

ARCHIVES MANAGEMENT IN IMPROVING THE QUALITY OF ADMINISTRATIVE SERVICES SMP NEGERI 3 SILIRAGUNG BANYUWANGI

Siti Nuryani¹, Moh. Harun Al Rosid²

^{1,2}Universitas KH. Mukhtar Syafa'aat Blokagung Banyuwangi, Indonesia

Email: ynur5490@gmail.com¹, harun2939@gmail.com²

Abstrak: Penelitian ini bertujuan untuk mendeskripsikan perencanaan, pelaksanaan dan evaluasi kearsipan dalam meningkatkan mutu layanan administrasi SMP Negeri 3 Siliragung Banyuwangi. Pendekatan penelitian ini kualitatif dengan jenis penelitian studi kasus. Teknik pengumpulan data berupa wawancara terstruktur, observasi, dan dokumentasi. Analisis data model Miles dan Huberman berupa reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian ini menunjukkan bahwa: (1) Perencanaan; pada tahapan ini perencanaan disusun pada setiap akhir semester genap sekitar bulan Juni untuk jangka waktu dua minggu melalui pertemuan formal yang dihadiri oleh kepala sekolah, kepala tata usaha dan staff tata usaha selain itu, juga melalui kerjasama pihak terkait keadministrasian. (2) Pelaksanaan; pada tahapan ini pelaksanaan kearsipan melalui pembagian tugas sesuai fungsi dan tanggung jawab, memisahkan antara surat masuk dan surat keluar, mencatat semua arsip dibuka agenda surat, memberikan kode dan nomor surat sesuai spesifikasinya. (3) Evaluasi; kegiatan evaluasi serta analisis melalui pertemuan formal yang dihadiri oleh kepala sekolah, kepala tata usaha dan staff tata usaha terkait serangkaian hasil pelaksanaan kearsipan yang nantinya akan dijadikan tolak ukur untuk kegiatan tindak lanjut atas perbaikan pada manajemen kearsipan dalam meningkatkan mutu layanan administrasi. Kata kunci: manajemen kearsipan, mutu, layanan administrasi.

Abstract: This research aims to describe the planning, implementation and evaluation of archives in improving the quality of administrative services at SMP Negeri 3 Siliragung Banyuwangi. This research approach is qualitative with a case study type of research. Data collection techniques include structured interviews, observation and documentation. Miles and Huberman model data analysis in the form of data reduction, data presentation, and drawing conclusions. The results of this research show that: (1) Planning; At this stage, planning is prepared at the end of every even semester around June for a period of two weeks through a formal meeting attended by the school principal, head of administration and administrative staff. Apart from that, also through collaboration with administrative parties. (2) Implementation; At this stage, archiving is carried out by dividing tasks according to function and responsibility, separating incoming and outgoing letters, recording all archives in the letter agenda book, assigning codes and letter numbers according to specifications. (3) Evaluation; evaluation and analysis activities through formal meetings attended by school principals, heads of administration and administrative staff regarding a series of results of archival implementation which will later be used as benchmarks for follow-up activities on improvements to archives management in increasing the quality of administrative services.

Keywords: archives management, quality, administrative services.

Introduction

Archives management is very important in supporting data management in schools. One of the ways in developing administrative activities is through archives management. Archives management in improving the quality of administrative services provides value as a source of legitimate information and a monitoring tool in supporting administrative activities in schools. Archives are a collection of documents that are stored in a systematic way and can be found again if necessary. Meanwhile, records management is all activities related to records management, including planning, implementation, evaluation, recording, distribution, storage, supervision, maintenance, transfer, up to destruction (Amsyah, 2013). Therefore, managing the use of archives is a job called archive management. If archives management is not managed well, the task will become more difficult and it will take a long time to retrieve stored data and documents. As a result, this can hamper the decision-making and report-making process.

