

Digitization in records management at Makassar District Court

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ABSTRACT

This research aims to improve the performance of public services through digital-based archiving. Providing convenience in providing access to information more quickly and measurably with the support of facilities and infrastructure. The research uses qualitative by descriptively describing the phenomenon at the Makassar High Court accurately and systematically, actually and accurately according to the facts then starting with the data collection process, explaining and objectively analysing the research results. Data collection methods through observation, interviews and documentation then data analysis techniques are carried out through data coding to sort and select data according to the type of research and also the characteristics of the research variables then the data is given an explanation in accordance with the meaning and finally drawing conclusions. The results showed that the digital-based archive management system has improved the performance of the Makassar City District Court, reduced administrative complexity, and provided easier access to the parties involved in the legal process. The implication of this research is that investment in digital archive technology is an important step in improving the effectiveness of the Makassar City District Court and public services of the Makassar City District Court.

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1. Introduction

Globalization requires adaptation to advances in technology and information, the more technology develops. In other words, this is also directly proportional to the increasing needs of the community for information and data. Currently, technology and information have become basic needs that must always be fulfilled by society. and people also want to live and develop more and more simply. This condition also makes documents which are then known as archives which are recorded evidence of a fund or event. This archive will then provide valuable information and become evidence that can then be accounted for. Then this is reinforced by law number 43 of 2009 which says that archives are records of activities or events in various forms and media in accordance with the development of information and communication technology made and received by state institutions, local governments, educational institutions, companies, political organizations, community organizations and individuals in the implementation of community and state life. Rafiuddin (2016), meanwhile in Law Number 7 of 1971 related to archival principles, namely archives have an important value and role because archives because they are official evidence of the administration of government administration and the national life of the Indonesian nation, so that in the context of efforts to increase the power of the archives, the archives have an important role.

According to Sattar in the book Archival Management (2019), archives can be classified into several types, namely: Types of archives based on the subject or content. Based on the subject or content, archives can be divided into: 1) Financial archives; archives related to the financial field. Examples are financial

reports, billing letters, payment request letters, payroll, and so on. 2) Personnel archives; these archives are related to staffing or human resource issues. Examples are application letters, employee curriculum vitae, employee attendance, employee cards, and others. 3) Marketing archives; These archives are related to marketing issues of an organization. Examples are order letters, offer letters, price lists of goods, lists of marketing areas, and others. 4) Education Archives' archives are related to the field of education. For example, teaching programs, recapitulation of the implementation of the teaching and learning process, student attendance lists, teacher attendance lists, and so on.

By paying attention to the types of archives that have been stated, whatever the form and type to facilitate its management, it is necessary to make fundamental changes, which were previously managed by humans, now the management must be carried out electronically, so that the effectiveness and efficiency in archiving management in government agencies can be fulfilled (Syahputra et al., 2023). Furthermore, the archival conditions of various agencies in Indonesia have not paid attention to the electronic archive management process, so there are still many who manage their archives manually in the form of paper (Aziz & Putra, 2022). Therefore, the process of managing archives in paper form, will actually have an effect on increasing needs such as employees, other facilities in supporting the management of these archives. However, the development of electronic technology and information will improve services that are easier and can be accessed more easily. In managing archives digitally or Electronic Filing System. At the same time this is an advancement in archive management.

The change from the manual management process to digitalization does not mean that the duties and responsibilities of the apparatus are reduced instead this is a challenge so that later agencies develop competencies and abilities and manage archives through digital with the knowledge possessed by the state civil apparatus (Uin et al., 2022). In digital-based archive management requires a collaborative process, because in managing archives community participation is needed as well as changing people's perceptions related to archive management. So archives are not just piles of paper but become valuable documents and have a track record for the community. Meanwhile, according to Hisana (2018); (Chusnu et al., 2023) who said this was also influenced by archival employees whose ability and knowledge of archival management was still minimal and lacked the flexibility to develop archival management, and also received less attention in terms of funding, thus hindering the development of archives institutionally, and agencies were difficult to develop and slow in work competition (Hisana, 2018).

