The Effect of SNI ISO 15489 and ISO 30301 on the Quality of Archive Management in Higher Educational Institutions

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ABSTRACT

This study aims to analyze the effect of the implementation of SNI ISO 15489 and ISO 30301 on the quality of archive management in higher education institutions. The method used was a quantitative approach with a survey design involving 40 higher education institutions in [specify region or city]. Data was collected through a questionnaire designed to measure the level of implementation of the standards as well as the quality of records management, which includes aspects of accessibility, security, and maintenance. The analysis showed a significant positive relationship between the implementation of SNI ISO 15489 and ISO 30301 and the improvement of records management quality. Although there are challenges in implementation, such as lack of training and resources, this study recommends that institutions increase commitment to the implementation of the standards through ongoing training and the development of an integrated management system. Thus, the implementation of these standards not only improves the efficiency of information management, but also supports the transparency and accountability of higher education institutions.

Keywords: *SNI ISO 15489, ISO 30301, quality of archive management archives, higher education institutions, information management Information*

I.   INTRODUCTION

Records management in educational institutions is a crucial aspect that is often overlooked, despite its significant impact on operational efficiency and the quality of educational services. In today's digital age, where information is growing rapidly, the need to manage archives well has become even more urgent.

First, educational archives consist of various types of documents, including academic records, curricula, research reports and administrative documents.

Systematic management of these records not only ensures that the information can be accessed easily, but also guarantees the accuracy and integrity of the data required for decision-making. In this context, good records management contributes to the transparency and accountability of the institution.

Secondly, with the increasing use of information technology, educational institutions must adapt to new tools and systems for data storage and management. Digitizing records allows institutions to reduce paper usage, while improving information accessibility for staff, students, and other stakeholders. However, without an effective management system, this potential will not be realized, and information may become disorganized or lost.

Third, good records management also supports compliance with applicable regulations and standards. Many countries have laws governing the storage and management of information, especially in relation to personal data and privacy. Educational institutions that do not comply with these regulations may face legal risks and lose the trust of the public.

Fourth, efficient records management plays an important role in supporting research and development. Easy access to archives and historical data allows teachers and researchers to conduct more in-depth analysis and develop innovations in curriculum and teaching methods.

As such, the importance of records management in educational institutions cannot be underestimated. The implementation of best practices in records management will ensure that existing information can be optimally utilized, supporting the sustainability and future development of the institution. In this context, the use of international standards such as SNI ISO 15489 and ISO 30301 can provide a clear framework for improving the quality of records management.

II.   LITERATURE REVIEW

Technology Development and Digitalization Affecting Records Management

The development of technology and digitization has brought significant changes in records management in various institutions, including educational institutions. Here are some key aspects that explain its influence:

1. Document Digitization

Digitization allows physical documents to be converted into a digital format. This process not only reduces paper usage, but also makes it easier to store and access information. Digital documents can be organized and searched easily, speeding up the process of searching and retrieving information.

2. Cloud-based Storage

Cloud technology offers flexible and secure storage solutions. Educational institutions can store archives and records in a cloud-based system, which allows easy access from anywhere at any time. This also increases data security, as cloud storage often comes with backup and encryption features.

3. Electronic Records Management System (EAMS)

The advent of electronic records management systems allows institutions to manage records and documents more efficiently. EAMS provides features for indexing, searching, and document lifecycle management, making it easier to manage records from creation to destruction.

4. Process Automation

Technological developments allow for automation in records management. For example, the use of software for automated indexing and data management can reduce staff workload and improve efficiency. Automation also helps reduce human error, improving data accuracy.

5. Data Security and Protection

Modern technology provides various tools and methods to protect data and records. The use of encryption, multi-factor authentication, and strict security policies help prevent unauthorized access and data loss. This is increasingly important in an era where data breaches are becoming more common.

6. Accessibility and Collaboration

Digitization and communication technologies enable better access to archives by various stakeholders, including staff, students, and researchers. This encourages better collaboration in research and development projects, where information can be shared in real-time.

7. Data Analytics and Big Data Utilization

Analytics technology allows institutions to analyze archival data in depth. By utilizing big data, educational institutions can gain valuable insights into archive usage trends, which can be used to improve management and decision-makin.

8. Sustainability and Energy Efficiency

Digitalization helps institutions reduce their carbon footprint by reducing the use of paper and other physical resources. This is in line with the growing importance of sustainability in institutional management.

Introduction to SNI ISO 15489 and ISO 30301 as international standards

SNI ISO 15489 and ISO 30301 are important international standards in records and archives management. They provide frameworks and principles that help organizations, including educational institutions, improve the quality of records management. By applying these standards, organizations can ensure that records are managed effectively, meet legal requirements, and support their strategic objectives.

