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Analysis of Digital Records Management System in Product Support People Development Departement PT United Tractors Tbk

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Abstract:
Digital archive management has become an essential aspect of organizational administration in the digital era. However, many organizations still experience challenges in managing digital records due to unstructured storage practices, the absence of standardized procedures, and difficulties in retrieving documents. This study aims to analyze the implementation of digital archive management in the Product Support People Development (PSPD) Department of PT United Tractors Tbk, identify the challenges encountered, and examine the efforts undertaken to improve archive management practices. This research employed a qualitative descriptive approach. Data were collected through observations, semi-structured interviews with employees responsible for digital document management, and documentation review. The collected data were analyzed using the stages of data reduction, data display, and conclusion drawing. The findings indicate that digital archive management has not yet been implemented systematically. Digital documents are primarily stored through email and cloud storage without standardized classification, file naming conventions, or specific archival procedures. These conditions result in duplicate documents, inconsistent storage practices among employees, and difficulties in retrieving information. To address these issues, the department has implemented several improvement efforts, including reorganizing digital folders, standardizing file naming practices, and encouraging better coordination among employees. The study concludes that implementing a structured digital records management system supported by clear standard operating procedures and consistent archive management practices is necessary to improve administrative efficiency and facilitate information retrieval within the organization.

Keywords: Digital Archive; Digital Records Management; Records Management System

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BACKGROUND

The rapid development of information and communication technology has transformed various organizational activities, including records management. Digital archive management has become increasingly important because it enables organizations to store, access, and manage information more efficiently while reducing the risk of physical document damage and loss. In modern organizations, the implementation of digital archive systems is essential to support operational effectiveness, information accessibility, and organizational accountability (Fad'li et al., 2023).

PT United Tractors Tbk, as one of Indonesia's leading heavy equipment companies, generates a large volume of administrative documents to support its business operations. Within the Product Support People Development (PSPD) Department, digital records are created through various activities related to employee development, training administration, competency certification, and other administrative processes. Consequently, effective digital archive management is necessary to ensure that organizational information can be stored, accessed, and retrieved efficiently.

However, preliminary observations conducted in the PSPD Department revealed several challenges in managing digital archives. Documents received through email often accumulate without systematic classification and organization, resulting in difficulties in storage, retrieval, and archive control. Similar findings were reported by Dewi et al., (2025), who stated that disorganized digital archive systems can lead to document duplication, information inconsistency, and increased administrative workloads. In addition, the absence of an integrated digital archive system requires employees to search for documents across multiple storage locations, including email accounts, local computer folders, and cloud storage platforms.

The lack of standardized archive management procedures has also contributed to inefficient information retrieval processes. Documents are stored using different naming conventions and folder structures, making it difficult for employees to locate required information promptly. According to Lestari (2024) organizations that do not implement integrated digital archive systems tend to experience slower document retrieval processes compared to organizations with centralized archive management systems. This condition may negatively affect administrative efficiency and hinder operational activities that require accurate and timely information.

The results of the preliminary survey conducted among PSPD employees further confirmed these issues. Most respondents acknowledged that document retrieval remains time-consuming due to the absence of an integrated archive management system. Respondents also agreed that document accumulation within email storage negatively affects administrative efficiency. These findings are consistent with Saxena and Saxena & Gupta (2020), who emphasized that non-integrated digital archive systems can reduce organizational effectiveness and slow information retrieval processes.

Previous studies on digital archive management have predominantly focused on government institutions and educational organizations. In contrast, research examining digital

archive management practices within operational departments of private-sector organizations remains relatively limited. Furthermore, existing studies generally focus on archival policies and systems at a broader organizational level (Helaludin & Wijaya, 2019). Therefore, this study seeks to fill this gap by analyzing digital archive management practices in the PSPD Department of PT United Tractors Tbk, identifying the challenges encountered, and examining potential improvement efforts to enhance administrative effectiveness and information accessibility.

THEORETICAL FRAMEWORK

Digital Archive Management

Records management is a systematic process of controlling records throughout their lifecycle, beginning with record creation, classification, storage, use, maintenance, and final disposition. Effective records management supports organizational accountability, information governance, and operational sustainability by ensuring that records remain authentic, reliable, and accessible whenever needed (Ramudin, 2019). In the digital era, organizations increasingly rely on digital archives to improve administrative efficiency, reduce physical storage requirements, and facilitate faster information retrieval. Digital archives consist of electronic records created, stored, managed, and accessed through information technology infrastructure, enabling organizations to manage information more effectively than conventional paper-based archives (Fad'li et al., 2023).

