

Accountability for Archival Implementation in Realizing Service Quality Improvement in South Sulawesi Province

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Abstract

The archival system has an important role in realizing good service quality, especially in Indonesia. In planning, analyzing, and making decisions, archive management is needed to support the provision of effective services to the public. The qualitative research method was used in this study because it was considered the most appropriate method in describing the phenomenon that occurred in the implementation of archives at the office of the Ministry of Religion of South Sulawesi Province. Primary Data Sources are derived from interview results supported by documentation as secondary data. In an interactive analysis, researchers move on to four components: data collection, reduction data, display data, and Concluding drawing, which consists of the sweeping and verification stages. The results of this study found that the implementation of archives at the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province has been accountable by providing performance reports that are by physical evidence. Maximum supervision is still needed in the implementation of the duties of the JFT archivist following the level of position by using performance reports accompanied by proof of work.

Keywords: Good Governance, Public Service, Accountability, Archives

Introduction

The characteristics of good governance are participatory, consensus-oriented, accountable, transparent, responsive, effective and efficient, fair and inclusive, and following the rule of law. Keping (2018) concludes that six important things about good governance are: Legitimacy, Transparency, Accountability, the rule of law, Responsiveness, and Effectiveness. To realize good governance, the Keping is needed for good cooperation between the

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government and the community. In the scope of governance, 2 (two) scopes of institutional and networking improvements are needed, according to Thomas Lynch and Cynthia E. Lynch (2000). Tor manages to design people in an organization to interact with each other to achieve the goals set out (Peter. J. Ashton, 2007).

In the context of government tasks, the archival system plays a role in governance, including in Indonesia. The basic concept of archives is that they are evidence of events or activities recorded in a tangible or intangible form (Terry D. Lundgren and Carol A. Lundgren, 1989). Archival administration supports good governance by prioritizing these characteristics, especially the principles of Accountability, transparency, effectiveness, and efficiency, as well as fairness and inclusiveness.

Archives can be used as a barometer for an institution to see the state of the institution being in a static or dynamic state caused by the activities and dynamics of an organization that can be drawn from the archives they have—related to the research of Rian Andika (2017) which states that innovation is one of the government activities needed to be able to realize good governance. Archival activities will run smoothly if supported by a standard system, and work activities carried out by the bureaucracy as an element of the state that creates archives. Magetsari (2008). Shepherd et al. (2011), Rusmiatiningsih (2017), and Putranto (2017).

Research by Ricky Yulian (2020) recommends that the results of archive research are needed in the implementation of office work, such as planning, analyzing, decision-making, and providing public services, so good management is needed. Based on the results of preliminary observations made by the author at the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province related to the Implementation of Archives, it was found that archive managers and archivists do not fully know and understand the basis for the implementation of functions and duties for archive managers and archivists as a form of legitimacy related to archives and the uneven distribution of archival human resources in various fields/archivists.

Accountability archives are used as the backbone of government administration to realize good governance and as Accountability for government performance through the implementation of dynamic archives. Dynamic archive management to ensure the availability of archives in the implementation of activities as material for performance accountability and legitimate evidence. The Accountability of archivists as a personal archival resource must be proven in addition to the commitment to the responsibility that is the attachment of archive managers and archivists as HRK in maintaining a good and correct archival system. The form of responsibility of the archivist is illustrated in the archivist's performance report made by the archival HRK. Commitment and supervision of the performance of archivists is a form of Accountability for the implementation of archives that are carried out. Through the archivist's performance report, it can be measured the implementation of the duties of the archivists in line with physical evidence and the level of position.

Research Method

The research approach used in this study is Qualitative by using a type of case study research to describe the conditions and situations of the research object and seeks to conclude from the research results as a model of archival governance in realizing good governance at the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province. Primary Data Sources from interviews with informants of the Hindu Society, Christian Society

Supervisors, Archivists, Archive Managers, Computer Institutions, the General Public, and Academics, Secondary data sources in this study include places and events as additional data sources carried out through direct observation of places and events related to the research focus, as well as documents as other data sources that complement the main data. Data Analysis based on Moleong (2005) intends to understand the phenomenon of what is experienced by the subject of research such as behavior, perception, motivation, action, etc., holistically and using description in the form of words and language, in one specific context that is natural and by utilizing various natural methods.

