

Employee Perceptions of the Effectiveness of Records Management at the West Sumatra Provincial Food Agency

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ABSTRACT

This study was motivated by the ineffective management of archives at the West Sumatra Provincial Food Agency. The purpose of this study was to obtain information about employees' perceptions of (1) archive distribution, (2) archive storage, (3) archive maintenance, (4) archive reduction, and (5) archive creation at the West Sumatra Provincial Food Agency. The research questions in this study are: How effective are (1) archive distribution, (2) archive storage, (3) archive maintenance, (4) archive reduction, and (5) archive creation? This study is a descriptive study using quantitative research methods. The research subjects were employees at the West Sumatra Provincial Food Agency, with a population of 87 people and a sample size determined using the Slovin formula with a 10% margin of error. Sampling was conducted using simple random sampling techniques, with a total of 50 people. The data collection tool used a Likert scale questionnaire that had been tested for validity and reliability, and the results of the test showed that the questionnaire was valid and reliable. The data was then processed using the mean formula. The results showed that employees' perceptions of the effectiveness of records management at the West Sumatra Provincial Food Agency were as follows: (1) Archive distribution, with an average score of 4.20, was categorized as effective; (2) Archive storage, with an average score of 4.28, was categorized as effective; (3) Archive maintenance with an average score of 4.05, which is in the effective category, (4) Archive reduction with an average score of 4.03, which is in the effective category, (5) Archive creation with an average score of 4.34, which is in the effective category. This study concludes that employees' perceptions of the effectiveness of records management at the West Sumatra Provincial Food Agency have been implemented effectively with an average score of 4.18.

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1. INTRODUCTION

Archives (recording) are a crucial source of information that can support the administrative processes of every agency. All activities and work undertaken by organizations, institutions, and agencies inevitably produce documents and manuscripts. Accurate information is crucial for all institutions, in the form of documents, manuscripts, books, and other forms, in all formats, whether originals or copies created or received by the organization. These copies serve as evidence of the organization's stated objectives, and the resulting documents and manuscripts are stored and managed properly for easy retrieval. These documents are called archives (Martinus et al., 2024).

Archives are crucial for developing plans for future program implementation. Archives provide a valuable resource for understanding various types of information, enabling the identification of future objectives (Panggi et al., 2023). Archives are considered a source of memory for an organization because they contain a variety of useful information. Important information materials must always be remembered, and when needed, they must be presented quickly and accurately at any time, therefore there must be a good work system and procedures in the field of archiving (Rosita Kemaswati, 2022).

According to Fathurrahman (2018), archives are an important source of information that can support administrative and bureaucratic processes. Archives are records of activities or events in various forms and media in accordance with developments in information and communication technology, created and received by state institutions, local governments, educational institutions, companies, political organizations, and individual community organizations in the implementation of social, national, and state life.

In general, management is the activity of changing something to make it better, meaning that it has higher value than before. Management can also be interpreted as doing something to make it more suitable and appropriate to needs so that it is more useful. According to Moku et al. (2018), management is a series of tasks or efforts carried out by a group of people to perform a series of tasks in order to achieve certain objectives. In the context of archiving, management refers to a series of activities ranging from the creation, receipt, maintenance, use, to the disposal of archives.

Muhidin (2019) argues that records management is the process of controlling records efficiently, effectively, and systematically to ensure the availability of records in the implementation of organizational activities as a means of performance accountability and legal evidence, as well as to ensure the safety of records as a national responsibility for social, national, and state life. Archives management is an activity aimed at managing all documents within an organization or agency that can be used to support the organization's activities in achieving its objectives.

Furthermore, Jannah & Susiani (2024) state that the effectiveness of records management in an agency is greatly influenced or supported by the employees who work in that agency, the means or facilities used to assist in records management, and the availability of funds for the maintenance of these records. Employees working in the archiving unit are not only supported by their willingness to do their job, but they must also be equipped with special skills in the field of archiving. Trained employees with knowledge are very much needed in an archiving management unit. However, in reality, some employees are still reluctant to accept archiving tasks because they view the archiving unit in each agency as a boring place. This view shows that employees are not aware of the importance of archive management in an agency in supporting the effectiveness of an idea (Kosali, 2022).

Records management is very important because it acts as the center of information and memory of an organization that helps the smooth running of administration and decision making. With good records management, documents are stored systematically and are easily accessible, thereby increasing work efficiency and supporting the achievement of organizational goals. In addition, proper records management also serves as a means of protecting important documents from the risk of loss or damage, including in the event of natural disasters, thereby maintaining the integrity and security of archives as legal evidence and legitimate sources of information (Nasir, 2024).