Effective digital archive management should also comply with fundamental archival principles, including authenticity, integrity, security, and accessibility. These principles ensure that digital records maintain their evidential value while remaining protected from unauthorized modification or loss and easily retrievable for organizational purposes (Ramudin, 2019). Therefore, organizations require standardized archive management procedures to maintain consistency in document storage and retrieval.

Electronic Records Management System (ERMS)

An Electronic Records Management System (ERMS) is an integrated information system designed to manage electronic records throughout their lifecycle, including record creation, storage, maintenance, retrieval, and disposition (Santoso & Prabowo, 2021). The implementation of ERMS supports systematic document classification, metadata management, access control, retention scheduling, and efficient information retrieval, thereby improving organizational productivity and administrative effectiveness (Fathurrohman et al., 2023).

An effective ERMS also provides reliable search and retrieval capabilities, allowing users to locate required documents accurately and efficiently. According to Pramudyo & Mayesti (2023), document retrieval functionality is one of the primary indicators of successful electronic records management. Furthermore, the successful implementation of ERMS depends not only on technological infrastructure but also on organizational readiness, competent human resources, and institutional commitment to digital records management (Afifah & Ismaya, 2025).

Records Continuum Model

The Records Continuum Model explains that records should be managed as dynamic organizational assets rather than static documents that follow a linear lifecycle. The model consists of four interconnected dimensions Create, Capture, Organize, and Pluralize which emphasize continuous record creation, organization, preservation, and utilization across organizational contexts (Frings Hessami, 2022).

Within digital archive management, this model highlights the importance of systematically capturing records, organizing them through appropriate classification and metadata, and ensuring their accessibility for various organizational purposes. Digital records stored in email systems and cloud storage continuously evolve and are reused for administrative activities, making the Records Continuum Model particularly relevant in modern organizational environments (Hurley et al., 2024). However, organizations without integrated archive management systems may experience information fragmentation, inconsistent document organization, and reduced retrieval efficiency (Pillen & Eckard, 2023). Therefore, implementing the Records Continuum Model requires integrated information systems, clear archival policies, and organizational commitment to effective records management (Fathurrohman et al., 2023).

Information Retrieval in Digital Archive Management

Information retrieval refers to the process of identifying, locating, and providing relevant information according to users' needs. In digital archive management, an effective retrieval system depends on systematic document classification, comprehensive metadata, indexing mechanisms, and structured storage systems that enable users to retrieve records quickly and accurately (Pranata et al., 2024).

Advances in information technology have further enhanced retrieval systems through the application of artificial intelligence, natural language processing, and machine learning to improve search accuracy and relevance . Conversely, inadequate document organization and inconsistent metadata reduce retrieval effectiveness and negatively affect administrative efficiency. Consequently, well-designed information retrieval systems contribute significantly to organizational productivity by minimizing search time and improving access to digital records (Amalia, 2022; Habiburrahman et al., 2025)

The concepts of digital archive management, ERMS, the Records Continuum Model, and information retrieval collectively provide the theoretical foundation for analyzing digital archive management practices in the Product Support People Development (PSPD) Department of PT United Tractors Tbk. These concepts are used to examine existing management practices, identify implementation challenges, and evaluate improvement efforts to enhance the effectiveness of digital archive management.

METHOD

This study employed a qualitative descriptive approach to explore the implementation of digital archive management within the Product Support People Development (PSPD) Department of PT United Tractors Tbk. A qualitative approach was selected because it enables an in-depth understanding of organizational practices, challenges, and improvement efforts

related to digital archive management from the perspectives of employees directly involved in administrative and archival activities.

The research was conducted at the Product Support People Development (PSPD) Department of PT United Tractors Tbk. Informants were selected using purposive sampling based on their involvement in managing digital documents and administrative processes. The participants consisted of employees who were directly responsible for creating, storing, organizing, and retrieving digital archives within the department.

Data were collected through three techniques: semi-structured interviews, direct observation, and documentation. Semi-structured interviews were conducted to obtain detailed information regarding current digital archive management practices, challenges encountered, and improvement initiatives implemented by the department. Observations were carried out to examine actual document storage practices and archive retrieval processes. Documentation, including organizational documents and digital archive records, was also reviewed to support and validate the interview findings.

The collected data were analyzed using the interactive model proposed which consists of data condensation, data display, and conclusion drawing or verification. To ensure the credibility of the findings, source triangulation and technique triangulation were employed by comparing information obtained from interviews, observations, and documentation. This process enhanced the validity and reliability of the research findings by confirming data consistency across multiple sources.

RESULT

Digital Archive Management Practices

The findings indicate that digital archive management within the Product Support People Development (PSPD) Department of PT United Tractors Tbk is primarily carried out using corporate email, local computer folders, and Microsoft OneDrive. The digital archives consist of reimbursement documents, employee overtime records, substitute leave forms, vendor administration files, and other operational records. Although digital technology has been adopted to support administrative activities, the department has not yet implemented an integrated digital records management system. Employees independently organize and store documents based on personal preferences, such as document type or chronological order.

