



# The Role of the Village Government as a Facilitator in Records (Dynamic Archives) Management (Case Study in Paseban Village, Kencong District, Jember Regency)

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## Abstract

*This research uses a case study with a qualitative approach. This study aimed to analyze the role of the Paseban Village Government as a facilitator in managing dynamic archives owned by the village government. As a facilitator, the village government plays a role in creating conducive conditions for the implementation of record management. This has been done even though it is not optimal. Concerning record management, it consists of 1) sorting letters, 2) opening the cover, 3) issuing letters from inside the envelope, 4) examining letters, 5) reading letters, 6) delivering letters (internally), 7) recording letters, and 8) storage of letters related to the Management of incoming mail and procedures for managing incoming letters, there is no SOP. There are four main activities: 1) drafting, 2) approval of letter concepts, 3) typing of letter concepts, and 4) letter delivery. There are also steps for managing outgoing mail, which include: 1) receiving a dictation or written concept from the leadership, 2) drafting a letter, 3) recording the outgoing registration book, 4) typing the letter in its final form, 5) asking for the leadership's signature, 6) checking the mail to be sent, and 7) distributing the mail. However, there is no SOP in the Management of outgoing letters and steps for managing outgoing letters. The criteria for the selection of archival equipment have been carried out. Borrowing archives is no precise loan circulation data because they do not have procedures and do not use archive borrowing books. In addition, there are no restrictions on borrowing archives and determining the period for borrowing archives, so the archive is vulnerable to lose. Record inventory and archive retention at the Paseban Village Office have never been carried out.*

**Keywords:** role; village government; village office; facilitator; record.

## Abstrak

Penelitian ini menggunakan studi kasus dengan pendekatan kualitatif. Tujuan penelitian ini adalah untuk menganalisis peran Pemerintah Desa Paseban sebagai fasilitator dalam pengelolaan rekod (arsip dinamis) yang dimiliki oleh pemerintah desa. Sebagai fasilitator, pemerintah desa berperan dalam menciptakan kondisi yang kondusif bagi pelaksanaan pengelolaan rekod. Hal ini sudah dilakukan walaupun belum maksimal. Terkait dengan pengelolaan rekod, terdiri atas: 1) penyortiran surat, 2) pembukaan sampul, 3) pengeluaran surat dari dalam sampul, 4) penelitian surat, 5) pembacaan surat, 6) penyampaian surat (intern), 7) pencatatan surat, dan 8) penyimpanan surat terkait pengelolaan surat masuk dan tata cara pengurusan surat masuk tidak terdapat SOP. Terdapat empat kegiatan pokok, yaitu: 1) pembuatan konsep, 2) persetujuan konsep surat, 3) pengetikan konsep surat, dan 4) pengiriman surat. Terdapat pula langkah-langkah pengelolaan surat keluar, yakni sudah mencakup: 1) menerima dikte atau konsep tertulis dari pimpinan, 2) membuat konsep surat, 3) mencatat pada buku registrasi keluar, 4) mengetik surat dalam bentuk akhir, 5) meminta tandatangan pimpinan, 6) mengecek surat yang akan dikirim, dan 7) mendistribusikan surat. Akan tetapi dalam pengelolaan surat keluar dan

langkah-langkah pengelolaan surat keluar tidak terdapat SOP. Kriteria pemilihan peralatan kearsipan telah dilakukan. Peminjaman arsip tidak ada data peredaran pinjaman yang jelas, karena tidak memiliki prosedur dan tidak menggunakan buku peminjaman arsip. Selain itu, tidak ada batasan peminjaman arsip dan juga penentuan jangka waktu peminjaman arsip, sehingga arsip rentan terhadap kehilangan. inventarisasi rekod dan retensi arsip di Kantor Desa Paseban belum pernah dilakukan.

**Kata kunci:** peran; pemerintah desa; kantor desa; fasilitator; rekod.

## 1. Introduction

Both government and private parties need information, along with technological advances and scientific developments and the increasing number of activities carried out by an office. Information is used as material for consideration in making decisions and determining organizational goals. Each office is required to provide accurate, fast, and accurate information. One source of information that can be used is archived. Archives are records of activities that occur in an office that contains essential information. Archives have an essential role in presenting information for leaders as material for consideration in making decisions and formulating policies. This is following what was expressed by Barthos (in Fathurrahman, 2018), namely that archives have an essential role as a memory center and as an indispensable monitoring tool in every organization in the context of planning, analyzing, developing, policy formulation, decision making, reporting, accountability, assessment, and control as appropriate.

