

Evaluation of Digital Archives Management in the Implementation of Good Governance at the Batam State Property and Auction Service Office (KPKNL Batam)

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Abstract. Managing digital archives at the State Wealth Service Office and the Batam Auction is essential in implementing government activities at the KPKNL Batam by considering the principles of Good Governance. The management of these digital archives is carried out using the Nadine application and for work units in the State Asset Management section using the State Asset Management website. This study aims to evaluate whether filing management at the KPKNL Batam is more effective in business processes at the KPKNL Batam. The research method used in this study is a descriptive qualitative approach. Data collection techniques were carried out by data triangulation, namely by observation, interviews, along documentation. The study results show that the ability of digital archives and archivists at the KPKNL Batam to apply the principles of good governance makes business processes at the BKPKNL Batam more optimal.

Keywords: Archives, Digital, Good Governance, Archivists.

1 Introduction

Currently, archives become essential in an organization or company. Archives are a source of information for companies in the future. Archives themselves are sources, which are collections of images, documents, data, or letters in various forms that are used and stored in an orderly manner so that archives are easy to find (UU No. 43 of 2009)

Archives are physical archives such as books and letters and digital archives. Digital or electronic archives According to [1], data that is presented in digital form in the form of documents or archives that have been previously scanned are then transferred electronically or done with high-quality digital copies, after which the archive is placed in the form of an optical disk or hard drive. Digital Archives are a manifestation of technological advances that can make it easier for a company to manage records in that company. The application of digital archives is in companies and governments, including the Ministry of Finance.

At the Ministry of Finance, the application of digital archives is carried out by creating an application for managing incoming and outgoing mail called the Nadine application. The Nadine application is a web-based application that uses the internet to facilitate filing letters in the financial environment. The Nadine application is used by all levels of the Ministry of Finance, including the KPKNL Batam.

At the KPKNL Batam, Nadine's application is used to create a letter agenda in electronic form by scanning incoming mail and then uploading it to Nadine. Apart from that, with the Nadine application, the leadership can directly dispose of incoming letters to the relevant sections at the KPKNL Batam. The Nadine application in the BKPKNL Batam filing system is expected to support Good Governance activities.

Therefore, the Nadine application is expected to make government activities at the KPKNL Batam run well to support suitable governance activities. The managed archives are also expected to help all work units at the KPKNL Batam, especially to make it easier for the public as service users at the KPKNL Batam.

Apart from using the Nadine digital filing application at the KPKNL Batam, it is also carried out through the State Asset Management Website. The State Asset Management website is a website that is used in the PKN Section to manage archives in that section. This website can help work units within the KPKNL Batam, especially those related to the management of state property.

1.1 Theoretical Review

According to Law no. 43 of 2009 3, so-called archives are memories of events and activities in several forms and media following the progress of communication and information created and received by educational institutions, regional governments, social organizations, state institutions, companies, community life activities, statehood, and nation. [2]

Archives are not only in the form of paper, books, or other physical documents, and archives can also be digital. Digital archives can be interpreted as data that can be stored and transmitted in the form of codes, binary which can be opened, deleted, or created using computational tools that can process and read data in binary form which then these archives can be used and put to good use [3]. It can be concluded that what is meant by digital archives is information (archives) that can be placed and transformed into a disjointed form or into binary form in the form of codes that can be opened, then deleted, or created using computing devices that are capable of processing or reading. Information in binary form so that archives can be used or utilized.

Management of digital archives by applying the principles of good governance can expedite business processes in government. Good governance can be interpreted as a system of government that applies sound principles in governance to build a government that, in its implementation, can create a civil society. According to the United Nations Development Program (UNDP), there are eight principles of good governance based on the 2021 SDGS, namely:

1. Participation means that every citizen has the right to participate in government policymaking.
2. Legal certainty means that there are applicable laws and regulations and sound principles in government management.

3. Transparency means that when making decisions and conveying information, it must be conveyed openly without hiding anything.
4. Accountability means that policies made by the government can be accounted for following the applicable functions and duties.
5. Effectiveness and Efficiency mean that the policies set must meet the community's needs and facilitate government activities.
6. Justice means that every citizen of Indonesia is entitled to their welfare.
7. Agreement-oriented, meaning that the policies produced must mediate for each existing government institution.
8. Strategic vision means that the government and society must have a broad view of the country's development. The community and the government must know the country's future needs.