The study also found that the absence of standardized archive management procedures has resulted in inconsistent folder structures, varying file naming conventions, and fragmented document storage across different platforms. Consequently, employees often require additional time to locate documents needed for daily administrative activities.

Challenges in Digital Archive Management

Several challenges were identified during the implementation of digital archive management. The primary challenge is the absence of an integrated archive management system, causing documents to be stored across multiple media, including email, local folders, and cloud storage. This condition complicates document retrieval because employees must search through several storage locations before finding the required files.

Another challenge concerns the lack of standardized document classification and file naming conventions. Since no specific Standard Operating Procedure (SOP) regulates digital archive management, each employee applies different storage methods. As a result, duplicate files frequently occur, folder structures become inconsistent, and document retrieval depends largely on employees' individual knowledge. In addition, the increasing volume of emails often causes important documents to be overlooked during retrieval.

Improvement Efforts

Despite these challenges, several initiatives have been undertaken by the department to improve digital archive management. Employees regularly reorganize digital folders, apply clearer file naming practices, periodically review corporate email, and utilize Microsoft OneDrive as a backup repository for important documents. Furthermore, employees emphasized the need for an integrated archive management system, standardized archive management procedures, and consistent document classification to improve administrative efficiency and facilitate information retrieval.

DISCUSSION

Digital Archive Management Practices

The findings indicate that the PSPD Department has adopted digital technologies to support administrative activities through the use of corporate email, local computer folders, and Microsoft OneDrive. These technologies have facilitated document storage and reduced dependence on paper-based records. However, the implementation of digital archive management remains decentralized because document organization depends on individual employee practices rather than standardized organizational procedures.

This finding suggests that the department has not yet fully implemented the principles of an Electronic Records Management System (ERMS), which emphasizes systematic management of electronic records throughout their lifecycle. According to ISO 15489-1:2016, effective records management requires records to be authentic, reliable, usable, and systematically maintained. The absence of standardized archive management procedures indicates that digital technologies alone are insufficient to ensure effective records management without clear organizational policies and standardized practices.

Challenges in Digital Archive Management

The results demonstrate that the major challenges in digital archive management include fragmented document storage, inconsistent file naming conventions, duplicate documents, and difficulties in retrieving archived information. These challenges mainly arise because the department has not established a standardized archive management system or Standard Operating Procedures (SOPs) governing digital records management.

These findings are consistent with the Records Continuum Model, which emphasizes that digital records should be systematically created, captured, organized, and maintained throughout their existence. When documents are stored using different structures and naming conventions, information retrieval becomes less efficient and organizational knowledge

becomes more difficult to access. Similar findings have also been reported in previous studies, which suggest that ineffective archive management practices reduce administrative efficiency and increase the risk of information loss and document duplication.

Improvement Efforts

The study found that employees have undertaken several initiatives to improve digital archive management, including reorganizing digital folders, applying more consistent file naming practices, periodically reviewing archived documents, and utilizing Microsoft OneDrive as a backup storage platform. These initiatives demonstrate employees' awareness of the importance of maintaining digital archives despite the absence of formal organizational standards.

Nevertheless, these improvement efforts remain individual initiatives and have not yet been institutionalized across the department. Therefore, implementing an integrated Electronic Records Management System (ERMS), supported by standardized document classification, comprehensive Standard Operating Procedures (SOPs), and regular employee training, would significantly improve archive accessibility, information retrieval, and administrative efficiency. In addition, the findings contribute to the existing literature by providing empirical evidence on digital archive management practices within a private-sector organization, an area that remains relatively underexplored compared with studies conducted in public institutions.

CONCLUSION

This study examined the implementation of digital archive management within the Product Support People Development (PSPD) Department of PT United Tractors Tbk. The findings indicate that although digital technologies such as corporate email and Microsoft OneDrive have been utilized to support administrative activities, digital archive management has not yet been implemented systematically due to the absence of an integrated records management system and standardized archive management procedures. Consequently, employees experience challenges related to inconsistent document classification, duplicate files, fragmented storage, and inefficient information retrieval.

The study also found that employees have initiated several improvement efforts, including organizing digital folders, applying more consistent file naming conventions, and utilizing cloud storage for document backup. However, these initiatives remain individual practices rather than organizational standards. Therefore, implementing an integrated Electronic Records Management System (ERMS), supported by clear Standard Operating Procedures (SOPs), standardized document classification, and regular employee training, is recommended to improve archive accessibility, administrative efficiency, and organizational accountability. The findings contribute to the growing body of knowledge on digital archive management, particularly within private-sector organizations undergoing digital transformation.

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