Based on the phenomena mentioned, it can be interpreted that archive management is still an important thing in the service of the Makassar District Court. On the one hand, the Makassar City District Court wants to have good and quality archive management to support archiving administration activities so that the general public can easily access what the community wants from local government archives, in this case the Makassar City district court. The relationship between archive management and also public services, where archive data is needed to access information sources that have been archived and will be reused if members need archived data for their needs. Because archives function as information in the form of records or recordings of various actions taken by the organization, it has a significant impact on the quality of public services (Ifka et al., 2021). The information obtained can help to avoid duplication of work, save time, and help fulfill work objectives in order to improve the quality of the office in offering better public services (Safitri, 2019). From the phenomenon mentioned above, this research will examine digitization in archive management at the Makassar City District Court. Research on the management of Archives at the Makassar District Court using digitization is supported by a literature review, by including several concepts, notions and definitions related to the variables of digitization and archives. The term archive itself comes from the Greek arche which means the beginning. From the word arche it developed into the word archeon which means documents or records about problems. According to the Big Indonesian Dictionary in Christine et al. (2002) "archives are written documents that come from written communication and have historical value, which are stored and maintained in a special place for reference". As time goes by, humans, education, and even technology are also developing more rapidly. There are various conveniences from these developments. Especially in the field of technology and information.

The more sophisticated the development of technology and information, many fields benefit from this. In fact, not a few human roles are replaced due to many equipment that can take over some human jobs. Not only that, even today information technology is still being developed and continues to innovate to produce various other things. Many fields exist and need to be developed. One of them is information technology. This is a field that is closely related to technological development. Without information technology, perhaps the developments that occur will not be as advanced as this. The definition of

information technology in general is a study of the design, implementation, development, support or management of computer-based information systems, especially in hardware and software applications. According to Wikipedia, the definition of Information technology (IT) is a general term for technology to assist humans in creating, converting, storing, communicating, and disseminating information. Information technology is a technology that has a function in processing data, processing data, obtaining, compiling, storing, changing data in all kinds of ways to obtain useful or quality information. In addition, the function of information technology is to solve a problem, open creativity, increase effectiveness and efficiency in human activities. It can be said that techno.

In general, the definition of information technology is a study of the design, implementation, development, support or management of computer-based information systems, especially hardware and software. According to ITTA (Information Technology Association of America), Information Technology is a study, design, implementation, development, support or management of computer-based information systems, especially in computer hardware and software applications. Information technology utilizes electronic computers and computer software to convert, store, process, protect, transmit and obtain information securely. Information technology is not only important as a means of communication (read: Definition of Communication) via electronics, but is an important tool that should be owned in business as a means of coordinating and archiving important documents. Information technology is applied to manage information, which is currently an important part due to the increasing complexity of management tasks, the influence of the international economy (globalization), the need for faster response time, and the pressure caused by business competition. Of course, information technology has an important function. It is impossible that the existence of information technology does not have an important effect on life. There are at least six functions of information technology, namely Capture; Capture here can be interpreted as input. For example, receiving input from a mic, keyboard, scanner, and so on. The Capturing feature may also be familiar when you use it to store certain information. Storage; This information technology function records or stores data and information in a medium that can be used for other purposes. For example, stored on a hard disk, tape, diskette, CD (compact disc) and so on. Processing; This information technology function compiles detailed records of activities, for example receiving input from keyboards, scanners, mics and so on. With Processing we will more easily process existing files and data.

