



Records Management in Support of Administrative Effectiveness at PT Sankyu International Indonesia

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Abstract

Records management plays a fundamental role in supporting administrative effectiveness and ensuring the continuity of organizational operations. This study examines records management practices at PT Sankyu International Indonesia, a company operating in the construction and engineering services sector. Employing a descriptive qualitative approach, data were collected through participant observation during an internship program, interviews with administrative personnel, and analysis of organizational documents. The study focuses on records creation, classification, storage, retrieval, maintenance, and disposition, as well as their contribution to administrative effectiveness. The findings reveal that the company has implemented a structured records management system integrating physical and digital archives. Such practices facilitate information accessibility, improve document retrieval efficiency, strengthen interdepartmental coordination, and support administrative decision-making processes. The study also highlights the growing contribution of digital archiving in enhancing administrative performance through improved information security, storage efficiency, and operational responsiveness. These findings demonstrate that effective records management functions as an important organizational mechanism for supporting administrative effectiveness within a project-based business environment.

Keywords: Administrative Effectiveness, Construction Services, Digital Archiving, Records Management, Organizational Administration.



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INTRODUCTION

In the contemporary business environment characterized by digital transformation, increasing regulatory demands, and the growing complexity of organizational operations, records management has evolved from a routine administrative function into a strategic organizational resource that directly influences efficiency, accountability, and decision-making quality (Agu et al., 2022). Organizations operating in service, engineering, logistics, and project-based industries are increasingly required to establish systematic records management practices to ensure that information can be stored, retrieved, and utilized accurately throughout the organizational lifecycle (Muhidin, 2016). The significance of records as evidence of organizational activities has been reinforced through both managerial and legal perspectives, particularly within the framework of records governance and institutional accountability (Undang-Undang Republik Indonesia Nomor 43 Tahun 2009 tentang Kearsipan). Classical and contemporary archival management literature consistently emphasizes that organizational effectiveness is closely associated with the ability to manage records systematically, whether in physical or digital formats (Barthos, 2013). As organizations continue to integrate technology into administrative processes, records management increasingly functions not merely as a storage mechanism but as an essential infrastructure supporting operational continuity, organizational learning, and service excellence (Sugiarto & Wahyono, 2005). Within this context, the quality of records management practices has become a critical determinant of administrative effectiveness across both public and private sector organizations.

A growing body of empirical literature demonstrates that effective records management contributes significantly to organizational performance, employee productivity, and administrative efficiency across diverse institutional settings (Agu et al., 2022). Research conducted in logistics

organizations revealed that systematic record management supported by standardized workplace procedures can improve organizational effectiveness by reducing information retrieval time and minimizing administrative errors (Apriliani & Kurniawati, 2025). Similar findings indicate that well-structured archival governance enhances document accessibility, accelerates workflow processes, and strengthens administrative control mechanisms within corporate environments (Putri & Emti, 2025). Studies in both public and private organizations further show that records management systems contribute to human resource effectiveness by facilitating accurate information access and supporting evidence-based managerial decisions (Claude, 2024). Investigations focusing on archive storage implementation and document retrieval practices also demonstrate that records accessibility constitutes a fundamental prerequisite for efficient organizational operations (Maharani, 2024). Recent discussions concerning digital archival innovation and electronic records management suggest that technological integration has expanded the strategic role of records management beyond traditional filing functions toward organizational knowledge management and information governance (Al Ayyubi et al., 2026; Suprayitno et al., 2024).

