

## Case Study of Active Archive Implementation on the Awan Website of the Inspektorat Jenderal Kemdikbud

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### ABSTRACT

Active archive management is a document that has a high frequency of use for the continuity of agency operations. This research examines the application of active archives on the Awan Website of the Inspektorat Jenderal Kemdikbud. This study aims to analyze the implementation Awan Website of the Inspektorat Jenderal Kemdikbud, identify barriers felt by users, and determine the effectiveness of using the website in facing challenges in using the website. Data and information were collected through interviews and documentation with primary and secondary sources that provided extensive insights. The results of this study show that the use of the website has significant challenges from external and internal factors, such as user understanding and website glitches. In addition, this study highlights the benefits of Awan Website in facilitating the storage of active archival documents of employee data. This research contributes to the existing literature by focusing on government agencies, providing insights and recommendations to optimize the use of Awan Website as active archive storage facilities in other institutions.

## **INTRODUCTION**

Digital-based archive management can minimize the occurrence of physical archive damage and loss of archives due to limited archive storage facilities in file cabinets. University of Technology MARA (UiTM), Faculty of Information Management, Malaysia, has helped users to store documents or data in a web-based N-tier application by implementing digital-based archive management that uses a fairly good system standard in accordance with ERMS guidelines in Malaysia ranging from archive storage to archive destruction by classifying documents appropriately and quickly, access through anywhere without problems, even the New Zealand archives and the National Archives of Australia are also involved in developing requirements using the ICAA, even the New Zealand archives and the National Archives of Australia are also involved in the development of requirements using the ICA-Req led by the International Council on Archives (ICA) and now later published as ISO 16175 which all requirements are basically in line with international standards on the principles of management of information records and documentation (Zulkipli et al., 2021).

This research was conducted at the Inspektorat Jenderal Kemdikbud which is the Government Internal Supervisory Apparatus (APIP) within the Inspektorat Jenderal Kemdikbud. The Inspektorat Jenderal Kemdikbud is one of the government agencies that digitizes integrated archive storage so that the archive storage process is very interesting to study starting from the storage process to the obstacles experienced by using the awan website of the Inspektorat Jenderal Kemdikbud.

Many previous studies have discussed digital archive storage using qualitative methods with a descriptive approach. Research conducted by Ripai & Saputri (2023) explains that MTsN 1 Kota Cirebon has implemented digital-based archive storage which in its implementation requires an internet network and 3 components, namely hardware, software, and brainware using qualitative research methods with a descriptive approach. The digital archive storage system makes the work of tasks easier and faster, but if human resources cannot manage properly and are not competent in the field of technology. This requires an external party in its management.

The novelty in this research discusses the problem of implementing active archives in website-based digitization and other computerization with qualitative methods using data collection techniques carried out by observation, interviews, and documentation by focusing on the use of the awan website Inspektorat Jenderal Kemdikbud's in storing active personal file archives that researchers have rarely found before. This research aims to complement previous research by conducting research at the Inspektorat Jenderal Kemdikbud. The Case Study of the Application of Active Archives on the awan website of the Inspektorat Jenderal Kemdikbud is very important because it provides new knowledge and solutions to agency problems to further encourage the effectiveness and efficiency of employee performance in storing active archives both personally and intrapersonally based on the applicable flowchart or SOP (Standard Operating Procedure) so that archive storage is neatly organized, and facilitates the process of finding back the archives needed.

Based on the discussion and problems above, the researcher wants to further research related to archives with existing problems by taking the title **“Case Study of the Application of Active Archives on the Awan Website of the Inspektorat Jenderal Kemdikbud.”**

## LITERATURE REVIEW

According to the International Council of Archives (ICA) in (Pranata, 2024) states that electronic archives are archives that can be manipulated, transmitted, or processed using a digital computer. Meanwhile, according to Yenianti (2021) that electronic archives are documents that are transferred through the help of a scanner in the form of soft files to maintain physical and archival information so that they are not damaged. Digital data can be in the form of writing, images, sound, video, and other types of data that can be managed and stored in digital data storage in binary format (Pranata, 2024). According to Law Number 43 of 2009 that active archives are archives that have a high frequency of use. Active archives are used directly and continuously because they are needed in organizing daily administrative activities and are still being managed (Muthmainnah, 2020). Meanwhile, according to Hobbs in (I. N. Sari et al., 2022) states that there are differences between employee data archives (personal files) and other types of archives, namely the experience of an individual recorded in the archive.