Regarding archive management, it is in line with the content of the holy verse of the Qur'an, Surah Al-Baqarah Verse 282, which reads:

يَا أَيُّهَا الَّذِينَ آمَنُوا إِذَا تَدَايَنْتُمْ بِدَيْنٍ إِلَىٰ آجَلٍ مَّسْمُومٍ فَاكْتُبُوهُ وَلْيَكْتُب بَيْنَكُمْ كَاتِبٌ بِالْعَدْلِ وَلَا يَأْب كَاتِبٌ أَنْ يَكْتُبَ كَمَا عَلَّمَهُ اللَّهُ فَلْيَكْتُبْ وَلْيُمْلِلِ الَّذِي عَلَيْهِ الْحَقُّ وَلْيَتَّقِ اللَّهَ رَبَّهُ ۗ وَلَا يَبْخَسْ مِنْهُ شَيْئًا

Meaning: "O you who believe! If you have debts and receivables for a specified period of time, you should write them down. And let a writer among you write it correctly. Let the writer not refuse to write it as Allah has taught him, so let him write it. And let the person who owes it dictate, and let him fear Allah, his Lord, and let him not deduct anything from it." (QS. Al-Baqarah: 282)

The essence of the verse in the words "*wal yaktub bainnakum*" which means you should write it down. The above agreement must be written clearly by the responsible author. And this is a requirement to start the agreement. Based on the description above, it is clear that there is a relationship between verses and documents. This can be seen from the function of archives, namely as evidence and a source for remembering events or agreements that have occurred. Administrative filing is very important to do. For example, use signs or numbering when placing files so that searching is easier and faster.

One of the important tasks in administration is storing documents in a safe place, also known as archives. Archival activities, which include administrative tasks, will provide data information as a result of the archive management process. This allows us to serve individuals in need quickly and appropriately. To achieve this goal, a good archival system, experienced archival staff, and adequate resources are needed. Archives serve as a central reminder for every activity as no one can remember all the complicated notes and important documents. This is in line with the statement "*People Forget, Record Remember*" (*people can forget, archives always remember*) (Liang Gie, 2000). Archives are part of administration which is defined as a process used to manage cooperation carried out by a group of people in an organization to achieve predetermined goals simultaneously in an effective and efficient manner (Terry, 2018).

The urgency of the existence of archives management in its function as a source of information and a legitimate memory center as well as a supervisory instrument in supporting administrative activities as stated in Law Number 43 of 2009 concerning archives. Article 3 Chapter II provides an explanation of the various purposes of archiving. One of them is to maintain the National Archives of the Republic of Indonesia (ANRI). According to the law above, archives are all activities that include policy, guidance and management of archives in an archives system that is supported by an organization and supported by human resources, facilities and infrastructure, as well as other resources. As a basis, this law stipulates that archives management is the main component of administrative development. Good archives management is an effort that must be made by the administration to develop the quality of administrative services in accordance with predetermined decisions (Pandi, 2022).

Efforts to improve the quality of administrative services are used as one of the institution's strategies to achieve satisfaction from educational customers. The quality of administrative services is carried out by administrative staff in providing service satisfaction to educational customers served in the school environment. Administrative services can depend on good understanding, and it has been proven that good administrative services will improve in schools if administration is well facilitated, and will have an impact on the quality of decision makers. Salis (2010) believes that quality problems lie in management problems. Solving quality problems with a cycle consisting of: Plan, Do, Check, and Action. Quality is conformity with market or consumer needs. Meanwhile, Juran (1999) quality means product features that meet customer needs and provide customer satisfaction. The term quality in education is the ability of educational institutions to provide the best service for educational customers (Al Rosid & Goffar, 2023).

Archives management is very important for administrative services because it functions as a place of memory and a source of information for planning, analysis, development, decision making, reporting, assessment and accountability. Additionally, it functions as a "*memory center*", "*data source*", and "*monitoring tool*". Even though archiving is an important part of administrative work, archival problems still exist. Starting from staff not organizing archives properly, inadequate space, and so on. Therefore, so that archival activities can be carried out well, a good records management system is also needed. In the current era, the integration of information and communication technology is very important in the management of educational administration in schools so that goals can be achieved effectively and efficiently (Riinawati, 2024). To achieve the goals of service orientation, integrity and commitment to student satisfaction, one form of improving service quality in archives management (Gidayani et al., 2022).

