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DIGITAL ARCHIVAL MANAGEMENT BASED ON THE INTEGRATED DYNAMIC ARCHIVING INFORMATION SYSTEM (SRIKANDI) APPLICATION AT THE RELIGIOUS TRAINING CENTER

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Abstract:
This study aims to understand the digital archival management based on the Integrated Dynamic Archiving Information System (SRIKANDI) application at the Religious Training Center of Palembang City, including the effectiveness and challenges encountered. A descriptive qualitative approach was employed with data collected through observations, interviews, and documentation. The findings indicate that the SRIKANDI application facilitates documentation and accelerates internal administration, but the limited capability of human resources to operate the application is a primary obstacle that requires addressing through training and competency improvement. This study provides a comprehensive overview of the implementation of archival digitization and strategic recommendations to support the success of digital archive management in the institution.

KATA KUNCI
Manajemen Kearsipan, Digitalisasi Arsip, Aplikasi SRIKANDI

Abstrak:
Penelitian ini bertujuan untuk memahami pengelolaan kearsipan digital berbasis aplikasi Sistem Informasi Kearsipan Dinamis Terintegrasi (SRIKANDI) di Balai Diklat Keagamaan Kota Palembang, termasuk efektivitas dan hambatan yang dihadapi. Pendekatan yang digunakan adalah kualitatif deskriptif dengan pengumpulan data melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa aplikasi SRIKANDI mempermudah dokumentasi dan mempercepat administrasi internal, namun keterbatasan kemampuan sumber daya manusia dalam mengoperasikan aplikasi menjadi kendala utama yang perlu diatasi melalui pelatihan dan peningkatan kompetensi. Penelitian ini memberikan gambaran komprehensif mengenai implementasi digitalisasi kearsipan serta rekomendasi strategis untuk mendukung keberhasilan pengelolaan arsip digital di institusi tersebut.

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INTRODUCTION

Management or administration is an absolute necessity to facilitate the achievement of organizational goals, involving the management of various resources such as facilities and infrastructure, time, human resources, and methods effectively, innovatively, creatively, solution-orientedly, and efficiently(Ayu Nani & Dina Safitri, 2021; Jr. & Patimo, 2021). Archiving is an important part of office work because archives serve as written information sources that must be available when needed. Without archives, administration cannot run optimally. The role of archivists is crucial in managing archives so that written documentation is stored properly and orderly, thus supporting the smooth operation.

According to Sularso Mulyono, archives are the placement of documents in storage arranged according to certain rules so that documents can be found easily and quickly when needed (Aji Wahyudin & M. Fahim Tharaba, 2024; Ramesh & Chakravarthy, 2021). Therefore, archives are information received and stored systematically for easy access. Archive management in institutions is very important because it relates to the documentation of various office activities, ranging from planning, analysis, policy development, decision making, reporting, to accountability and archive control.

Besides the physical aspect, archive management must also consider the structure, content, and context of the archives. Rapid development of information technology has greatly impacted archive management, requiring special knowledge in the field of archiving. Static archive management includes efficient and systematic processes starting from acquisition, processing, preservation, access, to services (Hidayat, 2023).

In the digital era, many processes including archiving are facilitated by digital systems. The internet and information technology have changed the ways of communication and information retrieval, making archives a critical issue in organizations. Digital archives facilitate quick and integrated document retrieval. This digital culture also supports the transition from conventional archive management to more efficient digital archives (Putra, 2021).

Before the society recognized paper, they used media such as animal skins, wood, and silk fabric for recording, which was less efficient and expensive. This is supported by verse 282 of Surah Al-Baqarah in the Qur'an, which teaches the importance of recording transactions in writing:

يَٰٓأَيُّهَا ٱلَّذِينَ ءَامَنُوٓاْ إِذَا تَدَايَنتُم بِدَيْنٍ إِلَىٰٓ أَجَلٖ مُّسَمّٗى فَٱكْتُبُوهُۚ وَلْيَكْتُب بَّيْنَكُمْ كَاتِبُۢ بِٱلْعَدْلِۚ وَلَا يَأْبَ كَاتِبٌ أَن يَكْتُبَ كَمَا عَلَّمَهُ ٱللَّهُۚ فَلْيَكْتُبْ وَلْيُمْلِلِ ٱلَّذِى عَلَيْهِ ٱلْحَقُّ وَلْيَتَّقِ ٱللَّهَ رَبَّهُۥ وَلَا يَبْخَسْ مِنْهُ شَيْـًٔا

"O you who have believed, when you contract a debt for a specified term, write it down. And let a scribe write [it] between you in justice. Let no scribe refuse to write as Allah has taught him. So let him write and let the one who has the obligation dictate..."

