The Essential of Archivist Competence for Managing Inactive Records

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Abstract. Employees play a critical role in organizational operations, making the availability of superior and competent human resources essential. Inactive archives refer to records whose usage frequency has declined over time. This study aims to evaluate the competencies of archivists in managing inactive archives. A qualitative descriptive approach was employed, utilizing in-depth interviews with archivists. The findings reveal that archivists possess adequate knowledge, skills, and attitudes required for their role. Archivists must have a strong understanding of effective and accurate archive management, as well as interdisciplinary knowledge in areas such as history, culture, information, and technology that support their responsibilities. Additionally, archivists must demonstrate proficiency in organizing, retrieving, and utilizing archival infrastructure. Essential attributes for archivists include perseverance, patience, attention to detail, neatness, dexterity, intelligence, and integrity.

Keywords: Inactive Archives, Archivist, Competence, Human Resources

1 Introduction

The existence of technology is growing rapidly, making organizations compete to improve professional performance in the scope of offices, industries, and organizations or agencies. In facing this competition, organizations must have superior and competent human resources (HR) [1]. Each division in an organization needs to manage and optimize the available Human Resources. Human Resource Management does not escape the existence of employees in an agency, which is an important factor in realizing agency achievements [2]. Organizations must have a workforce with skills that can be empowered to run well, which will affect employees' work. Good work products are optimal work results that meet organizational standards and encourage the achievement of organizational goals [3]. The archives that have been produced are processed and will be found again when needed [4]. Archives have an important role in the continuity of government or private organization activities. Archives for organizations have various uses: as a source of memory, witness to the establishment of an organization, and other purposes.

According to Law Number 43 of 2009, Archives are divided into two types: dynamic and static. Inactive archives are dynamic archives classified as those with a decreased use value or rarely used in administrative activities.

Inactive archives are stored and organized by an archival organization called an archival unit. According to [5], inactive archives are rarely or never used. However, they are still managed properly to maintain the organization of archives in the work unit and provide efficiency to the room. Doing inactive archive management well will make it easier to find the archive again. However, obstacles are often encountered when carrying out inactive archive management until archive management activities are finally yet to be carried out optimally [6]. According to [7]), the storage of inactive archives carried out by agencies like government agencies still needs to be considered. This is due to the need for more skilled employees so that management runs properly. Inactive archive management can be realized properly if inactive archive storage is done properly, and the objectives of inactive archive management can be achieved.

PDAM Surabaya City is one of the Regional Owned Enterprises (BUMD) that distributes clean water to the public in Surabaya City. In this agency, inactive archives are created from incoming and outgoing letters. Administrative activities occur in the administrative section. Two employees manage archives in the administration section, each from somewhere other than the archiving field.

2 Method

This research was conducted using a qualitative descriptive method. According to [8], qualitative research is a research activity that uses a natural setting and explains events that occur by utilizing various existing techniques. In general, in conducting qualitative research, the methods often used to collect data are interviews, observation, and documentation [9].

There are several methods used for data collection activities in this study, including:

1. Observation

In a study, observation is the concentration of focus on a research object. According to [10], observation is a direct observation using the senses of sight, hearing, touch, smell, and, if necessary, taste that humans have. The tools used in observation are generally in the form of test observation guidelines, questionnaires, image recordings, or sound recordings. Observations in this study were made to archive management employees of the Surabaya City PDAM Administration section.

2. Interview

The interview is a data collection technique carried out by dialogue between the interviewer and the interviewee either directly or indirectly (face to face) or through any media in order to obtain the information needed as a source of research data [11]. Interviews were conducted with three interviewees.

3. Documentation

Documentation is a data collection technique used to obtain information in the form of books, archives, documents, writings, and images in the form of reports and explanations that can support research data. Documentation is carried out to collect data and then processed.

4. Literature Study

According to [12], a literature study is a data collection technique by examining books, journals, and other literature relevant to the research topic to be used as sources or references.

3 Results

Incoming and outgoing letters contained in the administrative section will be stored as active archives, after which the documents will be declared inactive archives for approximately five years according to the archive problem and stored in the warehouse. Inactive archive management activities will usually be carried out by archive officers in the Surabaya City PDAM administration section, starting from sorting, moving, and making a list of inactive archives. There are two archive officers in the Surabaya City PDAM administration section.

The implementation of inactive archive management at PDAM Surabaya City still needs to be improved. Deficiencies in archive management in the Surabaya City PDAM administration section include, among others, the absence of a retention schedule, so that archive destruction has not been carried out, not all inactive archives are registered in the inactive archive list, media transfer has not been carried out, then limited facilities and infrastructure. The existence of these shortcomings needs to know the expertise of employees or archive officers in doing their work. Expertise can be assessed from competencies in individual employees. Employees' or archive officers' competencies should be determined using knowledge, skills, and attitudes indicators.

3.1 Employee Knowledge of Inactive Archive Management

According to the Head of ANRI Regulation No. 6 of 2016 concerning Guidelines for Certification of Functional Position of Archivist, knowledge is the basis that must be possessed by an archivist in carrying out archival activities, not only knowledge about archives but also related to history, culture, technology, and others that can support archival activities. In addition to having knowledge related to active archive management, an archive officer must also know about the management of inactive archives [13].