A government agency that serves the public interest requires good archive management. The success of an organization or work unit is determined by human factors such as its employees. The presence of employees in a work unit is an essential factor for carrying out the functions of the work unit to carry out their duties properly so that the expected goals can be achieved.

Employees as executors of archiving will directly determine the merits of archiving activities. All employees are expected to realize the importance of archives in implementing work, especially in government agencies that have service activities demanding employee awareness of the importance of archives.

In addition to employees, using an archiving system appropriately by an agency will also affect the level of ease in recovering an archive. The facilities used are also things that must be considered. The shape, quality, and quantity of archival storage devices will determine the speed of rediscovery. The unavailability of proper equipment or the insufficient number of equipment will lead to an inefficient performance in the Management of records. A representative working atmosphere and environment will also influence the success of archive management.

In this era of development, it needs to be realized that managing archives is not an easy thing but requires serious handling. Managing archives does not mean just keeping documents that will be discarded later. Archive storage needs to consider what system will be used and which principles will be used, whether centralized, decentralized, or a combination of the two, to achieve work efficiency in archiving.

At present, several institutions, both government and private institutions, still find unprofessional archive management. Management of records in an organization is sometimes still seen as a trivial job, and they think that maintaining records is a job that is so easy that many organizations or offices leave archival matters to inappropriate people. The failure to manage records will be a significant obstacle in the decision-making process.

Paseban Village Government Office, as one of the government offices serving the public interest, cannot be separated from archiving activities. According to observations, the Village Government Office is faced with problems in the field of Management, especially in managing dynamic archives/records. This is due to several factors which influence the Management of dynamic records in the office, which have not been taken seriously. It is

proven that there are still many archives stored irregularly with workspace and the existence of missing Standar Operational Procedures. Poor records management can further destroy an organization irreparably. Poor records management invites unacceptable risk because government records have enormous credibility concerning their information. In organizations where records are poorly managed, records will often be inadequate for the purposes they are needed (Shepherd and Yeo in Touray, 2021).

In addition, archiving facilities such as inadequate equipment and supplies to manage records. This can be seen from the narrow room where the archives are stored so that it cannot accommodate all the existing files. The equipment used, such as folders and storage cabinets, is not sufficient to store all existing files.

Another problem is archival employees' limited ability and knowledge in managing dynamic records. Employee educational background not in archiving causes limited ability to manage archives. So that archive management cannot be carried out optimally. So that archive management cannot be carried out optimally. It is also necessary to conduct research related to the role of the village government as a facilitator in archive management, especially records (dynamic archives).

The problems in the Paseban Village Government Office need to be improved in the field of archives, so it is necessary to maximize the role of the village government as a facilitator in managing the dynamic archives (records) they have. If this improvement is carried out properly, it is hoped that the archival goals can be achieved. Based on this description, it is deemed necessary to research the role of the village government as a facilitator in managing dynamic archives at the Paseban Village Government Office, Kencong District, Jember Regency.

## **2. Concept**

The role of the government as a facilitator is to create conducive conditions for the implementation of development (bridging the interests of various parties in optimizing regional development) (Arif in Nurdin, Nurmaeta, and Tahir, 2014). As a facilitator, the government tries to create or facilitate an orderly, comfortable, and safe atmosphere, including facilitating the availability of development facilities and infrastructure such as mentoring and funding/capital. One clear evidence of the government's role is record management. Held believes that proper records management could help institutions manage their information efficiently, fulfill their mandate, protect them from litigation, preserve their corporate memory, and foster accountability and good governance (Obi, 2014). Records management is the adequate storage and retrieval mechanism of information that aids an organization in making decisions. Records are essentially the basic principles for the development of any institution. The evolvement, adoption, and use of proper records management policies and procedures could positively contribute to an institution's accountability and good governance (Major and Omenu, 2016). The ability of the government to manage its records could be a prerequisite to effective administration.

## **3. Method**

This research uses a case study research type with a qualitative approach. Researchers chose a single case study type (on-site study) (Creswell, 2015) in this study. This study's data collection techniques are observation, interviews, documentation, and audio-visual material (Creswell, 2016). The data analysis used in this research is Creswell data analysis.