Innovation in government archiving, such as the Integrated Dynamic Archiving Information System (Srikandi) application launched on October 27, 2020, as part of the Indonesian Presidential Regulation No. 95 of 2018 concerning Electronic-Based Governance, shows efforts to digitize archives aimed at facilitating correspondence administration and improving the quality and accountability of digital archiving.

Observations at the Religious Training Center Palembang on August 2, 2023, reflect that although archiving management has used the digital Srikandi application system, there are still obstacles, especially in human resource capacity to operate this system optimally.

RESEARCH METHODS

This research is a qualitative study with a descriptive approach. The qualitative method was chosen because it allows the researcher to directly interact with subjects and informants, thus obtaining more complete and clear data. The descriptive approach is used

to describe and analyze phenomena, social activities, attitudes, various events, ideas, and perceptions related to the management of digital archiving based on the SRIKANDI application at the Religious Training Center in Palembang. This research was conducted in April 2025 after obtaining official research permission. The research location was the Religious Training Center Palembang, located at Demang Lebar Daun Street No. 4436, Ilir Barat I District, Palembang City, South Sumatra. During the research period, the researcher focused on collecting and analyzing data findings as well as compiling the research results in depth.

Because qualitative research relies on the researcher as the main instrument, the preparation and validation of the researcher's ability is very important. The researcher is responsible for determining the focus, selecting informants, collecting data through observation, interviews, and documentation, as well as analyzing and interpreting data until conclusions are reached. In addition, the researcher can also develop simple research instruments to complement and compare data obtained from observations and interviews.

The research informants consist of two groups: key informants and supporting informants. Key informants are those who understand and know the main issues, such as the Head of the Administration Subdivision at the Religious Training Center Palembang. Supporting informants are staff and archivists who provide additional information to complement the analysis.

The main data collection techniques include observation, in-depth interviews, and documentation. Observation is carried out directly to obtain a real picture of digital archiving management based on the SRIKANDI application at the Religious Training Center Palembang. Semi-structured interviews are used to obtain detailed information from the Head of the Administration Subdivision, staff, and archivists regarding the stages of archiving management and the inhibiting factors. Interview questions are systematically prepared so that the answers obtained are directed and relevant to the research focus. Documentation involves collecting and analyzing various existing archives and documents, both written and electronic, to gain a comprehensive picture of the system, policies, and procedures for managing digital archives at the center.

Through this comprehensive research method, the study is expected to provide a complete and valid understanding of the effectiveness and obstacles of digital archiving management using the SRIKANDI application at the Religious Training Center Palembang City.

RESULTS AND DISCUSSION

Archival Management at the Religious Training Center of Palembang City

The Religious Training Center of Palembang is one of 13 Religious Training Centers in Indonesia tasked with organizing education and training for administrative staff as well as technical educational and religious personnel located in Palembang City (Pane, 2023). The Palembang Religious Training Center is a technical implementation unit under the Ministry of Religious Affairs that plays a strategic role in conducting training and human resource development in the Palembang area and its surroundings. Archival management at this institution holds a vital role in supporting smooth administration, internal coordination, and public service. The archives managed include various types of documents such as

correspondence, activity reports, training materials, and other supporting documents that must be stored systematically and structurally according to the standards set by the National Archives of the Republic of Indonesia (ANRI).

Initially, archival management at the Religious Training Center was conducted manually, involving the distribution and physical storage of documents directly. However, along with technological advances and bureaucratic reform demands, the Training Center began aligning with the Regional Office of the Ministry of Religious Affairs' policy to implement archiving digitalization through the use of the SRIKANDI application. This application was trialed in mid-2023 and implemented effectively since 2024. With the SRIKANDI application, the management of incoming and outgoing mail became more organized, well documented, and sped up internal administrative processes.

In practice, the SRIKANDI application provides two main modules, namely incoming mail management and outgoing mail. Incoming mail is differentiated into two categories: internal mail from government agencies which can be input directly in real-time into the application, and external mail which usually arrives physically and must be scanned before being uploaded to the system. The system is equipped with strict security mechanisms, so access to the application is limited only to certain personnel with official credentials, such as National Administrators, Agency Administrators, Archival Units, Administrative Staff, and Structural Officials. Access can be made via computer or mobile devices using common browsers at the official address https://srikandi.arsip.go.id/login.

