

Records Management of Samalili Village Office, SojolSub-district, Donggala District

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IJASR 2021

VOLUME 4

ISSUE 2 MARCH – APRIL

ISSN: 2581-7876

Abstract: This study aims to examine the records management of Samalili village office, Sojol sub-district, and Donggala district. This qualitative research used a descriptive approach. The data were collected through observations, documentation, and interviews. The results showed that in the planning aspect, the village government has not had a program plan as evidenced by its village development programs. In terms of the organizing aspect, the village government has not run, transferred, organized, and appointed the person in charge for each work as there is no space to carry out public services, including records management. In the directing aspect, all village officials have never received direction or guidance from their superiors regarding the service process, including in the records management resulting in poor, confusing, and unorganized records management. Even, the archives and other documents could not be differentiated. In the monitoring aspect, it does not run according to its function including the records management. It only runs on village infrastructure development projects. This study strengthens the understanding of the village officials concerning the importance of records management to realize good public services.

Keywords: planning, organizing, directing, monitoring.

Introduction

Management is an individual's ability to realize a goal through other people. Management also concerns other people's activities to get something (Chr Jimmy L. Gaol, 2008). The word management is closely related to the word 'manager', a person who carries out management activities (Hanafi & Mamduh, 2015). Talking about management automatically talks about managers (Suprihanto & John, 2018). Management activities refer to the process of planning, organizing, directing, and monitoring the efforts of the members within the organization (Wijayanto & SPi, 2013).

The processes above are closely related to a person's performance because they cover efforts, activities, or programs initiated and implemented by the leadership of certain organizations to plan, direct, and monitor/control the performance of their employees (Achmad S. Ruky, 2006). The term management comes from the Italian (1561) '*maneggiare*' which means "to control" a horse. Meanwhile, in Latin, it is called "*manus*" which means "hand". However, French adopts this word from English and calls it "*menagement*" which means the art of implementing and organizing.

Management is a set of general rules in which the managers work together to achieve predetermined goals (Kho, 2019). Management is an answer to the question of how to manage an organization (Iriantara, 2014). Generally, management is a process to achieve goals where individuals or groups can manage everything using available resources (Fiki Ariyanti, 2019). Management is crucial to run organizations, and good management is management that brings the organization to success (Priharto, 2020).

Furthermore, management is also closely related to government organizations in managing all forms of human activities to realize good public services. Public service itself is a means of interaction that brings together the government and society (Dwiyanto, 2018). Good public services are the existence of facilities and infrastructure as a supporting tool for realizing excellent service, and they affect the increase in employee performance (Hendri et al., 2016). Performance is the ability of workers in carrying out their duties to realize certain goals (Junaidi & Susanti, 2019). It requires good management to achieve good performance. Indeed, documents or archives cannot be separated from the function of management.

Management highly influences the document or archive storage. Archives are important information that supports administrative activities in the bureaucracy (Fathurrahman, 2018). The term archive comes from the Greek word "*Archeon*" which means belonging to an office (Rosalin, 2017). The role of archives is important for offices. Besides

being a source of information, it becomes authentic and accountable evidence (Wardah, 2017). Furthermore, they also function as a center of memory or a tool for planning, developing, analyzing, formulating policy, decision making, reporting, and accountability of activities (Asnawi, 2013). In simple terms, archives are records, notes, or documents created and maintained by public or private organizations (Rosalin, 2017).

Based on the elaboration above, records management has to be applied in all offices including government offices to support employee performance in realizing good public services. However, currently, many government offices are not well organized in managing archives or they find difficulties in finding their document or archives. However, archives and records are important to support the performance of employees, especially government employees. It happens due to lack of facilities and infrastructure, lack of human resources to manage the archives or records. It highly influences the quality of employees' performance in providing public services. This condition occurs in the Samalili Village Office, Sojol Sub-district, and Donggala District. Thus, this study aims to examine the records management of the Samalili Village Office, Sojol Sub-district, and Donggala District.

Methodology

This qualitative study used a descriptive approach. A descriptive approach aims to solve problems by describing the current condition of the subject or object of institutions, society, and others based on facts (Sugiyono, 2017). The data were collected through 3 stages of observations, documentation, and interviews (Patton, 2005). At the observation stage, the researcher conducted data mapping, both primary and secondary data. At the documentation stage, the authors took pictures of the field condition. Then, the author conducted in-depth interviews using interview guidelines with informants who know more about the focus of this study.

Results and Discussion

The Samalili village government has prepared facilities and infrastructure to support the employees' performance. However, the planning, organizing, directing, and monitoring aspects concerning the work process is obstructed due to the absence of sufficient offices. It highly affects public services, including records management. Based on the results of the observation, the office building is under construction. Thus, it still cannot be used, including for managing the records.

