



## RAISING AWARENESS OF VILLAGE ARCHIVES ORDERLY THROUGH RECORD MANAGEMENT ASSISTANCE PROGRAM BASED ON SIMULATION VIDEO

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### ABSTRACT

*Tujuan dari kegiatan pengabdian kepada masyarakat ini adalah untuk meningkatkan pengetahuan aparatur desa dan meningkatkan kesadaran akan pentingnya tertib arsip di Desa Kenteng. Upaya meningkatkan keterampilan dan kesadaran aparat desa dalam mengelola arsip sesuai kaidah yang berlaku dilakukan melalui pendampingan teknis penataan arsip sesuai kaidah kearsipan di lingkungan pemerintahan. Hasil dari kegiatan masyarakat ini menunjukkan partisipasi peserta sangat tinggi dalam kegiatan webinar record management. Kegiatan webinar berkaitan dengan teknik penataan arsip. Kegiatan webinar dimaksudkan sebagai pengganti kegiatan sosialisasi secara langsung, karena masa pandemi COVID-19 mengharuskan segala bentuk kegiatan tatap muka dikurangi. Untuk itu, kegiatan pengabdian dilakukan dengan acara webinar. Setelah diberikan webinar, dilanjutkan dengan pendampingan teknis kearsipan dengan cara simulation video di lapangan tentang penataan kembali arsip sesuai klasifikasi yang ada, dengan tujuan agar aparatur desa tertib akan arsip. Selain itu, arsip yang dibutuhkan dapat mudah ditemukan kembali. Evaluasi kegiatan webinar dan pendampingan penataan arsip ini menunjukkan bahwa seluruh aparatur desa menunjukkan peningkatan dalam kemampuan dan kesadaran terhadap tertib arsip desa.*

The purpose of this community service activity is to increase the knowledge of village apparatus and raise awareness of the importance of orderly archives in Kenteng Village. Efforts to improve the skills and awareness of village officials in managing archives in accordance with applicable rules are carried out through technical assistance in the arrangement of archives in accordance with archival rules in the government environment. The results of this community activity showed very high participation of participants in record management webinar activities. Webinar activities related to archival structuring techniques. Webinar activities are intended as a substitute for direct socialization activities, as the COVID-19 pandemic requires all forms of face-to-face activities to be reduced. Therefore, devotional activities are carried out with webinar events. After being given a webinar, followed by archival technical assistance by means of simulation video in the field about the rearranging of archives according to existing classifications, with the aim of orderly village apparatus will archive. In addition, the required archives can be easily rediscovered. Evaluation of webinar activities and assistance in the arrangement of this archive shows that all village apparatus shows improvement in the ability and awareness of the orderly village archives.

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## INTRODUCTION

The National Movement for Orderly Archives (GNSTA) is a movement spearheaded by the National Archives of the Republic of Indonesia (ANRI) as a planned and massive effort to build public awareness about archival order. This movement is inseparable from the importance of managing archives reviewed from the value of the archive itself. Low awareness of institutions and institutions in the management of archives causes increasingly complex archival problems (Mahmudah & Rahmi, 2016; Fortune, 2013; Suhana & Sularto, 2014). The results of an archives audit conducted by ANRI in 2016, showed that there were only two state institutions and two provincial governments of good value, the rest were of considerable value and bad value. Whereas archives have a very important role as an information center and as a basis in decision making (Amsyah, 2005; Barthos, 2007). In addition, the archive also serves as a means of accountability of an institution (Fathurrahman, 2018). Accountability of an institution or government can be seen from the archive evidence produced or owned by the institution (Oktarina, 2017). Thus, the existence of archives is crucial as a spear of the progress of an institution or institution.

The village government is one of the institutions tasked with managing a particular region and conducting administrative activities (Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 47 of 2016 on Village Government Administration). Village administration activities certainly produce a variety of archives. Types of archives produced in the form of inactive archives and dynamic archives related to the implementation of village government, village regulations, population letters, and accountability reports.

Kenteng Village is located in Bandung District and includes Semarang regency, which has been carrying out web-based administration services. Web-based services are considered more effective and easy to use by the community in obtaining information and taking care of village administration needs. This is because people no longer need to come to the village office to get administrative services but only use internet access. The use of web technology in administrative services in Kenteng Village made the village achieved top 10 achievements in an orderly archive competition organized by the district government.