The existence of standard official correspondence procedures at the Religious Training Center ensures that administrative communication is uniform and professional. Standardization in drafting official letters helps prevent misinterpretation, facilitates archiving, and strengthens institutional accountability. Furthermore, the implementation of systematic archival classification enables faster and more accurate document tracking, supporting decision-making, internal audits, and performance evaluations. Archival classification also serves as a basis for determining retention periods and the destruction of archives in accordance with national policies.

More broadly, the digitalization of archives through the SRIKANDI application is part of the digital transformation being promoted by the Ministry of Religious Affairs as an effort to support the Bureaucratic Reform program and Integrity Zone. The Religious Training Center actively conducts technical guidance training for archivists to enhance capacity and competence in managing digital archives according to national standards. This approach not only improves efficiency and administrative effectiveness but also strengthens professionalism and transparency in archival management.

Thus, the archival management at the Religious Training Center of Palembang City shows significant progress from manual to digital systems, supported by policy, technology, and competent human resources. This is expected to contribute greatly to supporting smooth operations and achieving the overall vision and mission of the institution.

Impact of Using the SRIKANDI-Based Archival Application at the Religious Training Center of Palembang City

Relative Advantage

Relative advantage means that the presence of an innovation must have values and

advantages over previous innovations. (Harun, 2022) The use of the SRIKANDI application provides significant advantages compared to the previously applied manual archival system. These advantages are seen from many aspects, including:

1) Time efficiency in mail administration and archiving processes due to the integrated system allowing quick document searches within seconds versus the longer time required in manual systems.
2) Increased productivity due to reduced repetitive administrative work and potential human errors.
3) Better archive security with audit trail features that record every document activity, minimizing the risk of archive loss or damage.
4) Cost savings, especially related to reduced paper usage and physical storage space. For example, the Subsection Head of General Affairs stated that since the use of SRIKANDI, the processing time for incoming and outgoing mail has been shortened by up to 50%. This greatly assists in the smooth daily operations at the Training Center.

Compatibility

Compatibility refers to how much an innovation is perceived as consistent with existing values, needs, and past experiences of potential adopters. (Rahab, 2009) The SRIKANDI application system is very compatible with the organization's needs and work culture at the Religious Training Center. This is influenced by:

1) Integrated procedures following national archival standards and official letter protocols, making it easy to align with existing workflows without requiring drastic changes.
2) Device flexibility allowing it to run on standard office computers without the need to upgrade expensive hardware.
3) The values and norms of civil servants emphasizing transparency, accountability, and excellent service, to which SRIKANDI directly contributes. Archival staff observations show that this application has already become part of daily routines without causing conflicts with traditional work procedures or culture.

Complexity

Complexity relates to how complicated an innovation is to understand and use by adopters. (Saputri, 2024) Although the application interface is designed to be user-friendly, there were technical and non-technical challenges in the early implementation phase, such as:

1) Some employees unfamiliar with technology had difficulty navigating the application and its complex features, such as access control settings and archival category management.
2) Learning processes requiring time and intensive mentoring by trainers, including face-to-face training and the use of digital guidance modules.
3) Additional challenges due to reliance on sometimes unstable internet connections, which occasionally disrupted application operations. However, consistent training and technical guidance enabled most users to overcome these difficulties, so that within 3-6 months after full implementation, the application ran smoothly without significant obstacles.

Trialability

Trialability is the innovation process focused on field testing or product trial. (et al., 2025; Tumanggor et al., 2025) The phased rollout approach and trial period greatly helped introduce SRIKANDI to employees. Trial facilities included:

1) Training sessions on main features for small employee groups before the application was widely deployed.
2) Functionality tests in simulated work environments resembling actual operational conditions.
3) Collecting feedback from early users for improvements and adjustments according to the specific needs of the Training Center. This trial facility increased employee confidence in operating the application and provided space to identify and resolve technical issues early.

Observability

The benefits of using the SRIKANDI application can be easily observed by all staff at the Training Center through indicators such as:

1) Accelerated administrative processes visible daily, with incoming and outgoing mail processed faster and recorded neatly.
2) Reduced complaints and archive losses that were frequent in the manual system.
3) Increased transparency and accountability in archive management that can be tracked by management through digital reports and audit trails.
4) Employee enthusiasm for technology use that aids their work, which also encourages digital adoption in other areas as part of bureaucratic reform. This success serves as an example that inspires and supports the implementation of digital systems in other work units within the Ministry of Religious Affairs office in Palembang City.