Transmission; This information technology function sends data and information from one location to another via a computer network. For example, sending sales data from user A to other users. So that we don't need to copy one by one, just sharing with each other. Retrieval; This information technology function traces, retrieves information or copies data and information that has been stored, for example looking for suppliers who have paid off and so on. Sometimes the stored data is difficult to find because it is too full with this function it can make it easier for users and save time too. Generating; The generating function is where technology acts as a tool to organize information into a form that is more focused and easy to understand. Simple examples are graphs and tables. Besides information technology has a function, on the other hand it also has a purpose. The purpose of Information Technology is to solve a problem, open up creativity, increase effectiveness and efficiency in doing work. So it can be said that because of the need to solve problems, open up creativity and human efficiency in doing work, it is the cause or reference for the creation of information technology. With the existence of information technology, human work becomes easier and more efficient. In other words, because solutions, creativity, effectiveness and efficiency are needed. Indonesia is experiencing a very rapid development process in the field of technology and information that spreads in all lines of people's lives. this makes every line of government also experience developments in the process of public services, including digitization in archiving. Meanwhile, according to Purbo (2006), the internet is currently a network that is connected to the network so that it is necessary to utilize computers and networks in providing services to the community. further according to Kadir (2003) who then said that an organization can exchange information both internally and externally in supporting the main tasks and functions of the service.

Therefore, the development of digitalization based on computerized systems and the internet can indirectly have an impact related to information needs by the community or public. This information can be in the form of data, documents and other important things that are managed to provide convenience. Then it was also emphasized by Desi Pratiwi (2012) who said that technology and information have an influence on archive management through 1) changes in ways of working, 2) communication, 3) efficiency and perception, 4) the process of change in creation, 5) changes for archivists to manage archives properly and correctly.

In the public sector, the development of information technology is a necessity and demand in the delivery of public services. Many government agencies apply information technology in providing public services to make services faster, more precise and accurate (Saprudin et al., 2022). Public service is certainly a term that often appears when we discuss the State Civil Apparatus (ASN). This is indeed natural, considering that the state is present to be able to serve and regulate every line of people's lives, and we know that ASN is the spearhead for the state to carry it out. As an ASN, we certainly realize that the implementation of public services that we provide today has quite a lot of challenges. The demands of the community as taxpayers for the state, for excellent service from the government are increasing every day. Especially with the development of technology and information like today, where every form of service, good or bad, can be quickly published and accessed by many people (Rian Hidayat, 2017). The reliability of the government (at all levels of course) in serving the community is always monitored and criticized, with the hope that it will continue to be improved in order to satisfy (Fad'li et al., 2023). As the spearhead, of course we must respond well to this situation. The rapid development of technology and information must be embraced, and utilized to improve the implementation of duties and functions as public servants.

As for the implications considering the importance of this research carried out in order to provide effectiveness and also efficiency in public services at the Makassar high court. in addition, this research will help state civil apparatus in various government agencies to archive technology-based data, which makes it easier for the public and also other users to utilise data as needed without having to go to the high court office to get information as needed but simply through the website and pages that have been provided. and this will provide convenience for employees because it reduces the workload in service only needs to check and update the data regularly.

2. Research Method

This research uses descriptive qualitative research. Descriptive research aims to describe precisely the phenomena that occur systematically, actually, and accurately in accordance with existing facts by collecting data, explaining and analyzing objectively in the sense that the results of this research will emphasize more on the description of the actual object of research Cresswell, 1997, (Afrizal, 2016) The data collection process in this research is through interviews, observation and documentation. The data analysis process is carried out by reducing data, coding to sort and determine the characteristics of the answers according to the research problem before explaining the meaning of the data obtained, Cresswell 2013. After the data coding process, interpretation is then carried out to give meaning to the data obtained to reveal the essence of an idea, Lincoln and Guba in Cresswell, 2013. Furthermore, the data obtained will be processed and conclusions drawn to provide an overview of archival management in the Makassar city district court.

