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# Dynamic Records Management in the General Section of the PD Office Makassar Raya Parking

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**ABSTRACT**

The office is a place to carry out administrative activities to achieve predetermined goals. This research is a qualitative descriptive study that aims to determine Dynamic Records Management in the General Section of the PD office Makassar Raya Parking. The number of informants in this research was 5 people, namely, Head of General Affairs, Kasie. Admin/Clerk and 3 General Staff. The data collection techniques used were observation, interviews, and documentation methods. The data analysis techniques used are data reduction, data presentation, conclusions, and verification. The research results show dynamic archive management in the General section of the PD office Makassar Raya parking in the flow of creating and receiving archives is carried out well, the process of distributing letters to office units is correct, the process of borrowing archives using dynamic archives is still not good because clear borrowing rules have not been implemented and depreciation of dynamic archives is carried out by moving and destroying archives. This research can be used as material for knowledge about dynamic archive management in more depth, where this research uses qualitative methods that produce a more detailed description, based on the results of research on dynamic archive management in the flow of creating and receiving letters, there are differences due to differences in the urgency of letters.

## INTRODUCTION

The office is a place to carry out administrative activities to achieve predetermined goals. Various kinds of documents, scripts, and media are created and used in the process of carrying out office activities (Ayu et al., 2019; Pugh, 1986; Zulfitriani et al., 2019). As long as an office or agency is still carrying out its activities, during that time the existence of documents, and media that have been managed as archives is still considered very important. Niswaty (2017) stated that archives as data are processed to become information, and the processing is adjusted to the needs of the decisions to be taken. That etymologically archive comes from the Greek word "*Archium*" which means a chest for storing something. The Latin word "*Felum*" (bundle) means rope or thread. The Dutch word is archief and the German word "*Archivalen*" means script. In English, namely: archive means a collection of documents, record means notes, and file means a collection of information.

According to The Liang Gie (2014), an archive is a collection of documents that are stored systematically because they have a purpose so that whenever they are needed they can be accurately found again." According to their function, archive types are divided into

two, namely dynamic archives and static archives. In Law Number 43 of 2009 Concerning Archives, it is emphasized that dynamic archives are archives that are used directly in the creator's activities and are stored for a certain time. According to Niswaty et al. (2020) Dynamic archives are archives that are used directly in solving problems, implementing and organizing activities in the office environment which are generally used directly in carrying out office administration.

Judging from the level of importance and usefulness, dynamic archives are divided into active dynamic archives and inactive dynamic archives (Kiklhorn et al., 2020; Sundqvist & Svärd, 2016; Yibin & Lemen, 2016). Active archives are archives whose frequency of use as work files in an agency/organization is still high, while inactive archives are archives whose frequency of use has decreased, but are still kept because they are still needed. Meanwhile, according to Barthos (2016), Active archives are archives that are directly used in daily administration and are still managed by the Processing Unit. Dynamic archives are one of archives that are very important in their existence. Realizing the importance of archives as memorials and sources of information, it is strictly regulated in the Law of the Republic of Indonesia Number 43 of 2009 concerning archives, which guarantees the safety of national accountability materials regarding planning, implementation, and administration of national life which must always be safeguarded. Because the urgency of dynamic archives in an institution is very significant, it is necessary to have good archive management to manage dynamic archives in an agency or office, including the PD office Makassar Raya Parking.

## METHOD

The research approach used is qualitative as a research procedure that produces descriptions in the form of written and spoken words from people and behavior that can be observed with a type of qualitative descriptive research, namely research that describes narratively based on the resulting data. research that is reviewed objectively from the results of interviews, observations, and documentation. Therefore, the data collection techniques used in this research are observation, interviews, and documentation techniques.

The focus of this research refers to five indicators of dynamic archive management namely the creation and receipt of archives, distribution of archives, use of archives, maintenance of archives, and depreciation of archives. To find accurate and objective research results, in data collection, researchers used primary and secondary data sources.

Checking the validity of the data namely 1) Extension of observations is also carried out to double-check the correctness of previously obtained data, 2) research diligence is carried out to conduct careful, detailed, in-depth, and continuous observations of phenomena and events that occur in the research setting, 3) triangulation is data checking technique that uses something other than the data for checking purposes or as a comparison to the data, 4) Member checking is the process of checking the data obtained by the researcher to the data provider. Meanwhile, the data analysis technique uses the Miles and Huberman model (2012) which consists of data reduction, carried out to review all field notes obtained through interviews, observations, and documentation studies, to then be

summarized. Next, data display, the data that has been collected in the data display will be visible clearly and arranged systematically. And finally, draw conclusions or verification.