Perception can influence a person's behavior towards an object and their environmental situation. In other words, a person's behavior towards an object is influenced by their perception. Andi (2018) states that perception is a process of selecting and interpreting stimuli. In other words, perception is a process of giving meaning to an object that exists in the environment. According to Mangkunegara & Ansar (2005), there are several aspects of perception, namely: interpretation of objects, reception of stimuli, organization of stimuli, and interpretation of organized stimuli by influencing the formation of attitudes and behavior.

Based on the author's observations while conducting the Educational Management Field Practice (PLMP) at the West Sumatra Provincial Food Service, there were several phenomena that the author encountered related to the lack of effective archive management. This can be seen from several phenomena that the author encountered, namely:

1. The lack of an archive distribution mechanism causes the circulation of documents to often be uncontrolled.
2. Archives are still stored manually and are not well organized.
3. The absence of standard operating procedures for archive maintenance means that many archives do not receive maximum protection.
4. There is no consistently applied archive retention schedule.
5. There is no clear standard for the archive creation process.

2. METHOD, DATA, ANALYSIS

This research is classified as descriptive research with a quantitative approach. According to Arikunto (2014), descriptive research is research intended to investigate the circumstances, conditions, events, and activities, the results of which are presented in the form of a research report. This study will describe, explain, and reveal data related to Employee Perceptions of the Effectiveness of Records Management at the West Sumatra Provincial Food Service. Population can be defined as all elements in a study, including objects and subjects with certain traits and characteristics. According to Sugiyono (2016), the population is the area of generalization consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions are drawn. The population in this study is all employees at the West Sumatra Provincial Food Service, totaling 87 employees consisting of staff and leaders at the West Sumatra Provincial Food Service. Sugiyono (2005) states that simple random sampling is the selection of sample members from the population done randomly without regard to the strata in the population. In this study, the sample size from the research population was determined using the Slovin formula. In taking the sample, the sample calculation was based on a 10% error rate and 90% confidence.

3. RESULT AND DISCUSSION

Result

Research results on Employee Perceptions of the Effectiveness of Records Management at the West Sumatra Provincial Food Service, as seen from several indicators, namely:

Table 1. Recapitulation of Average Scores Regarding the Effectiveness of Records Management at the West Sumatra Provincial Food Service West Sumatra

No	Indicator	Average score	Category
1	Archive Distribution	4,20	Effective
2	Archive Storage	4,28	Effective
3	Archive Maintenance	4,05	Effective
4	Archive Reduction	4,03	Effective
5	Archive Creation	4,34	Effective
Rata-rata		4,18	Effective

Table above shows that the highest average score was achieved in the archive creation indicator, with an average score of 4.34. Meanwhile, the lowest average score was achieved in the archive reduction indicator, with an average score of 4.03. Overall, the average perception of employees regarding the effectiveness of archive management at the West Sumatra Provincial Food Agency is 4.18, which is categorized as effective.

Discussion

The discussion of the research results will be described based on the research indicators, namely 1) archive distribution, 2) archive storage, 3) archive maintenance, 4) archive reduction, and 5) archive creation. For further clarification, the discussion of the research results will be described as follows:

The results of the study show that employees' perceptions of the effectiveness of Archive Distribution obtained an average score of 4.20, which is in the effective category. These results show that the effectiveness of archive distribution can be said to be effective. However, the agency must further improve archive distribution in the management of archives at the West Sumatra Provincial Food Service so that it can be included in the highly effective category. The item with the highest average score was employees using expedition books as proof of letter distribution to related parties, with a score of 4.36. Meanwhile, the items with the lowest average scores were employees distributing letters based on the index and code listed on the control card, with a score of achieved a score of 3.96 .The possible contributing factor to the low average score of employees distributing mail based on the index and code listed on the control card is due to a lack of understanding among employees regarding the importance of using the control card as a mail control instrument. As stated by Yatimah (2013), the control card is a tool for recording and controlling incoming mail that functions as a quick search tool. Many employees only focus on distributing mail quickly without paying attention to the accuracy of the procedures according to the index

and code. As a result, mail distribution becomes less controlled and the risk of delivery errors or delays increases. To overcome this problem, according to the National Archives of the Republic of Indonesia Number 3 of 2019, socialization is carried out to provide understanding to all employees regarding the important role of control cards in monitoring the flow of incoming and outgoing mail. These activities can take the form of counseling, coordination meetings, or internal seminars that explain the use of control cards, their benefits, and their impact. Furthermore, technical training should be provided to employees on the function of control cards as a tool for monitoring and regulating the flow of mail. According to Wiliandari (2014), training is a series of processes designed to improve the skills, knowledge, experience, and attitude of employees. Mail distribution is one of the important activities in official document management, which serves to ensure that every letter reaches the right person on time, on target, and is properly recorded. In its implementation, mail distribution must use a control system, one of which is through control cards. Control cards serve as an administrative monitoring tool where every incoming and outgoing letter must be recorded based on a specific index and code so that the flow of letters can be controlled and the tracking process can be facilitated if needed. Thus, letter distribution should not only be oriented towards speed but also ensure administrative order and document security (Barthos, 2007).