Electronic records management systems (ERMS) make it easier to manage documents in large organizations and increase efficiency through automation. However, its success depends on staff training, organizational policy support, and technological infrastructure reliability (Midriyan et al., 2024). According to Sambas Ali Muhidin in his book (Mulyadi, 2023) describes the archive management system as an archive management activity that is carried out systematically and structured in ensuring the availability of archives in an organization's implementation activities as valid evidence and as a material for performance accountability. Sarah Johnson explains in (Saffady, 2021) the definition of an archive management system as a series of planned and coordinated activities to control the life cycle from creation to final disposition, utilizing digital technology and modern management practices. Suliyati also explained that a records management system is a combination of procedures, methods, and tools designed to store, manage, access, and destroy organizational records effectively and efficiently (Sumarni et al., 2020). Furthermore, this is also explained by Laura Smith about a modern records management system as an integrated framework that combines technology, processes, and policies to effectively manage an organization's information assets throughout their life cycle (Barnes, 2020).

According to Amsyah in (Susanti & Puspasari, 2020) that the archive storage system is a system that makes it easier for users to store documents so that the archives can be found again when needed. The definition of archive storage according to Sedarmayanti in (Hadiaty & Puteri, 2020) states that archive storage is the process of organizing archives with systematic and logical rules in storing and maintaining safe and efficient archives. According to Sedarmayanti,

the archive storage systems generally used are the alphabetical system, region, subject matter, last number, decimal classification, and date (Ardiana & Suratman, 2021). Furthermore, according to Nikmah et al. (2022) state that the archive storage system has an archive classification with a coding system, namely numbers (numeric), letters (alphabetical), and a combination of letters and numbers (alphanumeric). Therefore, when storing archives, the ability to index documents in the archive storage website is needed, employees must be sufficiently trained in operating and carrying out archiving activities for these important documents and archives (Meiladinov & Andriyani, 2022).

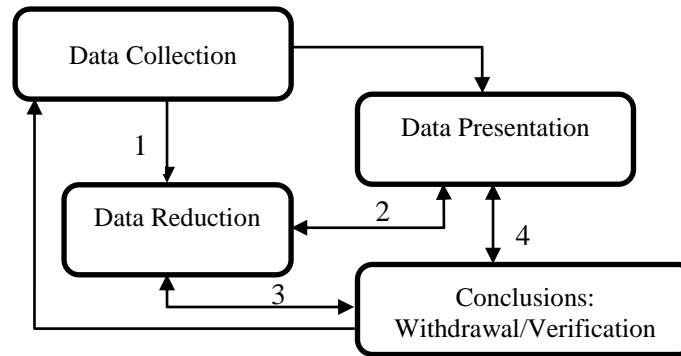
The digital archive storage system has 3 (three) main indicators as described by Asogwa in (Setiawati et al., 2022), including System Usability, Storage Quality, and System Function Quality.

## METHODOLOGY

The research design used by researchers is descriptive research with a qualitative approach. This qualitative research emphasizes understanding of social life issues based on real and natural conditions. Qualitative research is described to analyze events, phenomena, attitudes, activities, and also the thoughts of employees of the Inspektorat Jenderal Kemdikbud in the application of awan website active archives. In this study, researchers used a qualitative method with a case study approach.

This study uses sampling techniques with non-probability sampling methods, namely purposive sampling techniques. *Purposive sampling* is a data source selection technique with certain criteria. *Purposive sampling* is a sampling technique not randomly but based on data sources and certain considerations. Primary data sources in this study are information carried out by direct observation through interviews with key informants who are one of the employees chosen with full consideration and experience to find out in detail about the case study of the application of active archives on the awan website of the Inspektorat Jenderal Kemdikbud. As for secondary data sources through literature studies to collect data and information through literature and written sources in the form of books, journals, and other previous research related to the problem under study.