3. Results And Discussions

The management of archives is the management of archives as a process of supervision, storage and security of documents and archives both in paper form and in electronic media. The following will be discussed in several indicators regarding the management of archives at the Makassar District Court Class 1A Special Office:

Records Management

a. Listing, this research focuses on the development and evaluation of recording indicators in the context of information management and administration. The definition of recording according to Dr. H. Sutanto Soehodho (2009), recording is a process of collecting, recording, compiling, and storing data or information in written or electronic form so that it can be accessed and managed properly. In 2017, Ahmad Sihabuddin explained that recording is an important process in collecting, processing, and storing information or data in written form or electronic media to support effective information management and maintenance. To see how the Archives management process at the Makassar District Court Office IA Special Makassar researchers conducted an interview with Mr. Dr. Muhammad Sainal, SH, M.Hum as the Supervising Judge as follows: "Regarding the archiving system, now in this district court, especially under the auspices of the Supreme Court, since 2012 there has been a digital-based archive, if we call it SIPP (Case Search Information System), so later all civil cases will end up there." (MS interview, July 26, 2023). From the informant's statement above, it is said that the digital-based archiving system at the Makassar District Court Office Class 1A Special Makassar has been going on since 2012.

In addition, researchers also conducted an interview with the Secretary of the Makassar District Court Class 1A Special, Mr. Irfantahir Annan, S.Pi., SH. As follows: "So so far in the last few years we have been using a web application called the SIPP application (Case Search Information System). So far the system is quite accurate and can be accessed directly by the public." (interview IA, July 26, 2023) From the informant's statement above, it is said that the archive system at the Makassar District Court Office Class 1A Special Makassar uses a web-based application called SIPP. In addition, researchers also conducted an interview with M. Rusli as one of the community members regarding the management of digital-based archives as follows: "In my opinion, currently the court needs to adapt to the digital era. The use of technology in archive management is in accordance with the times. A digital-based archive system also makes it easier for the public to access it." (MR interview, July 26, 2023) Based on the results of interviews, observations and analysis obtained, researchers can conclude that the Recording System at the Makassar District Court Office Class 1a Special has carried out recording by the process of collecting, recording, compiling, and storing data or information in electronic form so that this can make it easier for the public to access it. This research underlines that the implementation of a digital-based archive management system in the District Court in Makassar City has had a significant positive impact on society.

Some of the tangible results felt by the public are easier access, increased accuracy, service efficiency and improved quality of service. Courts have been able to make changes in access to justice that have a positive impact on the community by adopting this technology. This research provides concrete evidence that the implementation of an effective records management system can have a positive impact on the delivery of better services to the community. Some of the concrete outcomes found include ease of access, increased accuracy, service efficiency and improved quality of service to the community. Previous research also supports the findings of this study. For example, research by Samuels (2007) found that good records management can improve the efficiency of operations, reduce the cost of administration and support the policy of transparency in public bodies. Similarly, research by Smith and Brown (2008) found that the use of electronically integrated records management systems can increase information accessibility and improve service quality.

b. Organization and Deployment, archive organization is a system of organizing and storing documents by following a certain system to facilitate identification, retrieval, and selection. Theo Bothma (2005): Records organization is the process of planning, developing, implementing and maintaining a structured system for managing records throughout their life cycle. The organization and dissemination of records is a key element in an efficient and effective modern records management system. It refers to the principles and practices used to organize, classify, and disseminate records appropriately.

In the scope of archive management, this aspect is important in maintaining the continuity of organizational activities, accessibility of information, and protection of documents that have legal and historical value. Verne Harris (2002): The distribution of archives is a deliberate strategy to provide physical or virtual access to archive information that is relevant to users. To see how the process of organizing and distributing archives at the Makassar District Court Office IA Special Makassar researchers conducted an interview with Andi Asni Sani, ST, MH. As the Head of the General section as follows: "I think it is very easy because everyone with an interest can access very easily by browsing, for example in the Makassar court, just write Makassar district court and he can get the SIPP application there and then he just needs to search for the case number, everything can be accessed." (AAS interview, July 26, 2023) From the informant above, it is said that the process of storing documents at the Makassar District Court Office Class 1A Special is quite easy to identify because only by entering the case number in a SIPP application.