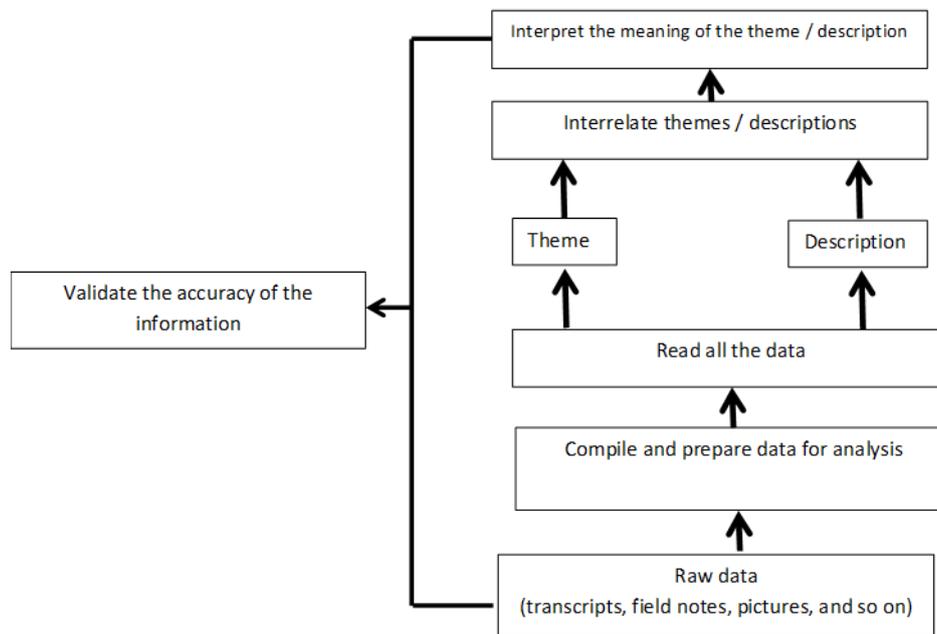


Image 1

Creswell data analysis system

Researchers chose to use qualitative validity and reliability to show the validity of the data and the accuracy of the research results, namely qualitative validity, according to Gibbs (in Creswell (2016)).

#### 4. Result and Discussion

The role of the Paseban Village government as a facilitator in record management is to have created conducive conditions, to have created or facilitated an orderly, comfortable, and safe atmosphere, including facilitating the availability of facilities and infrastructure in the implementation of record management owned by the village government but has not been carried out optimally. This can be seen from the results of the record management analysis below. Some things have not been fulfilled, for example, the Standard Operational Procedure does not have an archive retention schedule, and some obstacles arise in managing records.

##### *Management of dynamic archives/records at the Paseban Village Office, Kencong District, Jember Regency*

One of the crucial activities in archiving an office is managing official letters or manuscripts. The letter itself is a form of a dynamic archive with important information for an organization. As a form of dynamic archives/records, letters need to be managed correctly and follow the good rules so that administrative activities in an office can run smoothly.

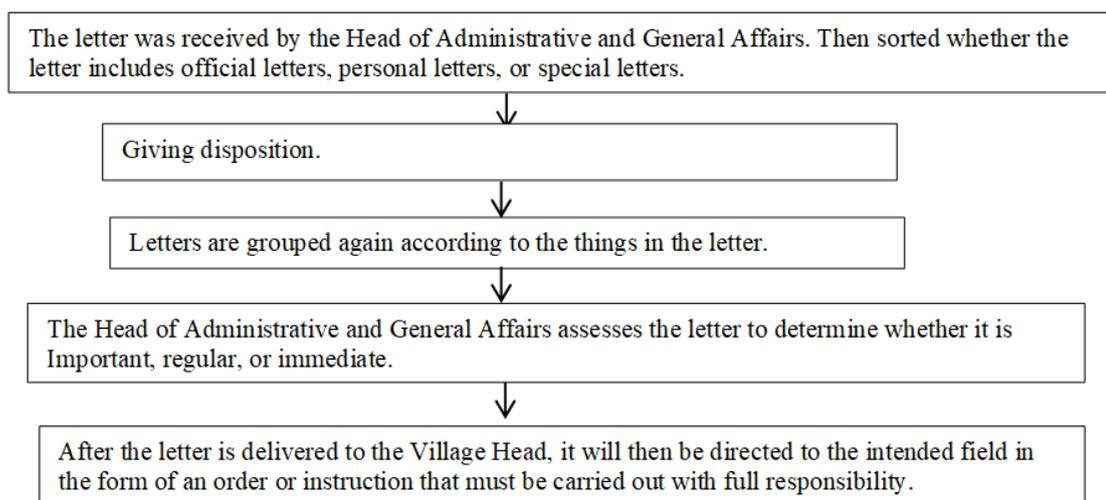
In principle, incoming mail management activities must be carried out in several stages such as receiving letters, classifying letters first (sorting), opening the envelope, releasing the contents of the letter, examining the letter to whether the contents match the envelope, reading the letter, delivering the letter internally, and recording the letter with a book. Agenda or control card, and lastly is the storage or filing of letters. At the same time, the Management of outgoing letters includes activities: receiving letter drafts from the leadership, drafting letters by hand, taking notes in the outgoing registration book, typing letter drafts, asking for the leadership's signature, recording letters on the cover sheet, sending letters, and keeping a copy of the letter. Based on the results obtained through

interviews regarding the Management of dynamic archives/records in incoming and outgoing letters at the Paseban Village Office.