## RESULT AND DISCUSSION

### Result

To get an overview of how dynamic records are managed in the general section of the PD office Makassar Raya Parking, the researcher processed and presented the data that had been obtained during the research using observation, interview, and documentation techniques which were presented in descriptive regarding dynamic archive management which is divided into 5, namely the creation and receipt of dynamic archives, distribution of dynamic archives, use of dynamic archives, maintenance of dynamic archives, and depreciation of dynamic archives. The description of the results of data analysis obtained during the research process is as follows:

**Dynamic Archive Creation and Reception**

Creating and receiving archives is the initial process of archive life which includes creating and receiving letters, letters, and documents by the needs and interests of the office. Every letter, document, and document created and received must be carried out by the SOP to be able to assist in administrative management. The informant from the Head of the General Department stated that the flow of archive creation begins with drafting and producing a letter or document in the general section which is then initialed by the head of the section and then given to the director's secretary to be signed by the directors, then sent to the destination and the archive is kept in the general section. Regarding the receipt of archives, it is carried out according to the SOP which begins with the receipt of letters or documents by the receptionist section which is then forwarded to the general section to be recorded in the agenda book and then given to the director's secretary to obtain disposition.

However, this is slightly different from the statement conveyed by the general staff informant who stated that the flow of archive creation begins with a letter made by the general staff then initialed by the letter maker, and then signed by the head of the general section, stamped and then sent to the destination but before delivery, Letters or scripts are duplicated to be kept as a legacy. The same statement was also expressed by the General Section staff informant that "the archive creation process occurs and is carried out in the general section of the PD office Makassar Raya Parking which begins with the leadership's instructions for writing the letter".

It was also said by the informant as a general staff member that the process of creating outgoing letters must have an archive kept in the General section and the processing of all incoming letters of a general nature is managed by the general section of the PD office Makassar Raya Parking. Starting from receiving and recording carried out by the General section for incoming mail and loading to sending letters for outgoing mail. The following is presented in Figure 1 and the flow of processing incoming and outgoing mail at the research location:

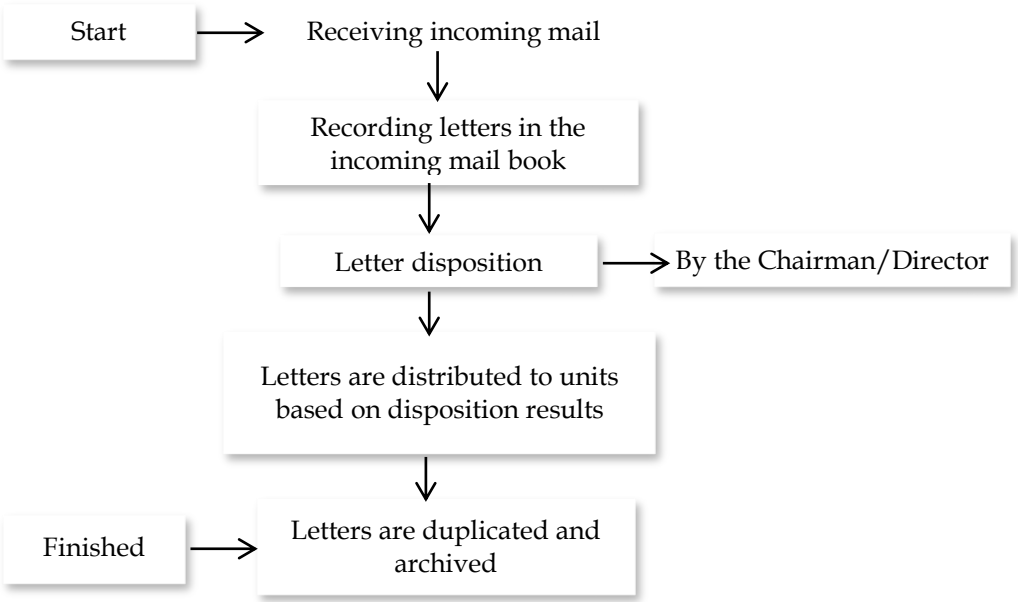



**Figure 1. Incoming mail flow**

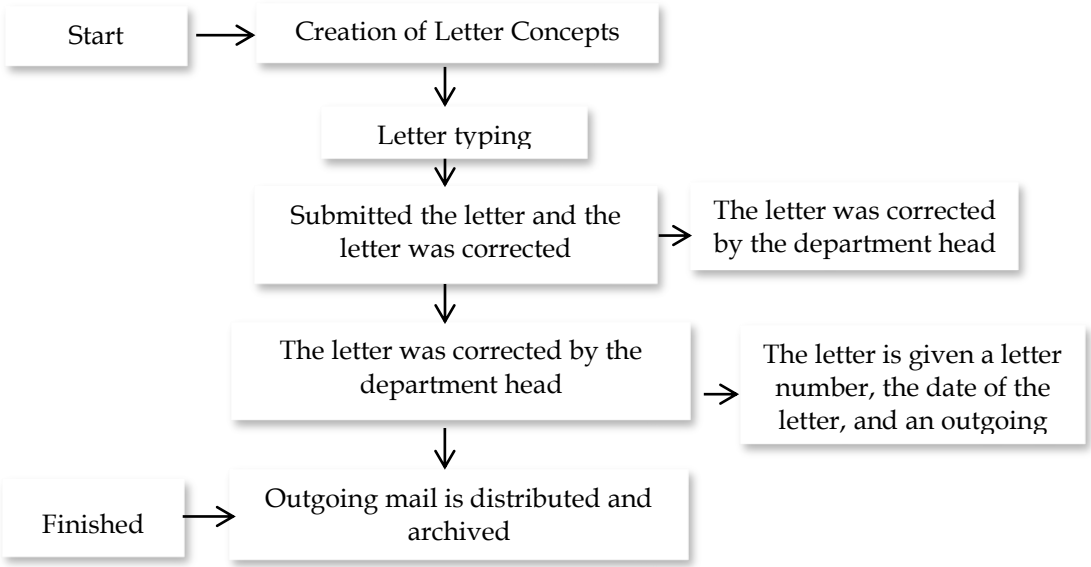



**Figure 2. Outgoing Mail Flow**

Based on the results of the interview, the researcher concluded that the flow of creating and receiving archives had been implemented properly according to the SOP, although based on the results of observations made by the researcher, it was found that there were differences in the flow of creating and receiving letters or scripts due to differences in the urgency of letters. Therefore, there are letters that are handled only by the head of the general department because it is felt that they do not require handling from the leadership, such as in the process of creating student research completion letters, but there are also letters and documents whose handling is forwarded to the leadership, in this case, the directors, namely letters- letters that are considered very urgent, such as the creation and

receipt of letters or documents relating to dividends.

Letter processing activities are an important activity for an organization, considering that letters are a form of dynamic archive that stores information. Therefore, letters must be managed well so that administrative activities in an organization can run smoothly. Based on the research results, the process of creating archives in the general section of the PD office Makassar Raya Parking as the beginning of the archive management activity process has been carried out well based on SOPs and is by the theory put forward Arhas (2024) that writing a letter must go through the stages of drafting the letter by the leadership, then typing the letter, and then distributing the letter. All drafts of outgoing letters are made in the General section of the PD office Makassar Raya Parking. The creation of archives does not only come from the creation of archives but also comes from outside the institution. In this case, it means receipt of archives. Receiving archives is usually related to incoming letters received by the agency. Acceptance of all letters must first be entered in the general section.

**Distribution of Dynamic Archive**

Archive distribution is the activity of delivering letters, scripts, and documents to units. In this regard, it is explained regarding the process of distributing archives to the PD office Makassar Raya Parking by the informant as head of the administration/personnel section, that is, after the letter has been disposed of by the leadership, the letter is then directly forwarded to the unit concerned based on the results of the disposition to be followed up by that unit. This is done so that related units can monitor their respective archives.

The same thing was added by the informant as general staff who said that "each unit holds and manages its archives. The general section only handles archives of a general nature, this is done to maintain the confidentiality of the contents of the archives." Likewise, the informant said that the general section of the PD office Makassar Raya Parking only manages archives of a general nature and archives of a special nature are managed by the respective units for the reason of making it easier for each unit to process its archives and maintain the confidentiality of the contents of the archives."