In addition, researchers also conducted interviews with the Secretary of the Makassar District Court Class 1A Special, Mr. Irfantahir Arnan, S.Pi., SH. Regarding how the process of disseminating digital-based archives is as follows: "So for the dissemination of archives there is a confidentiality aspect of each decision that must be anonymized, so there are several party identities including names, addresses of all kinds of anonymous systems, so that confidentiality is maintained." (interview IA, July 26, 2023) In addition, the researcher also conducted an interview with M. Rusli as one of the community regarding the management of digital-based archives as follows: "Because it is digital-based, I think it is easily accessible, only we as a society must expect data security from the digital system, especially since we know together that at this time, for example by entering email, our data can already be known by others, and this should not be misused by irresponsible parties." (interview MR, July 26, 2023).

Based on the results of interviews, observations and analysis obtained, the researcher concluded that the process of digital organisation and distribution of archives at Makassar District Court Office Class 1A Special has made it easier for people, especially those who have an interest in identifying their files or documents, but with this convenience, of course, the confidentiality of each document is maintained. Shepherd (2011) highlighted that digital records management can increase the efficiency of searching and retrieving information. This ultimately contributes to better service to the community. Similarly, the application of information technology in records management can increase the effectiveness of the organisation and distribution of archives and maintain appropriate levels of security, according to a study by Young and Stewart (2018). Records, theo Bothma (2005): Records retention is a step in records management that involves placing documents or records in a safe and organized container or place, and involves maintaining appropriate conditions so that the documents remain protected and accessible for a specified period of time. To see how the Archive Storage Process at the Makassar District Court Office IA Special Makassar, the researcher conducted an interview with Dra. Elisabet Duma as Head of Sub Division of Ortala as follows: "I think so far it has been effective with this digital-based system we minimize the use of paper lass systems like today so it is safer because we can access the server more accurately." (ED interview, July 26, 2023). In addition, the researcher also conducted an interview with Tinna Simangungsong, Skm as the Archivist regarding archive storage as follows: "So in SIPP there is already a form for digital-based archive storage, but we are still trying to impress the term we are still developing, but for the structuring process we have been digitally based, so here the electronic-based is only the storage arrangement but we have not physically entered it into the application" (interview TS, July 27, 2023).

Based on the results of interviews, observations of the analysis obtained, the researcher concluded that the archive storage process at the Makassar District Court Office Class 1A Special in recent years has implemented a paper lass system but in some cases physical archives are still found where the physical archives have not been digitized because they are still in the development stage. The results of this study are in line with previous research that has highlighted the positive impact of digital transformation in archive management. Research by Law and Ngai (2007) found that the adoption of information technology in records management can improve the efficiency and accessibility of records and provide benefits in making better decisions. In addition, research by Higgins (2017) emphasized the importance of transitioning from traditional archive systems to digital archives in improving operational efficiency and reducing long-term costs.

c. Maintenance, archive maintenance is an act of caring for, and maintaining archives so that they can still be accessed and used when needed. Diane Vogt-O'Connor (1992): Archive maintenance is an action or process to maintain, care for, and preserve archival documents or information so that they can still be accessed, used, and maintained for the future. To see how the Archive Storage Process at the Makassar

District Court Office IA Special Makassar researchers conducted an interview with Tinna Simangungsong, Skm as the Archivist as follows: "For the archive maintenance process at the Makassar District Court Office, it is still maintained, here physical archives from what year can still be found, especially those that are currently digital-based within one minute we can find the archives that we have organized and arranged." (interview TS, July 27, 2023). In addition, researchers also conducted interviews related to ease of access and maintenance of archives as follows: "If for maintenance specifically there is noaji, but if for ease of access in digital-based archives, that's what I said earlier, it is very easy in one minute to find back, but if manual archives can take a little longer because they are searched one by one. Based on the results of interviews, observations of the analysis obtained by researchers concluded that the archive maintenance process carried out at the Makassar District Court Office Class 1A Special is quite good coupled with a digital-based process that makes it very easy to re-access archive documents when needed. Previous research also supports these findings. Research by Masrek et al. (2017) observed that good archive maintenance plays an important role in ensuring information continuity and meeting user needs. Effective maintenance also has a positive impact on better public services and reduces the risk of losing valuable information.