In this study entitled Accountability for Archival Implementation in Realizing Service Quality Improvement in South Sulawesi Province, the data analysis technique used is the interactive analysis model. According to Milles and Huberman (2005) in the interactive analysis model, researchers move on to four components: data collection, reduction data, display data, and Concluding drawing, which consists of the sweeping and verification stages

Results and Discussion

In the implementation of archives, one of the elements in it is archive management which is an activity to organize archives so that archives can be empowered and successful. Archive management must be carried out reliably by the system as it should be able to respond to the times. Archives can provide information according to reality and can be trusted. Archives can be evidence of capability and performance accountability for the organization. The concept of Accountability is a concept that must be adhered to in work related to performance. HRK and organizations are responsible for what they do.

Peters (2002) argues that Accountability is an essential concept in government administration related to public administration. Accountability is used as a basis for explaining what is done in government activities for internal and external interests. The government, as a public organization, is required to be accountable for carrying out its activities. Accountability can be used as a tool of control over activities carried out by the government aimed at suppressing misappropriation or violations.

One of the principles of archival administration is Accountability. Dynamic archive management is carried out to ensure the availability of archives in implementing activities as material for performance accountability and legitimate evidence based on a system that meets reliable, systematic, intact, comprehensive requirements and follows norms, standards, procedures, and criteria. Accountability means holding everyone accountable for their own behavior (Keping, 2018). Accountability in the implementation of archives must be able to convey information recorded in archives.

The implementation of good archives is one of the indicators of Accountability for government administration. In addition to facilities and infrastructure, budgets, and human resources, the quality of archival management also requires assistance and supervision in the management of archives carried out in order to remain by applicable archival rules. Nurul Huda. Desti Anggraini. Nova Rini Hudori and Yosi Mardoni (2014) can be interpreted as increasing management accountability will shape management professionalism and can increase public trust. Accountability also affects performance. Lucy Aditya. (2013) explains that management accountability positively and significantly affects government performance.

Referring to the accountability perspective described above, the archives created within the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province become

evidence of Accountability for the implementation of the duties and functions of the Ministry of Religious Affairs of South Sulawesi Province. Archives have a major role in supporting the vision and mission of the Ministry of Religious Affairs of South Sulawesi Province. How important archive management is; it is very necessary for competent human resources in the archives. It is necessary to have a certain competence and specific expertise so that archival management can be carried out responsibly.

A national archival system must also support the importance of archives to realize the government's implementation of archives in a comprehensive and integrated manner. In addition to the Archives Act to ensure proper management of archives, the government has determined that archives are one of the assessment elements supporting indicators of successful bureaucratic reform.

To realize Accountability in the implementation of archives, Archival Human Resources are needed, as stated in Law Number 43 of 2009 concerning Archives and Government Regulation Number 28 of 2012 concerning the Implementation of Law Number 43 of 2009. It is explained that an archivist has competence in the field of archives obtained through formal education and archival education and training and has a function, duties, and responsibilities of carrying out the ministry's activities.

The position level and rank for functional archivists start from the professional level consisting of skilled, proficient, and supervisor. In contrast, the expertise level consists of first, young, intermediate, and main experts. In carrying out the functional duties of the archivist, it has a mapping of activities by the level of the archivist's position, both main and additional duties. It mapped the activities of this archivist to describe the job description of the position that is the archivist's responsibility at each level of position.

Suppose archivists are guided by the rules that apply in the implementation of archives, including referring to the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 13 of 2016 concerning the Functional Position of Archivist. In that case, the equitability of the performance of archival administration can run well because archivists can carry out their duties and functions and be responsible for the implementation of archives by their level of office. Archivists have exposure to the duties of the position, which is the main task of carrying out the work process by using work tools to produce work results.