Moreover, the public services and records storage are carried out in the private homes of the village head and the village secretary. Thus, the records are not managed and organized well. It also affects the performance of the village head, village secretary, and village officials in providing public services.

Records management aims to provide archive and data storage services with easy access easily anytime they are needed (Meirinawati&Prabawati, 2015). Records management aims to gather all information, provide easy access, and secure incoming and outgoing records (Damalita& Malang, 2009). Based on Law No. 7 1971, archives are texts made and accepted by state agencies and institutions in any form, either in groups or individuals in the context of carrying out state activities (Amsyah, 2003). According to Law No. 43 of 2009 concerning archives, archives are divided into 6 types, namely dynamic, vital, active, preserved, static, and general archives (Rosalin, 2017). This study used the planning, organizing, directing, and monitoring process approach in measuring the records management (Wijayanto&SPi, 2013).

The four aspects of management above are interrelated and even they affect one another. It means that if one of the aspects does not work, so does the others. Indeed, it affects the quality of an individual's performance, including records management.

In the planning aspect, the village government has not shown a planning program as evidenced by its village development program. Based on the results of the study, the village government only focuses on developing village infrastructure, for example, building water reservoirs to be distributed to each resident's house, building irrigation to water the rice fields, and building/improving road access to household farmings. However, there is no planning for improving the records management at the village office considering that the village office is still under construction. Thus, records management cannot be done well.

This condition also provides other impacts such as poor public services and less formal public services as the services are provided at village officials' homes. Therefore, the village head, village secretary, and other village officials become less professional in providing public services. Planning is crucial for every organization, particularly government organizations. Through good and well-structured planning, all existing resources can function effectively and efficiently, including in records management (Rajaloo& Hasyim, 2018).

Besides the planning aspect, the organizing aspect is also closely related to the management process. Good planning will not work perfectly, if no one run, transfer, organize, and assign the person to be responsible for each work. It is the key to organizing (Rachman, 2015). This study showed that the village office has not run, transferred, organized, and appointed persons in charge of each work due to unavailability of space to work in providing public services, including records management. This condition affects the quality of performance of village officials in providing services to the community. Records management covers implementing, moving, and organizing processes (Rachman, 2015). A good archive is an archive that is easy to find when needed, and it depends on how the archive is run, transferred, and organized (Dul Hakim, 2015).

Then, directing is the third aspect of management (Rachman, 2015). Directing is an effort to provide direction according to regulations or the desire to achieve goals (Dunie, 2018). In this study, all village officials never get direction from their superiors regarding the service process including the records management resulting in poor, confusing, and unstructured records management. Even, the archives and other documents cannot be differentiated and it is not easy to find the required archives.

The last aspect is monitoring, a process to "ensure" that the objectives of the organization and management can be achieved (STEYONINGRUM et al., 2010). Good monitoring done by the leader can increase work discipline (Suci, 2019). This study showed that the monitoring aspect does not work according to its function as the village head does not show his concerns on the condition of the village office, including the records management. The monitoring function only runs on village infrastructure development projects and ignores their main duties and functions as public servants to provide good service to the community and manage records as well as possible, so that when the archive is needed, then it can be accessed and found soon.

Conclusion

The archive has a function as the center of memory, a monitoring tool, and an important source of information to carry out all activities of each organization, including state agencies, universities, and private institutions (Pancaningsih, 2016). The function of archives is important, and it requires good management covering planning, organizing, directing, and monitoring aspects (Wijayanto&SPi, 2013).

The planning, organizing, directing, and monitoring aspects have not functioned well. The planning aspect shows that the village government does not have a program plan as evidenced by the programs that have been prepared for village development. In this case, the village government only focuses on developing village infrastructure, for example, building water reservoirs to distribute water to each resident's house, building irrigation to water the rice fields, and building/improving road access to household farming. The organizing aspect does not show the process of running, transferring, organizing, and assigning persons to be responsible for each work due to no place for village officials to provide public services, including records management. Furthermore, it affects the performance of village officials in providing services to the community.

In the direction aspects, all village officials have never received direction from their superiors regarding the service process, including in the records management resulting in poor, confusing, and unorganized records management. Even, archives and other documents cannot be differentiated. Therefore, it is difficult to access the needed archives, records, or documents. In the last aspect, the monitoring does not function well including in records management. The monitoring aspect only runs on village infrastructure development projects.

This research contributes to the topic of research. It is necessary to carry out the planning, organizing, directing, and monitoring functions in accordance with the existing regulations to realize good management. This research strengthens the understanding of the village officials concerning the importance of records management to realize good public services.

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