Although Kenteng Village has been awarded as an orderly archive village, the village is still experiencing some obstacles in handling archives as there are still obstacles in finding archives. This is due to the vagueness of SOP handling of archives. In fact, the management of archives has an effect on the provision of village administration services. In connection with

this, village fund programs sourced from the State Budget and APBD with a nominal value should not be supported by clear and valid administrative evidence with one of them evidenced by the existence of archives.

Supported by observations by the service team, it is known that the management of archives in Kenteng Village is still not done properly. The arrangement of the archives still uses roughing facilities. Whereas the village has done the procurement of filing cabinet facilities that are expected to be used as a means of storing archives ideally. However, in fact, the cabinets are not used because the village does not have procedures for handling archives related to the utilization of archival facilities. This resulted in the village only arranging the archives on tables and file boxes without using the archive structuring system in accordance with government procedures. In addition, the constraints of limited human resources (HR) led to the implementation of village archive management must be handled by officers who double as archivist. This condition is certainly not ideal considering that the archive officer should be the special officer who handles the archives. Thus, the village needs special officer's archives, supporting infrastructure, and a clear SOP in order to realize the orderly administration and orderly archives. If the handling of the archive is carried out properly, then important documents containing information will be able to be used as evidence of liability, and when the document or information is needed, it is easy to find.

The result of the interview with Ibu Subiyati (Kenteng Village device) stated that the difficulty in arranging the archives was due to limited knowledge and skills in organizing the archives. In addition, the educational background of the archive officer is not in accordance with the job description so that the management of the archive is experiencing obstacles that cause difficulties in obtaining information quickly and precisely. In addition, problems in the management of archives in Kenteng Village are related to the schedule of archive rents where until now the village has never depreciated the archives. This is due to ignorance of the procedures and procedures of the destruction of archives. Thus, the condition of managing the archive is only stacked and stored in the warehouse.

Departing from the above problems, the purpose of this community service activity is assistance in structuring village archives in accordance with applicable procedures and regulations. In addition, this community service activity also aims to realize the National Movement for Orderly Aware archives in the implementation of village government. In connection with the COVID-19 pandemic, the service team reorganization of archives through online media in the form of webinar activities via ZOOM meeting.

Meanwhile, mentoring activities are carried out in a virtual way both directly and indirectly. Virtual is directly implemented through video calls, and virtual is not directly done by providing a simulated video of archival arrangement. Thus, this activity is expected to help and improve the skills of village officials in managing and organizing archives in accordance with applicable procedures and regulations.

## LITERATURE REVIEW

### *Understanding Letters*

According to Lamuddin Finoza, "A letter is written information that can be used as a stationery made with certain requirements that specifically apply to correspondence" (Rahardi & Kunjana, 2009). Similarly, Barthos (2007) "Letter is a written communication tool that comes from one party and is addressed to the other party to deliver the news."

According to Silmi (2006) the letter functions as follows:

1. Means of communication, in accordance with its function, letters are an economical, effective, and practical means of communication.
2. Representative, the letter becomes a representative of the author of the letter carrying the message, mission or information to be conveyed to the recipient.
3. Evidence, considering the letter is a means of communication in writing, then the letter can be used as evidence that has the force of law.
4. Data source, mail can be a data source that can be used for information or information instructions to follow up.
5. Reminder material, letter reminding a person in his activities or activities in the past that he can use to do further activities for him.
6. Guarantees, letters can make a guarantee letter, such as security guarantees on road letters, guarantees of dependents on mortgages and so on.
7. Binding equipment, letters can be used to bind between two parties with the force of law, such as in a contract letter.
8. Promotional tools, it is inevitable that the letter, especially on the head of the letter containing the logo, can be a promotional tool for the bureau, office or company sending the letter to the recipient or anyone who reads the letter.
9. Tools for savers, letters can save, both time, effort and also cost, because a piece of mail has been able to represent the arrival of a letter maker in real time.

Each office will certainly follow a certain procedure to monitor the traffic of incoming and outgoing mail. This procedure is called the procedure of

recording and distributing letters. According to Amsyah (2005), there are 3 commonly used procedures, namely:

#### 1. Agenda Book

The pages of this book contain columns of information (data) from the letters recorded. The agenda book is also used as a tool to search for letters stored in files. Although the agenda book does not list a file number, this book is often used for the first reference looking for letters, especially instructions on the date the letter was received or the letter number, and others.