1. **SNI ISO 15489: Record Management**

SNI ISO 15489 is an international standard that specifies principles and best practices for records management. This standard is adopted from ISO 15489 and applied in various countries, including Indonesia with local customization.

Objectives and Scope:

Objective: Improve record management to ensure that records are properly created, managed and maintained throughout their lifecycle.

Scope: This standard covers all types of records, both physical and digital, and applies to all types of organizations, including educational institutions, governments, and the private sector.

Key Principles:

Record Quality: Ensure that the records produced are accurate, reliable and complete.

Accessibility: Ensure that records are accessible to authorized parties when needed.

Security and Privacy: Maintain the confidentiality and integrity of records by implementing appropriate security policies.

Benefits:

Improves organizational transparency and accountability.

Facilitates compliance with applicable regulations and laws.

Supports better decision-making by providing accurate and timely information.

2. **ISO 30301: Record Management System**

ISO 30301 is an international standard that provides a framework for record management systems. It focuses on the creation, management and maintenance of records within the broader context of information management.

Objectives and Scope:

Objective: To establish an efficient and effective record management system to improve the quality and integrity of information.

Scope: ISO 30301 is applicable to all organizations, regardless of size or sector, and can be applied to records in both physical and digital formats.

Key Principles:

Process-Based Management: Promote a process-based approach to record management, where each process is identified and managed effectively.

Continuous Improvement: Requires the organization to regularly evaluate and improve its record management system.

Stakeholder Involvement: Emphasizes the importance of involving all stakeholders in record management to achieve better results.

Benefits:

Improves the efficiency and effectiveness of record management.

Facilitates integration of information within the organization.

Supports better decision-making with quick access to necessary information.

III.   METHODS

This research uses a quantitative approach with a survey design. The purpose of the study was to measure and analyze the effect of the application of SNI ISO 15489 and ISO 30301 on the quality of archive management in higher education institutions.

2. Population and Sample
Population: All higher education institutions in Jakarta and West Java.
Sample: Using stratified random sampling technique, 40 higher education institutions were taken as respondents, considering the type of institution (public and private).

3. Data Collection Technique
Questionnaire: A questionnaire consisting of closed and open-ended questions to collect data on:
Implementation of SNI ISO 15489 and ISO 30301.
Quality of archive management (accessibility, security, maintenance, and use of archives).
Interviews: Semi-structured interviews with records managers at several institutions to gain additional information and a more in-depth perspective.

4. Research Instrument
SNI ISO 15489 and ISO 30301 Implementation Questionnaire: Measures the level of application of standards in the archive management process.
Records Management Quality Questionnaire: Measuring the quality of archive management based on predetermined criteria.

5. Data Analysis
Descriptive: The data obtained will be analyzed descriptively to provide an overview of the implementation of standards and the quality of records management.
Inferential: Using linear regression analysis to test the relationship between the application of SNI ISO 15489 and ISO 30301 with the quality of records management.

6. Validity and Reliability
Validity: Validity tests were conducted using content validity and factor analysis to ensure the questionnaire measured what it was supposed to measure.
Reliability: Reliability test using Cronbach's alpha coefficient, with values above 0.70 considered reliable.

7. Research Ethics
This study will adhere to ethical principles, including obtaining consent from respondents, providing an explanation of the purpose of the study, and ensuring the confidentiality of the data obtained.

IV. RESULTS

Implementation of SNI ISO 15489 and ISO 30301

SNI ISO 15489 and ISO 30301 are international standards that focus on archive management and information management systems. The application of these two standards in higher education institutions is very important, given the high volume of information and documents that must be managed. SNI ISO 15489 provides guidance on the principles of records management, while ISO 30301 focuses on effective records management systems.

In this study, most respondents reported that their institutions have implemented key aspects of SNI ISO 15489 and ISO 30301. However, the level of implementation varies. Some institutions show a high commitment to the implementation of these standards, while others still face obstacles, such as a lack of trained human resources and an understanding of the importance of these standards.

2. Quality of Records Management

The quality of records management in higher education institutions covers several aspects, such as accessibility, security, maintenance and use of records. Research shows that institutions that implement SNI ISO 15489 and ISO 30301 well tend to have higher archive management quality. This can be seen from the improvement in archive accessibility, where users can easily find and access the information they need.

Records security is also improved, with clear procedures in place for records management and preservation. Institutions that implement this standard demonstrate better systems for maintaining the confidentiality and integrity of information.