2 Research Methods

This study used a qualitative method, with the technique of determining informants/research subjects in this study, namely the snowball sampling technique. According to Sugiyono [4], 5 Snowball Sampling is a sampling technique using samples as informants to obtain new samples if the information provided is deemed insufficient. The reason for choosing the snowball sampling technique is so that the resulting data is of high quality with the recommendations given by previous informants to produce data that is relevant and guaranteed to trust.

2.1 Data Types and Sources

The data used in this study are primary and secondary data. Primary data was obtained through semi-structured interviews by taking five informants. Meanwhile, secondary data was obtained from existing documents at the KPKNL Batam.

2.2 Research Objects and Subjects

The research object in this study is the system in digital archives in the form of the Nadine application and the web for managing state assets, which the KPKNL Batam work unit and internal organization in office activities can access. Furthermore, the subject of this study is the head of the state asset management section, 2 (two) employees in the state asset management section who manage the archives in that section. For external, there are employees from KPP Pratama North Batam and KSOP Tanjung Balai Karimun.

2.3 Data Collection Techniques

The data collection technique used in this study is data triangulation. According to [4], the triangulation technique is a data collection technique that combines various techniques to test the correctness of the data and to deepen the researcher's ability to understand the data he has obtained. Researchers use triangulation techniques because researchers want to deepen the data obtained and test the truth of the data.

2.4 Data Analysis Techniques

In this study, researchers used the data analysis technique of [4]. In the Miles and Huberman data analysis technique, there are three stages, namely:

1. *Data Reduction*
Reducing data means sorting the data obtained in the field so that only valid data remains, which will be used as a pattern in research [4].
2. *Data Presentation (Display Data)*
The reduced data will then be *displayed* or presented by describing the data obtained in the field in descriptions, graphs or tables, and so on.
3. *Conclusion Drawing (Concussing Drawing Verification)*
In the final stage of data analysis using the Miles and Huberman model, namely drawing conclusions that can answer the problem formulation that has been made before.

In this study, researchers applied criteria in accordance with the data collection technique, namely the snowball sampling technique with linear and non-discriminatory exponential criteria. Linear This means that the key informant only provides one reference for the informant who he thinks can provide valid information. The intended informant will also only provide one reference and so on. At KPKNL Batam itself, the head of the PKN section as the key informant gave a reference to Mrs. Nesia, who then appointed Mrs. Nesia to Mr. Koes. Meanwhile, Exponential Non-Discrimination means that one informant will provide many informants at once to collect data. In this case, it is used to determine external informants who are work units at KPKNL Batam.

3 Results and Discussion

3.1 Research Results

3.1.1 Digital archive capabilities

At the Batam State Property and Auction Service Office, the digital archives used are the Nadine application and the state asset management website. The Nadine application is a web-based application that uses the internet to facilitate filing letters in the financial environment. The Nadine application is used by all levels of the Ministry of Finance, including the KPKNL Batam. Apart from using the Nadine digital filing application at the KPKNL Batam, it is also carried out through the State Asset Management Website. The State Asset Management website is a website that is used in the State Asset Management Section to manage archives in that section. Using the KPKNL Batam digital archives applies the principles of good governance to see whether the current digital archives are more effective than before. The following reflects the eight principles of good governance according to the UN Development Program (UNDP) in implementing digital archives at the KPKNL Batam:

1. **Effectiveness and Efficiency**
Effectiveness itself is defined as the effect of an action or the success of an action. Then efficiency means getting big results with the smallest sacrifice. speed effectiveness, in sending archives before using the Nadine disposition letter application from superiors it takes 30 minutes, while using the Nadine disposition letter application only takes 3 minutes. This is reinforced by the statement of Mr Andi as head of the PKN (State Assets Management) section.
The efficiency of the records management system at KPKNL Batam can be seen in 3 things, namely cost and space efficiency. The cost efficiency here is that previously the archive had to be photocopied before being placed, which of course required costs for the

photocopy, apart from that you needed a file box to store the archive. From the location it also becomes more concise and simpler, there is no need to provide a large space to store digital archives, just store them on the Nadine application and the state asset management website.

2. Participation

At the KPKNL Batam, archivists are selected by the head of the office, considering each section head. The head of the KPKNL Batam office involves employees to manage archives at the KPKNL Batam by forming a team of archivists for each section. A statement from Mrs. Nesia reinforced this as an employee at the KPKNL Batam.