How to Overcome Human Problems that Hinder Archival Management Using the SRIKANDI-Based Application at the Religious Training Center of Palembang City

The digital archival management using the SRIKANDI application at the Religious Training Center of Palembang City faces several main challenges stemming from human problems.(Jayanti et al., 2023; Kholis et al., 2021; Marlina et al., 2025) These obstacles include limitations in human resources (HR) concerning technology mastery, technical issues such as network disruptions, and low employee awareness of the importance of archive digitization. HR with adequate skills and competencies is a key factor in the successful implementation of this application. Therefore, the Training Center places an important focus on training and user capability development through intensive and continuous training sessions that not only equip employees with theoretical knowledge but also provide direct practice opportunities so that they can confidently and competently operate the application. Nonetheless, not all employees can immediately adapt to new technology, so mentoring and assistance by more skilled employees are necessary so that employees initially unfamiliar with the application can learn gradually in a supportive environment, which also strengthens interaction and collaboration among cross-generation employees.

Besides the HR factor, technical aspects also become significant barriers. Because SRIKANDI is a cloud-based application, successful access and operation of the application

greatly depend on the quality of a stable internet network and adequate hardware. Network disruptions, especially during simultaneous high user loads, can cause delays in access and application dysfunctions, thereby reducing productivity. To address this issue, the Training Center conducts gradual infrastructure improvements, both in terms of computer hardware and internet network strengthening, to ensure smooth daily operations for users. This infrastructure effort is complemented by providing routine data backup services and responsive technical support to maintain archive security while ensuring users do not encounter technical difficulties that hinder their work.(Rasimin et al., 2024)

Besides competence and technical aspects, employee culture and attitude are also critical points in the use of this digital-based archival application. Some employees still tend to be comfortable using manual systems and have not realized that archive digitization can bring much higher efficiency and accuracy. Therefore, the Training Center conducts broad and continuous socialization to raise awareness and build a work culture that is open to digital innovation, instilling a sense of responsibility in optimizing the use of this digital system. With consistent socialization and policy support encouraging discipline in using the SRIKANDI application, behavioral change and employee adaptation can be realized gradually and sustainably(Al-Kautsar Maktub et al., 2025; Noor et al., 2023).

Overall, the Training Center prepares a long-term strategy that not only focuses on addressing technical problems and improving HR competencies but also prioritizes continuous evaluation and development of adaptive policies to technological changes and organizational needs, so that the SRIKANDI application remains relevant and continues to contribute significantly to enhancing effective, efficient, and transparent administrative and archival management services at the Religious Training Center of Palembang City.

CONCLUSION

Management or administration is an absolute necessity to facilitate the achievement of organizational goals by managing various resources effectively, innovatively, creatively, solution-orientedly, and efficiently, including facilities, infrastructure, time, human resources, and methods used. Archiving, as an important part of office administration, plays a major role because archives are sources of information that must be available and easily accessible when needed to support smooth operations. Good archive management not only concerns the physical aspects of arrangement and storage but also the structure, content, and context of the archives, especially in the current digital era. Along with the development of information technology, archive management has transformed from manual systems to digital systems, enabling faster and more effective document searching and management.

The Religious Training Center of Palembang City, as a technical implementation unit under the Ministry of Religious Affairs, has a strategic function in training and developing human resources in the surrounding region. Archive management for correspondence, reports, training materials, and other supporting documents is conducted systematically according to national standards and has shifted from manual systems to a digital application called SRIKANDI since mid-2023, which started being effectively used in 2024. This application facilitates documentation of incoming and outgoing mail and accelerates internal administration processes. However, the main obstacle is the limited ability of human

resources to optimally operate the application, thus requiring training and competency improvement so that the utilization of archival digitization can run smoothly and efficiently.

This research was conducted using a descriptive qualitative approach in April 2025, aimed at in-depth understanding of how digital archival management using the SRIKANDI application is carried out, including its effectiveness and obstacles faced based on the experiences and perceptions of its users. Data was collected through direct observation of the archival management process, interviews with officials and staff responsible for managing archives, as well as physical and electronic documentation related to the application's implementation. Data analysis was systematically carried out using simple instruments developed by the researcher to ensure the validity and depth of the results. With this approach, the research can comprehensively describe how the digital archival implementation proceeds, the main obstacles that arise, and the necessary steps to overcome these barriers in support of the success of digital archival management at the Training Center.

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