The Determinant Factors of Archives Management for Academic Services in Sultan Amai State Islamic Institute Gorontalo Indonesia

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Abstract.
This article discusses the determinants factor of archive management to support academic services at IAIN Sultan Amai Gorontalo. The main problem is what are the factors that influence the management of archives at IAIN Sultan Amai Gorontalo. This study used qualitative research methods. Data were collected through observation, interviews, and document study. The collected data were analyzed using the descriptive analysis approach. The results showed that three determinant factors influence the management of archives to support academic services at IAIN Sultan Amai Gorontalo. The three factors are archivist human resources, supporting facilities for archiving management, and internal policies regarding archives management. The research has implications for efforts to provide input on archive management problems at an institution so that it can provide the best service by academic standards.

Keywords: Academic Services, Archives, Management, Institution Management,

Abstrak.
Artikel ini membahas tentang faktor determinan pengelolaan arsip untuk menunjang pelayanan akademik di IAIN Sultan Amai Gorontalo. Masalah utama adalah faktor-faktor apa saja yang mempengaruhi pengelolaan arsip di IAIN Sultan Amai Gorontalo. Penelitian ini menggunakan metode penelitian kualitatif. Pengumpulan data dilakukan melalui observasi, wawancara, dan studi dokumen. Data yang terkumpul dianalisis dengan menggunakan pendekatan analisis deskriptif. Hasil penelitian menunjukkan bahwa terdapat tiga faktor determinan yang mempengaruhi pengelolaan arsip untuk menunjang pelayanan akademik di IAIN Sultan Amai Gorontalo. Ketiga faktor tersebut adalah sumber daya manusia kearsipan, fasilitas pendukung pengelolaan kearsipan, dan kebijakan internal terkait pengelolaan kearsipan. Penelitian berimplikasi pada upaya memberikan masukan terhadap permasalahan pengelolaan arsip pada sebuah lembaga, sehingga dapat memberikan layanan terbaik sesuai dengan standar akademik.

Kata Kunci: *Pelayanan Akademik, Pengelolaan, Arsip, Manajemen Lembaga*

BACKGROUND

Sultan Amai State Islamic Institute (IAIN) Gorontalo as the only state Islamic higher education institution in Gorontalo Province, providing Islamic higher education services, is certainly supported by various units that work simultaneously as a unit in providing Islamic higher education services to consumers, both students, and lecturers. , employees, and the general public. The consequence of this service is the birth of various documents, most of which are the archives of IAIN Sultan Amai Gorontalo. based on the Regulation of the Head of the National Archives Number 24 of 2011.

The existence of this archive on the one hand requires ideal archive management so that data and information in the IAIN Sultan Amai Gorontalo environment are well organized and easily accessible at any time. Even so, in reality, the management of archives in the IAIN Sultan Amai Gorontalo environment has not run optimally as expected (Ibnu, Kasim et al., 2019). As a university, the archives at IAIN Sultan Amai Gorontalo are substantially related to education and teaching archives, research, community service, and other administrative archives.

The diversity of archives in the IAIN Sultan Amai Gorontalo environment requires a good management system supported by the presence of archivists, adequate supporting facilities, and an ideal filing system (Tamrin, Afrizal, 2018). However, in reality, the management of archives in the IAIN Sultan Amai Gorontalo environment still faces many obstacles. Currently, IAIN Sultan Amai Gorontalo has seven archivists through invasion. Even though it has seven archivists, in reality, the management of archives in the IAIN Sultan Amai Gorontalo environment has not run optimally.

Many factors influence archive management, be it dynamic archives or static archives. Among these factors, the existence of which greatly determines the quality of records management in an institution or organization (Brown, 2006). This factor is called the determinant factor. The presence or absence of this factor will directly affect the management of records in an institution or organization. The determinant factors of archive management in the IAIN Sultan Amai Gorontalo environment will be the focus of discussion in this article.

THEORETICAL STUDY

1. Archives

Initially, the archive comes from the Greek "*archivum*" which means a place to store. However, there is an archive (a record) which in Indonesian terms is said to be a "document", according to Basir Barthos archives can also be interpreted as an agency that carries out all activities of recording the handling, storage, and maintenance of documents. Letters/scripts have important internal and external meanings, both concerning governmental and non-governmental matters, by applying certain policies and systems that can be accounted for (Indarti et al., 2021). Along with the development of archives, there have been many experts who try to express their opinions about archives. According to Liang Gie (Rusdiana & Zaqiyah, 2022), "an archive is a collection of documents that are stored systematically because it has a purpose so that it can be quickly recovered every time it is needed." (Kharisma et al., 2022).

