

Evaluation Of Corporate Archive Management System: A Case Study At PT Surabaya Industrial Estate Rungkut In 2025

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Abstract.

This study aims to evaluate the archive management system implemented at PT Surabaya Industrial Estate Rungkut (PT SIER), a state-owned enterprise managing industrial areas in Indonesia. The research employed a qualitative descriptive approach involving field observation, interviews with archive personnel, and documentation analysis. Findings indicate that PT SIER's current archive management system is predominantly manual, lacks integration with digital technology, and suffers from unstructured classification practices. Major internal constraints include limited qualified human resources and the absence of standardized archival procedures. External constraints involve inadequate storage facilities, leading to disorganized document placement and increased risk of physical damage. The study also found that document retrieval is inefficient due to reliance on a single archive officer and the absence of systematic indexing. Based on these findings, the study recommends the implementation of an integrated digital archival system, the development of Standard Operating Procedures (SOPs), and regular training for employees to enhance document classification and indexing. These measures are expected to improve the efficiency and reliability of PT SIER's archival practices.

Keywords: *Archive management; digital archiving; document classification and archival system evaluation.*

I. INTRODUCTION

Archive management is a crucial aspect of corporate operations, especially in the current information age. A well-managed archive system not only improves efficiency but also supports strategic decision-making and employee productivity [1]. The International Council on Archives (ICA) defines archives as documentation with long-term value, serving as proof of activities and a valuable source of information for the future [2]. In practice, effective archive management can be challenging. A successful example of an integrated archive system can be seen at Bank Rakyat Indonesia (BRI). As one of the largest financial institutions, BRI has successfully developed an archiving system that is not only structured and secure but also efficient in terms of time and cost [3]. BRI's success can serve as a benchmark for other companies, including PT Surabaya Industrial Estate Rungkut (SIER).

As a state-owned enterprise that manages an industrial area, PT SIER relies heavily on a reliable archiving system to support productivity and services for its tenants. Various physical documents, such as lease agreements, legal data, and technical information, must be managed systematically to ensure accuracy and easy access. However, based on direct observation during an internship at PT SIER, significant problems were found in archive management. The main obstacle was the long time required to find specific documents due to a poorly structured archive arrangement. This leads to work inefficiency and delays in completing administrative tasks. This issue indicates that PT SIER's archival management system still needs improvement. Therefore, this research aims to evaluate the existing archive arrangement system at PT SIER by referring to the successful practices implemented at BRI. This study will examine the current system, identify the obstacles faced, and provide recommendations for improvements to enhance the company's archiving system, especially in facing the continuously evolving era of digital transformation.

II. METHODS

This study employed a descriptive qualitative approach aimed at providing a systematic, factual, and accurate depiction of the archival management system implemented at PT Surabaya Industrial Estate Rungkut (PT SIER). The research design focused on evaluating the existing document management practices within the company and identifying key challenges in the implementation process. To achieve this, data collection was conducted through a combination of field observation, interviews with relevant personnel, and documentation review related to ongoing archival activities. Primary data were obtained via direct observation of the archival processes within the organization and semi-structured interviews with employees involved in document management. These interviews were guided by a pre-developed interview protocol to ensure the consistency and relevance of the collected information. In parallel, secondary data were sourced from the company's internal documents, including policies, procedures, and previous reports related to archival systems. Additionally, scholarly literature on archival best practices and accounting information systems was consulted to provide a broader analytical framework.

Data analysis followed a qualitative thematic approach. Interview transcripts were reviewed in full, allowing for the identification and categorization of key themes. Statements made by respondents were coded and grouped into thematic clusters to better understand core aspects of the archival system at PT SIER. The interview data were transcribed verbatim, preserving the original content to maintain data integrity. This transcription process served as a foundation for coding and thematic analysis. To complement the interview data, on-site observations were conducted to capture real-time practices of document handling, ranging from storage to retrieval. Observational data were documented systematically and analyzed qualitatively, focusing on employee interactions with the archival system and the operational routines observed in the document management unit. This triangulation of data sources ensured a comprehensive understanding of the system's effectiveness and areas in need of improvement. The scope of this study was limited to PT SIER, specifically the unit directly responsible for archival functions. Data collection and analysis were confined to activities conducted in 2025. Only data derived from standardized techniques—observation, interviews, and document review—were included in the analysis. Non-standardized data sources were excluded to preserve methodological consistency. The study aimed to produce conceptual recommendations for improving the current archival system, without delving into the technical specifications of system implementation.