Based on this interview, it can be concluded that the distribution of archives at the PD office Makassar Raya parking has been carried out well because it was carried out based on the results of the leadership's disposition and using the principle of decentralization. The results of the researcher's observations found that the process of sending letters to office units was appropriate because they were distributed based on the interests and objectives of the contents of the letter to the relevant departments or employees.

**Use of Dynamic Archives**

Archive use is the activity of utilizing existing documents for work purposes which can be obtained through borrowing by going through the process of searching and rediscovering archives. Documents are managed and stored systematically so that their useful value can be utilized effectively and efficiently in their search. In this regard, the informant as head of the general department said that so that archives can be easily found again, it is necessary to implement a good archival storage system. Archive borrowers are required to fill in the data in the loan book within the borrowing period, namely 1 or 2 days based on the employee's needs. internal office.

Furthermore, it was also explained by the informant as head of the administration/personnel section, namely that archives are arranged and stored based on the subject matter so that if needed they can be easily searched and for the borrowing procedure the archives are simply given directly to the borrower and usually returned

immediately on the day of borrowing and there are no special requirements for Loan and archive data cannot be accessed by everyone to avoid misuse. The informant also said that the period for borrowing archives was uncertain because the archive borrower had been given a duplicate of the archives he needed. This is done so that the original archives remain in the archives in the General section of the PD office Makassar Raya Parking.

Based on this statement, it can be concluded that the process of using archives is carried out in the General section of the PD office Makassar Raya parking is still not good, especially for lending archives because clear lending rules have not been implemented. The results of the researcher's observations found that in the process of borrowing archives, there were no archive control cards and the lending of archives was carried out in duplicate using a photocopier or printer.

Dynamic archives are archives whose frequency of use is still high, so it is necessary to implement procedures or rules related to borrowing so that the archives are not lost and their existence is maintained. In the theory of archival borrowing put forward by Ryan (2017), lending must have procedures that include requesting, searching, retrieving records, recording records, controlling, and storing them again. This is done as proof of the loan and the existence of the archives is maintained.

Based on the results of the interview, researchers can find out the process of using archives at the PD office Makassar Raya parking is still not good, especially for lending archives because clear lending rules have not been implemented. The process of borrowing activities is only carried out verbally by the borrower to the archives processor and then the archives manager searches for the archive in question, and if it is found, it is immediately handed over to the borrower without a definite time limit. The procedure carried out does not use an archive loan card when borrowing archives so archive processors often carry out duplicate actions for the archives needed by the borrower which are then given to the borrower and the original archives are still kept in storage using the existing storage system.

**Dynamic Archive Maintenance**

Archive maintenance is an activity to protect, monitor, and take steps to ensure that the safety of archives remains guaranteed. Therefore, efforts need to be made to protect archives from any damage. This was confirmed through the results of the interview by the informant from the General section of the PD office Makassar Raya Parking, which states that the archives are tidied up, is arranged based on a storage system at the place of storage by using the number and date listed on the letter as a storage reference to make it easier to retrieve the archives in the General section of the PD office Makassar Raya parking and carrying out maintenance every day.

The informant Kasie also said the same thing. Admin/Clerk that records are stored and returned to their original place after use. Recording and storage pay more attention to the letter number because the date of the letter is also written on it and the maintenance time is uncertain, only according to needs. Next, the researcher asked the same question to another informant as a general staff member and he answered by saying that the actions taken to protect the archives from all damage and loss were to tidy them up and ensure they were not scattered by using a storage system based on the problem. is in documents or archive letters because it makes it easier to retrieve archives and maintenance times are carried out according to needs.

The same thing was also conveyed by infroman as General Staff in the General Section of the PD office Makassar Raya Parking takes archive maintenance actions, including arranging archives neatly cleaning archives from dust, and storing them in filing cabinets that are protected from termites and other insects. This activity is carried out at any time if the archives are deemed to require such maintenance.

Based on the results of interviews with the four informants, it appears that there are maintenance efforts in the General section of the PD office Makassar Raya Parking for archive maintenance includes carrying out maintenance as needed and implementing a storage system that can make it easier to retrieve archives in the general section of the PD office Makassar Raya Parking.