Based on the problems above, it is interesting to discuss archives management in improving the quality of administrative services at SMP Negeri 3 Siliragung Banyuwangi. Quality in education is related to services. Quality

services are services provided by a person or institution that are very satisfying to educational customers, namely: students, teachers, parents and the community. Substantively, quality contains characteristics or levels. A trait is something that explains a situation, while a level shows the position on a scale (Engkoswara, 2011).

Some relevant research by Andini, S. (2022) archives management in improving the quality of administrative services at MTs Negeri 4 Medan. Janna, M. (2018). Archives management in improving the quality of administrative services at MIN Sungai Tarab. Musyarofah, S. (2010), Implementation of archives management in administration at SMP II Mei Ciputat. Pandi, A. (2022). About the role of administrative staff in improving the quality of administrative services at MTs. Hidayatul Muhsinin.

Based on several previous studies described above, the researcher is of the opinion There is still very limited research that examines archives management in improving the quality of administrative services, especially at SMP Negeri 3 Siliragung Banyuwangi which is still a one-roof school, which is certainly an interesting thing to research regarding the planning, implementation and evaluation of archives in improving the quality of administrative services.

Method

This research approach is qualitative with a case study type of research. The choice of method with this qualitative approach is based on natural conditions which make it non-manipulative and the dynamics of the object are not affected by the presence of the researcher. In the process, this research approach is through data collection, interviews and observations with inductive data acquisition. Creswell stated that the case study approach in qualitative research aims to examine an issue or problem in depth and detail while being limited by time and space. This research design is *a single case design* with a problem focus on archives management in improving the quality of administrative services at SMP Negeri 3 Siliragung Banyuwangi . Data collection techniques use structured interviews, observation and documentation. The data used is primary data sourced from interviews and observations. Meanwhile, secondary data comes from supporting data in the form of documentation. Data analysis in this research uses the Miles and Huberman model of interactive analysis in the form of data reduction, data presentation, and drawing conclusions. Test the validity of the data using credibility, dependability and confirmability tests. To ensure whether the data is valid or not, the data is checked using source and theory triangulation.

Findings and Discussion

Findings

First , the archival planning stage of the research results, namely planning is prepared at the end of every even semester around June for a period of two weeks through a formal meeting attended by the school principal, head of administration and administrative staff. Planning and managing archives management requires cooperation from various parties to achieve administrative goals, dividing tasks according to the functions and responsibilities of each individual. In the initial planning, a joint decision will be discussed which will be attended by the principal, head of administration and administrative staff. In a planning forum, we will discuss what will be implemented for the next year or the year to come. In a planning forum, each party must have a plan where all the plans will then be discussed to determine policies for the implementation of archives management for the next year.

Second, the stage of archiving implementation from the research results, namely how schools can carry out archival management as well as possible. With an initial design that has been discussed and a decision is obtained. Schools can easily implement the results of this design, such as separating incoming letters, outgoing letters, and anything related to archives must be recorded in the letter agenda book which must previously be coded and numbered. The results of the draft are then given to the head of administration and administrative staff. They both have different duties and responsibilities, the head of administration as a leader who is responsible for the school administration or school administration and you could say that the head of administration focuses on the archives section relating to agenda books and all matters related to archives. . Meanwhile, administrative staff only focuses on the DAPODIK application (basic education data). The dapodik application is an integrated national data collection system which is the main source of national education data for planning various programs to improve the quality of education. The data entered in Dapodik is the number of classrooms, number of teachers, number of teaching staff, number of participants, number of groups, schedule, grades and so on.

Third, the archival evaluation stage of the research results, namely the school carries out an evaluation of everything related to the archives. Before being destroyed, archives must be processed first by superiors. If there are any deficiencies or deficiencies, they must be corrected immediately. So not just any archive must be destroyed

because there are provisions for each archive. Evaluation through formal meetings with the school principal, head of administration and administrative staff as a way to find solutions and follow up on problems found as an effort to continuously improve services. For more details regarding research findings, see table 1 below:

Table 1. Research Findings

Archives Management Indicators	Research Findings
Archives planning in improving the quality of administrative services	The archival planning work plan is carried out in formal meetings with the school principal, head of administration and administrative staff, dividing tasks according to function and responsibility as a form of meeting standards and improving services.
Implementation of archives to improve the quality of administrative services	This is carried out by carrying out tasks according to function and responsibility, separating incoming and outgoing letters and recording them in the letter agenda book, assigning codes and letter numbers according to specifications, both electronic and hard copy, to facilitate administrative services.
Evaluation of archives management in improving the quality of administrative services	Evaluated through formal meetings with the school principal, head of administration and administrative staff as a way to find solutions and follow up on problems found as an effort to continuously improve services.