Data validity techniques in this study, namely using triangulation techniques that are collective through interviews, observations, and documentation with case study guidelines that will be used in collecting data for a study. Then, the data analysis technique in this study uses the theory according to Miles and Huberman which states that qualitative data analysis is carried out interactively with several stages (Ahmad & Muslimah, 2021). These stages are as follows:



**Figure 3. 1 Components of Data Analysis**

Source: Data processed by Researcher (2024)

## RESEARCH RESULT

In this study, researchers used indicators of system usability, storage quality, and system function quality (Setiawati et al., 2022b). The purpose of the interview was to obtain data and information directly from informants in the field regarding the application of active archives on the awan website of the Inspektorat Jenderal Kemdikbud.

### 1. Implementation of active archive of employee data on the awan website of the Inspektorat Jenderal Kemdikbud.

The application of active archives for employee data at the Inspektorat Jenderal Kemdikbud on the awan website is used as a process for storing employee documents. This research question is aimed at discussing the smooth implementation of active archives for employee data on the awan website where the detailed process is explained as follows. Based on the results of the interviews conducted, the researcher provides the results of the observations made. One of the participants said that "Using the awan website is quite easy and the features are also good and easy to understand. At the time of launching this website, there was socialization by PDN (National Data Center) in storing active archives." This opinion was also followed by 3 (three) other participants in the use of features that are easy to understand and access.

According to the results of the interviews above, it can be concluded that the application of the awan website for active archives of employee data is smooth and most employees already understand the use of the website. In addition, most employees think that the features contained on the website are very easy to understand.

### 2. Obstacles that occur in the use of the awan website of the Inspektorat Jenderal Kemdikbud in the active archive storage system of employee data at the Inspektorat Jenderal Kemdikbud.

When observing its use, it is like using software in general. There are several obstacles experienced by employees in accessing the awan website for the employee data archive process. Based on the results of the observations made. Participant C said that "For technical obstacles, more understanding of archives and information technology is needed from human resources (HR). However, the storage of active documents or archives is very helpful.

Uploading is very fast if there are no network constraints, so it is quite effective." As for the obstacles felt by other participants, such as for detailed policies related to uploading documents to the awan website, server maintenance, and slow internet networks that affect the document upload process.

According to the results of the interviews above, it can be concluded that there are still several obstacles faced by employees in accessing the awan website for active archive storage of employee data. In addition, the obstacles experienced by employees are on the Human Resources (HR) side which requires an understanding of information technology and also archives. These obstacles show that although the awan website is easy for employees to understand, there are still challenges that need to be overcome to improve efficiency and convenience in the archiving process.

### **3. The effectiveness of the use of the awan website of the Inspektorat Jenderal Kemdikbud in the active archive storage system of employee data at the Inspektorat Jenderal Kemdikbud.**

In its use, the awan website Inspektorat Jenderal Kemdikbud has various effectiveness in its use. Based on the results of interviews that have been conducted previously, the researcher summarizes the answers of several interviewees regarding the effectiveness of using the awan website that the security features have been protected quite well because there is already security protected by username and password, but there is a need for the development of features on the web, such as recovery. This is because if an error occurs when inputting or deleting a document, the document cannot be restored by the user so they must contact the operator or the Information Technology (IT) subsection.

Based on the results of the interview, it can be concluded that some respondents gave answers related to the effectiveness of using awan website can be said to be effective in storing active archives of employee data. Although some employees responded to the effectiveness felt in the use of awan website, there are still obstacles that employees are still experiencing, namely related to the *recovery* feature in the web for users is very necessary in the event of *user* accidents when there are *deleted file* files.

