

## The Importance Of Archive Management In Employment Social Security Agencies

<sup>1</sup>Bene Dicta Ary Susanti, <sup>2</sup>Rusdi Hidayat Nugroho

<sup>1,2</sup>Univeristas Pembangunan Nasional “Veteran” Jawa Timur, Jl. Rungkut Madya, Gn. Anyar, Kec. Gn. Anyar, Surabaya, Jawa Timur 60294

Email : <sup>1</sup>22042010167@student.upnjatim.ac.id, <sup>2</sup>rusdi\_hidayat.adbis@upnjatim.ac.id

### Abstract

*Internship activities at the Social Security Organizing Agency, especially in the field of Operational Control, aim to learn and understand how archives are managed in the company. Not only that, during the internship I was involved in various activities such as scanning official script documents and managing the disposition of incoming letters and outgoing letters. This activity makes a direct contribution to the Social Security Organizing Agency where students can learn and gain a direct understanding of the management of company records and official documents. With the implementation of good archive management, it is expected to be able to support the role of the Social Security Provider Agency as a responsive public service institution.*

**Keywords** : Employment Social Security Agency, Archive Management, Digitization, Operational Efficiency

### Abstrak

Kegiatan magang pada Badan Penyelenggara Jaminan Sosial khususnya bidang Pengendalian Operasional bertujuan untuk mempelajari dan memahami bagaimana pengelolaan arsip pada perusahaan. tidak hanya itu saja, selama magang berlangsung saya terlibat dalam berbagai aktivitas seperti pemindaian dokumen naskah dinas serta pengelolaan disposisi surat masuk dan surat keluar. Kegiatan ini memberikan kontribusi langsung terhadap Badan Penyelenggara Jaminan Sosial dimana mahasiswa dapat mempelajari dan memperoleh pemahaman secara langsung mengenai pengelolaan arsip perusahaan serta naskah dinas. Dengan implementasi pengelolaan arsip yang baik, diharapkan mampu mendukung peran Badan Penyelenggara Jaminan Sosial sebagai institusi pelayanan publik yang responsif.

**Kata Kunci** : Badan Penyelenggara Jaminan Sosial, Pengelolaan Arsip, Digitalisasi, Pengendalian Operasional

## INTRODUCTION

The implementation of an internship is one of the efforts to connect a theory that has been learned in lectures with work practices in the field. In order to fulfill the needs of this experience, I had the opportunity to carry out an internship at the Employment Social Security Agency, in the field of Operational Control. This internship activity provides an opportunity for students to better understand administrative management in institutions that play a role in providing social protection for workers in Indonesia.

This operational control area has the responsibility to ensure administrative smoothness including archive management. Archives are one of the important elements in supporting the company's operations, as they serve as a systematic source of information on organizational activities. As part of my internship, I was responsible for several areas of archive management work such as archiving collateral documents, managing BUBM, managing official manuscripts and disposing incoming and outgoing letters for both internal and external purposes of the organization.

This background refers to improving the quality of archive management in the Social Security Organizing Agency. Good archive management will facilitate access to important

information. Based on observations during the internship, management at the Social Security Administration has been based on modern technology to answer the challenges of administrative modernization. Thus, the purpose of this internship is to contribute to improving the efficiency and effectiveness of records management at the Social Security Organizing Agency and to gain an insight into records management in the field of public services.

## **LITERATURE REVIEW**

### **Social Security**

Social security is a form of protection provided by the state to the public as a form of protection by the state to the public for the benefit of the public to overcome social risks that may affect the welfare of life. According to Wijaya (2022) through this social security program every resident is expected to be able to meet a basic need for a decent life if something happens that can result in reduced or lost income, because they may suffer from illness, experience work accidents, lose their job and enter old age or retirement.

### **Operational Control**

Operational Control is an effort to ensure that activities carried out in an organization are in accordance with a predetermined plan. Operational Control includes supervision of work processes, performance evaluation and operational procedures (SOP) to achieve company efficiency and effectiveness. Operational Control is also responsible for how archive management must be properly organized.