In daily activities, managing inactive archives carried out in the Surabaya City PDAM administration section includes moving, storing, making a list of inactive archives, maintaining, and archive services. Of course, all these activities are carried out based on the knowledge of archive management employees. However, in the results of field observations of archive officers in the PDAM administration section, one employee has not mastered the management of inactive archives theoretically,

Officers considered to master archiving in the Surabaya City PDAM administration section are Senior Staff because these officers often receive training on archiving. Table 1 shows the training that the Senior Administrative Staff has attended.

Table 1. Employee Training List

Year	The Name of Training	Organizer
2013	Teknis Pengelolaan Tata Naskah dan Pengendalian Arsip/Dokumen di Lingkungan Instansi Pemerintah Pusat PEMDA, BUMN & Perbankan	Pusat Informasi Kearsipan Nasional
2018	Teknik Penilaian & Penyusunan JRA Arsip Keuangan, Arsip Kepegawaian Berbasis Teknologi Informasi	Pusat Informasi Kearsipan Nasional

Source: *Author's compilation (2023)*

Based on this table, employees participate in training, which gives officers knowledge about archive management even though the senior staff employee needs an archival background. According to [13], training is a development effort concerning scientific aspects, abilities, attitudes, and personality. Senior staff employees have tried to develop aspects of competence that they still need to develop.

Archive destruction has yet to be carried out due to the absence of an Archive Retention Schedule (JRA). In addition, some employees still need to understand the theory of archive destruction properly. They assume that they have been destroyed if the archives are moved to the company's external warehouse. Meanwhile, according to [14], Archive destruction is destroying archives that have exhausted their useful value. Destruction of archives needs to be done optimally so that neither the form nor the content can be recognized anymore. Two witnesses witnessed the destruction of the archive: supervisors from the institution and the company. Destruction activities include (a) Burning; (b) Shredding, carried out using a paper shredder; (c) Chemical process, destroying with chemicals; (d) Burial or pulling, this destruction activity is cost-effective, safe, and convenient. The method is to mix water with the documents, shred, filter, and finally produce pulp.

3.2 Employee Skills towards Inactive Archive Management

According to [15], skill is the ability to appropriately solve a problem, object, or task. An archive officer must have skills in managing, placing, retrieving, and using archival infrastructure [16]. The Supervisor of the Administration section of PDAM Surabaya City revealed that whether an employee who manages archives is skilled can be seen if they follow the stages of the applicable work system. According to the results of observations, in managing inactive archives, archive officers or employees who handle archives are quite skilled and dexterous but still need to be improved again.

Archive retrieval is an activity that aims to find archives that will be used in organizing the administration of an agency [17]. The rediscovery of archives is useful for organizing administration; if the rediscovery of archives is still difficult, then the administration will be disrupted. The observation results found that documents were still tucked away because the media transfer had yet to be carried out, especially archives from 2018 and above, making enough time to find back.

3.2 Employee Attitudes Toward Inactive Records Management

An archivist or employee who handles archives must have the ability to be professional in doing his job. According to [18], the attitude that an archivist or archival officer must possess is diligence, patience, thoroughness, neatness, dexterity, intelligence, and honesty. Based on the results of interviews related to the attitude of employees who manage archives in the Surabaya City PDAM administration section, if adjusted to experts' opinions, there are still areas for improvement in several aspects, one of which is thoroughness and discipline. According to the Supervisor of the Administration section, employees or archive officers still need to register inactive archives in an orderly. Many inactive archives have been moved and still need to be registered in the inactive list. Then, the filing still needs to be disciplined because letters are still lost or tucked away.

In addition to interviews, documentation found that the arrangement of letters that have been completed and are about to be put into the order still needs to be more organized, as in **Figure 1**. These letters are stacked because they are waiting for free time so that these archives can be arranged properly. The accumulation of archives is because archive officers have other responsibilities besides archiving.
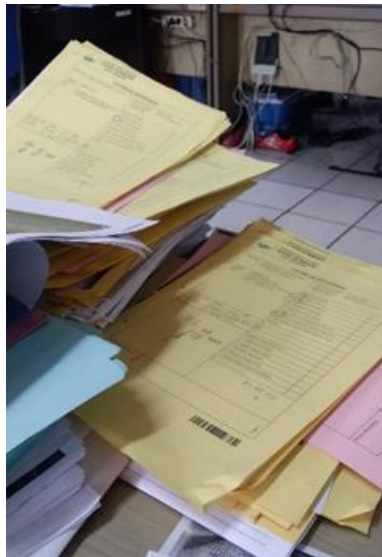

Fig. 1. Stacks of Mail Archive

Based on the results of observations, there are still other employees who experience difficulties in searching for archives. This strengthens the evidence that the attitude of employees still needs to improve in terms of discipline, neatness, and thoroughness. However, in doing their work, employees or archive officers are responsible.

4 Conclusion

The competence possessed by employees who handle archives in the Surabaya City PDAM administration section still has shortcomings in the form of limited knowledge about archives; the attitude of employees is responsible but still lacking in discipline, neatness, and thoroughness in managing inactive archives. However, employees or archive officers are quite skilled and dexterous in managing inactive archives; employees who handle them have followed the stages even though they still need improvement. Due to human resources, archival facilities, and infrastructure constraints, the management of inactive archives in the Surabaya City PDAM administration section has yet to be carried out in detail.

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