

IMPLEMENTATION OF THE ARCHIVING SYSTEM AT THE HOUSING AND SETTLEMENT AREAS OFFICE (PERKIM) OF BANDA ACEH CITY

Oleh :

Zeri Pratama¹⁾, Ricky Ariansyah²⁾

^{1,2} Politeknik Kutaraja

¹email: jerrypratama071101@gmail.com

²email: ariansyahricky@yahoo.co.id

Informasi Artikel

Riwayat Artikel :

Submit, 31 Juli 2026

Revisi, 26 September 2026

Diterima, 29 September 2026

Publish, 30 September 2026

Kata Kunci :

Archiving System,
Implementation,
Records Management,
Public Administration.

ABSTRACT

Archival records management is a fundamental component of public administration because it preserves institutional memory, supports accountability, and enables the efficient retrieval of information. This qualitative descriptive study examines the implementation of the archiving system at the Regional Housing and Settlement Areas Office (PERKIM) of Banda Aceh City, with the aim of describing current archival practices, identifying the obstacles that hinder effective record-keeping, and examining the measures taken by the office to address these obstacles. Data were collected through library research, in-depth interviews, direct observation, and documentation study conducted from January to March 2026 at the General Affairs and Human Resources Subdivision of PERKIM Banda Aceh. The findings show that the archiving practices carried out by the office are generally consistent with established archival theory, covering the creation, storage, retrieval, transfer, and disposal of records in accordance with the applicable standard operating procedure; however, their implementation has not yet reached an optimal level of effectiveness. The main obstacles identified were the limited number of staff with formal archival or administrative education, the absence of a formal decree appointing a designated records officer, and inadequate storage facilities that constrain the development of a digital archiving system. As a result, records continued to accumulate and required ongoing improvement. The study concludes that PERKIM Banda Aceh needs to strengthen staff competency through archival training, formally appoint personnel responsible for records management, and improve its storage infrastructure to support a more effective and sustainable archiving system.

This is an open access article under the [CC BY-SA](#) license



Corresponding Author:

Nama: Ricky Ariansyah

Afiliasi: Politeknik Kutaraja

Email: ariansyahricky@yahoo.co.id

1. INTRODUCTION

Archival management cannot be separated from administrative practice, whether in government agencies, private organizations, or other institutional settings. Every institution carries out daily administrative activities that require the availability of information, so the records that are produced must be properly managed, maintained, and safeguarded in

terms of their completeness and authenticity. As institutions grow in scale and their activities become more complex, the volume of documents they generate tends to increase. In this position, records serve as evidence of organizational dynamics, function as institutional memory, support decision-making, and provide accountability for the existence of an institution. Effective information governance

requires records personnel to work across disciplines—particularly with information technology and legal units—so that information risk can be managed and records retain their evidentiary and legal value throughout their life cycle (Franks, 2021). Archives are also a vital management-control instrument for organizational transparency, and their handling should be embedded in organizational culture rather than treated merely as an administrative burden confined to a corner of the office (Amaliyah & Dimisyqiyan, 2025).

The Regional Housing and Settlement Areas Office (PERKIM) of Banda Aceh City is one of the government agencies selected as the focus of this study. This office handles government affairs in the field of housing and settlement areas, including supporting infrastructure and public facilities. Established under Qanun Aceh Number 13 of 2016 concerning the Formation and Structure of Aceh Government Apparatus (Pemerintah Aceh, 2016a), and further regulated by Gubernatorial Regulation Number 110 of 2016 concerning its position, organizational structure, duties, and functions (Pemerintah Aceh, 2016b), PERKIM Banda Aceh assists the Governor of Aceh in administering government affairs related to public housing, settlement areas, public infrastructure and utilities, and building and environmental arrangement (Dinas Perumahan Rakyat dan Kawasan Permukiman (PERKIM) Aceh, n.d.).

Preliminary observation at the General Affairs and Human Resources Subdivision of PERKIM Banda Aceh indicated that the archiving practices carried out have not yet reached an optimal level. This condition is related to the absence of a formal decree that explicitly designates a particular staff member as responsible for archival management. In addition, none of the staff handling records have an educational background relevant to archival science or administration; interviews revealed that personnel assigned to archival duties generally hold only a senior high school diploma in social studies. Storage facilities are also inadequate: a dedicated archive room has not yet been provided, so documents awaiting transfer to the records center are temporarily kept in a general storage room and arranged in cabinets to prevent them from being scattered or piling up on staff desks.

