The Digital Archiving Strategy for Financial Documents in the Office of the Ministry of Religious Affairs of Sidenreng Rappang Regency for More Optimal Administrative Services

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ABSTRACT

This study aims to: analyze the effectiveness of the digital file archiving strategy in improving administrative service efficiency in the Finance Department of the Ministry of Religious Affairs Office in Sidenreng Rappang Regency. This research uses a qualitative approach conducted in the Finance Department of the Ministry of Religious Affairs Office in Sidenreng Rappang Regency. The data were collected from employees and leadership during the research period. Data collection was carried out through interviews, observation, and documentation. The data analysis method used is descriptive-analytic with three stages: data reduction, data presentation, and conclusion drawing. The study found that the archiving system in the Finance Department still combines manual, semi-manual, and digital methods, with uneven implementation of procedures, leading some employees to continue relying on manual methods. Digital archiving has proven effective in enhancing administrative efficiency, but improvements in data security and ongoing training are needed to achieve optimal efficiency.

Keywords: archiving strategy, digital files, administrative services, optimal.

INTRODUCTION

As information and communication technology (ICT) continues to evolve, the use of digital documents in financial administration has seen a significant increase. These technological advancements have profoundly transformed how various activities are conducted, particularly in financial administration. The adoption of digital documents has grown increasingly prevalent due to the benefits provided by these technologies [1].

Digital documents enable real-time monitoring of financial conditions, allowing stakeholders such as managers and decision-makers to access up-to-date information regarding the financial health of an organization and make swift decisions [1].. Information technology also facilitates the automation of many financial administration processes. Integrating digital documents with financial systems reduces the likelihood of human error, enhances efficiency, and optimizes employee work time.

The digital trail provided by digital documents is easily accessible and comprehensible, streamlining auditing and financial review processes. This reduces the risk of errors and ensures compliance with financial standards and regulations. Furthermore, digital documents allow for better integration with other financial systems, such as financial management systems or enterprise resource planning (ERP), creating a more connected ecosystem that improves data linkage and business process optimization.

The flexibility offered by digital documents also allows organizations to scale their operations more easily without increasing the use of physical resources. This flexibility is particularly beneficial in adapting to the changing demands of financial administration. Additionally, digital documents can be accessed from various devices and locations, facilitating collaboration among geographically dispersed teams, enabling them to work efficiently without being confined to a specific physical location.

In government agencies, effective archiving is crucial for the smooth and efficient management of administrative processes [2]. Document archiving is essential as it contains information that aids in decision-making, serves as evidence in administrative issues, acts as a tool for management accountability, and ensures transparency in the agency's operations. Properly managed archiving ensures that documents can be retrieved quickly and accurately when needed [3].

One approach to improving document archiving management is to leverage information technology through digital archiving systems. Digital archiving is advantageous because it makes storage more efficient, simplifies documentation, facilitates tracking and monitoring of archives, and ensures more organized archiving of documents within the institution.

The use of information technology in archiving is supported by MENPANRB Regulation Number 6 of 2011, which provides general guidelines for electronic official documents in government agencies. According to this regulation, documents and letters produced by government agencies must be stored securely in electronic or digital formats.

Despite the advantages of digital archiving, managing digital archives remains a challenge for many organizations, including the Office of the Ministry of Religious Affairs of Sidenreng Rappang. Common challenges include a lack of understanding of effective digital archiving strategies, insufficient regulations governing digital archive management, and a lack of awareness regarding the importance of data protection and security in digital archiving.

While ICT advancements have brought significant benefits to financial administration, challenges in managing digital archives persist across various organizations, including the Office of the Ministry of Religious Affairs of Sidenreng Rappang. A primary challenge is the limited understanding of effective digital archiving strategies. Employees may not be adequately trained or familiar with the concepts and implementation of digital archiving, thus hindering the full efficiency of these solutions.

A preliminary survey conducted at the Office of the Ministry of Religious Affairs of Sidenreng Rappang during the 2021-2023 period revealed that employees' understanding of archive digitization ranged between 30-41%. This correlates with the utilization of digital archiving, which was reported to be only between 27-30%. Furthermore, follow-up evaluations of utilization were also low, ranging from 30-34%.

Additionally, challenges arise from the lack of regulations governing digital archive management. The absence of clear guidelines or policies can lead to inconsistencies in digital archiving practices, increasing the risk of errors or non-compliance with specific standards. This uncertainty can create issues in maintaining and retrieving critical financial data.

Another significant challenge is the lack of awareness regarding the importance of data protection and security in digital archiving. As cyber security threats become more complex, it is crucial for both employees and management to understand the potential risks and implement appropriate security measures. A lack of awareness in this area can increase the risk of data breaches or misuse of financial information, potentially damaging the organization's integrity and public trust.

