scanner units. The addition of a scanner represented a step towards achieving fast and effective services as well as enhancing overall services quality. The community members, enthusiastic about converting documents in book form, such as certificates, required a specialized scanner; hence, a Plustek Opticbook A300 type scanner was added. The Titip Bandaku program showed sustainability in preserving community archives. The existence of Regent Regulation Number 8 of 2021 concerning the Titip Bandaku Program provided the legal basis for implementation and improvement in service, infrastructure, and budget allocation, driving program to be more effective and sustainable. Furthermore, program's sustainability was evident from the relocation currently underway in flood-prone areas in Bayat District.

Discussion of Results. The implementation of the Titip Bandaku Program has had numerous positive impacts on the community, specifically in safeguarding community archives from the impact of disasters. This study showed that program's implementation correlated with community needs, positively impacting the security of community archives. Examined alongside the theory used in this study, the results are evident in both Output and Outcome indicators.

Under the Output Indicator, the study found that this program successfully introduced novelty and productivity in public services. The novelty aspect is reflected in the use of archives digitization technology—the first in the Klaten Regency—to secure community archives in disaster-prone areas. This media transfer process allows the community to store essential documents like certificates and diplomas efficiently, supported by cross-sector collaboration and effective promotion across various media, which has successfully increased public participation. In terms of productivity, program provides timely services tailored to community needs, although it is currently limited to a capacity of 30 families per day. Clear SOPs and transparent access to digital documents further ensure document owners' security and privacy. Although program is innovative and productive, challenges persist regarding capacity and frequency of implementation.

The Outcome indicator demonstrates that the program has a significant positive impact on the community, particularly in disaster-prone areas, by facilitating the digitization and preservation of vital documents. The community feels more secure knowing that documents can be accessed even when the physical copies are lost or damaged, and program's personal services system reduces transportation costs. The program is sustainable, backed by regulations, budget, and facility improvements, such as additional scanner units. Consistency in implementation and continuous services enhancements ensure that this program operates effectively and delivers long-term benefits.

Findings by Fedianty Augustinah, Fedi, and Agustiawan Djoko Baruno support similar conclusions, emphasizing that in disaster situations, safeguarding family archives—such as marriage certificates, diplomas, land certificates, and other essential documents—is critical due to their civil evidentiary value. The recommended solution includes processing and storing archives in Disaster Preparedness Bags, which reduces losses during disasters (Fedianty Augustinah, F., & Agustiawan Djoko Baruno, 2021). Other studies emphasized the importance of archives protection in disaster-prone areas, stating that besides managing natural disasters such as landslides, flash floods, and hurricanes, the focus should also extend to safeguarding family archives carrying civil significance and can lead to substantial

loss when damaged or lost. The Titip Bandaku Program is expected to foster resilience in disaster-facing villages (Agustinah et al., 2020).

Further studies discussed archives restoration efforts by the East Java Provincial Library and Archives Service, emphasizing preservation across East Java through village coordination and regency/city Library and Archives Services offices. Archives preservation process includes evacuation (prioritizing archives safety), cleaning with water and ethanol to prevent mold, separating sticky archives sheets, and air-drying (Kurniawan, B. A., Prasetyowati, T., & Indrayana, 2024). Other studies recommended preventive measures for fire risk in archives and storage facilities, with steps such as prevention, preparation, reaction, and recovery, stressing routine equipment checks, periodic training, and the formation of special teams with defined roles to anticipate fires (Wigati, F. A., & Rachman, 2019).

A recent study addressing the protection of documentary cultural heritage—such as libraries, archives, and museums—outlines the importance of a comprehensive technical and methodological method to mitigating disaster risks. Effective standards and practices for disaster preparedness can reduce damage risks from water, fire, and other factors aggravated by climate change and globalization. Digitization and technology play a crucial role in preserving content from damaged materials, while collaboration among libraries, local institutions, and stakeholders is crucial for sharing experiences, optimizing resources, and reducing disaster impacts (Foglieni, 2023).

The Titip Bandaku program exemplifies the government's commitment to providing effective, efficient archiving services. Correlating with previous study findings, this government initiative effectively addresses community needs with enhanced accessibility, efficiency, and effectiveness, thereby elevating public service standards. Over time, the program is expected to become a reliable solution for safeguarding critical documents in disaster-prone areas, with plans to extend its benefits to a wider community. Additionally, this innovation is envisioned as a replicable model for archives protection that other regions can adopt to secure and preserve essential community records.