Recent studies on archival management in Indonesian government institutions point to similar patterns. Electronic records depend heavily on information technology infrastructure for their creation, storage, and accessibility, and must fulfill authenticity, reliability, integrity, and usability criteria before they can carry the same legal force as physical records (Nasir, 2025; Rahmaeisa & Kurniawan, 2025). Digital archive management further requires a strong authentication mechanism so that digitized records retain legal standing equivalent to paper-based archives (Dwiatmodjo, 2024). At the

operational level, the implementation of standard operating procedures for handling inactive dynamic records has been shown to influence how consistently retrieval, transfer, and disposal activities are carried out across institutions (Muhaimin et al., 2022), while the transition from conventional to digital archiving in local government offices continues to face structural obstacles—particularly limited human resource competency and facilities—as well as cultural obstacles related to staff readiness to adopt new systems (Wulandari & Susanto, 2024). Under Indonesian law, records also function as authentic and accountable evidence of government performance and must be managed accordingly (Republik Indonesia, 2009), while institutional guidelines emphasize that every organization should formally designate competent personnel to keep archival practice orderly (Sattar, 2022).

Although Regulation of the National Archives of the Republic of Indonesia (ANRI) Number 4 of 2025 mandates the standardization of archival facilities to transform static records into dynamic information resources (Arsip Nasional Republik Indonesia, 2025), the case of PERKIM Banda Aceh suggests that many technical agencies at the municipal level have not yet been able to meet this standard because of overlapping constraints in human resources and infrastructure. Based on this background, the researchers were interested in examining this issue and formulated it into a study entitled “Implementation of the Archiving System at the Housing and Settlement Areas Office (PERKIM) of Banda Aceh City”.

2. RESEARCH METHOD

This study employed a descriptive qualitative design intended to portray the archival practices carried out at the object of study as thoroughly and accurately as possible. The research was conducted at the Regional Housing and Settlement Areas Office (PERKIM) of Banda Aceh City, located at Jalan Imam Bonjol Number 1, Kampung Baru, Baiturrahman Subdistrict, Banda Aceh, from January to March 2026, with the General Affairs and Human Resources Subdivision as the object of the study.

Data were obtained from primary and secondary sources. Primary data were collected directly from the object under study through interviews and observation, while secondary data were derived from documents, institutional records, and library materials that support the interpretation of the primary data. In line with Sari and Asmendri (2020), library research was employed as a complementary technique by tracing books, journal articles, and other written sources relevant to archival management, which were then analyzed descriptively to strengthen the theoretical basis of the study.

Three data collection techniques were used. First, interviews were conducted face-to-face with the staff responsible for archival management to

explore the obstacles encountered in record-keeping and to obtain supporting data. Second, direct and structured field observation was carried out to examine the actual conditions and practices of archiving within the office. Third, documentation was used to complement the interview and observation data through the collection of relevant files, reports, and images. All data obtained were then analyzed and compiled systematically to draw conclusions regarding the implementation of the archiving system at PERKIM Banda Aceh.

3. RESULT AND DISCUSSION

Institutional Profile of PERKIM Banda Aceh

PERKIM Banda Aceh is the abbreviation for the Regional Housing and Settlement Areas Office of Banda Aceh City. The office was formally established in 2016 as part of the restructuring of Aceh's provincial government apparatus under Qanun Aceh Number 13 of 2016, with its position, structure, duties, and authority further regulated by Gubernatorial Regulation Number 110 of 2016 (Pemerintah Aceh, 2016a, 2016b). Before its establishment, the housing and settlement affairs handled by the office were still attached to another, broader-scoped agency. PERKIM Banda Aceh assists the Governor of Aceh in administering government affairs in four areas: public housing, settlement areas, public infrastructure and utilities, and building and environmental arrangement. Its vision is to support the realization of a peaceful and prosperous Aceh through government administration that upholds integrity, justice, and public service orientation, while its mission includes improving the availability and accessibility of habitable housing, revitalizing slum settlement areas, and developing infrastructure and environmental quality (Dinas Perumahan Rakyat dan Kawasan Permukiman (PERKIM) Aceh, n.d.). Beyond its core mandate, the office also carries out social responsibility programs, including the construction of habitable housing, community empowerment activities, sanitation management, clean water access, the development of green open spaces, and regular blood donation drives involving its employees.

Employee Composition

Table 1 presents the distribution of PERKIM Banda Aceh employees by gender.

Table 1. Distribution of Employees at PERKIM Banda Aceh by Gender

No.	Gender	Frequency	Percentage (%)
1	Male	35	57.4
2	Female	26	42.6
Total		61	100.0

Source: Primary Data, 2026

Table 1 shows that of the 61 employees at PERKIM Banda Aceh, the majority were male, comprising 35 employees (57.4%), while female employees numbered 26 (42.6%). This composition reflects the technical and infrastructure-oriented nature of the office's core mandate in housing

construction and public works, which tends to involve more male personnel, whereas administrative functions including archival and general affairs duties are more commonly carried out by female staff.