According to Zhao an archive is a collection of files in the form of writing or objects or images that are arranged, classified, arranged, and arranged and stored systematically that whenever needed (Zhao, 2022)'(Elhussein et al., 2022). Furthermore, according to the opinion of Zulkifli Amsyah that an archive is any written, printed, or typed note in the form of letters, numbers, or images, which have a specific meaning and purpose as communication material and information recorded on paper (cards, forms). , film paper (slides, film-strip, microfilm), computer media, photocopy paper, and others (Alfath et al., 2022).

According to Evans et al. opinion what is meant by an archive is a collection of documents that are stored systematically because it has a purpose so that it can be quickly rediscovered every time it is needed (Evans et al., 2022). Meanwhile, the definition of archiving is still according to Evans et al opinion, namely the activity of storing documents in various ways and tools in a safe place so that they are not damaged or lost as a memory center or information source for an organization (Vuong, 2022).

According to Suraja Definition of archives is a text or notes made and accepted by government, private and individual organizations regarding an event or right in their life, in any way, whether in a single or group situation, which has a specific use, and stored

systematically, so that whenever needed can be provided easily and quickly (Mega Nata et al., 2022).

Based on the description above, it can be concluded that the archive is a collection of letters that contain meaning and have been used for the benefit of an institution or organization. Archives are stored with a specific method so that they can be easily and quickly recovered (Williams, 2006).

2. Records Management

The general purpose of managing records is to control these records. Management of archives itself according to Kristiyanti includes activities of receiving, recording, classifying, indexing, storing, borrowing, maintaining and securing, shrinking to destroying archives (Muhyadi, 2016). Good and proper archive management will have a major influence on the ease of search and information retrieval so that it will also facilitate the organization in the decision-making process. If the archives are needed by other related parties, then the archives are available at any time and can be found easily, quickly, and accurately.

Archives as an integral part of an administrative service system have a life cycle that passes through several stages. Read and Ginn describe the life cycle of an archive through four stages, namely creation, distribution and use, maintenance, and disposition (Wienke, 2004). The life cycle of an archive as stated by Read and Ginn above shows the stages from the beginning of the archive being created to the final stage when the archive is destroyed. In more detail, the archive life cycle will be described (Yusof & Chell, 2000).

3. Creation Stage

The archive creation stage is the first step in the entry of the archive into the administrative service system (Isbianti et al., 2021). The creation of archives is usually associated with the creation of certain letters, manuscripts, documents, or records made by an agency to support administrative services at agencies or organizations that create archives (Franks & Bernier, 2018).

The creation of archives is in fact in the form of incoming or outgoing letters within certain agencies (Morrison, 2022). Correspondence activity is one of the main indicators

of the existence of administrative services at an institution or institution (Clara et al., 2022). The activity of agency services usually correlates with the number of records. The greater the administrative service activity, the bigger the archives that will be born and vice versa (Kadarisman et al., 2022).

Thus it can be said that the archive was created from an administrative process that took place in an organization or agency (Betancur Roldán, 2022). The presence of archives is an important indicator of whether an organization is alive or not (D'Agostino & Elias, 2022). Because an organization is active or alive it will continue to create archives. Archives that are created indicate the existence of administrative service activities in the organization (Geser et al., 2022).

4. Usage Stage

After going through the stages of creation, an archive enters the stage of use. The use of archives is basically done to support the achievement of organizational goals. An archive after being created by the parent organization is then disseminated to the branches of the organization to be followed up and implemented by the directions in the archive (Prabowo, 2020). In this case, it appears that archives are needed to move the organization. Archives are used as a vehicle for communicating and moving the organization to achieve its goals (Tiwari, 2022).

According to Hill at al., what is meant by the use of archives is a process that starts with the use of archives for the benefit of the organization (Hill et al., 2022). While the archive itself is used, among others, by subscribers (customers), employees of fellow work units, and employees of other work units (Boag et al., 2022). The use of archives is often carried out by superiors and employees both from within the organization and outside the organization. For the scope of higher education, archive users include lecturers, students, educational staff, and stakeholders from outside the university. This use can be in the form of borrowing and recovering archives (Hegarty, 2022).