#### 2. Expedition Book

Expedition books are used as proof of receipt, delivery, or distribution of letters or goods. The data recorded here is less than the agenda book, namely the order number, the purpose of the letter, the contents of the letter, and the recipient's paraf. Each work unit usually has an expedition book.

In the procedure of recording and distributing letters using Control-Card, incoming letters are classified into important letters, regular letters, and confidential letters. Important letters are recorded and controlled by Full-Card, regular mailing sheets with regular mailing sheets, and secret letters with secret mailing sheets. The use of Full-Card on the recording and control of letters is actually in lieu of the Agenda Book and Expedition Book.

In addition to the recording and control of letters with agenda book procedures and Control Card procedures, there is still 1 more, namely the Procedure of Manuscripts that is commonly abbreviated as Takah. The script aims to facilitate the presentation, processing, supervision, and re-search of certain aspects of an issue gathered in Takah. It can easily be said that Takah is a folder-clasp (snelheckter-map) containing letters to be circulated to processors authorized to process the letter.

In the handling of correspondence required facilities / equipment to support the smooth management of letters. According to Endang, Natalia, Hidayati, Mulyani, & Suyetty (2009) in handling the letter, there are several equipment that must be provided as follows:

1. Mail Tray. This tool is useful as a place for existing mail files. This mail tray can be useful for distinguishing different types of files according to their needs, such as outgoing mail trays, incoming mail trays, and snooze mail trays. Mail trays are placed on the desk of the office administration staff or secretary and the leadership desk is easy to reach.
2. Secretaries Desk File. Secretaries Desk File is a collection of folders with a code type of work classification according to the group of files handled. The group of files, among others to be correct (to be corrected), to be signed, to be send, urgent, important, and just info (for information).

3. Office Stationery. Office stationery include ballpoint pens, pencils, rulers, note paper, staplers, and paperclips.
4. Paper and Envelopes. Letterhead paper or plain paper and envelope share size.
5. Mail Opener Tool. Letter openers can be manual tools such as letter opener knives, or electrical devices such as letter openers.
6. Stamp. Receipt date stamp (agenda stamp) and company stamp.
7. Ingoing Mail and Outgoing Mail Agenda Book. The agenda book is used to record incoming or outgoing mail data. The agenda book must be provided if the handling of the letter using the agenda book system. The agenda book can be used for recording letters for several years. Here are some functions of the agenda book:
  - a. As a means of book entry and exit of letters.
  - b. To find out the number of incoming and outgoing letters within a certain period of time.
  - c. To find out the numbering of outgoing letters.
  - d. To assist in conducting mail searches.

There are two kinds of agenda books that are used to record incoming and outgoing letters, namely paired agenda books and single agenda books. In paired agenda books, incoming and outgoing letters are recorded in different books. Incoming mail is recorded in the entry letter agenda book, and outgoing mail is recorded in the outgoing mail book (verbal). While in a single agenda book, incoming and outgoing letters are recorded on one agenda book.

8. Control Card, Ordinary Letter Cover Sheet, and Secret Letter Cover Sheet. This equipment must be provided if handling mail using a control card system. This equipment is used to record incoming and outgoing mail.
  - a. Control card. The control card measures 10 cm x 15 cm, consists of 3 sheets. It is usually printed using carbon coffee. Control cards are used to record incoming and outgoing mail that are important.
  - b. Regular mailing sheet. A regular mailing sheet is a sheet used to record incoming and outgoing mail letters that are ordinary in nature.
  - c. Secret mail cover sheet. Secret mail cover sheet is a sheet used to record incoming letters and letters that are confidential.
9. Expedition Book and Receipt Form. Expedition books are used in the handling of centralized pattern letters agenda book system and combined pattern of centralization and decentralization. Expedition book is proof of receipt of letters in the form of half folio, usually used by government agencies. Expedition book there are two types, namely:

- a. Book internal expeditions. Internal expedition book is a book used to record the delivery / delivery / distribution of letters made / delivered to people / parties in the company or organization
- b. Exotherapion expedition book. Ekstern expedition book is a book used to record the delivery / delivery / distribution of letters to people / parties outside the company or organization.