Archival Practices at PERKIM Banda Aceh

Archival activities at PERKIM Banda Aceh generally follow the full records cycle, from creation and use to storage, retrieval, transfer, and disposal, in line with the applicable standard operating procedure. Filing activity itself is fundamentally about arranging and organizing documents according to an established classification system so that every file can be grouped by category (Mulyadi, 2022). Physical documents are received, processed, and given follow-up action before being placed in the available storage. Because a dedicated archive room has not yet been provided, documents that are still active or pending transfer are kept temporarily in a general storage room and organized in cabinets, mainly to prevent them from being scattered or accumulating on employees' desks. Once a record's frequency of use declines over a certain period, the office proceeds with disposal through several methods depending on the volume and sensitivity of the documents, including burning for smaller volumes, periodic shredding using paper-destroying machines, and chemical destruction for documents requiring a higher level of security, despite the associated handling risks. Retrieval of documents follows the stages set out in the institution's standard operating procedure, although this process is not always fast because filing depends heavily on the staff's manual familiarity with the storage arrangement rather than on a structured retrieval index.

Obstacles to Archival Implementation

Fieldwork identified three main obstacles that hinder the effectiveness of archival implementation at PERKIM Banda Aceh. First, there is no formal decree that explicitly designates a staff member as the person responsible for archival management, so archival duties are carried out informally alongside other general affairs tasks. Second, none of the staff assigned to handle records have an educational background in archival science or administration; most hold only a general senior high school diploma, which limits their understanding of the value, function, and urgency of proper record-keeping. Third, storage facilities and supporting infrastructure remain inadequate, particularly the absence of a dedicated archive room, which in turn constrains the office's ability to develop a more structured digital archiving system.

Measures Taken to Address the Obstacles

Despite these constraints, PERKIM Banda Aceh continues to carry out its archival duties by relying on the SOP already established at the institutional level, particularly for retrieval and disposal activities. Staff placed available documents into cabinets as an interim measure to prevent files

from being scattered while more permanent facilities are being planned. These efforts indicate that although the office has not yet reached an optimal level of archival effectiveness, its personnel remain committed to maintaining order within the limits of the resources currently available.

DISCUSSION

The findings above indicate that the archival management practiced at PERKIM Banda Aceh is, in principle, consistent with the theoretical framework used in this study, yet its implementation has not reached the level of effectiveness expected. This is in line with the view that archives function as a vital management-control instrument for transparency and should be embedded in organizational culture rather than treated as a peripheral administrative task (Amaliyah & Dimisyqiyan, 2025). The records cycle applied at PERKIM Banda Aceh—covering creation, storage, retrieval, transfer, and disposal—already reflects the core stages emphasized in archival theory, and the office's continued reliance on its standard operating procedure for disposal activities is consistent with findings elsewhere showing that SOP implementation shapes how consistently retrieval, transfer, and disposal are carried out (Muhaimin et al., 2022). Even so, the persistence of document accumulation and the reliance on manual filing suggest that conformity to theory alone has not translated into full operational effectiveness.

The limited competency of archival personnel stands out as the most fundamental obstacle. Worker characteristics are among the key determinants of work effectiveness alongside organizational structure, technology, and management practices (Sedarmayanti, 2021), and the absence of staff with an archival or administrative educational background at PERKIM Banda Aceh corresponds closely to this pattern: without adequate training, personnel are less able to appreciate the value, function, and urgency of proper record-keeping. The researchers assume that this condition reflects a broader pattern found in many municipal-level technical agencies in Indonesia, where the functional position of archivist is rarely formally established outside dedicated archives and library services. This assumption is reinforced by institutional guidelines stating that archival management should be supported by the formal designation of competent personnel to keep implementation orderly and accountable (Sattar, 2022). Without such a formal decree, archival responsibility at PERKIM Banda Aceh remains an informal add-on to general affairs duties rather than a clearly owned function, which in turn weakens accountability for the outcomes of record-keeping.

The inadequacy of storage facilities is closely tied to the office's limited progress toward digital archiving. Electronic records are inherently dependent on information technology infrastructure for their creation, storage, and retrieval, and can only carry legal force equivalent to physical records once

they satisfy authenticity, reliability, integrity, and usability criteria (Nasir, 2025; Rahmaeisa & Kurniawan, 2025). Digital transformation in this field further requires a strong authentication mechanism so that digitized records retain the same legal standing as their paper counterparts (Dwiatmodjo, 2024). Because PERKIM Banda Aceh has not yet been able to provide a dedicated archive room, let alone the technological infrastructure needed for a proper electronic system, its records management remains overwhelmingly manual. This condition is consistent with recent findings that the shift from conventional to digital archiving in local government offices continues to be constrained by structural obstacles related to human resources and facilities, as well as cultural obstacles concerning staff readiness to adopt new systems (Wulandari & Susanto, 2024). It also points to a gap between national policy direction and field-level implementation: Regulation of the National Archives of the Republic of Indonesia (ANRI) Number 4 of 2025 calls for the standardization of archival facilities to transform static records into dynamic information resources (Arsip Nasional Republik Indonesia, 2025), yet PERKIM Banda Aceh, like many similarly sized technical agencies, has not yet been able to meet this standard.