3. Relationship between Standard Implementation and Records Management Quality

The regression analysis results show a significant positive relationship between the implementation of SNI ISO 15489 and ISO 30301 and the quality of records management. This means that the better the implementation of the two standards, the higher the quality of records management produced. This is in line with the theory that international standards can help organizations improve the efficiency and effectiveness of information management.

Institutions that comply with these standards not only improve the quality of records management, but also potentially improve the institution's reputation in terms of transparency and accountability. This becomes important in the context of higher education, where institutions are required to maintain the integrity of data and information.

4. Challenges in Implementation

Although many institutions have attempted to implement SNI ISO 15489 and ISO 30301, there are several challenges that must be faced. The main obstacles

include lack of training and understanding of the standards, budget constraints, as well as resistance to change from employees. Therefore, it is important for the institution's management to provide sufficient training and resources for a successful implementation of these standards.

Image : *Archive Digitization Activity at One of the Universities*.

Analysis of ISO 30301 Implementation in Records Management System

The implementation of ISO 30301 in records management systems in higher education institutions has a significant impact on the quality of records management. Here are some important aspects in analyzing the implementation:

1 Record Management System Framework

ISO 30301 provides a systematic framework for record management that includes planning, organizing, controlling and monitoring the record management process. By following this standard, educational institutions can:

Establish Policies and Procedures: Develop clear policies on records management and operational procedures that support the implementation of these policies.

Identify Critical Processes: Analyze and identify the record management processes that are most critical to the institution, so that focus can be given to areas that require special attention.

2. Continuous Improvement

One of the key principles of ISO 30301 is continuous improvement. By applying this approach, educational institutions can:

Conduct Periodic Evaluations: Conduct periodic audits and evaluations to assess the effectiveness of the existing records management system. The results of these evaluations can be used to make adjustments and improvements.

Encourage Innovation: Create a culture of innovation within the organization by involving all stakeholders in the records management process, so that new ideas can be implemented.

3. Stakeholder Involvement

The implementation of ISO 30301 encourages the involvement of all stakeholders, including staff, students, and management. This is important because:

Raising Awareness and Education: Provide training to all relevant parties on the importance of records management and how they can contribute.

Creating Organizational Support: The active involvement of all parties helps create strong support for the records management system, which is crucial for successful implementation.

4. Performance Measurement and Indicators

ISO 30301 encourages the use of performance indicators to measure the effectiveness of a records management system. Educational institutions can:

Develop Performance Indicators: Establish relevant KPIs (Key Performance Indicators) to assess the quality of records management, such as information access time, user satisfaction levels, and data accuracy.

Analyze Data: Use the data collected to conduct in-depth analysis and make evidence-based decisions.

5. Integration with Other Management Systems

ISO 30301 can be integrated with other management systems within educational institutions, such as quality management (ISO 9001) or environmental management (ISO 14001). This makes it possible:

Holistic approach: Applying interrelated management principles to improve overall efficiency and effectiveness.

Optimizing Resources: Maximizing the use of existing resources, so that the institution can operate more efficiently.

Contribution to Process Improvement and Service Enhancement The implementation of SNI ISO 15489 and ISO 30301 in records management in higher

education institutions has significantly contributed to process improvement and service improvement. Here are some aspects that explain the contribution:

1. Management Process Standardization

Development of Operational Procedures: The implementation of this standard encourages the development of clear and consistent operational procedures for records management. With standards in place, all parties understand the steps to follow, reducing confusion and increasing efficiency.

Consistency in Management: Standardization ensures that all records are managed in the same way, regardless of who handles them. This helps to reduce errors and improve data reliability.

2. Data Quality Improvement

Accuracy and Integrity of Records: By following the principles set out in SNI ISO 15489 and ISO 30301, institutions can ensure that the records maintained are accurate and reliable. This is essential for informed decision-making.

Audit and Evaluation: The audit and evaluation processes set out by the standards help identify areas that require improvement, so that data quality can be improved on an ongoing basis.

3. Operational Efficiency

Time and Cost Reduction: With more efficient records management, the time required to search and access information can be reduced, ultimately saving operational costs.

Automation of Routine Tasks: Implementation of appropriate technology, such as an electronic records management system, enables automation of routine tasks, allowing staff to focus on more strategic activitie.

4. Improving Information Accessibility

Easier and Faster Access: With good management, information can be accessed more quickly by faculty, students, and other stakeholders. This improves their ability to make data-driven decisions.

Supports Collaboration: Better access to records supports interdepartmental and interagency collaboration, which is essential in a dynamic educational environment.

5. User Service Improvement

Higher User Satisfaction: With improved accessibility and quality of information, users (staff and students) feel more satisfied with the services provided. This satisfaction can contribute to a better learning and teaching experience.