In the handling of letters, the decentralized pattern of the expedition book is not used, but uses the receipt form as proof of receipt of the letter. A sheet-shaped receipt form, usually used by a private company by affixing it in front of a mailing envelope sent. After the letter is received by the intended party, the receipt form is then filled out and sent back to the company.

10. Disposition Sheet. A disposition sheet is a field sheet to record instructions from the leadership relating to the follow-up process of the letter received. The person appointed by the chairman must follow up the letter in question and handle the letter based on the instructions of the chairman. This disposition sheet is used in a centralized pattern, on a decentralized pattern of disposition written directly on its letter.
11. Letter Concept Sheet. The draft sheet of the letter is used to write the concept letter. The goal is to have uniformity in the concept of letters. In addition to being neater, it also makes it easier to make the concept of letters and prevent the presence of information left behind. The use of the letter concept sheet can also clarify the responsibility in the creation of letters.

### **Mail Management**

The process of managing incoming mail in the opinion of Barthos (2007) is as follows:

1. Mail sorting. The first task to do is to sort the letters for the leadership based on or important letters, mostly in the form of government official letters, official letters from the company, and official letters from individuals all separated from less important letters.
2. Next sorting. Letters that are stacked after being sorted for the important, then should still separate them according to some kind of group.
3. Cover opening. Mail out of cover.
4. Research letter. Letters that have been opened one by one are examined to ascertain whether the signs or characteristics of the letter are the same as those on the cover.
5. Mail reading. After research on the letter, then the letters are read to, in addition to knowing the

contents determine any important letters and any ordinary letters (less important). It is also to separate which letters are necessary/must be delivered directly to the leadership, and which letters can be delivered directly to the official/processing units referred to by the letter, or in accordance with the problem referred to by the letter.

6. Submission of letters.
7. Mail logging. The recording of letters can be done in accordance with the decisions of each office, among others as follows:
  - a. Control card.
  - b. The agenda book.
  - c. Agenda helper book.
  - d. Information recorded in the control card or agenda book
8. Final mail handling steps. Letters that are still being processed follow-up, or that have been done follow-up, but have not been considered complete so that at any time in the near future, as long as it is stored (file) by the processing unit that works or responsible for the follow-up of the letter concerned.

Management of exit letters in Mulyono's opinion (2011) is as follows:

1. The head of the processor creates his own concept and then submits it to the executor. If the exit letter is based on the previous archive, then the head of the processor makes a disposition and is handed over to the executor of the processor.
2. The executor of the processing conceptualizes the letter based on the content of the disposition of the chief executive and is forwarded to the administration
3. Processing administration after completion of making the letter and has been corrected, subsequently, submitted to the leadership.
4. Letters that are ready (already signed) through the processing administration are submitted to the registrar for further processing.
5. The registrar receives a letter from the processing administration that doubles as needed (can be 2 or three or more) recorded using a control card (duplicate 3) or with an introductory sheet (duplicate 2).

From the registrar section it is forwarded to the sender section to be delivered to the intended address. If

there is a duplicate or tripikat to be reported to another unit, then the duplicate or tripikat is forwarded to the sender along with the original letter to be delivered. The stay or archive is sent to the filekeeper through a processing administration. The control card, the original remains in the registrar section, duplicates are submitted to the filekeeper, and the tripikat is left in the administration as proof of processing the letter in question has been completed.

## METHODS

This activity is carried out with a community development approach by implementing several stages as in chart 1.

