

## THE ROLE OF DIGITALIZATION AND THE WORK ENVIRONMENT ON THE PERFORMANCE OF EMPLOYEES OF THE LIBRARY AND ARCHIVES SERVICE THE ROLE OF DIGITALIZATION AND THE WORK ENVIRONMENT ON THE PERFORMANCE OF EMPLOYEES OF THE LIBRARY AND ARCHIVES SERVICE

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### ABSTRACT

Digitization of archives plays an important role in an agency that is very helpful for the work of the archival service to make it easier to find lost archival documents. The Karawang Library and Archives Office created an application called Subang Larang for digitizing the archive. One form of new media archive storage is digital media using computers which must be facilitated by agencies so that the work environment becomes more effective when working. The position and position of employees that must be considered in carrying out work so that employees will be responsible for their work and employees will achieve the results of their work. The researcher gave the title "The Role of Digitalization and Work Environment on the Performance of Employees of the Library and Archives Service". This research is descriptive and qualitative. The results show that digitizing archives is one way that helps archive services become more effective for certain interests in just a short time.

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## 1. INTRODUCTION

The Archival Information System provides a solution for agencies for services, especially in managing documents in the workweaving. By using an electronic record processing system on storage media with digital technology, the implementation of the archive search process can be facilitated by the existence of an electronic recording system and can help meet the needs of the future. ang (Yakin Bakhtiar Siregar, 2019). The Library and Archives Service is managed by one authorized head. It is one of the organizational work units and implementing components of the government part which is the regional authority. The Head of the Library and Archives Service carries out leadership functions with the help of various other leaders in each field of staffing must be aware of the various challenges that arise in directing staff to carry out work programs in accordance with their obligations Archives are very valuable data if managed properly and efficiency can be ensured when used optimally. The purpose of digitizing employee archives is to store archives or official documents that are available to the public in digital form to facilitate the search for employee personal archives or other important documents (Sumarni & Mardhiah, 2021).

Protection against the existence of archives is regulated in Law Number 43 of 2009 concerning kearsipan. Meanwhile, the implementation rules are given in the PP RI Number 28 of 2012 related to the implementation of Law Number 43 of 2009 concerning Archives. 8 of 1997 on Company documents (Yakin Bakhtiar Siregar, 2019). The Karawang Library and Archives Office is where the archives are stored starting from the archives of birth certificates, archives of Permit Mendirikan Bcollateral (IMB), Arsip Upah Guru Ngaji (SETDA), regent's archives, archives

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of Examination Result Sheets (LHP) from office of the directorate and other archivessent from the Karawang local government through the Karawang local government Karawang and regent staff to be stored in the archives office so that they can be sorted out when there is an archive that is needed again. According to Aryasatya & Katili in (Winastwan, 2022; Achmad, 2022) Information that is available to the public cannot be separated from archival data for the benefit of legal archives, is to protect the state and achieve national goals, so that archives ultimately become the identity of the nation. History is a question related to past data. An archive is a record of activities or events in different forms and media, depending on the development of information and communication technologies, which are created and received by public and government agencies. Regions, educational institutions, companies, political organizations, civil society organizations and individuals in organizing social and national life as well as government life. The problem that arises in the Karawang Library and Archives Service is the lack of facilities such as computers and networks so that it is still not carried out quickly digitizing archives for archive search services that are needed by the community such as birth certificates and rak archives in the office work environment is an obstacle for employees to store archives when new archives are sent by the local government or the person in charge and lack of understanding of human resources so that employees still cannot be responsible for the position of the work that has been determined.

Digitalization is a term used to describe the process of digitizing printed, audio or visual materials (Sumarni & Mardhiah, 2021). Digitization requires computers, scanners and media players, and software that supports document scanning can be used to convert printed documents into digital formats The scanning function only achieves efficiency and optimization in various ways, such as efficiency and optimization of storage space for disaster safety, better accuracy, and more stable documents. (Susanto et al., 2018) the use of archives can be a valuable tool to improve employee performance, benefiting a government agency, local government, educational institutions, political organizations, community organizations and individuals in the implementation of social, national and state life. has led to the development of archives, that is, records or events in various fields. forms and means.