Lupia (2003) defines Accountability as an agent responding to the principal and vice versa. The principal carries out supervision of the agent. Accountability is often matched by the oversight of the activity carried out. Knowing who is authorized to supervise by using the criteria in the supervision carried out by the authorities.

The Regional Office of the Ministry of Religious Affairs of South Sulawesi Province includes an archival unit that has duties and responsibilities in the implementation of archives, including being responsible for conducting internal guidance for archivists within the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province. In terms of supervision of the implementation of archives, the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province, as an archival unit, can cooperate with ANRI to carry out archival supervision by its authority.

Dubnick (2003) explained that four dimensions could affect the application of Accountability, namely; (1) Answerability; (2) Blameworthiness (willing to accept criticism); (3) Liability and; (4) Attributability.

Dubnick (2002) further revealed that Accountability is a form of Accountability for government reports. Referring to Dubnick's opinion above, Accountability is closely related to the government's performance. The government must have an attitude that is ready to bear government policy as a form of responsibility, including being transparent in presenting the information. Governments must be prepared to accept criticism of their policies and know what is appropriate in formulating, implementing, and evaluating policies.

The government must be able to provide quality performance. Government accountability will provide a reflection of the attitude of government services toward society. The dynamic archives managed by SDMKG at the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province are archives that support the process of making the decision, the planning process (estimation of the conditions that will be dating), supervision, and evidentiary tools in the activities carried out by the organization so that professionalism is needed in managing the archives properly and correctly.

Archives not only rely on physical archives but archives as records of content, context, and structure. Moreover, the development of technology in archives requires HRK to be more responsive in carrying out their duties. The work of archivists must be in line with the level of position they hold so that the authorized officials in conducting supervision can assess the performance achievements of archivists, as well as what should happen for archivists in the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province. The output of archivist accountability is a report on the performance of the archivist which is carried out according to the level of position.

In addition to the two things mentioned above, the performance of archivists can also be measured through performance assessments seen from two sides, namely the Pegawai Performance Goals (SKP) and Work Behavior. SKP describes the main duties that correspond to the level of position coupled with additional duties, which are other duties that have to do with the duties of the Functional Position of Archivist and are not in the SKP. The issuance of the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 6 of 2022 concerning Management of State Civil Apparatus Employee Performance is a form of implementation of Government Regulation Number 30 of 2019 concerning Performance Assessment of Civil Servants.

In PP Number 30 of 2019, it is stated that the annual performance evaluation of employees is a process where the Performance Appraisal Officer reviews the overall work results and work behavior of employees for one year of performance and determines the employee's annual performance predicate. This Government Regulation also states that Employee Performance Improvement is carried out for the achievement of organizational goals and objectives by improving the quality and capacity of Employees, strengthening the role of Leaders, strengthening collaboration between Leaders and Employees, between Employees, and between Employees and other stakeholders, including for Archival Human Resources, as a form of Accountability.

Accountability is needed as a form of responsible implementation of tasks with clarity of function. Archivist accountability is the archivist's responsibility in carrying out duties and responsibilities in terms of archival administration, responsible for proving what is done in the field of archives. Accountability is important in realizing good governance because it emphasizes a responsible government system. With accountability, archivists can show that the quality of the archival human resources will be visible. Accountability emphasizes more on how to empower existing human resources in the organization.

Conclusion

The Accountability of archival administration is shown through the commitment of the HRK at the Regional Office of the Ministry of Religious Affairs of South Sulawesi Province, which is evidenced through performance reports that are physical evidence. The implementation of the duties of the functional position of archivist must be in accordance with the duties of the archivist level which has been regulated in Perka ANRI Number 4 of 2017 concerning the Implementation of the Duties of Functional Position of Archivist. Archive management as part of archival administration must be carried out reliably, which can respond to the development of the times as a form of Accountability for archival administration. The implementation of duties and functions for HRK is carried out by the authority of each level of position held by the archivist. Accountability is a form of control over misappropriation or violations committed to implementing archives. The need for maximum supervision in the implementation of the duties of the JFT archivist by the level of position by using performance reports accompanied by proof of work as an indicator of performance accountability for archivists.

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