The use of the Nadine application at KPKNL Batam is an equitable policy implemented by the Ministry of Finance in accordance with KMK 184 /KMK.01/2021 [4] Concerning the Implementation Provisions for Management of Electronic Archives and Archive Media Transfer within the Ministry of Finance, in form, in the form of: a. text, images, audio, and video; and b. other electronic archives in certain formats (extensions).

Before using the Nadine application, Archivists at the KPKNL Batam must print a letter that will be signed by the boss, while after using the Nadine application, there is no need to print it again. Apart from that, before that, archivists had to send legal products by post to work units. With the state asset management website, archivists do not need to send them by post. The Nadine application and state asset management website make it easier for archivists to carry out their duties. However, some archivists need help understanding the Nadine application's use so that it can hamper business processes at the KPKNL Batam.

3. Legal certainty

At the KPKNL Batam itself, the application of digital archives has been carried out following the policies of the Ministry of Finance. KPKNL Batam implemented the Nadine application in early 2020. Implementing the Nadine application is a policy by the Ministry of Finance. The results of interviews with¹ Mrs. Nesia confirm this.

Based on the results of observations made by archival management at the KPKNL Batam, it is under existing laws in Indonesia by utilizing existing technological developments. In addition, the management is also following the policies of the Ministry of Finance. This policy makes digital archives at the KPKNL Batam better than before, which were still manual, starting from storage, shipping, and how to schedule them; however, the archive management policy has yet to be fully implemented at the KPKNL Batam. For example, legal product storage in digital archives has yet to be implemented in all sections, such as the auction and state receivables sections, which still keep records manually.

4. Transparency

At the KPKNL Batam itself, the application of this principle is based on the results of observations, namely the granting of archive access on the state asset management website to work units within the KPKNL Batam environment. The work unit will contact the KPKNL Batam employee to request access to the state asset management website, which later the employee will provide access to the work unit concerned.

The interview results also stated that the website for managing state assets was easy to access and helped the work unit (work unit) receive data from previous years if necessary. Mr. Susilo, a user of the digital archive of the state asset management website at the KPKNL Batam, made this statement. Likewise, with the Nadine application, employees can access the Nadine application easily. Each employee has their *password* and *username*

to access the Nadine application. Access can be done anywhere using the account owner's office computer, laptop, or *cellphone*.

5. Accountability

Legal products issued by the Batam State Property and Auction Service Office can be legally justified. A statement from Mr. Andi clarified this. Legal products at the KPKNL Batam, such as PSP and Approvals, are made with the regulations of the Ministry of Finance regarding the management of BMN. Reciprocally, for other products such as auction minutes, auction receipts issued by the auction section, and law and information. Based on the results of observations, at the KPKNL Batam, the use of the Nadine application is a policy from the central government, namely the Ministry of Finance, which must be carried out by the KPKNL Batam. The use of Nadine application uses predetermined procedures such as incoming letters must be on the agenda within one working day, and then the official document must be signed by the supervisor on the date the letter was uploaded; the superior digitally signs outgoing letters, then if there is a letter that is not appropriate, it will be rejected and returned to the account of the employee concerned which must later be uploaded again. Uploaded letters must be adjusted whether the letter is ordinary, immediate, or very immediate.

6. Justice

Based on the observation results, the products or archives produced by the KPKNL Batam can prosper all KPKNL Batam employees starting from ASN Employees, PPNPN, and other supporting employees such as security, *cleaning services*, and drivers. The opinion of Mr. Andi also supports it.

In addition, the digital archives at the KPKNL Batam are also helpful for work units at the KPKNL Batam. The resulting legal products will be managed through a digital archive of the state asset management website, which all work units at the Batam KPKNL can access. Work units can also access legal products from previous years that Batam KPKNL employees have uploaded. It makes it easier for work units to follow up on the State Property they own. It was reinforced by a statement from Mr. Susilo stating that the state asset management website could help them seek PSP and approval from the previous year.

7. Deal oriented

At the KPKNL Batam, the digital archives can help the KPKNL Batam uniform existing policies directly at the KPKNL Batam and from the Ministry of Finance. At the KPKNL Batam, the head of the office issued a decree regarding dress regulations for Monday to Friday. It is a reference for all KPKNL Batam employees in a dress. In addition, the head of the office makes an invitation to a performance achievement meeting which all KPKNL Batam employees, including PPNPN employees, must attend.