### **Archive Management**

Records management is a process in document management that includes storage, maintenance and systematic destruction of archives. Public and private sector companies in administrative activities are always related to archives. The archives presented by the company must contain accurate information and can be searched quickly if needed at certain times. The success of management is not only based on the modernization of digitalization but also the ability of human resources to manage the technology used.

## **METHODS**

This internship activity uses simple methods to achieve a predetermined goal. The implementation begins with observing the management of archives at the Social Security Organizing Agency. This step is carried out as of the initial stages to understand the existing workflow and identify problems that may occur, such as documents that are difficult to archive digitally such as small payment notes.

After the observations were made, I filed the documents with the following categories which had been determined. This process involves arranging physical documents in boxes or archive boxes that have been categorized according to type, date and other things that can make it easier to find archives in the future.

During the internship, I also participated in the creation of outgoing letter receipts and the management of incoming letters to be dispositioned and followed up. The success of this internship activity was measured based on the work efficiency felt by company employees. In addition, the results can also be evaluated through feedback from employees on the performance of student interns, especially on document management through digital archives. With this method, it is hoped that my internship activities can have a positive impact that can support the smooth operation of the company.

## **DISCUSSION RESULT**

Service activities in the form of internships at the Social Security Organizing Agency have had a positive impact on both individuals, institutions and society at large. The implementation of archive management that is more systematic and based on digital technology has increased the efficiency of the company's work, shortened the search for company documents, and reduced the risk of losing archives because it already uses storage on a cloud or drive where all staff are given access to open the cloud.

In the long run, the archive management system is expected to increase accountability and transparency in the operations of the Social Security Organizing Agency. The positive impact of this activity is the integration of technology in archive management which is in line with the needs of administrative modernization in government institutions. In addition, this internship activity provides evidence that organized archiving is very necessary so that it can support the sustainability of company operations.

However, there were some challenges that arose during the activity. One of them was during the digitization process of guaranteeing note documents from hospitals that were small and relatively large, making it difficult to scan effectively and relatively time consuming. This process requires patience and tenacity to ensure that the documents are not tucked away and can be digitized properly without losing important information on the documents.

Overall, this internship provides significant benefits for students. During the internship, I gained valuable experience in understanding the public service system in government agencies directly. With this contribution, it is hoped that the Social Security Organizing Agency can continue to improve its services to the community and continue to open opportunities for students who want to carry out internship activities at the company.

## **CONCLUSION**

This internship activity at the Social Security Organizing Agency, especially in Operational Control, made a positive contribution in improving the quality of archive management in this institution. Through the application of systematic archive management methods and the application of modern digitalization, it will increase the efficiency of the company's work. In addition, this internship activity also succeeded in providing practical insights into the importance of records management in supporting public services.

The challenge in digitizing this archive is that the collateral documents in the form of small notes are relatively difficult. On the other hand, archive digitization management is expected to continue to grow for the development of a more modern management system. The advantage of this activity is that I can understand how to implement technology-based archive management which has a direct impact on operational efficiency and effectiveness.

Overall, this internship activity gave me knowledge and understanding of how the workflow of incoming letters to the company, the flow of letter disposition, the management of insurance archives and of course the important role of social security organizing institutions for the community. Hopefully, the Social Security Organizing Agency will continue to play its role well as an institution that helps people to overcome social risks that may affect their welfare.

## **SUGGESTION**

Through my internship at the Social Security Agencies, specifically in the Operational Efficiency area, I have gained an in-depth understanding of the management of archives and official documents that play an important role in supporting the operational efficiency of the organisation. In this journey, I have also realised the importance of integrating technology in the records management process in order to improve the speed and accuracy of services.

As a writer, I am committed to continue developing relevant technologies and innovations in the field of records management. This aims to support the ongoing digital transformation in various sectors, including public service institutions such as the Social Security Agencies.

However, I realise that as a writer, I am not free from mistakes and limitations. Therefore, I am happy to receive input, criticism, and suggestions from various parties to improve and perfect this paper. Hopefully, this journal can provide benefits and inspiration for readers.

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