

Implementation of Records Management in Schools to Improve the Quality of Service at SMA 11 Semarang

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Abstract - The aim of this research is to know how the implementation of archival management at SMA 11 Semarang, to identify the components that are associated with the records management at school, and to identify constraints in the implementation of records management at school. This study is a qualitative research in which data are collected through documentation, observation, and interviews. The validity of the data by triangulation and the data was analyzed with descriptive analysis. The results showed: (1) implementation of records management at school to support the quality of service has not been consistent in using the archives system, (2) the components that are associated with the records management at school includes human resources, infrastructures and systems, and (3) the constraints faced by the school in implementing records management includes the lack of supporting infrastructure of archival and still lack the competence of a clerical officer in the archives.

Keywords - Management, Archive, Service Quality

I. INTRODUCTION

Improved quality of education services in schools will improve the quality of schools. [1] Argues that an administration services is one

of the educational services that affect the quality of education. Administrative services in schools would be optimal if supported by a complete document. Carrying capacity of the document in the school administration services will be realized if the management of archives at the school has been running well. According to [2] records are any written records either in the form of a picture or a chart listing the particulars of something subject or events that made people to help people of the power of memory. [3] States that there are two types of archive, records and static archive. Records are all records that are still in various offices, both government offices, private, or community organizations, because they are used directly in the planning, implementation, and other administrative activities.

[4] Argues that the principle of archive storage must be based on several conditions, namely security, durability, and efficiency of processing. In the implementation of several known archive storage principles, namely centralized, decentralized, and a combination of centralized and decentralized. But the reality showed archival management of the school has not been implemented properly. As a result, the documents that relating to educational activities in schools are not well organized. This resulted in the low quality of services, especially in the field of administration.

School has not been committed in the management of the school archives. Archival system that is applied in schools has not been consistent. This resulted in an archive hard to find back quickly if any time required. These conditions resulted in administrative services provided is maximal.

II. IMPLEMENTATION OF RECORDS MANAGEMENT AT SMA 11 SEMARANG

Each educational activities conducted at school always produce documents. Educational activities in schools ranging from new admissions, intra and extracurricular activities as well as the graduation surely produce documents related to these activities. Documents are an authentic document which would provide support in the preparation of reports of school performance and information to parties that need. Therefore, the implementation of archival management in schools is needed to support the quality of school services. Process of education in schools can be illustrated in Fig. 1.

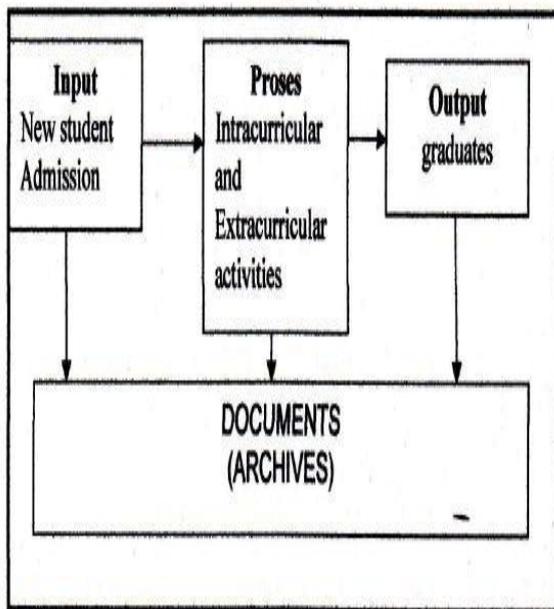


Fig. 1 Process of Education in Schools

Archive storage system according to [2] there is five (5) ways, including the following: a) chronological system, b) alphabet system, c) number system, d) geographical systems, and e) system of the subject matter. Chronological

system is a storage system script based on the sequence of the time the letter was received or when sent to the outside. Archives are stored by date of the file entry for incoming mail and check out dates for outgoing mail. Archive storage on an institution / agency needs to be done after the archive is created or received. Archive is stored so that when necessary it will be easy to find him. According to [5] archival storage can be stored in various ways to suit the needs that exist.