From a legal standpoint, records management at PERKIM Banda Aceh also carries implications for institutional accountability. Under Indonesian law, records function as authentic and accountable evidence of government performance (Republik Indonesia, 2009), which means that the accumulation of undermanaged documents does not only create a practical filing burden but also a potential risk to the office's ability to demonstrate accountability when records are needed for audit, reporting, or legal purposes. The researchers assume that strengthening the three areas identified above—staff competency, formal designation of responsibility, and facility investment—will need to occur together rather than in isolation, since each obstacle reinforces the other: personnel without adequate training are less likely to advocate for better facilities, and the absence of a formal decree leaves no single party accountable for pursuing such improvements.

Taken together, these findings suggest that the archival management system at PERKIM Banda Aceh is built on a sound procedural foundation but requires deliberate reinforcement in human resources, institutional designation, and infrastructure before it can function as an effective, sustainable, and legally accountable records system.

4. CONCLUSION

Based on the results and discussion above, it can be concluded that the archival management practices at the Regional Housing and Settlement Areas Office (PERKIM) of Banda Aceh City are, in principle, consistent with established archival theory,

encompassing the creation, storage, retrieval, transfer, and disposal of records in accordance with the prevailing standard operating procedure. However, the implementation of these practices has not yet reached an optimal level of effectiveness. This condition is largely attributable to three interrelated obstacles: the limited number of personnel with formal archival or administrative education, the absence of a formal decree designating a responsible records officer, and the inadequacy of storage facilities and infrastructure, particularly for supporting the development of a digital archiving system that could accelerate document retrieval. As a result, records continue to accumulate, and the improvement of the archiving system remains an ongoing process. To address these challenges, PERKIM Banda Aceh needs to provide archival training for its staff, formally appoint personnel responsible for records management, and gradually improve its storage facilities and digital infrastructure so that the archiving system can be implemented more effectively and sustainably in support of the office's administrative accountability.

5. REFERENCES

- Amaliyah, & Dimisyqiyan, E. (2025). *Manajemen kearsipan*. Surabaya: Airlangga University Press.
- Arsip Nasional Republik Indonesia (ANRI). (2025). *Peraturan Kepala ANRI Nomor 4 Tahun 2025 tentang standarisasi sarana kearsipan*.
- Dinas Perumahan Rakyat dan Kawasan Permukiman (PERKIM) Aceh. (n.d.). *Profil dan visi misi*.
- Dwiatmodjo, B. S. (2024). *Pengelolaan arsip digital*. Yogyakarta: YPAD Penerbit.
- Franks, P. C. (Ed.). (2021). *The handbook of archival practice*. Lanham, MD: Rowman & Littlefield.
- Muhaimin, Y., et al. (2022). Implementasi standar operasional prosedur pelayanan arsip dinamis inaktif. *Information Science and Library*, 3(2), 95–103.
- Mulyadi. (2022). *Manajemen kearsipan*.
- Nasir. (2025). *Karakteristik utama arsip elektronik*. *Jurnal Kearsipan Modern*.
- Pemerintah Aceh. (2016a). *Qanun Aceh Nomor 13 Tahun 2016 tentang pembentukan dan susunan perangkat Aceh*.
- Pemerintah Aceh. (2016b). *Peraturan Gubernur Aceh Nomor 110 Tahun 2016 tentang kedudukan, susunan organisasi, tugas, dan fungsi serta tata kerja Dinas Perumahan Rakyat dan Kawasan Permukiman Aceh*.
- Rahmaeisa, & Kurniawan. (2025). *Digitalisasi dan born-digital records*.
- Republik Indonesia. (2009). *Undang-Undang Nomor 43 Tahun 2009 tentang kearsipan*.
- Sari, M., & Asmendri. (2020). *Penelitian kepustakaan (library research) dalam penelitian pendidikan IPA*. *Natural Science: Jurnal Penelitian Bidang IPA dan Pendidikan IPA*, 6(1), 41–53. <https://doi.org/10.15548/nsc.v6i1.1555>
- Sattar. (2022). *Buku pedoman penyelenggaraan kearsipan di perguruan tinggi*.
- Sedarmayanti. (2021). *Tata kerja dan produktivitas kerja: Suatu tinjauan dari aspek ergonomi atau kaitan antara manusia dengan lingkungan kerjanya*. Bandung: Mandar Maju.
- Wulandari, R., & Susanto, H. (2024). Transisi kearsipan konvensional menuju digital: Analisis hambatan struktural dan kultural. *Jurnal Kearsipan Nasional*, 4(2), 99–114.