To fully realize the benefits of a digital archiving strategy, the Office of the Ministry of Religious Affairs of Sidenreng Rappang must address these challenges by improving employee understanding, developing supportive regulations, and raising awareness about the importance of data security in the context of digital archiving.

Currently, the Finance Department at the Office of the Ministry of Religious Affairs of Sidenreng Rappang offers digital archiving solutions, but some employees still rely on conventional methods, such as using agenda books for records and filing cabinets for document storage. Research by Hatta (2019) indicates that conventional document archiving is not suitable for long-term storage, as it can lead to document accumulation and deterioration over time [4]. Additionally, conventional archiving requires extensive storage space, which can negatively affect workspace organization and employee performance. Other issues include time-consuming document retrieval, the risk of document loss, and the need for significant maintenance and handling by staff. If

these weaknesses and challenges are not addressed, they could lead to future problems for the agency, as documents serve as crucial written evidence that may have legal implications.

Given the critical importance of document archive management and the existing challenges, this study aims to analyze the implementation of digital archiving systems to optimize administrative management within the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang.

Recognizing the urgent need for effective document archive management and addressing the challenges identified, this research is designed to conduct a thorough analysis of the implementation of digital archiving systems. The goal is to enhance administrative management in the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang. The analysis will detail strategic steps to improve the effectiveness and efficiency of digital archiving while addressing the previously identified issues.

The research process will involve evaluating employees' understanding of digital archiving, assessing existing regulations or the lack thereof, and determining appropriate data security measures that meet current standards and requirements. Research methods will include interviews with relevant personnel, surveys to assess user understanding and needs, and a literature review to gain a comprehensive understanding of best practices in digital archive management.

Furthermore, this study aims to design an implementation plan for a digital archiving system that can be seamlessly integrated into financial administration processes. This plan will include employee training, the implementation of necessary new regulations, and raising awareness about the importance of data security in digital archiving.

Ultimately, the findings from this analysis are expected to provide comprehensive and practical insights into addressing the challenges of digital archive management within the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang. With a well-planned implementation strategy, digital archiving can become an effective tool for supporting financial administration, improving productivity, and mitigating risks associated with archive management. Therefore, this research aims to identify effective digital archiving strategies for the finance department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang. The findings are expected to offer recommendations that enhance the efficiency and effectiveness of digital archive management at the office, serving as a reference for other organizations seeking to implement effective digital archiving practices.

METHOD

This research uses a qualitative approach conducted in the Finance Department of the Ministry of Religious Affairs Office in Sidenreng Rappang Regency. The data were collected from employees and leadership during the research period. Data collection was carried out through interviews, observation, and documentation. The data analysis method used is descriptive-analytic with three stages: data reduction, data presentation, and conclusion drawing.

RESULT

Based on the survey results involving 10 respondents from the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang Regency, it is evident that the digital archiving system has become an essential part of daily administrative activities. Of the 10 respondents surveyed, 7 reported using the digital archiving system daily, indicating that this system has been well integrated into their daily work processes. Meanwhile, 3 other respondents use it several times a week, suggesting a degree of flexibility in the system's usage depending on operational needs.

In terms of the effectiveness of the digital archiving system, the majority of respondents provided positive feedback. Six respondents felt that the system significantly aided them in completing their administrative tasks, showing that the system plays a crucial role in accelerating and simplifying their work. Meanwhile, 3 other respondents stated that the system was somewhat helpful, with only 1 respondent feeling less assisted. This

indicates that while the system is generally viewed positively, there is still room for improvement to ensure that all users can fully benefit from its usage.

Regarding the ease of document access, respondents expressed varying levels of satisfaction. Five respondents found the system easy to use for accessing documents, while 3 others felt that access was very easy. This indicates that most users are comfortable with the system's interface and the document access mechanism of the digital archiving system. However, 1 respondent felt that access was moderately easy, and another felt that access was not easy, which may reflect the need for further improvements in user-friendliness.

The speed of document access was also a key indicator of the success of this digital archiving system. According to the survey, 7 respondents rated the speed of document access as fast, with 2 people rating it as very fast, and only 1 person felt that the speed was moderate. This suggests that the system generally provides good performance in terms of access speed, though there is still a need to ensure that all users experience optimal access speed.

Reducing errors in document handling is another significant benefit experienced by users of this system. Eight of the 10 respondents agreed that the digital archiving system had helped reduce errors in document management, with 3 strongly agreeing and 5 agreeing. However, 1 person remained neutral, and another disagreed, which may indicate a gap in understanding or use of the system among a small portion of users.