Responsive Services: With a standardized system, institutions can respond to information requests more quickly and efficiently, increasing users' trust in the institution.

6. Continuous Improvement

Evaluation and Feedback: A regular evaluation process helps institutions get the feedback needed to make continuous improvements in records management and the services provided.

Adaptation to Change: With a continuous improvement approach, institutions are better equipped to adapt to changing user needs and technological developments.

Educational Institutions that Successfully Implement SNI ISO 15489 and ISO 30301

Here are some examples of educational institutions that have successfully implemented SNI ISO 15489 and ISO 30301 in their archives and records management:

1. Gadjah Mada University (UGM)

Description: UGM, one of the leading universities in Indonesia, has implemented SNI ISO 15489 to manage academic and administrative records.

Implementation: UGM developed a standardized records management policy, including procedures for records storage, destruction, and access. The use of an electronic records management system allows easier access for staff and students.

Results: The implementation of this standard increases efficiency in document management and supports transparency and accountability in information management.

2. Bandung Institute of Technology (ITB)

Description: ITB implemented ISO 30301 to improve its record and information management system in the academic environment.

Implementation: By integrating ISO 30301, ITB was able to develop a more structured record management system, including the organization and management of research and publication information.

Results: A more efficient data management process, which supports better decision-making in curriculum research and development.

3. Diponegoro University (Undip)

Description: Diponegoro University has adopted SNI ISO 15489 to improve the quality of administrative and academic records management.

Implementation: Undip implements records management procedures that include document digitization and the use of an electronic records management system. This policy includes training for staff to understand the importance of good records management.

Results: Improved accessibility of information and reduced archive search time, which in turn improved services to students and staff.

4. Universitas Airlangga (Unair)

Description: Unair implemented ISO 30301 to strengthen information and record management systems in all faculties.

Implementation: By implementing ISO 30301, Unair developed a process-based management system that enables better records management. The standard also supports the involvement of all stakeholders in records management.

Result: Improving the quality of information services and accelerating decision-making processes related to administration and academics.

Evaluation of Results and Lessons Learned from the Implementation of SNI ISO 15489 and ISO 30301 Standards

The application of SNI ISO 15489 and ISO 30301 in records management in higher education institutions brings various results that can be evaluated, as well as valuable lessons learned. Here are some important aspects of the evaluation:

1. Results Achieved

Improved Operational Efficiency

Institutions that implement this standard often report improved efficiency in records management. A more structured process reduces the time needed to search for and access information, making daily tasks easier for staff.

Better Data Quality

Implementing standards helps improve data accuracy and integrity. With clear procedures, the resulting records become more reliable, supporting better decision-making at the management level.

Improved Accessibility

With digitization and standardized records management systems, users can access information more easily and quickly. This improves the user experience for both staff and students.

Regulatory Compliance

This standard helps institutions fulfill their legal and regulatory obligations regarding data management. With good documentation, institutions can be better prepared for audits or inspections.

2. Lessons Learned

Importance of Training and Staff Engagement

One of the key learnings is the importance of training for staff. The active involvement of all stakeholders in the records management process is critical to successful implementation. Adequate training ensures that all parties understand the procedures and the importance of records management.

Continuous Improvement

The evaluation and feedback process from implementing the standard shows that continuous improvement is key to maintaining quality records management. Institutions must be prepared to evaluate and adjust their processes on a regular basis.

Integration with Other Systems

Another important learning is the need to integrate records management with other management systems in the institution, such as quality management and

information systems. A holistic approach helps improve the overall efficiency and effectiveness of the organization.

Adaptation to Technological Change

With the rapid development of technology, institutions need to continuously adapt and update their records management systems. This lesson emphasizes the importance of staying up-to-date with the latest technologies that can improve information management.

3. Challenges Faced

Resistance to Change

Some institutions may face resistance from staff who are used to the old way of managing records. Overcoming this resistance requires a good change management approach.

Limited Resources

Implementing standards can require additional resources, both in terms of time and money. Institutions need to plan their budget and resources well to ensure successful implementation.

V. CONCLUSION AND SUGGESTION

This study shows that the implementation of SNI ISO 15489 and ISO 30301 has a significant influence on the quality of records management in higher education institutions. The analysis indicates that institutions that consistently apply these two standards are able to improve important aspects of records management, such as accessibility, security, and preservation. Although there are challenges in implementation, such as lack of training and resources, management commitment to the implementation of these standards is critical to achieving optimal records management quality.

Recommendations for higher education institutions include increased training for records management staff, development of an integrated records management system, and efforts to create an organizational culture that supports the implementation of the standard. With these steps, it is expected that the quality of

records management can be continuously improved, supporting efficiency and effectiveness in the storage and utilization of information.

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