Source: processed by researchers, 2024.

Discussion

Archives management is an activity aimed at planning, recording, organizing, distributing, storing, supervising, maintaining, transferring and even destroying. Archives management is very important in supporting data management in schools. Archives management in improving the quality of administrative services provides value as a source of legitimate information and a monitoring tool in supporting administrative activities in schools. This activity is a form of accountability and transparency which plays an important role in the development of business administration. And all of this is for the sake of implementing archival management in improving the quality of administrative services in the administration section as per Amsyah's (2013) theory. Archives management at SMP Negeri 3 Siliragung Banyuwangi is described in three cycles as follows:

Archives Planning in Improving the Quality of School Administrative Services

Archival planning in improving the quality of administrative services at SMP Negeri 3 Siliragung requires a series of activities that formulate and determine the various activities that must be carried out to achieve the goals. The goal in question is a goal that has clear direction for preparing a plan in the form of a joint decision that will be discussed in the future. Planning decisions related to archives in improving the quality of administrative services is carried out jointly by the school principal, head of administration and administrative staff.

When planning, you must really think about bad things or obstacles that might occur in implementing the planned activities, as well as think about alternatives that can be done to deal with the obstacles that occur. Archives planning is an activity that must be carried out to carry out good archives management. If archives management does not plan well, then when carrying out the task errors will occur and the administrative goals to be achieved will not run smoothly. Therefore, before carrying out activities, it is necessary to carry out careful planning and anticipate bad things that will happen in the future, and think about solutions to the obstacles that will occur together with related parties.

The archival management plan at SMP Negeri 3 Siliragung Banyuwangi is prepared at the end of every even semester around June for a period of two weeks through a formal meeting attended by the principal, head of administration and administrative staff. Planning and managing archives management requires cooperation from various parties to achieve administrative goals, dividing tasks according to the functions and responsibilities of each individual as per the archives planning theory of (Amsyah, 2013). The archival planning for SMP Negeri 3 Siliragung Banyuwangi refers to Article 1 Number 2 of Law Number 43 of 2009 concerning archiving of letters which is carried out in accordance with the alphabet, date, letter code and letter number system. This is the method taken so that archival planning can be arranged well.

Alphabetical system , SMP Negeri 3 Siliragung Banyuwangi has used an archive storage system using an alphabetical arrangement method (arranging names in order from A to Z). The alphabetical system can be used for archives whose basic arrangement is based on names of people, names of organizations, names of locations/ places, names of objects and subjects. In the alphabetical system, the names are taken from the name of the sender and the name of the destination address. For incoming mail, the name of the sender is taken, while for outgoing mail the name of the addressee is taken.

Date , the archive storage system based on date at SMP Negeri 3 Siliragung Banyuwangi uses a system for storing and rediscovering archives which is arranged based on year, month and date the archive was created. This system is a simple and easy system.

Letter code , SMP Negeri 3 Siliragung Banyuwangi uses a code from the school and there is also a code from a government agency and even then there is a guidebook. So, if at any time we need an archive, we can easily find it because each letter code is already there.

Letter number , SMP Negeri 3 Siliragung Banyuwangi uses a placement numbering system. So, we have to give a number according to the placement title, for example, if there is a file about a diploma, we have to place it in the diploma archive section and give the number of the letter on the diploma at the back of the diploma.