Despite these advancements, the existing literature exhibits several conceptual and empirical limitations that restrict a comprehensive understanding of how records management contributes to administrative effectiveness within highly specialized industrial organizations. Much of the available research concentrates on public institutions, governmental agencies, educational organizations, and community service settings, leaving private engineering and construction service companies comparatively underexplored (Pradana & Utami, 2025; Kurniawan & Putra, 2025). Existing studies frequently emphasize procedural compliance, archival classification, or storage mechanisms while providing limited explanation regarding the organizational processes through which records management influences broader administrative outcomes (Ramadhani & Rijali, 2024; Rosiana et al., 2024). Research examining inactive records management and dynamic archival systems has primarily focused on technical efficiency indicators rather than administrative effectiveness as an integrated organizational construct (Parangu et al., 2025). Several studies also adopt descriptive approaches that document archival practices without sufficiently examining the interaction between records governance, organizational workflow, and administrative performance (Adilang et al., 2025). Such tendencies have resulted in fragmented knowledge concerning the operational mechanisms linking records management practices with administrative effectiveness in complex corporate environments.

The existence of these gaps becomes increasingly significant when viewed against the operational realities of companies engaged in engineering and construction services, where administrative activities generate large volumes of contracts, project documentation, correspondence, technical reports, and financial records that must be managed accurately and efficiently. PT Sankyu International Indonesia, as a company operating within construction and engineering services, represents an organizational setting in which records management serves as a crucial support system for coordinating project activities and maintaining administrative reliability. Previous studies concerning PT Sankyu International Indonesia have largely focused on technological innovation and electronic system development, particularly the implementation of electronic signature applications supported by QR-Code technology (Herjiwandono et al., 2024). Such developments indicate an organizational orientation toward digital transformation while simultaneously raising questions regarding the effectiveness of underlying records management practices that support administrative operations. The increasing complexity of organizational documentation requires management approaches capable of ensuring information availability, traceability, and usability across multiple operational functions. Understanding how records management contributes to administrative effectiveness within this context possesses both practical relevance and broader implications for organizational management scholarship.

The urgency of investigating records management within PT Sankyu International Indonesia is further reinforced by the recognition that administrative effectiveness is influenced not only by technological infrastructure but also by organizational procedures, human competencies, and managerial commitment toward information governance. Recent studies have highlighted the importance of leadership strategies and organizational support in ensuring successful archival management implementation (Saleh et al., 2026). Internship-based observations and experiential learning studies similarly demonstrate that direct involvement in records management activities provides valuable insights into the practical challenges associated with records governance and

administrative coordination (Nabila, 2025). Organizational records constitute institutional memory that supports operational consistency, regulatory compliance, and strategic decision-making, making their effective management indispensable for organizational sustainability. Examining records management within a corporate environment characterized by intensive documentation activities offers an opportunity to bridge existing theoretical and empirical gaps while generating contextually grounded evidence regarding the relationship between archival practices and administrative effectiveness.

This study positions itself within the intersection of records management, organizational administration, and business management by examining how records management practices support administrative effectiveness at PT Sankyu International Indonesia. Unlike previous studies that predominantly focus on archival procedures or technological systems in isolation, this research seeks to understand records management as an integrated organizational process that influences the effectiveness of administrative activities. Using a qualitative approach, the study aims to analyze the implementation of records management practices, identify their contribution to administrative effectiveness, and explore the organizational factors that shape their effectiveness within a professional engineering and construction service environment. Theoretically, the study contributes to the development of knowledge concerning the relationship between records governance and administrative effectiveness in private-sector organizations. Methodologically, it provides an empirically grounded examination based on direct workplace observation and organizational practice, offering insights that may inform future research and managerial strategies related to records management in complex business settings.

RESEARCH METHODS

This study employed an empirical qualitative research design with a descriptive approach to examine the role of records management in supporting administrative effectiveness at PT Sankyu International Indonesia. The research was conducted within the administrative division of the company, where records management activities are routinely implemented as part of organizational operations. The study population consisted of administrative personnel involved in document and records management processes, while participants were selected purposively based on their direct involvement in archival and administrative activities. Primary data were obtained through participant observation during an internship program and interviews with administrative staff, whereas secondary data were collected from company documents, archival regulations, and relevant scholarly literature (Moleong, 2014).