III. RESULT AND DISCUSSION

This research on the corporate archive organization system at PT Surabaya Industrial Estate Rungkut (PT SIER) demonstrates that the currently implemented system remains suboptimal in supporting the effectiveness and efficiency of document management. Based on direct field observations, it was found that the archive organization system in this company employs a manual system that has not been comprehensively integrated with digital technology. Archives are predominantly stored in physical form (hardcopy) and placed in limited storage spaces, resulting in disorganized storage conditions that potentially cause document damage. Archive placement does not utilize standardized classification systems, such as alphabetical, subject-based, or numerical systems consistently, thus requiring extensive time for archive retrieval processes and frequently proving inefficient. This condition is exacerbated by the absence of explicit internal company policies governing the archive lifecycle, including creation, maintenance, utilization, and disposal of archives. Interviews conducted with several employees responsible for archive organization revealed that many staff members lack specialized training in archival science. They operate based on personal experience or long-established practices without standardized procedural guidelines. Consequently, variations in archive organization practices occur across different work units. Some archives are not returned to their original locations after being borrowed, resulting in storage disorder and complicating document retrieval processes.

This study also indicates that limitations in facilities and infrastructure constitute dominant factors in the poor quality of the archival system. Confined storage spaces, limited cabinet quantities, and the absence of specialized archive shelving result in documents being merely stacked horizontally without classification,

ultimately increasing the risk of damage and data loss. Several documents were found in folded, dusty, and even damp conditions due to inadequate storage. Management awareness exists regarding the need for archival system improvement. This is evidenced by plans to begin implementing document digitization systems, albeit still in preliminary stages. Several work units have conducted scanning of important documents for digital backup purposes; however, these efforts have not been comprehensively integrated into the company's information system. Overall, this research identifies that the primary constraints in PT SIER's archive organization system include irregular archival procedures, low human resource competency, limited storage facilities, and suboptimal utilization of information technology in archival processes. This indicates the necessity for comprehensive improvements to ensure that the archive organization system can effectively support the company's administrative performance and service delivery.

Archival Classification System and Implementation at PT SIER.

Archive management systems utilize five common aspects/systems in archive management, including: alphabetical system, numerical system, chronological system, subject system, and geographical system [4]. The research findings indicate that among the five classification systems, only three are actively implemented at PT SIER: chronological system, subject system, and geographical system. This selective implementation demonstrates PT SIER's strategic focus on document management based on temporal and thematic factors.

The chronological system represents the most commonly used archival method at PT SIER, particularly for financial document management such as Receipt Vouchers (TP) or Payment Order Vouchers (SPPU) that are grouped based on entry date or printing date. The subject system functions to categorize documents based on specific topics or themes through initial grouping that is subsequently organized numerically and compiled into bundles or volumes. The geographical system is applied to specific documents from the finance and accounting departments, including bank deposit documents, bank proposals, and Memorial Vouchers (BM) that are categorized according to their respective banking institutions.

Implementation Constraints

The research findings identified constraints in the implementation of archive management systems at PT SIER, which are classified into internal and external factors. Internal constraints identified at PT SIER include limited numbers of competent archive personnel, high workload demands, and the absence of standard guidelines in archive management. These findings align with research indicating that inadequate archival guidelines result in non-uniform archive management processes that are prone to procedural errors [5]. Archive personnel who lack appropriate qualifications impact document archive irregularities [6]. Incompetent workforce in the archival field causes poor document organization [7]. External constraints faced by PT SIER involve limitations in archive storage facilities and infrastructure that cannot accommodate the continuously increasing volume of documents. Limited availability of archive cabinets forces document accumulation outside designated storage areas, resulting in risks of physical damage. This condition aligns with research demonstrating that many institutions face limitations in storage space and equipment that impact document damage [5]

Solutions and Recommendations

Based on the research findings, the primary solution recommended for PT SIER involves the gradual and planned implementation of digital archival systems. Digital systems are assessed as capable of enhancing document access speed, reducing risks of physical archive loss, and supporting more systematic document management. Research emphasizes the importance of digitization in dynamic archive management to improve accuracy, security, and document processing efficiency [8]. Reorganization of archive spaces according to document storage standards also requires urgent attention to protect documents from physical damage. Improving human resource quality represents a key solution as employees handling archives need to receive regular training. The success of archival systems depends on human resources who understand the importance of proper archive governance [9]. Correspondence administration systems must also be enhanced through organized and integrated documentation flow arrangements [10].

IV. CONCLUSION

It can be concluded that the archive management system at PT Surabaya Industrial Estate Rungkut remains suboptimal due to its manual nature and lack of digital technology support. The dependency on a single archive officer causes document search and borrowing processes to become slow and prone to errors. Internal factors such as limited competent human resources and external factors including inadequate storage facilities further deteriorate the archive management conditions. Many documents are stored irregularly, making them vulnerable to physical damage. To address these issues, it is necessary to implement the addition of trained personnel, development of archival Standard Operating Procedures (SOPs) as work references, and implementation of integrated digital archival systems. Additionally, routine training on document classification and indexing for all employees is also required. Through these measures, the effectiveness and efficiency of the archive management system are expected to improve and positively impact the company's administrative performance.

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