Archival management implementation that has been implemented in SMA 11 Semarang used the subject matter. Principal Subject that used include: 1) curriculum, 2) Student, 3) General and Administration, and 4) Public Relations. Planning process involves identifying the needs of schools and the establishment of archival storage system. The system chosen as the subject matter archival storage system because it is easier for implementation and in accordance with the needs of the school. The implementation included storage and retrieval of archives and records maintenance. Meanwhile, the next activity is the control of the archive. In summary it can be seen in Fig. 2.

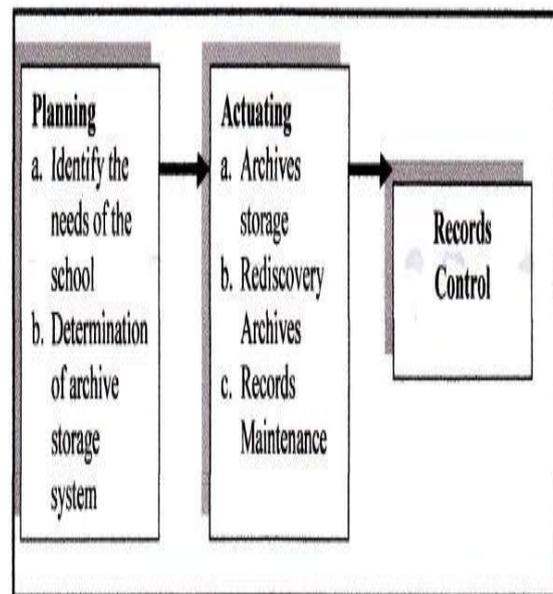


Fig. 2 Records Management at School

III. COMPONENTS OF RECORDS MANAGEMENT AT SCHOOL

Components that are associated with the archival management of the school include: 1) human resource, 2) infrastructure, and 3) system. Human resources play an important role in the management of the school archives. The availability of human resources in the management of records in high school 11 is sufficient in terms of quantity but in terms of competence has not been adequate. Administration worker assigned to archive in the school does not have an educational background in the field of archives. Supporting infrastructure of archives in the SMA 11 is still minimal. Archival filing cabinet as the numbers are still lacking. Additionally associated with archival system used has not been consistently implemented.

IV. CONSTRAINTS IN THE RECORDS MANAGEMENT IMPLEMENTATION

The problem of schools in implementing archival management to improve service quality included: 1) the limited resources competencies archives, 2) the lack of supporting infrastructure of archives, and 3) not consistent in the application of archival storage system. This resulted in not optimal implementation in the school archives. So if at any time someone need documents related to educational activities in schools still cannot find back quickly. Moreover, due to inconsistencies in the use of archival storage systems, archive there that slipped even disappear.

Administrative personnel particularly those managing archives still have weaknesses mainly related to the ability in the field of archives. Archive management pattern has not run based archival system that is already determined. The storage system authentic documents related to school activities inconsistent that archives are often difficult to find back quickly, archives corrupted even to disappear. Relating to the infrastructure of archives, during the school's commitment in the provision of infrastructure especially for

archiving is not optimal. So that school records during storage patch up and does not refer to an existing archival system. The lack of infrastructure resulting in school archives condition to be damaged even tucked away or lost.

V. CONCLUSION

Implementation of archival management in schools to support the quality of service has not been optimal. This is due to: 1) inconsistent in the use of archival systems consequently difficult archives found quickly even lost, 2) lack of supporting infrastructure of archival, and 3) the lack of competence of a clerical officer in the archives. Therefore, it is advisable for the school to have a commitment in the provision of facilities and infrastructure of archives, send administrators for archival training and consistent in the use of archive storage systems.

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(Arranged in the order of citation in the same fashion as the case of Footnotes.)

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