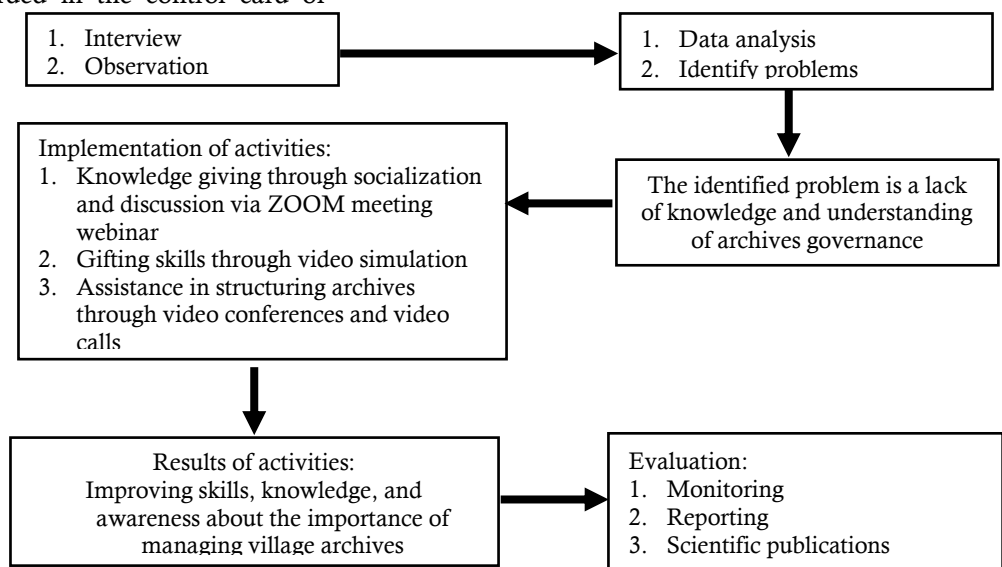


Chart 1. Stages of implementation of community service activities

### Stage of Problem Identification and Planning

This stage is carried out with interviews with partners. In-depth interviews are data collection techniques for finding problems and knowing things in a way that is sourced from direct informants (Gelling, 2015). Therefore, the use of in-depth interviews aims to find out the problems in depth and detail. The interview was conducted by one of the village officials, Ibu Subiyati. This activity was carried out by all team members consisting of Ismiyati, S.Pd., M.Pd., Hengky Pramusinto, S.Pd., M.Pd., and Drs. Marimin, M.Pd. and assisted by a team of students. This planning process requires the active role of partners in conveying the needs and problems faced. In addition to interviews to explore partner issues, we also conduct program planning activities resulting from the formulation of problems that are processed together with partners. Technically, the service team coordinates with partners to formulate the agenda of mentoring activities, ranging from the background of the problem, the objectives of

the activities, the targets to be achieved to the assistance carried out.

After coordinating with partners, the service team prepares for the implementation of activities with licensing. Licensing is by visiting the location where the activities will be carried out to ask permission to the Head of Kenteng Village, Bandungan District, Semarang Regency to carry out activities. After obtaining approval, the team made proposals for community service activities, then coordinated with LP2M Semarang State University. Furthermore, the plan and schedule of activities are prepared and carried out the division of work tasks of team members.

### *Stages of program implementation*

In the implementation stage of this mentoring activity consists of several program activities, among others: (1) the provision of knowledge through socialization and discussion via ZOOM meeting containing the arrangement of village archives in accordance with the rules and procedures in the government environment. The provision of materials was delivered by the speaker or speaker, Eleonora Windasari Dianingsih. After the knowledge giving, followed by a discussion session; (2) the provision of skills through video simulation; (3) assistance in structuring village archives through video conference and video call. These stages were carried out to assist in



**Figure 1. Interviews with partners (left) and field observations (right)**

the reorganization of village archives to support GNSTA.

### *Evaluation and reporting phase*

The last stage of activity is the evaluation stage by asking participants to fill in the questionnaire that is given at the end of the activity, as a benchmark to find out the satisfaction and how much benefit the community service activities achieve for participants. Several indicators of achieving the objectives of this activity are the implementation of the entire plan of a series of community service activities carried out 100%; this activity was attended by 90% of the participants of the total; content or content sanga material in accordance with the expectations of participants of 92%; and participants' responses to the delivery of material by resource persons amounted to 94% with a category very

satisfying participants, this is because the material is easy to understand.

### *Partner participation in the implementation of the program*

Partners in this activity are all devices or officials of Kenteng village and representatives of Office Administration Education students. The participants are then fully guided to apply the reorganization of the archive as recommended. Through community service activities, participants are expected to share knowledge and skills so as to increase awareness of village archives.

## **RESULTS AND DISCUSSIONS**

### *The results of the problem identification and planning stages*

The beginning of the activities conducted before the socialization and pre-implementation discussion is to conduct in-depth interviews. Interviews are conducted to produce useful information to determine the topic of socialization and discussion so as not to get out of the topic of problems faced. In addition to conducting interviews, the service team also conducted field observations to support the results of interviews (Olsen, 2014). Based on the above activities, the service team found problems that match those experienced by partners. The main problem obtained is the difficulty in the arrangement of archives due to limited knowledge and skills in organizing archives.