The results of the study show that employees' perceptions of the effectiveness of archive storage at the West Sumatra Provincial Food Agency are considered effective, with an average score of 4.28. However, the agency needs to improve its archive management in order to achieve the category of highly effective. The item with the highest score (4.52) was archiving in designated locations using an organized system, while the lowest score (4.14) was for the implementation of a subject-based archiving system. This low score is due to employees' lack of understanding of the importance of subject-based archive classification, minimal technical training, manual storage habits, and weak supervision by leaders. To overcome this, leaders need to provide direction, examples, and support such as standard facilities, awards for units with orderly archives, and regular reminders. According to Sedarmayanti (2017), the success of archive management is influenced by leadership guidance and supervision. An archive storage system or filing system is a process of structuring archives for efficiency and security (Novriyanti & Febyona, 2024), and according to Gie (2000), the main system is to group archives based on document content so as to facilitate retrieval and require consistency, skill, and discipline from employees.

The results of the study show that employees' perceptions of the effectiveness of archive maintenance at the West Sumatra Provincial Food Agency are considered effective, with an average score of 4.05. However, the agency needs to improve its efforts to achieve the category of highly effective. The highest item (4.58) is keeping the storage room dry, while the lowest item (3.58) is spraying insecticide every six months. The low score was due to a lack of awareness of the importance of routine maintenance and pest control. As a result, archives are at risk of being damaged by insects such as termites and cockroaches. To overcome this, employees need to actively participate in maintenance in order to foster a sense of responsibility for the preservation of archives. Archive maintenance covers not only physical aspects, but also storage conditions that affect the durability of archives (Mulik et al., 2024). According to Marjaya & Pasaribu (2019), archive maintenance covers two main aspects, namely the care of archive materials and the security of the storage environment.

The results of the study show that employees' perceptions of the effectiveness of archive reduction scored an average of 4.03 and were categorized as effective. However, agencies need to improve archive management in order to achieve the category of highly effective. The highest item was the implementation of archive reduction in accordance with procedures (score of 4.28), while the lowest was the transfer of inactive archives to the archiving unit (score of 3.82), possibly due to limited storage space in the processing unit. This condition reduces work efficiency and increases the risk of archive damage. The solution is to conduct regular archive reduction, including the transfer of inactive archives to the archiving unit so that the management of active archives is more optimal. According to Muhidin and Winata (2016), archive reduction is an activity reduction in the number of archives through transfer, destruction, or handover of static archives in accordance with the retention schedule.

The results of the study show that employees' perceptions of the effectiveness of record creation received an average score of 4.34 and were categorized as effective. However, agencies need to improve management in order to achieve the highly effective category. The highest item was the ability of employees to organize internal archives so that they are easy to store and access (score of 4.52), while the lowest was understanding of the differences between internal and external archive formats (score of 4.22), which was caused by a lack of understanding of the characteristics and functions of each archive. The solution is to develop standardized archiving guidelines containing the format, structure, and procedures for managing archives so that employees have clear work references (Sugiarto, 2018). According to Sari & Zulaikha

(2020), understanding the differences between internal and external archives is important for maintaining the authenticity and order of archives from the creation stage.

4. CONCLUSION

Based on the results of research and discussion on employee perceptions of the effectiveness of records management at the West Sumatra Provincial Food Agency, the following conclusions can be drawn: 1) Employee perceptions of the effectiveness of records distribution at the West Sumatra Provincial Food Agency have been implemented effectively score of 4,20. 2) Employee perceptions of the effectiveness of records storage at the West Sumatra Provincial Food Agency have been implemented effectively score of 4,28. 3) Employees' perceptions of the effectiveness of archive maintenance at the West Sumatra Provincial Food Agency have been effectively implemented score of 4,05. 4) Employees' perceptions of the effectiveness of archive reduction at the West Sumatra Provincial Food Agency have been effectively implemented score of 4,03. 5) Employees' perceptions of the effectiveness of archive creation at the West Sumatra Provincial Food Agency have been effectively implemented score of 4,34. 6) Employees' perceptions of the effectiveness of archive management at the West Sumatra Provincial Food Agency have been effectively implemented score of 4,18.

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