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#### *Management of incoming mail*



Based on the theory put forward by Dewi and Muzakir (2021), "Management of incoming mail is all activities that will be carried out when receiving incoming mail, and also in the Management or settlement so that the letter is listed. Entry letters can be obtained from any institution and other agencies ". Yatimah (in Kuswantoro et al., 2022) suggests that the stages of managing incoming mail include: a) receipt, b) sorting, c) recording, d) direction, and e) storage. On record management at the Paseban Village Office, the Management of incoming mail is carried out in several stages, namely

as follows:

#### 1) Receipt of mail

Incoming/incoming letters are received by letter receiving officers who come by post or via courier. Then the letters are sorted to determine or classify letters that can be opened, which cannot be opened (secret letters), and personal letters.

#### 2) Opening letters/stamping

Other confidential and closed letters are stamped, time, and date of receipt of the letter on the back of the envelope.

### 3) Classifying letters

The letters are grouped according to the chronological order of the letters. Then submitted to the letter registrar officer.

### 4) Assessing letters

The registrar assesses the numbers to determine which ones are important and routine/common. Each group is grouped according to the letter's origin and arranged chronologically if a letter has been classified.

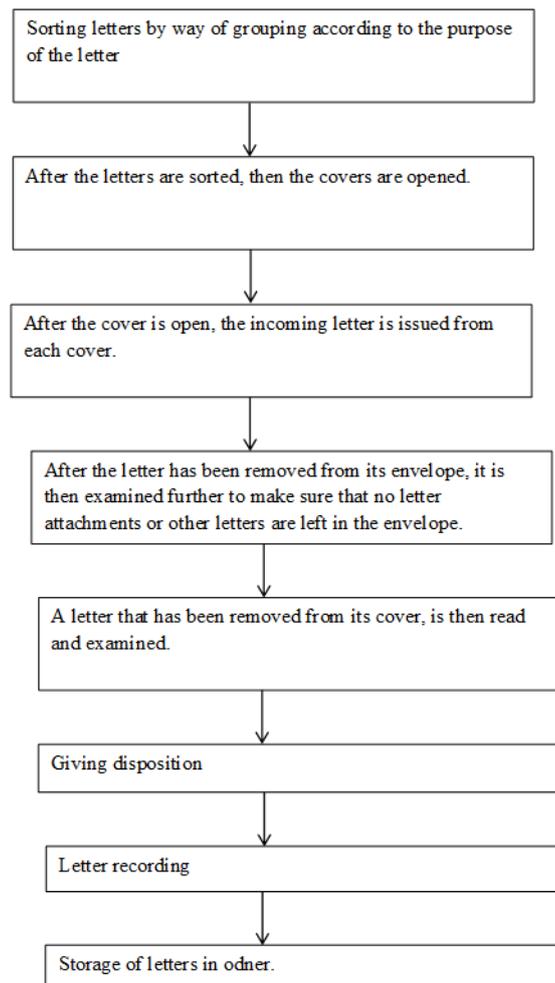
### 5) Take notes

Before the letter is delivered to the leadership or processing unit, the letter must be controlled for the correctness of filling in duplicate control cards. 3. Letters relating to routine work are submitted directly to the processor.