### *Stages of program implementation*

In the implementation stage of this program begins with focus group discussion (FGD) with partner's side by side in the form of sharing the initial findings of concept and mapping of problems faced by partners through in-depth interviews and field observations (Waluyo, Yuliati, & Triwanto, 2016). Therefore, the material presented in the socialization through webinars is in accordance with the conditions experienced by the partners.

Based on these problems, the next stage is a webinar on archival arrangement so as to increase the knowledge and understanding of village officials. Activities that have been mutually agreed are as follows:

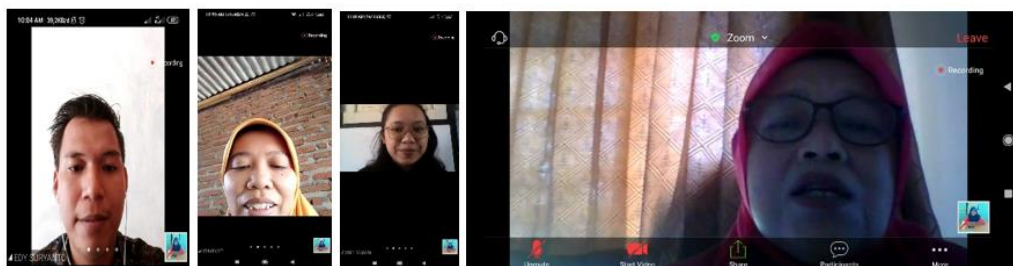
- a. *Providing materials through socialization webinars and discussions via ZOOM meeting*

Webinar activities include socialization activities and discussions conducted jointly between partners and community service teams. This activity was about the delivery of material by the resource person, Mrs. Eleonora Windasari Dianingsih (practitioner of village archives). The webinar event discussing archival governance to support the National Movement for Orderly Archives (GNSTA) was attended by 21 people. These participants are all village officials and student representatives of the Office Administration Education Study Program. All participants participated in this webinar in the hope of knowing and understanding archival governance and can apply archival governance management in order to improve village administration order and improve awareness of archival order. Participants were very enthusiastic during this webinar activity. Enthusiastic participants can be seen at the time of activeness of participants in asking and sharing about archives governance in the governance environment.



**Figure 2. The speakers delivered material on archives governance (left) and enthusiastic participants at the beginning and end of the activity (right)**

Figure 2 shows the material giving activities by resource persons and enthusiastic participants in participating in webinar activities until completion. The submission of the material lasted for approximately 120 minutes and at the end of the session, speakers gave the participants the opportunity to ask questions related to the material that had been submitted (discussion session). There are four questions from all webinar participants regarding the content of the material. After answering questions from participants, the presenter conducts an evaluation of the material and the delivery of the material by the instructor that has been submitted by giving questions and providing opportunities for participants to answer the question. Later, the webinar was closed with a joint photo between the instructor, UNNES community service team, and webinar participants. The constraints found during the webinar process are the internet connection



**Figure 3. Discussion session and Tanja-Jawab between participants and speakers**

and technical use of ZOOM meeting, so that the time of implementation of webinar activities does not match the predictions.

#### **b. Gifting skills through video simulation**

The video simulation strategy was chosen by the service team to provide archival structuring skills to all participants. The choice of strategy was due to the current condition of the COVID-19 pandemic, so to reduce the spread of the virus, the service team used a simulation video. From the simulation video, the community service team used a mentoring module so that the virtual tutorial process could run effectively. Through the video simulation and modules that have been compiled, participants can directly learn and practice organizing their archives.

#### **Evaluation and reporting stage**

The evaluation and reporting stages of activities

are carried out through a monitoring process starting from the initial activities of the knowledge sharing process to implementation in mentoring which is equipped with the collection of

implementation documents, as well as scientific publications. Apart from being the responsibility for the implementation of activities to the DIPA of the Faculty of Economics, Semarang State University as the grant provider, this activity is a basic material for partners to carry out activities to improve the skills of village officials in managing archives.

## **CONCLUSION**

Based on the exposure of all activities that have been carried out it can be concluded that the partners in this activity have known the main problems faced by partners. Through this activity, partners are able to improve the understanding of the material and practice little by little how the process of structuring the archives is correct, effective, and appropriate in accordance with applicable procedures and classifications. The addition

of the ability of the partner, it can increase the awareness of partners to orderly archives. This service program is expected to be continued in the following years to increase the knowledge and awareness of village officials on the importance of managing village archives.

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