The use of archives in an agency can be seen in the stages of managing incoming and outgoing mail. The steps for managing incoming mail are: 1) acceptance which includes collecting and counting the number of incoming letters, examining the accuracy of the address of the sender of the letters, classifying letters according to the urgency of completion, signing the proof of delivery (Ardiana, 2021). 2) sorting, namely carried out

by separating ordinary, routine and secret letters (Dewi & Muzakir, 2021) 3) recording, that is, after checking the accuracy of the type and attachment, then recording it; 4) scheduling incoming letters, namely the activity of recording incoming letters in an agenda book and numbering them (Nur Kholiza & Faiz Ahyaningsih, 2021) 5) direction and forwarding means that the letter is directed and forwarded to the division or official entitled to process it (Martin et al., 2021) 6) Submission of letters, this is done by archivists, namely by disposing of letters, submitting them to related divisions and finally storing letters (Aprilia Nur Arninasari, Hery Sawiji, 2022).

5. Maintenance Stage

One of the important stages in the archive life cycle is the maintenance stage. Archives as important objects that become the memory of an agency and contain a lot of information about the existence of services from an agency must be cared for and protected so that they are not damaged or lost. The term "maintenance and safeguarding" (Officer, 1991) in some literature and dictionaries is stated or can be found as part of preservation or preservation activities. Maintenance comes from the basic word "pelihara" which means guard or care, while the word maintenance means a process or way or actions done to care for and care for. If the word "maintenance" is coupled with the word "archive" it becomes "archive maintenance" it can mean a process or method or action to maintain and maintain records (Vasylenko et al., 2021).

Maintaining real archives is not an easy thing because archives that are generally made of paper usually experience a decline in quality so that they become rotten, eaten by termites, faded writing, and other damage that makes archives useless (Putra & Rakhmadi, 2022). This damage also usually originates from the treatment of archives that do not meet standards for maintaining and securing archives. Archives are simply stacked in damp storage areas that are easily accessible to termites. This method further accelerates the damage to the archive. That's why maintaining and securing archives is a very important stage in the archive life cycle, considering that archives do have to be maintained and cared for because they may be needed at a certain time.

In archiving practice in Indonesia, the word archive maintenance refers more to activities related to (1) storage and physical arrangement of archives in the storage room so that the records are neatly organized, and can be easily recovered, (2) observation and

temperature control and the humidity of the archive storage space, and (3) the selection and determination of archive storage infrastructure by archiving principles, such as air conditioning, shelves or filing cabinets, filing boxes or other archive containers. (Ogden, 2022).

6. Depreciation Stage

The final stage of the archive life cycle is the depreciation stage. As time goes by, one thing that cannot be avoided in the existence of archives is the number of archives that continues to increase and storage places that tend to remain so this becomes a problem for an agency (Atherton, 2005). That is why in archive management there is a stage of removing archives which are called shrinking or destroying archives.

Depreciation of archives has been regulated in Government Regulation Number 34 of 1979, in this government regulation it is explained that archive shrinkage is an activity to reduce archives, one of which is to destroy archives with applicable provisions to increase efficiency and efficiency and to ensure the safety of materials. national accountability (Atherton, 2005). Destruction of archives as a way to shrink archives is one of the important means of overcoming the problem of accumulating useless archives so that it is easier to organize and maintain archives so that if any records are needed they will be found quickly and precisely, but in the execution of the destruction of archives sometimes not by applicable procedures and provisions (Biraud, 2013).

METODE PENELITIAN

The research conducted can be classified into a qualitative approach. Qualitative research is a particular tradition in social science that fundamentally relies on observing humans in their area and relating to these people in their language and terms (Ahmad & Muslimah, 2021). Research procedures describe the behavior of people, certain events, or places. in detail and in-depth. Furthermore, according to Bogdan and Taylor, as quoted by Moleong, this research procedure produces descriptive data in the form of written or spoken words from people and observable behavior (Kostere & Kostere, 2021).

Qualitative research is often called naturalistic research. This type of research is cyclical, not linear as in quantitative research. Because of its cyclical nature, this research is carried out repeatedly on the same object, and the repetition period depends on the level

of depth and accuracy desired, that the longer the research will be more focused on problems that occur in the object/subject of the study (Hermawan, 2019).