d. Surveillance, records oversight refers to the process of monitoring, controlling and managing records to keep them in line with established policies and procedures. It involves supervising the maintenance, storage, and use of archives to ensure that the information remains safe, organized, and properly accessible. To see how the Archive Supervision Process at the Makassar District Court Office IA Special Makassar researchers conducted an interview with Tinna Simangungsong, Skm as the Archivist as follows: "The supervision process to ensure that the archive is safe or so that no unauthorized modification occurs, I think it is safe enough, because the Makassar District Court Office has implemented our information disclosure system that is digitally based to the public, but the name of the archive can be opened but there are limits so not everything can be accessed only for public information." (interview TS, 27 July 2023). Based on the results of interviews, observations of the analysis obtained by researchers, it can be concluded that the archive supervision process is quite good because in the archive access process not all data can be accessed by the public but only data that is public, so that this can minimize the process of unauthorized use of data. Previous research also supports these findings. Research by Ogunniyi and Rouhani (2018) observed that proper access arrangements in records management play an important role in protecting the confidentiality of information and preventing unauthorized use of data. This approach also has a positive impact on maintaining integrity and trust in the records management system.

e. Displacement, archive transfer refers to the process of transferring archives from one location or container to another location or container in accordance with policies and needs. M. Reza Ramadhani (2020) Archive transfer is the activity or process of moving documents or archival records from one storage area to another, which may involve changes in format, container, or physical location, by maintaining the integrity and security of information. To see how the Archive Storage Process at the Makassar District Court Office IA Special Makassar researchers conducted an interview with Tinna Simangungsong, Skm as the Archivist as follows: "If the transfer process is only done by moving places, for example, those that are still recent are stored slightly in front, but if the transfer of physical storage of documents to digital form, we have been proposed to electronically store all decisions that have been archived, but we have not implemented it because we have not been facilitated with some kind of tool, and then we still lack human resources to digitise, so this is still being developed but as I said that in SIPP there is already a form but we are still trying to get there." (interview TS, 27 July 2023). Based on the results of interviews, observations of analyses obtained by researchers concluded that the archive transfer process at the Makassar District Court Office is only in the process of moving the archive arrangement place, but for the process of transferring archives from physical documents to digital archives is still not done due to lack of facilities and inadequate human resources but the District Court Office is still trying to develop the system. Previous research also supports these findings. Research by Kongthon et al. (2009) showed that the transformation from physical archive management to digital archives can improve efficiency in searching, retrieving, and sharing information. In addition, research by Alghamdi and Watson (2013) identified the benefits of electronic records management in improving accessibility, preservation and security of information.

f. Destruction, archive destruction refers to the act of destroying or removing archival documents or information in accordance with retention policies and applicable regulations. Theo Bothma (2005): Archive destruction is the act or process of permanently eliminating documents or archival information that has passed the retention period or that no longer has value, by complying with legal and

ethical guidelines. To see how the Archive Destruction Process at the Makassar District Court Office IA Special Makassar researchers conducted an interview with Tinna Simangungsong, Skm as the Archivist as follows: "Well, we have never destroyed or destroyed. So we haven't had a destruction process and there are no rules in the destruction of archives, both digital and conventional, so we still keep everything well so that it lasts for decades, archives from the 50s and 60s are still there, but the digital-based ones started in 2013 until now". (interview TS, 27 July 2023). Based on the results of interviews, observations of analyses obtained by researchers, it can be concluded that the process of destroying archives at the Makassar District Court Office has not been carried out because there are no rules governing the destruction of archives. Previous research also supports these findings. Research by Kim (2011) emphasises the importance of clear and consistent rules regarding records destruction within organisations. Without clear guidelines, legal risks and imbalances between privacy and access to information can arise.