The study focused on two analytical dimensions: records management and administrative effectiveness. Records management was examined through activities related to record creation, classification, storage, retrieval, maintenance, and disposition, while administrative effectiveness was assessed through indicators such as information accessibility, timeliness, accuracy, and support for administrative decision-making processes (Muhidin, 2016). Data collection was conducted through direct observation, interviews, and document analysis to capture a comprehensive understanding of archival practices within the organizational setting.

Data analysis followed an interactive qualitative procedure consisting of data reduction, data display, and conclusion drawing. Information obtained from observations, interviews, and documentary sources was organized into thematic categories and interpreted using records management and administrative management perspectives. To enhance the credibility of the findings, source triangulation and method triangulation were employed by comparing evidence obtained from different informants and data sources. The analytical process emphasized contextual interpretation and cross-source verification to ensure the validity and consistency of the research findings (Barthos, 2013).

RESULTS AND DISCUSSION

Records Management Practices at PT Sankyu International Indonesia

PT Sankyu International Indonesia operates in the construction and engineering service sector, where administrative activities generate a substantial volume of records related to project implementation, financial transactions, procurement processes, contractual agreements, and organizational communication. Observations conducted during the internship period indicated that records management occupies an important position within the company's administrative structure because information availability directly affects operational continuity. Administrative personnel

routinely interact with various forms of records that must remain accessible for both short-term operational needs and long-term organizational requirements. Records are treated not merely as documentation outputs but as organizational resources that support accountability, coordination, and decision-making processes. This observation reflects the view that records function as institutional evidence and organizational memory that preserve the continuity of business activities (Undang-Undang Republik Indonesia Nomor 43 Tahun 2009 tentang Kearsipan).

The findings revealed that the company applies a structured records management system integrating physical and digital storage mechanisms. Physical documents are stored in labeled folders and archive cabinets according to predetermined categories, while electronic records are maintained through an internal server system accessible to authorized personnel. The coexistence of these two systems provides operational flexibility because employees can retrieve information through alternative channels depending on the nature and urgency of administrative needs. Interviews with administrative staff indicated that this arrangement reduces the risk of information loss while improving document accessibility across different organizational functions. Such practices illustrate the transition from conventional archival management toward more integrated information management systems as discussed by Sugiarto and Wahyono (2005).

Another important finding concerns the procedures governing record creation and registration. Documents generated internally or received from external stakeholders are systematically recorded before being incorporated into the archival system. Each document is assigned an identification code that facilitates tracking and monitoring throughout its lifecycle. Administrative staff emphasized that coding and registration activities reduce confusion when handling large volumes of documentation originating from multiple projects simultaneously. The consistency of these procedures contributes to information control and supports organizational efforts to maintain reliable administrative records, which is a fundamental principle of records governance (Muhidin, 2016).

Classification practices also emerged as a significant component of the records management process. Records are grouped according to subject matter, organizational function, document type, and period of use, allowing employees to identify relevant information efficiently. Observational data showed that classification decisions are closely linked to practical retrieval requirements rather than solely to storage considerations. Employees frequently relied on classification codes when locating project-related documents, particularly those required for reporting, auditing, and administrative verification purposes. Similar findings have been reported in studies demonstrating that systematic classification structures improve records accessibility and facilitate organizational efficiency (Pradana & Utami, 2025).

The maintenance of records constitutes another essential aspect of archival management within the company. Administrative personnel periodically review document conditions and storage arrangements to ensure that records remain secure, complete, and accessible. Physical records are protected from potential deterioration, while digital files are organized within designated directories to prevent duplication and misplacement. Interviews indicated that regular maintenance activities help minimize retrieval delays and support the reliability of administrative services. These practices correspond with archival management principles emphasizing that records preservation contributes directly to the effectiveness of organizational information systems (Sulistyo-Basuki, 2013).