The work environment is a spatial layout, natural light and the influence of sound that affects the concentration of an employee at work. The facilities owned by the company or agency are part of the work environment that must be realized to support the activities of the company and agency, creating a pleasant atmosphere in the work environment will provide morale and make employees feel at home so that they can improve employee performance. While menurut (Mangkunegara, 2017) The work environment is a common resource, tools and materials encountered by a person, the environment in which people work, the way they work, and the organization of individual and group work . The work environment is an important aspect in employees carrying out work activities. By paying attention to a good work environment, it will motivate employees to work better so that it will affect employee satisfaction and enthusiasm at work.

Performance is the result of work activities that have been achieved by a person or group in a company or agency in accordance with their respective authorities and responsibilities, in an effort to realize a goal of an organization concerned legally, not violating the law and in accordance with norms and ethics (Julita, 2018) . Performance is a real behavior that everyone displays as work achievements produced by employees according to their respective roles in a company or agency. So the performance of employees has not been achieved optimally if in the work environment there are still many shortcomings including equipment that is still often damaged and has not been repaired immediately, air conditioning (AC) that is not cold and the

arrangement of the workspace is not good, this is caused by the workspace becoming narrow and uncomfortable so that the performance improvement becomes not optimal.

## 2. THEORETICAL REVIEW

### Digitization of archives

According to Alhaidari in (Ahyar et al., 2021) Archives are a set of printed or imported data written in the form of letters, numbers or images, and have a special meaning and purpose as material for communication and information. which is recorded on paper (cards, forms), film paper. Meanwhile, according to Milar in (Ahyar et al., 2021), archives can be interpreted based on an agency that carries out all activities of recording work, storing and documenting correspondence or records. which has significance both inside and outside, both with regard to governmental and non-governmental matters, by applying certain policies and systems that can be accounted for. Creative, technical and social skills are also needed according to Parry & Battista, 2019 in (Cazan, 2020). Other researchers discussed the benefits of archive digitization technology in the workplace, such as a decrease in workload in the work environment area. The parameters for digitizing documents referred to as computer-based archives are: 1) Selection stages, 2) Observation stages, 3) Adjustment stages, 4) Management stages, 5) Search stages.

### Work Environment

The work environment is something that can affect employees in their work area in carrying out activities in their work, including the interaction of fellow employees, the infrastructure provided, and the requirements for work. According to Sedemaryanti in (Kunci, 2022) states that the work environment is the entire tool and material faced in the surrounding work area where a person works, his work methods, and work arrangements both as an individual and as a group. A work environment that is less supportive and can trigger pressure on employees, difficulty in focusing and can also decrease working capacity. We can see that in an environment that is not supportive, it will bring bad luck to an employee in doing his daily work. (Miranda et al., 2017) the work environment greatly affects commitment within an organization. Here is a description of some experts about the work environment. According to Eka Wida Faida in (Bayu et al., 2021; Kunyanti & Mujiono, 2021) also mentioned the indicators of work environment, namely: a. Concise in checking the surrounding area. Kerapian will make employees able to keep things in place so that they don't look messy. The implementation will make the work environment comfortable and pleasing to the eye. Always maintaining and caring for existing goods in the company or agency will make the resilience of the goods will be more durable. e. Diligent or discipline will make employees become individuals who always have a high and positive morale.

### Performance

According to Mangkunegara in (Nabawi, 2019; Nulhaqim & Sulastri, 2019) performance is the result of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities that have been given to him. Performance can be interpreted as an achievement of the results of working during a certain year of time. Employee performance is a measure that can be given by the organization in a certain period and can be used to follow work performance. Meanwhile, Darmawan in (Sinambela & Lestari, 2022) employee work in a company or agency is an important aspect to maintain company productivity according to Mangkunegara in (Nabawi, 2019; Sidiq et al., 2021) states that performance parameters have 4 components, namely: 1) Quality, namely the quality of discipline of an employee in completing what has been done, 2) Quantity, is how long an employee works in one day. This quantity of performance can be seen from the speed of work of each employee 3) the implementation of duties, is how far employees are able to do their work accordingly and do not make mistakes,

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and 4) tanggung responsibility, is an awareness of the employee's obligation to carry out the work given by the leadership.