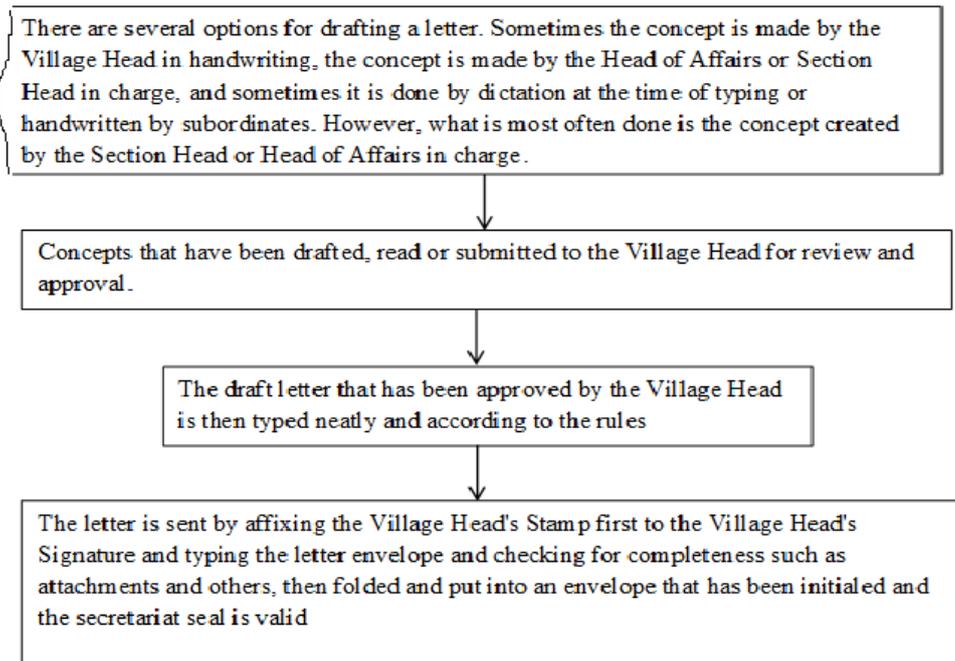
### 6) Directing letters

After the letter is recorded on duplicate control card 3, the letter is handed over to the processing unit along with the green control card II and the red control card III. In contrast, the white control card is left to the supervisor (controller).

The procedure for handling incoming mail is carried out in various stages, namely:



### Outgoing mail management



Based on the theory expressed by Wursanto (in Kuswantoro et al., 2022), the Management of outgoing letters covers four main activities, namely:

#### 1) Drafting

There are three ways to draft a letter: letter drafts made by the leadership, letter drafts made by subordinates, and letter drafts made by dictating.

#### 2) Approval of draft letters

Before the letter concept is typed, the leadership's approval is asked. If the leadership has approved it, it is continued to the following process, namely typing the letter concept.

#### 3) Typing letter concepts

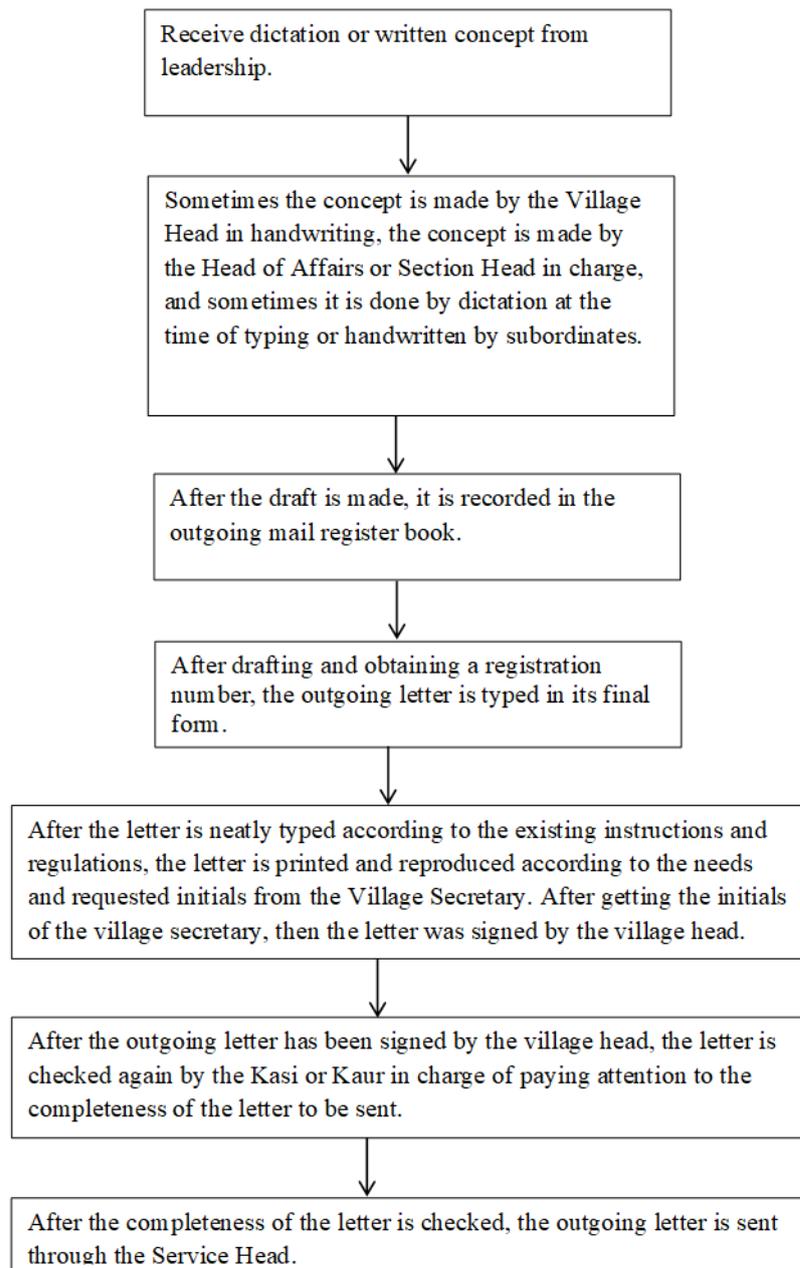
In typing, the letter concept must go through several processes: after obtaining approval from the leadership and then sending the concept letter to the typing unit. The next step is checking the typing results and the approval of the letter from the leadership.