Implementation of Archives in Improving the Quality of School Administrative Services

The implementation of archiving in improving the quality of administrative services at SMP Negeri 3 Siliragung Banyuwangi has been carried out by carrying out the tasks that have been given as the responsibility of each staff, by separating incoming and outgoing letters and recording all archives in the letter agenda book, giving codes and letter numbers accordingly. the specifications. Implementation of archival activities begins with the preparation and storage of letters or documents starting from the time the school was founded, recording and admitting new students until the students leave or graduate, as well as recording all data on teaching and education personnel at the school and so on. The implementation of archives is carried out by the administration department in managing important school documents and archives in accordance with the theory of implementation of archives from (Amsyah, 2013).

Regarding the implementation function, SMP Negeri 3 Siliragung Banyuwangi has carried out its respective duties according to the responsibilities given. The school also conveys that the staff's duties are in accordance with the mandate of the law. RI No. 20 of 2003 concerning the National Education System, article 40 paragraph 2, states that educational staff are obliged to have a professional commitment to improving the quality of education. Currently this school has 3 administrative employees, each of whom has a different job from the other, while the one who is fully responsible for the archives at the school is the head of administration himself, and for the administrative services of all employees as well. involved in this matter, not only the head of administration himself, but involving all administrative staff at SMP Negeri 3 Siliragung Banyuwangi.

From the data found, the quality standards of administrative services at SMP Negeri 3 Siliragung Banyuwangi still have problems. The problem is land, funds and space that are not large enough or adequate because every year there will be a lot of additional data. To meet the availability of school space, it is necessary to expand the land for the archives building so that the quality of administrative services is not disrupted. Because quality education or learning services are those that meet the needs and provide satisfaction to students as education customers.

The implementation of archives at SMP Negeri 3 Siliragung Banyuwangi is carried out jointly, especially in terms of administrative services, but the one who has the task or who has full responsibility for archival activities is the head of administration himself, while the implementation of archival activities must be in accordance with what which has been planned previously, must be in accordance with existing archival procedures at the school, in accordance with clear archival management, and for matters of correspondence or large amounts of data certain codes must be provided, this is done so that the archives that are arranged are easy to find. return.

Evaluation of Archives in Improving the Quality of School Administrative Services

Evaluation of archives at SMP Negeri 3 Siliragung Banyuwangi is carried out by the superior (principal) if there are deficiencies and completeness, they will be immediately repaired. Through archival evaluation, improving the quality of administrative services can reveal the aspects that need to be improved in the evaluation of archival management. Archive evaluation is actually an activity within administrative activities to determine the extent to which administrative objectives in an administration have been achieved. The evaluation system in each organization is certainly different and has its own uniqueness. Having an evaluation in an agency has the aim of being a way of introspection in order to correct existing deficiencies. Evaluation is a process of collecting data to determine to what extent, in what terms, and in what part educational goals have been achieved as in archival evaluation from Amsyah's theory , (2013) .

The archive evaluation process at SMP Negeri 3 Siliragung is as follows: *First* ; By looking at old archives, whether the archives are still in use or no longer used. If it is no longer used. Usually, if the archive is old, it will be evaluated and then the next step is to put it together on a shelf according to the specified year.

Second ; Evaluation of archives in the education section was carried out by arranging the office space according to the staff's wishes because the staff had always wanted the room to be changed to make it more organized and make the staff and *stakeholders comfortable* . With the correct room arrangement, it is hoped that all archival files in the school education section can be archived properly and if you want to search for archives at any time they can be found easily and quickly.

Conclusions

Archives management is carried out through archival planning at SMP Negeri 3 Siliragung Banyuwangi, prepared at the end of every even semester around June for a period of two weeks through a formal meeting attended by the principal, head of administration and administrative staff. Apart from that, the division of tasks according to function and responsibility and also through cooperation with administrative related parties. Implementation of archives through carrying out tasks according to function and responsibility, separating incoming and outgoing letters, recording all archives in the letter agenda book, assigning codes and letter numbers according to specifications. Evaluation of archives through formal meetings attended by school principals, heads of administration and administrative staff regarding a series of results of archival implementation which will later be used as benchmarks for follow-up activities on improvements to archives management in improving the quality of administrative services. Regarding the quality of administrative services at SMP Negeri 3 Siliragung Banyuwangi, it is already underway in managing school archives. Schools continue to strive to fulfill facilities and infrastructure standards and improvements are made continuously regarding archives management.

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