## **DISCUSSION**

### **Application of Active Archives on the Awan Website of the Inspektorat Jenderal Kemdikbud**

In the current era of technology that is developing very quickly, it encourages government agencies to be adaptive in utilizing technological advances in various aspects. The Inspektorat Jenderal Kemdikbud also implemented an active archive storage system on the awan website in the archiving process. The results of this study indicate that the application of the awan website perceived by employees in storing archives or documents is effective and efficient. The application of this awan website provides a cycle of workflow changes in the document storage process at the Inspektorat Jenderal Kemdikbud because document storage has been carried out using a system so that it is different from the previous method which was carried out manually.

The awan website of the Inspektorat Jenderal Kemdikbud has benefits and uses in its application, namely making it easier for employees to digitally store active archives, website features that are supportive and easy to understand, and making it easier for employees to find active archives. The implementation of the awan website Inspektorat Jenderal Kemdikbud utilizes features in the process of inputting active archive documents of employee data, such as Minutes of Procedure (BA), Performance Allowance Certificate (SK Tukin), Certificate of Promotion, Family Card (KK), Birth Certificate, and others related to employee personal data information. The data in the system integrates with each other so that the awan website will automatically display the employee's name folder, causing a positive impact on the preparation of employee data reporting in the Inspektorat Jenderal Kemdikbud, such as minimizing storage space and faster retrieval of employee documents.

The application of this awan website also makes it easier to store employee documents that have been promoted, such as certificates, certificates, and certificates that can be input directly into the awan website of the Inspektorat Jenderal Kemdikbud so that there is no need to ask for soft files to the Governance and Personnel subdivision so that it tends to support the paper reduction initiative.

In the Inspektorat Jenderal Kemdikbud, the research results show that the application of active archives in the awan website of the Inspektorat Jenderal Kemdikbud in the process of storing active archives has run smoothly and employees feel the benefits of implementing the website, such as facilitating the storage of active archives of employee data and retrieval that can be accessed by all employees of the Inspektorat Jenderal Kemdikbud. Based on this, the application of the awan website in the archive storage process is very proven in improving the quality and reliability of services in its application.

### **Obstacles to the Use of the Awan Website of the Inspektorat Jenderal Kemdikbud in the Employee Data Archive Storage System**

Based on the results of research and interviews regarding the application of active archives in the awan website of the Inspektorat Jenderal Kemdikbud in the archival process, it is found that in its application there are several significant obstacles that affect efficiency in operational sustainability. The perceived barriers are internal and external factors in the use of the awan website, such as inappropriate classification or index of active archives, the need for feature development on the website, as well as signal and network disruptions that cause maintenance and loading when inputting active archives.

Participant A emphasized the existence of external obstacles in using the awan website, this is due to the transition period in the flow of the archive storage process which was previously carried out manually to digital so that there are still errors and maintenance. Furthermore, participant C also said that there were internal obstacles in using the awan website, this was due to the lack of understanding of employees regarding archive storage and technology.

Thus, the obstacles experienced in this context are in accordance with the results of the pre-research conducted earlier, that as many as 61.5% of

respondents stated that they experienced problems when saving documents on the awan website. Participant D also emphasized that the network causes slow document input and website maintenance, this was also followed by participant B's question. As a result of network and maintenance constraints, it causes obstacles in work. Overall, the results of the research and interviews conducted show that although the implementation of the awan website is currently running smoothly and is useful, there are still a number of obstacles that need to be overcome.

### **The Effectiveness of the Implementation of *the* Awan Website of the Inspektorat Jenderal Kemdikbud in the Employee Data Active Archive Implementation System**

In implementing a system in the form of a storage website in an agency is not easy, especially requiring an understanding of human resources (HR) of technology and other fields so that to achieve a successful use of the system has several factors, namely internal and external factors. Based on the results of interviews and research that has been conducted, there are several things to increase the effectiveness of the awan website carried out by the Inspektorat Jenderal Kemdikbud for the implementation of the awan website in the archive storage process. The Inspektorat Jenderal Kemdikbud has provided socialization, provided someone who is an expert in the field of system networks, and security access to the web.