#### 4) Mail delivery

Sending letters includes stamping, typing the envelope or letter cover, checking the letter for completeness, folding it, and gluing the envelope with adhesive and pasting stamps.

There is no Standard Operational Procedure regarding the Management of outgoing mail and the steps for managing outgoing mail.

The steps for outgoing mail management activities are:



It can be concluded, the step of outgoing mail management:

- 1) Receiving dictation or a written concept from the leadership
- 2) Create a draft letter

The dictation results were immediately drafted in writing and arranged according to the correct letter formation and what the leadership wanted.

- 3) Take notes on the outgoing registration book

After the concept is finished, it is typed and then given to the leader for examination.

- 4) Typing letters in their final form
- 5) Requesting the signature of the leadership
- 6) Checking the mail to be sent
- 7) Distribute mail

#### *Storage system*

Archive storage at the Paseban Village Office uses the Subject/subject matter system. Namely saving documents based on the contents of the documents in question. For example: if the contents of a document are related to the community's welfare, it is stored at the Head of the Welfare Section. If the document is related to demography, it is stored at the Head of Government Office. If the letter's contents are related to Officials, it is stored in the Head of Administration and General Affairs.

According to Endang (in Puspasari and Nikmah, 2018), "filing is a reception, collection, arrangement, preservation, and storage of documents according to certain systems to provide easy, quick retrieval." Therefore, a proper filing is a safe storage place for materials so that filing can be considered as a "memory" of an organization.

#### *The principle used*

The principle used in archive storage uses the principle of decentralization. Each work unit carries out all archiving activities. In this case, the Head of Government, Head of Services, Head of Welfare, Head of Administration and General Affairs, Head of Finance, and Head of Government.

Amsyah (2014)), in organizing archive storage, is known by three principles, namely:

##### 1) Principle of Centralization

In this principle, the storage of records in an organization is centered in a particular work unit called the central archive or offices, which is often handled by an administrative unit, the central unit for sending letters. With archival centralization, all official documents that have been processed will be stored in the central archive. So with this system, other units in the organization do not organize archival activities.

##### 2) Decentralization Principle

In this principle, all archiving activities starting from recording to destroying archives, are carried out by each work unit and on the respective work unit's premises.

##### 3) Combination or Combined Principle

In this principle, archives that are still active (active archives) are managed in the work unit of each processor, and archives that are rarely used (inactive archives) are managed in a centralized archive. Thus, the Management of active records is carried out in a decentralized manner, and inactive records are carried out centrally. Storage with this cooperative principle is intended to overcome the weaknesses of the two principles.

#### *Archiving facilities*

The filing facilities owned by the Paseban Village Office are sufficient. The Paseban village office has computers that are all online and connected. Bias is used to creating archives or storage in softcopy form. Also has a printer and copier that can print and duplicate documents. The Paseban Village Office is also equipped with a filing cabinet made of iron to store archives properly and not easily damp and safe. The archiving facilities at the Paseban Village Office consist of 9 file cabinets, 1 photocopier, 4 printers, 1 scanner, 4 laptops, and 5 computers.

Based on the theory expressed by Sugiarto & Wahyono (in Atika and Fauziah, 2016),

the criteria for selecting archiving equipment are:

- 1) The physical form of the archive to be saved.
- 2) Frequency of use of archives.
- 3) The length of the archive is saved, and the file is active and inactive.
- 4) Location of storage facilities (centralized and decentralized).
- 5) The amount of space provided for storage and possible expansion.
- 6) The type and location of file storage for inactive.
- 7) Form of organization.
- 8) The level of protection against stored archives.