The findings further revealed that inactive records are managed through retention-based procedures designed to optimize storage capacity and maintain the relevance of active archives. Documents that are no longer frequently used are transferred to designated storage locations while remaining available for future reference when necessary. This approach prevents excessive accumulation of records within primary filing areas and enables administrative personnel to focus on documents that support ongoing operations. Research on archival efficiency similarly highlights the importance of controlling inactive records to improve organizational performance and information accessibility (Kurniawan & Putra, 2025). The observed practices indicate that records management at PT Sankyu International Indonesia has been integrated into routine administrative activities and serves as an important mechanism for maintaining operational order, information reliability, and organizational effectiveness.

The overall pattern identified from observations and interviews suggests that records management is embedded within the company's broader administrative governance framework. Employees demonstrated awareness of established archival procedures and consistently applied them

when handling organizational documents. The existence of clear workflows, classification standards, and maintenance procedures contributes to a more organized administrative environment and reduces the likelihood of information-related disruptions. Records management, in this context, functions not only as a technical administrative activity but also as a managerial instrument supporting organizational coordination and performance. Comparable conclusions have been reported by Agu et al. (2022) and Adilang et al. (2025), who found that effective records management contributes positively to employee effectiveness and organizational performance.

Records Management Procedures and Their Contribution to Administrative Effectiveness

The findings indicate that records management procedures at PT Sankyu International Indonesia are implemented through a series of interconnected activities that regulate the movement of records from creation to disposition. Administrative personnel follow established procedures when receiving, recording, classifying, storing, and retrieving documents required for operational activities. Observations showed that procedural consistency plays a significant role in maintaining information accuracy and reducing administrative errors. Employees responsible for document handling emphasized that clearly defined procedures simplify coordination among departments and prevent delays caused by misplaced or incomplete records. The existence of standardized workflows also enables administrative activities to be performed more systematically, particularly in an organizational environment characterized by intensive project-based operations.

The initial stage of the procedure involves record creation and registration. Every incoming and outgoing document is recorded and assigned a reference number before being distributed or archived. Administrative staff explained that the numbering system serves as an important control mechanism because it allows documents to be traced throughout their lifecycle. Observational data revealed that documents lacking proper identification are more difficult to locate and verify when required for reporting or project evaluation purposes. The implementation of systematic registration practices reflects the principles of effective records governance that emphasize accountability and traceability within organizational information systems (Barthos, 2013).

Classification procedures were found to contribute substantially to administrative effectiveness. Records are categorized according to subject, function, project activity, and chronological sequence, enabling employees to retrieve information through multiple access points. Interviews indicated that staff members rarely encounter significant difficulties when searching for archived documents because the classification structure has been consistently applied across administrative activities. The availability of a coherent classification framework reduces retrieval time and improves the responsiveness of administrative services. Similar observations have been reported by Ramadhani and Rijali (2024), who found that systematic classification enhances information accessibility and supports organizational work processes.

Another important aspect concerns storage and retrieval procedures. The company maintains both physical and digital repositories, allowing records to remain available even when one storage medium experiences limitations. Employees reported that digital indexing facilitates document searches, while physical archives continue to serve as official references for certain administrative requirements. The retrieval process can generally be completed within a relatively short period because records are linked to predetermined identification codes and classification categories. Research conducted by Maharani (2024) similarly demonstrated that effective storage systems contribute to faster document retrieval and support administrative efficiency in organizational settings.

The observed procedures also include periodic maintenance and monitoring activities designed to preserve record quality. Administrative personnel routinely verify document completeness, update filing arrangements, and ensure that archived records remain readable and accessible. This process minimizes the risk of information loss and prevents operational disruptions caused by damaged or missing documents. Maintenance activities were not treated as isolated archival tasks but as preventive measures supporting organizational continuity. Such findings support the argument that records management effectiveness depends not only on storage practices but also on continuous monitoring throughout the records lifecycle (Rosiana et al., 2024).