Limitations. This study has several limitations that need to be considered. First, the time and duration limitations of the study may limit the depth of the analysis, thereby the amount of data that can be collected and analyzed is limited. Second, this study only focuses on Klaten Regency which may not fully represent conditions in other areas, thereby the results cannot be generalized widely. Additionally, the use of data collection methods such as interviews and observations may contain elements of subjectivity, both from the author and the respondent which can affect the objectivity of the results. Limited documentation data can also affect the accuracy of the analysis, specifically when the available documentation is incomplete or outdated. Furthermore, descriptive qualitative data analysis may be influenced by the subjective interpretation which can affect the conclusions. Access to internal information and data from the Klaten Regency Library and Archives Services may also be limited which can affect the completeness and depth of the data. Finally, changes in the Titip Bandaku program that may occur after the study period can affect the relevance of the results. These limitations should be considered in interpreting the results and can be the basis for studies or the development of innovation programs in the future.

IV. CONCLUSION

In conclusion, this study concluded that the implementation of the Titip Bandaku program in archives services in Klaten Regency has not achieved optimal performance. Since program started in 2019 through 2024 in the KRB III Merapi area, it has struggled to meet the set targets. However, when analyzed through innovation theory outlined by the State Administration Institute (2017), program showed novelty, productivity, sustainability, and a meaningful impact in protecting and preserving community archives. The Titip Bandaku program represented an innovative initiative by the Klaten Regency Library and Archives Service, showcasing advancements in community archives services through the use of more effective technology to safeguard archives from disaster risks. Several factors hindered program's success, including insufficient human resources, inadequate facilities and infrastructure, and the poor condition of many archives. In response, the Klaten Regency Library and Archives Services have undertaken efforts to address these challenges. These efforts included recruiting additional personnel from other departments to support program implementation, enhancing facilities by acquiring more scanners, and allocating budgets for consumables as well as operational needs. Additionally, manual patching and archiving techniques were used as preliminary steps in the identification process to enable digitization of archives.

V. ACKNOWLEDGMENTS

The authors express sincere gratitude to the Head of the Library and Archives Services and the officers who permitted the study, as well as to all contributors who assisted in making this study successful.

VI. REFERENCES

- Adawiyah, H., Wahid, N., & Taufik, A. (2024). Inovasi Pelayanan Publik Berbasis Website Sikarannuang di Kantor Kecamatan Panakkukang Kota Makassar. *Kajian Ilmiah Mahasiswa Administrasi Publik (KIMAP)*, 5(1), 78-88. <https://journal.unismuh.ac.id/index.php/kimap/article/view/14060>
- Creswell, John. W. 2023. *Penelitian Kualitatif dan Desain Riset*. Edisi Ke-3. Edisi Indonesia, Cetakan II. Pustaka Pelajar. Yogyakarta, 25.
- Dewi, A. T. (2022). Inovasi Dinas Perpustakaan dan Kerasipan dalam Meningkatkan Pelayanan Perpustakaan Pada Masa Pandemi Covid-19 di Kota Serang. 1-10. <http://eprints.ipdn.ac.id/8544>
- Fauziah, A. F., & Oktariyanda, T. A. (2022). INOVASI PENINGKATAN PENYIMPANAN ARSIP MELALUI APLIKASI SAVE ARCHIVES DI BADAN KESATUAN BANGSA DAN POLITIK (BAKESBANGPOL) KABUPATEN KEDIRI. *Publika*, 789-804. DOI:10.26740/publika.v10n3.p789-804
- Fitri Ayuningtiyas. (2022). IMPLIKASI PEMERINTAH TERKAIT PELAYANAN PUBLIK SECARA ONLINE DALAM PERSPEKTIF HUKUM ADMINISTRASI NEGARA. *Education : Jurnal Sosial Humaniora Dan Pendidikan*, 2(3), 48-57. <https://doi.org/10.51903/education.v2i3.259>
- Fedianty Agustinah, F., & Agustiawan Djoko Baruno, A. (2021). Peran Perempuan Desa Dalam Perlindungan Dan Penyelamatan Arsip Keluarga Dalam Siaga Bencana. <http://repository.unitomo.ac.id/3229/>