Time efficiency is another aspect that respondents rated positively. Six people felt that the digital archiving system had a very significant impact on their time efficiency, while 2 others felt the impact was significant, and 2 others felt it was moderately significant. This suggests that the system not only helps in terms of access speed but also significantly increases overall productivity through substantial time savings.

However, despite the benefits experienced by most respondents from the digital archiving system, some technical issues were also reported. Four of the 10 respondents reported experiencing technical difficulties while using the system, while 6 others stated that they had not encountered any issues. This indicates that while the system is generally reliable, there are still some technical problems that need to be addressed to ensure smooth operations for all users.

User satisfaction with the system also varied. Two respondents were very satisfied with the existing digital archiving system, while 3 respondents stated that they were satisfied, 3 others were moderately satisfied, and 1 person was dissatisfied. This varied satisfaction may reflect differences in user experiences or their expectations of the system.

Regarding the system's impact on the quality of administrative services, respondents generally provided positive feedback. Five people felt that the system had a very positive impact on improving service quality, 3 people felt it was impactful, and 2 people felt it was moderately impactful. This suggests that the implementation of the digital archiving system not only affects the technical aspects of administration but also the quality of services provided by the Finance Department.

Data security is also a major concern in the implementation of this digital archiving system. Four respondents rated the system as very secure, 3 people felt it was secure, and 3 others felt it was moderately secure. Although no respondents felt the system was insecure, the varying perceptions suggest a need for continuous improvement in security aspects to ensure optimal data protection.

Overall, the survey results show that digital archiving in the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang Regency is considered effective in improving the efficiency and quality of administrative services. Most respondents felt that the system helped them in various aspects, such as ease of access, error reduction, speed, time efficiency, and data security. However, to maximize the benefits of this system, there is a need to improve training and technical support to ensure that all staff can fully utilize the system and address any technical challenges that may arise. Additionally, efforts to continuously strengthen data security should be prioritized to maintain the integrity and trust in the digital archiving system being used.

This research aligns with previous studies that have explored the implementation of digital archiving systems in

public sector organizations, particularly in the context of government administration. For example, a study by [5] demonstrated that digital archiving has significant potential to improve efficiency and accuracy in document management within government agencies. John found that the adoption of digital technology can reduce the time needed to access documents, enhance accuracy in record-keeping, and minimize human errors in document management. This research supports those findings by showing that the majority of respondents felt that the digital archiving system helped them improve work efficiency and reduce errors in document handling.

Additionally, research by [6] highlighted the importance of training and technical support in the successful implementation of digital archiving systems. They found that a lack of training and technical issues are often major barriers to the adoption of new systems in the public sector. This research confirms those findings, as most respondents identified a lack of training and technical issues as the main challenges in using the digital archiving system. This suggests that while digital technology can provide significant benefits, its success is highly dependent on adequate support in terms of training and technical assistance.

Johnson's (2018) research also emphasized the barriers to technology adoption in the public sector, including resistance to change and resource limitations. This study shows that although most respondents were satisfied with the digital archiving system, challenges remain, such as the lack of training and technical support, as well as concerns about data security. This aligns with Johnson's findings, which stressed the need for a comprehensive and inclusive approach in the implementation of technology in public sector organizations, including aspects of communication, training, and change management [7].

Furthermore, a study by [8] highlighted the positive impact of digital archiving on administrative efficiency and the reduction of errors in document management. This research supports those findings by demonstrating that the digital archiving system in the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang Regency has helped improve the speed and accuracy of document access and reduce errors in document management.

However, the novelty of this research lies in its focus on the implementation of digital archiving at the regency level, which has been less explored in the literature. Most previous studies have focused more on implementation at the national level or in large organizations. This research provides new insights into how digital technology can be implemented in smaller-scale government agencies and the specific challenges faced in this context, such as resource limitations and the need for additional training.

Thus, this research not only reinforces the findings of previous studies but also provides valuable new contributions to understanding the implementation of digital archiving in the public sector, particularly at the local government level.

CONCLUSION

The research concludes that the implementation of a digital archiving system in the Finance Department of the Office of the Ministry of Religious Affairs of Sidenreng Rappang Regency has positively impacted administrative efficiency, particularly in terms of document access speed and accuracy, as well as reducing errors in document management. This aligns with previous studies that have demonstrated the potential of digital archiving to enhance efficiency and accuracy within public sector organizations. However, the study also identifies significant challenges, including a lack of training and technical support, which hinder the full realization of the system's benefits. Additionally, concerns about data security and the need for comprehensive approaches to change management and resource allocation are highlighted. The study's unique contribution lies in its focus on the regency level, providing new insights into the specific challenges and opportunities of implementing digital archiving in smaller-scale government agencies. Overall, while the digital archiving system has proven effective, its success depends on addressing the identified challenges through enhanced training, technical support, and robust data security measures.

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