- 1) The physical form of the archive to be saved

The archives that will be kept at the Paseban Village office are sometimes in the form of papers, cards, books, files, CDs, and large documents or the form of several packages. Furthermore, it is adjusted to the type of document in question in the selection of archiving equipment.

- 2) Frequency of use of archives.

In choosing archiving equipment, you also pay attention to how often the documents/files are used, which will make it easier to retrieve them when needed. Files frequently used are stored in a closer or more visible place and are easy to retrieve.

- 3) The length of the archive is stored, and the file is active and inactive.

Files that are still active are stored in the workroom of the village apparatus. Meanwhile, inactive archives are stored in the archive warehouse. This is done so that archives do not accumulate in the workplace, which will interfere with the performance of village officials.

- 4) Location of storage facilities (centralized and decentralized).

The location chosen for the archive storage is the location that is more accessible, safer, and cleaner so that the archive will be in good condition even though it has been stored for a long time.

- 5) The amount of space provided for storage and possible expansion.

The space provided for archive storage is quite ample. And it is still possible to expand if needed.

- 6) The type and location of file storage for inactive.

The storage area for inactive files is in the form of neatly arranged shelves placed in a row and provided with air circulation or not attached to the wall to avoid moisture that can damage the stored files.

- 7) Form of organization.

No form of organization.

- 8) The level of protection against stored archives.

Archives that are stored are protected from things that can damage the archive. For example, humidity, termites, and water leaks. The storage area chosen is made of iron protected by paint so that it is protected from rust and is protected from termites. Provide adequate air circulation and sunlight.

*Borrowing and recovering archives*

The activity of borrowing and recovering archives is the use of archives that have been stored for use. If there is a loan, there will be a release of the archive from its storage area. This is equivalent to the job of searching back or recovering an archive. Borrowing archives that have been stored sometimes occurs in daily archiving activities. Archive borrowing can also occur not in an organization or agency. Therefore, lending records need to be arranged not to be scattered or lost from the place where the archive is stored". The opinion above can be concluded that archival borrowing must follow the applicable regulations and existing borrowing procedures. The rules for borrowing archives must also be adhered to because archives are a source of information that must be kept confidential.

The borrowing and recovering archives activities at the Paseban Village Office were running normally and smoothly. If someone needs an archive, then ask or meet with the work unit according to the type of archive needed. After that, the work unit will find the archive in the storage area that has been provided. Once found, it will be removed from its place. After the archive has been used, it is returned to its original place.

According to Sugiarto and Wahyono (2015), the procedure for borrowing archives is using archive borrowing books. Then Sedarmayanti (in Veraniansyah and Sukma, 2019) revealed that there needs to be a limit on borrowing archives and determining the period of borrowing archives. If they are not appropriate, it can affect the security of archives stored. Based on the data obtained at the Paseban Village Office, it is still not under the theory for borrowing archives because there is no precise loan circulation data. After all, they do not have procedures and do not use archive borrowing books. In addition, there are no restrictions on borrowing archives and determining the period for borrowing archives, so the archive is vulnerable to lose. Akan tetapi terdapat beberapa hal

#### *Security and maintenance*

Archive maintenance is an effort to safeguard the archive so that its physical condition is not damaged as long as it still has use-value archival security. Maintenance is carried out by arranging the room neatly and well. Using materials or tools that do not contain too high humidity. In this case, the Paseban Village Office uses a safe to avoid moisture and termites. Furthermore, regular checks are carried out on the archives stored for cleaning.

According to Sugiarto and Wahyono (2015), "Archives are the basis of maintaining letters; archives store the process of compiling and storing letters in such a way so that the letters/files can be found again when needed." According to Madumere and Ekwelem (2020), the archival maintenance practice is the act of checking, repairing, and keeping archival materials such as books, pamphlets, manuscripts, photographs, etc., in good condition for the benefit of the host institution and researchers at large. Other things recognized as archival maintenance practices are routine (dusting, boxing, and shelving), disaster preparedness and control (in situations like fire incidence, landslides, and sudden violence), and 2 other things that can destroy archival materials).

#### *Archive shrinkage*

Archive shrinkage or so-called archive retention is a reassessment recommended for retention or deletion. Before making an archive retention schedule, it is necessary to take an inventory of records. However, record inventory and Archive retention at the Paseban Village Office has never been carried out. According to Morris (2022), a record inventory collects information about what records are owned by work units to be the basis for making a record retention schedule, and archives are usually called micro appraisals. In addition, it is also a reference to protecting records according to their retention period so that no records are destroyed prematurely by the work unit. If an organization already has an archive policy, this task becomes one of the audit segments. Record inventory is the first step in revamping chaotic records. The results can be used for several purposes: 1) JRA creation and 2) record acquisition. The retention schedule identifies the records that need to be preserved and determines the minimum retention period based on legal, fiscal, administrative, and

historical records. Once all retention obligations have been met, the records must be properly disposed of (destroyed).