### 3. METHODS

The research system leads a researcher to follow research activities or procedures that must be followed and should not deviate from these steps or procedures. If it deviates from existing measures or procedures, then the consistency of the research is not realized and this can cause the expected research not to be realized (Drs.Syahrum.M.Pd & Des.Salim, 2014; Yulianah, 2022). This research is a type of qualitative research through literature research and field studies. The research stage is carried out through the collection of library resources, both primary and secondary. These studies classify data based on the research formula according to (Darmalaksana, 2020).

The type of research carried out is qualitative descriptive research. Descriptive research is aimed at describing or fulfilling the current state of the object or subject of research based on phenomena that appear or as they are. The type of research carried out is qualitative descriptive research. The location used in this research is the office of the Karawang Regency Library Office for Archives. This research was carried out for 6 years with an estimated time starting from December 2021 to May 2022. Carried out using the technique data collection and Observation is a data collection technique by holding a direct study based on the results of observations in the field or research objects and conducting a direct interview with the head of the Bidang Archives Mrs. Roro Oetami Noviana R, S.P.d how it works and what problems occur in the office of the Library and Archives Office.

### 4. RESULTS AND DISCUSSION

Digital archives are the goal of the Library and Archives Office to make it easier for public services to find the archives needed so that they will be easier to find if there is digitization of archives. However, the lack of facilities such as computers, networks and shelf shelves for archive storage in the workplace of the Karawang Regency Library and Archives Office which is inadequate makes the service sometimes still search in writing in books (manuals). So this digitalization plays a very important role in managing archives in the office, while employee performance is not optimal because of the lack of understanding of human resources for employees so that work is not in accordance with the portion of duties and positions that have been provided by the leadership.

The performance of employees really needs to be considered for the continuity of their respective duties and work, a sense of responsibility and thoroughness of things that need to be prioritized in order to achieve goals and work plans at the Karawang Library and Archives Office. Here are his activities and performance benchmarks.

**Table.1**  
**Activities and Performance Benchmarks**

| Program            | Activities   | Sub Activities                                       | Performance Benchmarks                                      | Performance Targets   |
|--------------------|--|--|---|---|
| Records Management | Management of the information network node of the National | Capacity building of archival units and institutions | Implementation of empowerment activities for archival units | - 30 participants able to manage archives well<br>- 40 participants received socialization/training |

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|                               |  |   |   |  |
|-------------------------------|--|---|---|--|
|                               | Archives of kindergarten districts / cities  |   | and LKD districts/cities  | g on archive management in a simple manner<br>- 2 archive managers with S1 education and high school educated archive managers (non-civil servants)  |
|                               | Management of static archives in the district / city area  | Acquisition, preservation processing, and static archive access             | Implementation of acquisitions and sorting                              | The implementation of archive acquisition on 4 target objects  |
|                               | Management of the information network node of the National Archives of kindergarten districts / cities | Provision of access information and regional kindergarten archival services | Availability of information on access to archival services              | Maintenance of 1 package of archival service access network  |
|                               | Dynamic Archive Management of districts/cities   | Maintenance and shrinkage of dynamic archives                               | Implementation of dynamic archive maintenance and shrinkage             | -Implementation of 1 fumigation package<br>5 racks of archival elbow holes<br>1 external hard drive<br>-Availability of Non PNS S1 2 people, SMA 2 people as archive processing personnel<br>-Availability of archive maintenance infrastructure |
|                               | Dynamic archive management of districts/cities   | Creation and use of dynamic archives  | The implementation of Bintek, the creator of the media transfer archive | 24 people were able to create an archive instead of media  |
| Archive protection and rescue | how to static archives and archives from   | Assessment and determination  | The implementation  | Availability of 1 static archive   |

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|  |                                       |  |                        |                              |
|--|---------------------------------------|--|------------------------|------------------------------|
|  | the transfer of district / city media | n of the authenticity of static records in accordance with the requirements of the guarantor to the validity | n of archival searches | document of Karawang history |
|--|---------------------------------------|--|------------------------|------------------------------|

Source: library and archives office ( May 2022)

The main purpose of the library and archives office is the creation of an arsip digitization application called "Subang Larang" by s-scan archive files and given a certain code to facilitate the search for archive files if they are needed again by the community or the karawang regency local government office. Examples of archives such as kelahiran deeds, family cards, marriage certificates, regent's archives, setda archives, building permit archives (IMB), archives of examination report reports (LHP) at the Inspectorate office and other government archives. For access to enter the application can only be opened by employees with an email and password. The following is an example of the Subang Application for Prohibiting Archives:

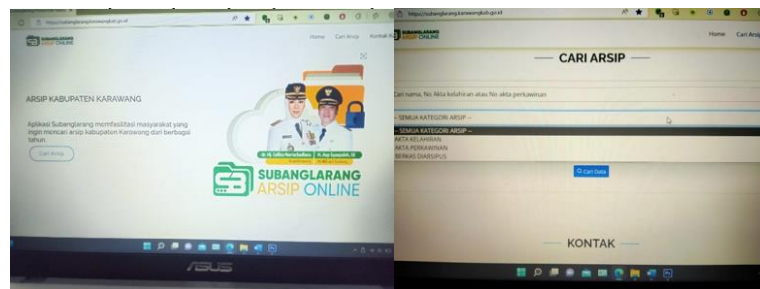


Figure 1. Subang Application Prohibits and Search Home

Based on the image above, figure 1.1 of the homepage display when you want to find archive data while figure 1.2 is for the category of searching archives that are needed. This application was created in 2019 but is still not effectively realized due to various reasons and considerations of agencies. The advantage and disadvantages of electronic digitization archives are that technology provides convenience, including ease of office work. This convenience is expected to make office work smoother. The benefits of electronic document management or digitization of archives include: (1) Archives can be searched and used quickly (2) Flexible and easily customizable archives (3) full-text search; (4) There is little chance of losing files. (5) Save space. (6) Reduce the risk of archive corruption because archives are stored digitally. (7) facilitate the sharing of archives; (8) Improve security. (9) Data recovery is easy.

While the shortcomings in the management of electronic documents are as follows: 1. The cost of procuring the system is relatively expensive. although the purchase of this system can be used as an investment in the organization 2. Possible file corruption without any indication, such as the server being attacked by a computer virus or a personal error that causes the file to be permanently deleted due to an error. Before the scanner, the digitization of archives, the process of storing archives is still carried out in writing, if there are problems in the server, the agency still has a copy of the archive data.

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The stages of digital archive management activities include two things, namely: (1) archive storage and (2) archive retrieval. Digital archive storage activities are documented data management activities starting from the transfer of archival media to the arrangement of archives to new media. Archive media transfer is the process of transferring archival media from one form of media to another, using a scanner to store physical information and archives. State Regulation Number 28 of 2012 Article 40 said that archival media is a way (activity) in preserving the documentation of a very important data in companies / agencies. Viewed from the point of view, there are at least two purposes of moving archive media, namely (1) to speed up access services (active and inactive), and (2) to preserve archives (static). The purpose of archival media is to accelerate archive access services, carried out for effective and efficient archive management (Muhidin, 2016).

Along with the development of the times and in order to make it easier to manage and accelerate community services, the digitization of archives is expected to be able to overcome the traditional obstacles faced by archival problems related to the preservation of physical forms (paper or other media), the efficiency of storage and storage space, the efficiency of archive layout, the efficiency of archives, the efficiency of archives. one can always carry his archives in a data processing machine i.e. (a computer) that is simply placed on a table with sufficient capacity to store documents. File. One large warehouse. The digital system will also provide energy, time and space efficiency in the management of archives and the provision of archival services

## 5. CONCLUSION

Based on the results of research, the digitization of birth certificate archives in libraries and archives of Karawang Regency took place from 2019 until now. The process of digitizing birth certificate archives and other archives by the Karawang Regency Library and Archives Office is carried out by preparing archives, scanning them with scanners and then uploading them to the Subang Ban application. Attempts to archive information from the Indus. to preserve The Birth and others were carried out by the Karawang County Library and Archives Office to preserve and protect the archives, preserve the archives and prevent further damage to the archives that could be used in the future. Obstacles to digitizing birth certificates at the Karawang Regency Library and Archives Office include inadequate facilities and infrastructure, limited human resources as digitization technicians, and the risk of viruses in data storage devices. Solutions in the role of digitalization and work environment to performance that must be applied by office employees of the Karawang Library and Archives Service are as follows Digital archive management should make it easier for community services. Keep archives from being damaged Socialization and counseling on the importance of being aware of archives to the community through the digitization process are carried out periodically by the archival sector in Karawang Regency. Facilitating facilities for digitization of archives. Work according to their respective portions and positions.

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