A notable finding emerging from interviews is the relationship between records procedures and decision-making processes. Managers and administrative staff frequently rely on archived documents when preparing reports, verifying project progress, responding to client requests, and evaluating

operational performance. The availability of accurate and accessible records reduces uncertainty and strengthens the quality of administrative decisions. Employees acknowledged that delayed access to information can affect workflow efficiency, particularly in projects involving multiple stakeholders and strict deadlines. This observation aligns with studies indicating that records management contributes to organizational performance by ensuring the availability of reliable information for managerial purposes (Claude, 2024; Agu et al., 2022).

The contribution of records management procedures to administrative effectiveness can also be observed through improvements in coordination, information accessibility, and workflow efficiency. Administrative activities become more organized when employees operate within a structured records management framework supported by clear procedures and responsibilities. Observations during the internship period revealed that well-managed records reduce duplication of work, facilitate communication among organizational units, and accelerate the completion of routine administrative tasks. These outcomes correspond with findings reported by Apriliani and Kurniawati (2025), who highlighted the role of systematic records management in improving organizational efficiency, and by Putri and Emti (2025), who emphasized that effective archival governance strengthens administrative performance through improved information management practices.

Digital Archiving and Administrative Performance Enhancement

One of the most significant developments observed during the internship period at PT Sankyu International Indonesia was the increasing utilization of digital archiving practices within daily administrative activities. The company has gradually integrated digital storage systems into its records management framework to complement conventional paper-based archives. This transformation reflects the growing need for organizations to manage information more efficiently in response to increasing document volumes and operational complexity. Administrative personnel indicated that digital archives are frequently used to support project coordination, document verification, and information sharing among departments. The adoption of digital technologies has altered not only the storage mechanism of records but also the way information is accessed and utilized throughout the organization. Similar trends have been identified in contemporary records management studies that emphasize the strategic role of digital systems in improving organizational responsiveness and information governance (Suprayitno et al., 2024).

Field observations revealed that digital archiving contributes substantially to the speed of document retrieval. Employees are able to search for records using keywords, document codes, project names, or specific dates without manually examining large quantities of physical files. This capability becomes particularly important in a company whose operations involve numerous projects and extensive documentation requirements. Administrative staff explained that retrieving digital records often requires only a few moments, whereas locating physical documents may involve additional verification and handling procedures. The reduced retrieval time improves workflow continuity and enables employees to respond more quickly to operational requests. Research conducted by Al Ayyubi et al. (2026) similarly found that digital archival systems enhance administrative efficiency by optimizing document accessibility and reducing delays associated with conventional filing systems.

Another important advantage identified from the findings concerns document security and information preservation. Digital records stored within the company's server infrastructure are supported by access controls and backup mechanisms designed to minimize the risk of information loss. Administrative personnel noted that physical records remain vulnerable to deterioration, misplacement, or environmental damage despite careful maintenance efforts. Digital copies provide an additional layer of protection because important organizational information can be recovered even when original documents experience physical disruption. The existence of backup procedures also strengthens organizational preparedness in dealing with unexpected circumstances that may threaten information availability. Such practices reflect contemporary archival management principles emphasizing information security and long-term preservation as essential components of effective records governance (Sugiarto & Wahyono, 2005).

The findings further demonstrate that digital archiving supports organizational flexibility and interdepartmental coordination. Authorized employees can access required documents without depending exclusively on physical archive rooms, allowing administrative processes to continue more efficiently across different work units. Interview data revealed that project teams frequently require

rapid access to technical documents, contracts, and administrative reports during project implementation and monitoring activities. Digital availability reduces communication barriers because information can be shared more quickly among relevant stakeholders. This condition contributes to smoother administrative coordination and strengthens organizational responsiveness when dealing with operational demands. Comparable findings have been reported by Herjiwandono et al. (2024), whose study highlighted the increasing integration of digital technologies into administrative processes at PT Sankyu International Indonesia.

