The Archives Management System in the General Affairs and Human Resources Division at the Langsa City Regional Secretariat Office

Erni Wiriani

Program Studi Keuangan dan Perbankan Nusantara, Akademi Keuangan Perbankan Nusantara, Kabupaten Aceh Timur, Provinsi Aceh, Indonesia

e-mail: erniwiriani71@gmail.com

ABSTRACT

The research conducted examines the archive management system in the General Affairs and Personnel Section of the Secretariat of the Langsa City Regional Government. Data collection was obtained through field observations and research related to existing facilities, human resources, and systems in archive management. Facilities are adequate, including filing cabinets, archive shelves, and archive cabinets, but there is a lack of employees with educational backgrounds in archive management. The archive management system consists of storage, borrowing, retrieval, maintenance, transfer, and disposal of archives. There are several shortcomings in the archive storage and retrieval process caused by the lack of thoroughness of the personnel. Efforts made in archive maintenance are relatively simple, there are retention schedules for archive transfer and disposal, but there is a challenge with the large volume of archives. There is a need for improvement in human resource management and a review of the archive management process to ensure the smoothness and effectiveness of the system.

Keywords: *Management of archives, systems, facilities, human resources, and storage*

I.   INTRODUCTION

Every office surely requires a unit that manages everything related to administrative activities. Administrative activities in an office basically yield results like other units. The outcomes or products of an office are letters, forms, and reports. Managing the letters, forms, and reports generated and received by an office ultimately relates to archiving.

An archive is a collection of documents systematically stored because they serve a purpose to be quickly retrieved whenever needed. Meanwhile, documents are written records, images, or recordings of something created by someone for a specific purpose.

In an office, archives are needed to provide services to external parties and for internal information purposes within the office. Therefore, archives have a significant impact on all activities related to management in all areas within an office. Archives also serve as the memory center of an office, as they contain various information already possessed by the office, enabling the determination of goals to be achieved using the existing potential to the fullest. Information obtained through archives can also prevent miscommunication, avoid job duplication, and help achieve work efficiency.

The management system within archives encompasses various activities, including classifying letters, assigning codes, storing letters, maintaining them appropriately, and even addressing the methods of disposal and destruction of letters that are no longer needed. A system itself is a set of organized components interrelated with its plans aimed at achieving objectives. Meanwhile, management is a process that helps formulate organizational policies and objectives or a process that provides oversight over something involved in policy implementation and goal attainment.

If the archives held by an office are poorly managed, it can result in difficulty in finding stored information, ultimately hindering subsequent work processes. Considering the crucial role of archives, it is advisable to manage archives using a good and proper archive management system. An archive management system can be deemed good and proper if the archives can be retrieved quickly and accurately when needed.

The Regional Secretariat Office is a government institution involved in governance activities for the Langsa City area. Archives are important evidence, and if they are not properly organized, they can be lost, making it difficult to retrieve previously stored archives. Therefore, there is a need for an archive management

system and one or more archivists in managing archives at the Central Java Provincial Health Office.

II.   LITERATURE REVIEW

Definition of Archives

From a linguistic perspective, the term "archives" in Dutch is called "Archief," while in English it is called "Archive," and this word originates from the Greek word "Arche," which means "beginning." Then, the word "Arche" evolved into the word "Archia," which means "record." Subsequently, from the word "Arche," it changed again to the word "Ar-cheion," which means "government building." Meanwhile, in Latin, it is called "Archivum" or "Archium," and finally, from these words, the term "arsip" is used in Indonesian until now. In addition to the meaning of the term "arsip" in Indonesian, the term "File" (from the Latin word "Fillum," which means "string") and the term "Records," which are still widely used in archival administrative activities (Sedarmayanti, 2003:7). The word "arsip" encompasses 3 meanings, a collection of manuscripts or documents that are stored, a building (room) for storing a collection of manuscripts or documents, and an organization or institution that manages and stores a collection of manuscripts or documents (Sedarmayanti, 2003:8).

According to Mulyono (2003:3), archives are a collection of documents stored according to established rules or regulations, and if needed, they can be easily and quickly retrieved.

The definition of archives according to Law Number 7 of 1971 concerning "BASIC ARCHIVAL PROVISIONS" in Chapter I, Article 1, is as follows manuscripts created and received by State Institutions and Government Bodies in any form, whether individually or in groups, in the context of government activities and manuscripts created and received by Private Institutions and/or individuals in any form, whether individually or in groups, in the context of national life.

Thus, it can be concluded that archives are any written, printed, or typed records, in the form of letters, numbers, or images, which have a specific meaning or purpose as communication and information material, recorded on paper (cards,

forms), film paper (slides, film-strips, microfilm), computer media (tape, disks, recordings, floppy disks), photocopy paper, and others (Amsyah, 2003:3).

The Storage System for Archives

Archives serve as reminders, both for organizations and leaders. To facilitate storage and the retrieval process of archives whenever needed, it is necessary to determine a storage method or archive filing system. The archive storage system according to Sedarmayanti (2003:69-76) in Records Management Utilizing Modern Technology is as follows:

1. Alphabetical Filing System, The alphabetical system is one of the filing systems commonly used to organize files sequentially from A to Z based on indexing regulations.

2. *Subject Filing System*, The subject filing system is a filing system based on activities related to issues relevant to the company using this system. To implement this system, the issues that generally occur in daily correspondence must first be determined

3. *Numerical Filing System*, The numerical system is a filing system based on groups of issues, with each issue assigned a specific number.