FINDING AND DISCUSSION

Archive management is an activity or activity concerning archives. Archive management activities are carried out from the beginning of the archive until the archive is destroyed or static. Records management activities will run well if supported by determinant factors related to archives. Many determinant factors influence the management of archives of an institution. In the context of IAIN Sultan Amai Gorontalo, the determinant factors of archive management can be grouped into three sections, namely Human Resources (HR) archive management, archive management facilities, and internal policies related to archive management. All determinant factors will be discussed in the following description:

1. HR Archive Manager

Human resources are an important factor in archiving management, with the existence of quality human resources, the management of record management will run well, by having sufficient human resources, archival problems in IAIN Sultan Amai Gorontalo can be implemented properly by existing regulations because human resources quality will result in a good performance in archiving management. As with secondary data that the researchers found, in 2020 IAIN Sultan Amai Gorontalo has six functional archivists whose appointment was through the in-passing route. The need for a functional archivist is very high and it is hoped that it can improve the archival system at IAIN Sultan Amai Gorontalo.

From the research results, it is known that the human resources owned by IAIN as a whole already have six archivists, but they do not have sufficient skills so that in managing archives it is still not based on the applicable rules In addition, existing human resources still need special training on filing arrangement by existing standards.

Obstacles to providing skilled archival human resources is the most challenging thing in any organization or agency because finding skilled human resources is very difficult if there are no skills that the human resources.

2. Archive Management Facilities

Archive facilities are supporting equipment in carrying out administrative activities in an organization or institution. For archiving facilities, several facilities must be provided to support archiving, such as storage cabinets, building/filing rooms, filling cabinets, hanging folders, bulkheads, and so on. Through research, it can be seen that there are only three types of supporting facilities for archive management, consisting of agenda books, ordner folders, and filing cabinets, with minimal facilities as a place to store important files, this can result in important files being lost or scattered. it is difficult to find back archived documents when needed again.

Obstacles in managing records that often occur are due to inadequate facilities. Besides that, facilities are also an important factor in managing well according to existing regulations, what's more, in archiving there are important documents that physically and information must be stored and maintained properly. Good archive management within an organization or office is certainly supported by the use of archive management facilities, namely archive storage equipment, and equipment. At IAIN Sultan Amai Gorontalo, electronic equipment in the form of computers, printers, scanning devices, and internet networks is fairly complete. For electronic-based archive management, IAIN Gorontalo is very suitable for that.

The existence of these supporting facilities is needed considering that currently, IAIN Sultan Amai Gorontalo is transforming into the State Islamic University (UIN), which will make the State Islamic Higher Education Institution the only one in Gorontalo Province. Maximum of various work units including archiving units. Management and services of higher education archives today are no longer oriented towards service patterns as they used to be. The progress of today's times has the consequence of the demand for services that are getting faster, more effective, and more quality. Therefore, manual services are not enough anymore because they are too slow to respond to the demands of campus stakeholders. Therefore, electronic-based archive management and services are needed with the support of the latest information technology.

Regarding the modernization of this service, IAIN Sultan Amai Gorontalo is very ready to remember that in recent years various academic services of IAIN Sultan Amai Gorontalo have been online based. In terms of learning, IAIN Sultan Amai Gorontalo has

operated an online-based Academic Information System (SIAK). Likewise, various other service units within IAIN Sultan Amai Gorontalo have developed various applications that support academic services so that they can be more effective and efficient.

3. Internal Policy on Records Governance.

Archive management at IAIN Sultan Amai Gorontalo is strongly influenced by policies on archives management at IAIN Sultan Amai Gorontalo. It can be said that the management of archives in the IAIN Sultan Amai Gorontalo environment has not run ideally. This can be seen from the unclear direction of the archives management policy at IAIN Sultan Amai Gorontalo

CONCLUSION

Three determinant factors affect the management of archives at IAIN Sultan Amai Gorontalo, namely: a) Human resources for managing archives, although they have a significant number of archivists, their skills in managing archives are still low, b) Archival facilities, although there is enough room The management system has not followed archiving standards, c) Internal policies have not yet reached the ideal aspects of archive management so that the overall management of archives is not yet ideal.

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