- Fedianty Agustinah, F., Siti Marwiyah, S., Vieta Imelda Cornelis, V., Agustiawan Djoko Baruno, A., & Ika Devy Pramudiana, I. (2020). PERLINDUNGAN DAN PENYELAMATAN ARSIP DALAM SIAGA BENCANA. <http://repository.unitomo.ac.id/id/eprint/3138>
- Foglieni, O. (2023). Dealing with floods, earthquakes, and volcanic damage. How libraries/archives handle emergencies in the event of natural disasters. <https://repository.ifla.org/handle/20.500.14598/2843>
- Irawan, M., & Gunarto, I. (2018). Pusat Pengkajian dan Pengembangan Sistem Kearsipan. *Kearsipan*, 13(2).
- Jalil, H., Abidin, A., & Rezah, F. S. (2017). *Hukum Pemerintahan Daerah dalam Perspektif Otonomi Khusus*. CV. Social Politic Genius (SIGn).
- Karimi, D. S. Al, & Meirinawati. (2022). Inovasi Program Desa Siap dan Lancip (Layanan Cepat, Empatik, dan Pro Aktif) di Desa Lowayu Kecamatan Dukun Kabupaten Gresik. *Publika*, 10(4), 1101–1110. <https://doi.org/10.26740/publika.v10n4.p1101-1110>
- Kurniawan, B. A., Prasetijowati, T., & Indrayana, S. (2024). Upaya Program Penataan Dan Restorasi Arsip Beberapa Wilayah Di Jawa Timur. *Innovative: Journal Of Social Science Research*, 4(1), 7094-7101. <https://doi.org/10.31004/innovative.v4i1.8701>
- Muna, I. M. J., Meutia, I. F., & Yulianti, D. (2021). Inovasi Pelayanan Dinas Perpustakaan dan Kearsipan Kota Metro Melalui Program Ebook dalam Upaya Menumbuhkan Minat Baca Remaja. *Administrativa: Jurnal Birokrasi, Kebijakan Dan Pelayanan Publik*, 3(1), 61–72. <https://doi.org/10.23960/administrativa.v3i1.59>
- Nadiatussilmi, N., Hayat, H., & Anadza, H. (2022). Inovasi Program Sakera Mesem dalam Meningkatkan Kualitas Pelayanan Publik. *Jurnal Indonesia Sosial Sains*, 3(6), 946–955. <https://doi.org/10.36418/jiss.v3i6.608>
- News Real. (2019). Program Titip Bandaku Warga KRB Dikebut, Meski Merapi Sempat Batuk. *News Real*. <https://newsreal.id/2019/11/11/program-titip-bandaku-warga-krb-dikebut-meski-merapi-sempat-batuk/>
- Latifah, Nurlukman, A. D., Chumaedy, A., Suryatman, A. G., & Tangerang, U. M. (2023). Inovasi Pelayanan Publik Elektronik Sistem Aplikasi Bantuan Kota (Sabakota) Kota Tangerang. *Universitas Bina Taruna Gorontalo Pengguna Internet di Indonesia: Inovasi Pela*. 10, 167–180. <https://doi.org/10.37606/publik.v10i1.470>
- Pratiwi, M. (2018). Inovasi Pelayanan Publik Pada Kantor Kecamatan Rappocini Kota Makassar Kasus : Motor Pelayanan Lorong Ta. *STIA LAN*. DOI:10.33509/jan.v24i3.319
- Rahman, Z. A. (2020). Inovasi Layanan Di Perpustakaan Umum Kota Pekanbaru. *JOM FISIP*, 7, 1-15. <https://doi.org/10.33394/vis.v11i1.7533>
- Simangunsong, F. (2017). *Metodologi Penelitian Pemerintahan*. Bandung: Alfabeta.
- Syafruddin, S., Mone, A., & Ma'ruf, A. (2021). Inovasi Program Lorong Sehat (Longset) Pada Dinas Kesehatan Kota Makassar. *Kajian Ilmiah Mahasiswa Administrasi Publik (KIMAP)*, 2(6), 2023-2037. <https://journal.unismuh.ac.id/index.php/kimap/article/view/5382>
- Tiara, F. M., & Husna, J. (2018). Analisis Alih Media Arsip Aktif Personal File Untuk Temu Kembali Arsip di Pt Sucofindo Cabang Semarang. *Jurnal Ilmu Perpustakaan*, 7(4), 141–150. <https://ejournal3.undip.ac.id/index.php/jip/article/view/22957>

- Wigati, F. A., & Rachman, M. A. (2019). Identifikasi Perlindungan Arsip Statis Terhadap Bencana Kebakaran: Studi Kasus di Arsip Nasional Republik Indonesia. *Baca: Jurnal Dokumentasi Dan Informasi*, 40(1), 137-146.
<https://doi.org/10.14203/j.baca.v40i1.434>
- Lembaga Administrasi Negara. (2017). Panduan Indeks Persepsi Inovasi Pelayanan Publik. Pusat Inovasi Pelayanan Publik.