Facilities and Infrastructure

The Makassar District Court Office has made strides in adopting digital archives as an integral part of its information management system. In this endeavour, they have invested in the development of robust facilities and infrastructure to support digital records management. In the process of digitalising archives at the Makassar District Court Office Class 1A Special of course requires supporting facilities and infrastructure so that it can run effectively and efficiently in accordance with the purpose and function of implementing digital-based archives. As for some indicators of supporting facilities and infrastructure in this study are:

a. Human Resources (HR), Michael Armstrong (2019) Human Resources are a group of individuals who work in an organisation and contribute through their skills, knowledge and efforts to achieve organisational goals. In managing digital-based archives at the Makassar District Court office, of course, it requires human resources who have skills and knowledge related to digital-based archives, so to see how the quality and capability of human resources in managing and utilising digital-based archives, researchers conducted interviews with Mr. Dr. Muhammad Sainal, SH, M.Hum as Supervisory Judge as follows : "that the HR team is currently working to improve their capabilities in managing and maximising the benefits of digital archives. Recognising the importance of technical understanding and skills in the application of this technology, HR development is and should be undertaken to ensure that the implementation of digital archives is as efficient and optimal as possible." (MS interview, 26 July 2023). Based on the interviews, observations and analyses, the researcher concluded that Makassar District Court is in the process of transformation towards the use of more sophisticated digital archives. Focusing on human resource development is an important step in ensuring the success of this system and making full use of it. Through proper training and support, it is expected that human resources will have the necessary quality and capability to effectively manage digital-based archives, improve the efficiency of legal processes, and provide better services to the community. In the context of the results of this study, a focus on developing human resources in the face of digital records management transformation is a wise move. Proper training and support for human resources can help them master new technologies, understand digital records management practices, and minimise potential obstacles that may arise during the transition process. Improving the quality of human resources in this regard will have a positive impact on the efficiency of legal processes, public services, and the overall effectiveness of records management. Previous research also supports these findings. Research by Blount (2011) shows that success in the digital transformation of archives depends on the readiness of human resources in dealing with technological changes. Another study by Recker et al. (2017) emphasised the need for proper training for human resources in adopting new technologies such as digital records management.

b. Website, a website is a collection of related pages that can be accessed via the internet. Each page on a website usually contains information, text, images, videos, and links that are interactive. Websites are used as a tool to present content, information, services and interactions to online users. To see how the website system in archive management can improve information disclosure at the Makassar District Court Office IA Special Makassar, researchers conducted an interview with Rizal Fahrudin, S.Sos as a Computer Officer as follows: "For information disclosure in the digital-based archive system, everything can be accessed by the public who has an interest, but yes, it is limited to seeing the case number, case classification, names of parties and defendants, but for the decision it cannot be seen in its entirety through the website." (RF interview, 27 July 2023) Based on the results of interviews, observations of analysis obtained by researchers, it can be concluded that the Makassar District Court in the digital-based archive management system has implemented the principle of information disclosure to some extent. The use of the website as a tool to access archive information online has enabled people who have an interest to obtain important information about ongoing cases. Information that can be accessed through the website includes case numbers, case

classification, and the names of parties and defendants involved in the judicial process. However, there are restrictions imposed on access to information through the website. According to the interviewees' narratives, although basic information is accessible to the public, more detailed information such as the content of the judgement is not available in its entirety through the website. This suggests that there are restrictions on information disclosure to maintain the integrity and confidentiality of the judicial process. Previous research also supports this finding. Research by Shokraneh and Farajpahlou (2015) found that the principle of information disclosure in records management is important to build public trust in government institutions. Information disclosure can also increase accountability and public participation in the policy process. These findings can serve as a guide for Makassar District Court and similar institutions to continue strengthening the implementation of the principle of information disclosure in their digital-based records management. Through these efforts, institutions can ensure that relevant and important information is accessible to the public, support more active public participation, and increase accountability in decision processes.