The awan website has been implemented since 2021 at the Inspektorat Jenderal Kemdikbud, this has certainly brought changes in the employee performance process. The Inspektorat Jenderal Kemdikbud provides socialization for employees with PDN (National Data Center) to support internal and external factors in the use of the awan website of the Inspektorat Jenderal Kemdikbud. Employees are briefed on the use of the awan website to store active archives of employee data to make it more effective and efficient, which is trained starting from active archive input, classification or indexing of active archives, retrieval of active archives. as well as several other features.

The Inspektorat Jenderal Kemdikbud also provides someone who is an expert in the field of network systems. In this case, the person creates a network that can be accessed and reached by employees in official activities without being limited using a VPN (Virtual Private Network) which can be accessed by employees without being limited by space and time so as to provide efficient services in archiving activities if documents are needed when they are out of town.

Furthermore, the Inspektorat Jenderal Kemdikbud also provides security access to employees so that archives can be maintained to anticipate cyber-crime. In this case, the awan website is equipped with a security feature on the login display in the form of NIP and Password which can be monitored by the Information Technology (IT) subsection so that if there is an accidental deletion of data, the Information Technology (IT) subsection can help to recover data because the awan website always backs up data every day so that data can be recovered in the event of loss.

Overall, the results of interviews and research show that there are things that are done to maintain the effectiveness of the use of the awan website Inspektorat Jenderal Kemdikbud's for the sustainability of employee performance efficiency, namely by providing socialization to overcome obstacles from internal and external factors for employees, providing someone who is an expert in the network system to support the smooth running of services and document storage, and providing security protection in the awan website so that archives can be maintained properly.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research and discussion that has been carried out related to the title "Case Study of the Application of Active Archives on the Awan Website of the Inspektorat Jenderal Kemdikbud", it can be concluded that the application of active archives in the awan website of the Inspektorat Jenderal Kemdikbud in the process of storing active archives has run smoothly and employees feel the benefits of implementing the website, such as facilitating the storage of active archives of employee data and retrieval that can be accessed by all employees of the Inspektorat Jenderal Kemdikbud. Based on this, the application of the awan website in the archive storage process is very proven in improving the quality and reliability of services in its application. The Inspektorat Jenderal Kemdikbud shows that the use of the awan website in storing active archives is running smoothly and employees also feel its usefulness.

There are several significant obstacles that affect efficiency in operational sustainability. The perceived obstacles are internal and external factors in the use of the awan website, such as the classification or index of active archives that are not suitable, the need for feature development on the website, as well as signal and network disturbances that cause maintenance and loading when inputting active archives.

The things that are done to maintain the effectiveness of the use of the awan website of the Inspektorat Jenderal Kemdikbud for the sustainability of employee performance efficiency are by providing socialization to overcome obstacles from internal and external factors of employees, providing someone who is an expert in network systems to support the smooth running of services and document storage, and providing security protection in the Cloud Website so that archives can be properly maintained.

Based on the research that has been conducted, there are several recommendations for future research. First, due to the limited time in this study, it is recommended that future research be conducted over a longer period to allow for more in-depth analysis so that the results obtained are more comprehensive. Second, to improve data representation, future research should involve a larger number of participants and a wider range of respondents so that the research findings can be generalized to a more representative population. Third, future research is recommended to expand the scope of several research variables to produce a more diverse and comprehensive study.

Based on the research that has been conducted, there are several recommendations for the Inspektorat Jenderal Kemdikbud. First, based on the results studied, it would be better if the Inspektorat Jenderal Kemdikbud could conduct training and utilization related to information technology systems. Second, based on the results studied, it would be better if the Inspektorat Jenderal Kemdikbud could carry out website development and proper classification of active archives so that there would be no periodic delays.

#### **ADVANCED RESEARCH**

Researchers realize that this research still has many limitations in the research process carried out. Researchers summarize the shortcomings that need to be improved for further research. This research has shortcomings that need to be corrected, namely First, there is limited time in completing the research so that the data studied is less extensive in terms of the discussion of this research. Second, the lack of respondents (4 people) so that the expected results are not so maximum and broad in terms of discussion. Third, researchers only examined 1 (one) variable so that the scope of this research was limited and could not be generalized in depth.

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