***Barriers to managing dynamic records at the Paseban Village Office, Kencong District, Jember Regency***

a) archives are continually increasing every day. This results in the available place and equipment not being able to accommodate files anymore.

b) Do not have a standard working procedure for archiving, so that the village apparatus carries out archiving activities according to their own will.

c) there are no guidelines on procedures for borrowing archives at the Village office, resulting in every employee borrowing files without any clear regulations.

d) Unable or difficult to find back files quickly and precisely when needed by other parties. This may be because the system is not yet perfect.

e) An archive is received and sent by a unit out of control. This is because there is no special officer who handles archiving.

***Efforts made to overcome barriers to dynamic archive management at the Paseban Village Office, Kencong District, Jember Regency***

a) Trying to add quality filing cabinets and accommodate existing archives.

b) Always coordinate and remind each other between village officials regarding safe archive storage. Moreover, the village head has constantly reminded the importance of keeping neat and orderly records.

c) Always coordinate and circulate among village officials in borrowing archives. Archives cannot leave the village office. If needed outside the office, it must be copied first, and the original must be returned.

d) Continued guidance by the village head so that archive storage is carried out as well and neatly as possible so that when records are needed, they can be easily and quickly found.

## **5. Conclusion**

The role of the Paseban Village government as a facilitator in record management is to have created conducive conditions, to have created or facilitated an orderly, comfortable, and safe atmosphere, including facilitating the availability of facilities and infrastructure in the implementation of record management owned by the village government but has not been carried out optimally. This can be seen from the results of the record management analysis below. Some things have not been fulfilled. For example, the Standard Operational Procedure does not have an archive retention schedule, record inventory and archive have never been carried out, and obstacles arise in managing records. Records management at the Paseban Village Office consists of activities: mail sorting, cover opening, issuance of a letter from the envelope, research letters, reading letters, submission of letters (internal), registration of letters, mail storage, drafting, approval of draft letters, typing letter concepts, mail delivery, receiving dictation or a written concept from the leadership, create a draft letter, take notes on the outgoing registration book, typing letters in their final form, requesting the signature of the leadership, checking the mail to be sent, and distribute mail.

There is no Standard Operational Procedure regarding the Management of incoming mail, procedures for handling outgoing mail, and the steps for managing outgoing mail. Archive storage at the Paseban Village Office uses the Subject/subject matter system. The principle used in archive storage uses the principle of decentralization. Regarding archiving facilities, namely the criteria for selecting archiving equipment are: the physical form of the archive to be saved, frequency of use of archives, long archives saved, files active and

inactive, location of storage facilities (centralized and decentralized), the amount of space provided for storage and possible expansion, the type and location of file storage for inactive, the level of protection against stored archives, except the form of organization. There is no precise loan circulation data regarding borrowing archives, so the archive is vulnerable to lose, and the retention is not done. Barriers to managing records at the Paseban Village Office: (a) the archive is constantly increasing every day, the results in the available place and equipment can no longer accommodate files; (b) Do not have a standard working procedure for archiving, so that the village apparatus conducts archiving activities according to their own will; (c) there are no guidelines on procedures for borrowing archives at the Village office, resulting in every employee borrowing files, without clear regulations; (d) Unable or difficult to find back files quickly and precisely when required by other parties. This may be due to the incomplete system; (e) The existence of files received and sent by a unit, apart from control. This is because there is no special officer who handles archiving. Efforts were made to overcome record management barriers: (a) Trying to add quality filing cabinets capable of accommodating existing archives. (b) Always coordinating and reminding each other among village official regarding safe archive storage; moreover, the village head has constantly reminded an employee to keep neat and orderly records. (c) Always coordinate and mutilate between village officials in borrowing archives. Archives cannot leave the village office; if needed outside the office, they must be copied first, and the original must be returned. (d) Continued guidance by the village head so that archive storage is carried out as well and neatly as possible so that when records are needed, they can be easily and quickly found.

### Recommendation

1. Preparation of Standard Operational Procedure for incoming mail management and procedures for managing incoming mail.
2. Preparation of Standard Operational Procedure for outgoing mail management and steps for managing outgoing mail.
3. Making precise borrowing circulation data so that archives are not vulnerable to lose.
4. Record inventory and archive retention are performed.

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