Digital archiving was also found to influence the utilization of physical workspace within the organization. Administrative staff explained that the gradual conversion of documents into electronic formats has reduced the need for additional storage cabinets and filing facilities. Space previously allocated for document storage can be used more effectively to support operational and administrative activities. Although physical records remain necessary for certain legal and procedural requirements, the dependency on large-scale paper storage has decreased compared to previous practices. This observation suggests that digital transformation contributes not only to information management efficiency but also to broader organizational resource optimization. Similar conclusions were presented by Parangu et al. (2025), who emphasized that efficient archive management supports better utilization of organizational resources and infrastructure.

Despite these advantages, the findings indicate that digital archiving does not entirely eliminate the need for conventional records management practices. Administrative personnel continue to maintain physical archives because certain documents require original copies for legal verification, auditing processes, and contractual purposes. Employees also emphasized the importance of maintaining consistency between physical and digital repositories to prevent discrepancies in organizational records. This condition illustrates that digital transformation in records management is better understood as an integration process rather than a complete replacement of traditional archival systems. Studies on dynamic records management likewise emphasize that organizations often operate through hybrid archival environments where physical and digital records coexist and complement one another (Pradana & Utami, 2025; Sulistyo-Basuki, 2013).

Table 1. Perceived Contributions of Digital Archiving to Administrative Effectiveness at PT Sankyu International Indonesia

Administrative Aspect	Conventional Archiving Characteristics	Digital Archiving Characteristics
Document Retrieval	Manual searching process	Keyword-based searching system
Information Accessibility	Limited by physical location	Accessible through authorized digital access
Storage Management	Requires substantial physical space	More efficient use of storage capacity
Document Security	Vulnerable to physical deterioration	Supported by backup and access-control systems
Information Distribution	Relatively slower document sharing	Faster interdepartmental information exchange

The comparison presented in Table 2 demonstrates that digital archiving provides operational advantages in several administrative dimensions. The most visible improvement concerns information accessibility and retrieval speed, both of which directly affect the responsiveness of administrative services. Administrative personnel consistently reported that digital search functions reduced the time required to locate project-related documents and minimized interruptions in daily workflows. These findings support the argument that digital records management contributes not only to storage efficiency but also to broader organizational performance improvement (Al Ayyubi et al., 2026).

The overall findings suggest that digital archiving has strengthened administrative effectiveness at PT Sankyu International Indonesia by improving accessibility, security, coordination, and resource

efficiency. Digital technologies facilitate faster information retrieval and support more responsive administrative services, while maintaining the reliability of organizational records. Employees perceive digital systems as important tools that simplify document management and enhance operational performance. The observed practices also indicate that successful digital archiving depends on organizational commitment, employee adaptation, and the continuous development of information management procedures. These findings support previous studies highlighting the positive relationship between digital records management, organizational effectiveness, and administrative performance improvement (Al Ayyubi et al., 2026).

CONCLUSION

The findings demonstrate that records management at PT Sankyu International Indonesia has been implemented through a structured and systematic framework encompassing record creation, registration, classification, storage, retrieval, maintenance, and disposition. The integration of physical and digital archiving systems enables the company to manage large volumes of organizational records while maintaining accessibility, accuracy, and information security. The study further reveals that effective records management contributes directly to administrative effectiveness by facilitating faster document retrieval, improving information availability, supporting interdepartmental coordination, and reducing the risk of administrative errors. Records management therefore functions not merely as an administrative support activity but as an organizational mechanism that strengthens operational continuity and enhances the quality of information used in managerial and administrative processes.

The study also highlights the growing importance of digital archiving in improving administrative performance within a project-based business environment. The implementation of digital records systems provides greater efficiency in information access, optimizes storage utilization, and supports more responsive administrative services across organizational units. At the same time, the findings indicate that digital transformation remains most effective when integrated with established archival procedures and supported by consistent records governance practices. These results contribute to the understanding of how records management supports administrative effectiveness in private-sector organizations, particularly within the construction and engineering industry, while emphasizing the strategic role of archival management in organizational performance and information governance.

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