Apart from that, the results of observations found that the archive storage system in the General section of the PD office Makassar Raya parking is based on the main issues contained in letters or documents such as employee decision letters which are combined in one folder and in a different folder from the permit archive and arranged based on the number and date on the document. This storage system was chosen because it was considered to make it easier to carry out activities related to archiving in the General section of the PD office Makassar Raya Parking.

In archive maintenance activities in the general section of the PD office Makassar Raya Parking has a storage and archive maintenance system in place as needed to avoid damage and restrictions. As stated by (2014) that five types of archive storage systems can be used according to the needs of the office concerned. Storage system used in the General Section of the PD office Makassar Raya Parking is a storage system that uses the subject matter of letters or documents as a reference for preparation in each archive folder which is then arranged in folders using a date system which is stored in a filing cabinet in the archive room in the General section of the PD Office Makassar Raya Parking. This storage system was chosen and used because it is considered effective and by office needs because it can make it easier to retrieve or rediscover archives if necessary at any time.

**Dynamic Archive Shrinkage**

Archive depreciation is an activity to reduce archives using procedures through transfer, handover to another party, and destruction, taking into account a certain period. In this regard, the researcher interviewed the informant as the Head of the General Section of the PD office Makassar Raya Parking said that archive shrinkage was carried out at the PD office Makassar Raya Parking every 5 years which aims to reduce the frequency of archives in the room because space is limited. The depreciation process is carried out by collaborating with the archives office at the city ministry to send the archives there and the archives that have expired are destroyed by burning them.

The next researcher's interview was with the informant General Staff of the PD office Makassar Raya parking was carried out in a public room which said that archive depreciation was carried out at the PD office Makassar Raya parking so that it doesn't pile up indoors by storing files that are rarely used in places that are rarely reached and those that are no longer used are burned.

The same thing was said by the informant as the General Staff of the PD office. Parkir Makassar Raya said that "archive shrinkage is carried out so that archives that are no longer needed are not scattered around. So archives that no longer have any use value are removed and thrown away." This was also said by the informant as General Staff of the PD office Makassar Raya Parking that archives that are rarely used are moved to places that are rarely reached and separated from archives that are still actively used in daily work activities. This is done to simplify and minimize the time for rediscovering active archives and to avoid archive build-up. From the results of the interview, it was concluded that it was at the PD office. There is a reduction in archives in the parking lot which aims to reduce the frequency of archives in the room so that they do not pile up and facilitate work related to archives because the process of rediscovering archives becomes effective and efficient.

In the process of shrinking archives in the General section of the PD office Makassar Raya Parking is transferring active archives to inactive archives. This is done because these

archives are rarely used in daily activities so they are moved to a place that is not often accessed so that the place can be replaced for storing new archives or archives that are still being used. The transfer is also carried out so that dynamic archives that have a high frequency of use or are often used in the context of carrying out work (active dynamic) can be easily found again if needed (Oyugi et al., 2020; Robertson, 2019). And archives whose frequency of use has decreased (dynamically inactive) are separated. Another reason is that the two types of archives do not mix, making it difficult to retrieve archives. Apart from that, this was done because the space for storing archives was very limited, so archive depreciation was carried out every 5 years. This activity is contained in Law Number 43 of 2009 Article 1 concerning Archives which states that archive depreciation is an activity to reduce the number of archives by transferring inactive archives from processing units to archive units, destroying archives that have no use value, and handing over static archives. to archival institutions.

## CONCLUSION

Based on the results of research and discussion regarding dynamic archive management in the General section of the PD office Makassar Raya Parking, it can be concluded that the creation and receipt of dynamic archives includes the process of creating letters up to delivery to the destination for creating and recording letters in the general section for receiving archives. The distribution of archives to office units is based on the disposition of the leadership using the principle of decentralization to make it easier for each unit to control and supervise its archives. At the archive use stage, an archive control card has not yet been issued so borrowing is only done verbally without a receipt and the borrowing limit is adjusted to the needs of the archive borrower. The storage system used is a storage system that uses the subject matter of letters or documents as a reference for preparation in each archive folder which is then arranged in folders using a date system and then stored in a filing cabinet. The final stage is archive depreciation activities which include moving archives that are rarely used and destroying archives that are no longer used to reduce the frequency of archives in the archives room.

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