The Ministry of Finance also provides directions or policies to standardize existing policies in the existing government. The Ministry of Finance issued Work From Home (WFH) and Work From Home Base (WFHB) policies related to the COVID-19 pandemic. It is a form of responsibility of the Ministry of Finance. A statement from Mr. Andi reinforces this statement. The uniformity of policies at the KPKNL Batam has been good, but obstacles still need to be addressed. The obstacle is that many employees still need to comply with the applicable policies, for example, mistakes in dressing and not attending ceremonies according to orders from superiors. For work units, there are still many work units that need to follow the directions in submitting applications to the KPKNL Batam.

8. Strategic Vision

Based on observations made at the KPKNL Batam, the digital archive of the Nadine application and website for managing state assets needs to be developed to make it easier for employees and work units at the KPKNL Batam. The Nadine application's display *on* the Nadine application could be more *friendly* for technologically literate employees. The display is still complicated, so they need help understanding the existing features. Then there are still frequent errors in the Nadine application, which the Center for Information Systems and Financial Technology (PUSINTEK) must immediately fix. Therefore, the Nadine application must be developed to increase employee productivity at the KPKNL Batam. A statement from Mr. Koestandriyanto also reinforced this as an employee of the State Asset Management section.

It also applies to the digital archives of the website Manage state assets which are intended for work units within the KPKNL Batam environment. The State Asset Management website is currently only used as a repository for work unit legal products from recent years. There are no other features, such as submitting PSP applications (Determination of Use Status) and requesting approval for BMN (State Property). This feature should be added so that the work unit does not need to send physical documents to the KPKNL Batam. Documents are uploaded to *the website* by *scanning them* first. Reinforced by the opinion of Mr. Erik as a work² unit at the KPKNL Batam.

3.2 Digital Archive Manager Capability

In addition to its digital archive capabilities, the ability to manage records also plays an essential role in the company. The following are eight principles of good governance when related to the capabilities of digital archive managers and users at the KPKNL Batam:

1. Participation

The archive manager at the KPKNL Batam is tasked with ensuring that the documents created are not lost or damaged and how to avoid this damage by transferring archive media. In addition, each section's archive manager at the KPKNL Batam creates an archive management system. In the state asset management section, archive management is carried out using the state asset management *website*. Storage using the website manages state assets with a numeric numbering system. For storage of its digital archives, the Nadine application and website for managing state assets use the *pdf file format* when downloaded, which is easily accessible on every device.[6]

The digital archive manager at the KPKNL Batam also ensures that the uploaded archives are appropriate and not made up. Furthermore, at the KPKNL Batam, the archive manager will preserve the archive. Preservation is carried out by each archivist in each section; preservation is carried out by holding archives every six months. It was also reinforced by Mr. Andi's statement, Head of the State Asset Management Section.

2. Legal certainty

Before using digital archives, at KPKNL Batam, archives can be easily accessed, making archives not kept confidential if the manager is careless. To minimize data leakage, the manager at the KPKNL Batam created digital archives, one of which is the Manage State Assets website. The manager implements an email system for each unit, which is an anticipation to avoid data leakage. Data leaks never occur when using digital archives. It follows the statement from Mr. Koes.

In addition, archive managers at the KPKNL Batam provide consulting services to work units within the KPKNL Batam environment. The consultation is related to application documents that will enter the KPKNL Batam. The manager will check whether the application data is under the policies of the Ministry of Finance or not. In addition, archive managers who make legal products will create archives following procedures.

3. Transparency

At the KPKNL Batam, the archive manager provides information to the work units following the provisions of the KPKNL Batam. The information provided during the consultation is usually related to BMN management, auctions, and debt payments to the state. For BMN management, employees will convey information on the value of goods under the fair value that the appraiser has assessed at the KPKNL Batam. Applying this principle is also reflected if there is criticism from website users managing state assets, it must be corrected. Managers must be swift in responding to complaints raised by work units. There is constructive criticism from Mr. Susilo as a digital archive *user*.

4. Accountability

At the KPKNL Batam the archive manager is responsible for properly managing the archives at KPKNL Batam. The archive manager in each section must report the results of archive recaps every semester. Archives are reported to the general section for checking. Documents will be checked by the general section to be reported to the DJKN SSR center (Director General of Riau, West Sumatra, and Riau Archipelago State Wealth). The statement of Mr. Koestandryanto also reinforces this as an archivist in the state asset management section.