c. Network, a network is a system of multiple entities or elements that are interconnected and interact to exchange information, resources, or services. In the context of information technology, a network refers to the connection of computers or electronic devices that allows them to communicate and share data. To find out the extent to which the availability of the internet network affects the accessibility and performance of digital-based archiving systems at the Makassar City Court Office, the researcher conducted an interview with Rizal Fahrudin, S.Sos as a Computer Officer as follows: "The internet network is certainly important in the accessibility and performance of digital-based archiving systems. If the internet network is stable, it allows users, including court staff, judges, and related parties, to easily access and interact with digital archives. So that is the weakness, if there is a network disruption, it is difficult to access." (RF interview, 27 July 2023). Based on the results of interviews, observations of analyses obtained by researchers concluded that interference or slow speed in the network can hinder the use of the archive system, affect the effectiveness of work, and hinder the accessibility of information needed. Therefore, continuous efforts to maintain and improve the quality of the internet network are important so that the digital-based archive system can function optimally. This illustrates the importance of the availability of a reliable internet network in supporting the accessibility and performance of digital-based archiving systems in Makassar District Court. This suggests that network technology plays a central role in the successful implementation of digital archives, while emphasising the need to maintain and improve network infrastructure to support the efficient and effective use of digital archives. In the context of the results of this study, the improvement and maintenance of internet network quality is important in the management of digital-based archives. Continued efforts to ensure stable and fast network availability will support the efficiency and effectiveness of the records management process and minimise potential bottlenecks that may arise due to network issues. This will also contribute to better information accessibility for users. Previous research also supports these findings. Research by Martono and Novitasari (2017) shows that poor internet network quality can cause problems in using digital-based archiving systems. Another study by Alkahtani (2019) identified that slow internet connection problems can affect users' performance in managing electronic archives. These findings provide guidance for Makassar District Court and similar institutions to prioritise network infrastructure maintenance and improvement in the context of digital records management. Investing in network quality will help ensure that digital-based archival systems can run optimally, supporting productivity and better services to users.

4. Conclusion

Based on the analysis of the discussion that the author has done regarding the Digital-Based Records Management System in improving Public Services at the District Court Office in Makassar City: a) The digital-based archive management system at the Makassar District Court Office is quite good because in recent years the Makassar District Court has implemented a digital-based archive management system that can be easily accessed by people who have an interest, but in terms of transferring archives that were previously in physical form cannot be accessed digitally because the Makassar District Court has not implemented this system and is still in the process of development; b) The readiness of human resources, and infrastructure in supporting digital-based archive management at the Makassar City District Court, that human resources (HR) play a key role in supporting digital-based archive management at the Makassar City District Court, HR is still in the development stage in terms of technical understanding and skills needed to manage and utilise digital archives effectively. However, there is a clear commitment to addressing these shortcomings through training and developing HR capabilities to ensure that digital records are managed

carefully and efficiently. Infrastructure is also an important factor in supporting digital records management. A reliable network infrastructure allows for seamless accessibility and exchange of archival information, while ensuring data protection and security. The availability of a stable internet network is necessary to access archival information quickly and efficiently. In addition, websites as a tool to access digital archives also play an important role in providing information to the public. Although there are limitations in terms of accessibility of more detailed information, websites remain an important channel to provide basic access to the public. The implications of this research will provide benefits for digital archive management at the Makassar high court and also other public agencies. Provide convenience for the public in accessing data and information without having to visit the office, so that the service becomes faster, easier. In addition, this research still has several limitations, especially in research informants who are limited to the Makassar class 1A district court agency. Then we hope that further research will expand the sample in data collection and if necessary the research method is not only qualitative but also quantitative approaches to get a better picture related to archive management.

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