In addition, the manager at the KPKNL Batam must be responsible for the information submitted to the work unit. The information submitted must follow existing regulations and policies. At the KPKNL Batam, PIC PKN made a PSP decision regarding the finance ministry regulations regarding the use of state property. The archive manager also ensures whether the products sent to the work unit are appropriate. In the PKN section itself, the files will be checked by the PPNPN admin in the PKN section before being submitted to the section head, who will later be disposed of via Nadine to the head of the office.

5. Effectiveness and Efficiency

Archivists at the KPKNL Batam, in general, are people who have archivist education. Archivists in each section do not have education as archivists but have skills as archivists from previous jobs. Apart from his previous work, archive management skills were obtained while training. Regarding the skill aspect at the KPKNL Batam, archivists create a special *Dropbox* for each issued legal product. In addition, archivists also manage digital archives by transferring archival media into digital form, which is uploaded on the State Asset Management *website*. The archive manager also helps the work unit to find documents from several years ago. In addition, it also helps the work unit to check the completeness of the files before entering the following process. It was reinforced by Mr. Susilo's statement as a work unit at the KPKNL Batam.

Based on the statement above, the effectiveness of digital archive managers at the KPKNL Batam can be seen from the competence of archivists in each section. Archivists at the KPKNL Batam receive training related to archive management at the Batam KPKNL to improve the filing system at the KPKNL Batam.

6. Justice

Justice means that all work units must receive good service, especially in obtaining information at the KPKNL. Based on the results of observations, digital archive managers will provide the same service to each work unit. For example, in the PKN section,

employees will assist all work units regarding the completeness of documents before submitting PSP and approval. In addition, employees also help work units access the state asset management *website*. A statement from Mr. Susilo supports this as a work unit at the KPKNL Batam.

From the statement above, we know that the archive manager at the KPKNL Batam has implemented the principle of justice by not discriminating between work units within the KPKNL Batam environment. Employees have provided exemplary service related to the provision of legal products. Even though providing legal documents is good enough, there are more optimal options. It is because there are still managers who need to be more responsible about their duties.

7. Deal oriented

The KPKNL Batam archive manager can assist work units within the KPKNL if they need documents required by the work unit. In the PKN section, employees provide a copy of the PSP and approval to the work unit. In the auction and HI sections, employees provide auction minutes and auction quotations that can help auction sellers and buyers. In addition, the KPKNL Batam archive manager held a meeting or discussion through a Zoom meeting regarding the socialization of the use of state asset management websites. It is done to provide direction to work units regarding the use of digital archives on state asset management websites. In addition, a meeting was also held when the finance ministry would make a new policy on the Nadine application. A statement from Mr. Andi reinforces it.

8. Strategic Vision

At the KPKNL Batam, not all digital archive managers understand the needs of work units. Managers are expected to understand the needs of work units better. Training should be conducted on digital archives to understand better work units' needs, especially state asset management websites. Managers must see the needs of the work unit by coordinating with the work unit, in addition to the need for education and training on archiving in detail.

4 Conclusions and recommendations

4.1 Conclusion

Based on the results of the analysis of the evaluation of digital archives and their relation to the principles of good governance in business processes at the Bata KPKNL, conclusions can be drawn from the results of this study, namely as follows:

1. Based on the results of the analysis of digital archive capabilities at the KPKNL Batam, applying the principles of *good governance* makes business processes at the KPKNL Batam. Starting from the principles of effectiveness and Efficiency in digital archives, shortening delivery time, not requiring significant storage space, and minimizing costs. Furthermore, applying the principle of legal certainty has also been applied in using digital archives. Followed by transparency, accountability, participation, agreement-oriented, and strategic vision principles. By implementing all *the sound governance principles* of the KPKNL Batam, digital archive capabilities can be used properly.
2. In addition to archive capabilities, digital archive management capabilities also apply the principles of good governance. The principles of good governance that are dominantly applied in this case are the principles of participation, fairness, transparency, legal certainty, and strategic vision.

4.2 Suggestions

1. Practical Advice

In the future, the Nadine application can be developed in terms of more straightforward features that can be operated easily by all employees and more responsive in dealing with errors in the Nadine application. For the future website application to manage state assets, a feature can be added to upload requests from work units to facilitate business processes at the KPKNL Batam. Furthermore, for digital archive managers, more attention is paid to documents or legal products that are made before being sent to the work unit.

2. Theoretical advice

It is better for further similar research to conduct research paying attention to applying sound governance principles to other governments' business processes.

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