4. *Chronological Filing System*, The chronological system is a filing system based on the sequence of dates, months, and years. Generally, the date of receipt of the letter (preferably based on the date stamp of the letter) is observed as the guideline.

5. *Geographical Filing System*, The geographical system is a filing system based on specific locations, areas, or regions. Principles of Storage.

Principles of Archive Storage

According to Sularso Mulyono (2003:32), the principles of archive storage are safety, durability, up-to-date, and efficiency. The organization of archives for each organization (office) varies according to its needs. In the organization of storage, there are known principles:

1. Centralization Principle

   This is the storage of archives centralized in a separate unit for all archives within the organization. So, each unit does not conduct archival activities

separately. The objectives of storage organization with centralization principle are facilitate the implementation of uniform procedures and equipment, personnel handling can be developed to meet required qualifications, errors can be prevented as small and as early as possible, due to a single channel. Thus, certainty and responsibility become clear, and tracing errors or lost files (archives) becomes easier, and supervision can be more effectively carried out with simple control procedures.

2. Decentralization Principle

    Each unit conducts archival activities separately. The objectives of storage organization with decentralization principle are with different activities in each unit, it allows the archival system in each unit to adapt according to its needs, archive management is faster when needed, as the location is not too far, and disposal/reduction of archives can be done more quickly because it can be directly related to the needs of activities in the unit.

3. Combined Centralization – Decentralization Principle

    Archives storage for several units is centralized, while for units with specific specifications, they may organize their own archive storage separately. The purpose of this combined principle is to eliminate weaknesses in the organization of storage of the two principles mentioned above (centralization-decentralization). In this combined principle, various combination patterns can arise, including some units organize centralized storage, and only a small part organizes storage separately, most units organize their storage separately, and only a small part of the units organize their storage centrally, all units organize their archive storage separately but gather them in a building/room. Thus, there is a concentration of archive storage activities, and each unit organizes its archive storage separately, but the implementation is combined into several groups (decentralization

Types of Archives

According to Sedarmayanti (2003:9) in Records Management Utilizing Modern Technology, archives are categorized as follows:

1. Active Archives (Active Dynamic), These are archives that are continuously used

for the continuity of work within the processing unit of an organization/office.

2. Inactive Archives (Inactive Dynamic, These are archives that are no longer used continuously, or their frequency of use has become rare, and they may only be used as references.

3. Dynamic Archives, These are archives used in planning, implementation, and administration of national life in general or directly used in the administration of the state.

4. Static Archives, These are archives not directly used for planning, administration of national life in general, or daily state administration. Static archives serve as national accountability for government activities and their value is important for future generations.

Equipment and Supplies

According to Wursanto in Records Management 1 (1999: 32-60), archival equipment and supplies are as follows Map, a map is a folded sheet of paper or cardboard (manila paper) used to store archives. Folder, *a folder is a thick paper or cardboard folded into a rectangular shape used to store or place archives or a group of archives in a file/filing cabinet. Folders have tabs for coding and indexing, and the tab's location depends on the filing system used, whether vertical or lateral. Guide,* a guide is a thick sheet of paper or cardboard used as a pointer or divider in archive storage. *Filling Cabinet, a*filing cabinet is a rectangular office furniture piece placed vertically and used to store files or archives. Generally, filing cabinets have two, three, four, or five drawers. Archive Cabinet, *a*n archive cabinet is office furniture used to store files or archives. Archive Rack, an archive rack is a type of open cabinet without doors used to place or store files or archives. *Rotary, a* rotary is an archive storage device that can be rotated, making it easier to place and retrieve archives without much effort. Cardex (card index), a cardex is a tool used to store documents, archives (cards) using drawers that can be pulled out lengthwise. It is usually used to store control cards.

Maintenance and Security

Archive Maintenance

Archive maintenance is the activity of regularly cleaning archives to prevent

damage due to various reasons. Physical archive maintenance can be done through several methods as follows.

Storage Room Arrangement maintain dryness (ideal temperature between 60°-75°F, with humidity between 50-60%), ensure adequate but indirect lighting, have evenly distributed ventilation, protect against potential risks such as fire, water, insects, etc, archive Storage Space should be arranged sparsely to allow airflow between stored files. Desired humidity levels need to be maintained, use of Preventive Materials: One way is to place camphor in the storage area or periodically spray with chemical substances.

Prohibitions, regulations should be implemented, including prohibiting bringing and/or eating in the archive storage area, and smoking is prohibited in the archive storage room (as sparks could cause fire hazards). Cleanliness, archives must be regularly cleaned and protected from rust stains and other contaminants.

Archive Security

Archive security involves safeguarding archives from loss or damage. In Law No. 7 of 1971 Article 11, the provisions state:

a) Anyone who intentionally and unlawfully possesses archives as referred to in Article 1 of Law No. 7 of 1971 can be punished with imprisonment for up to 10 years.

b) Anyone who stores archives as referred to in Article 1, letter a of Law No. 7 of 1971, who intentionally discloses information about the contents of the document to a third party who is not entitled to know it while being obliged to keep such information confidential, can be punished with imprisonment for up to 20 years or life imprisonment.

Physically, all archives must be secured against damage. Archive damage can occur due to internal and external factors. Internal Factors, these include the quality of paper, ink, and adhesive materials that come into contact with the paper. External Factors, these include environmental factors, sunlight, dust, attacks from pests, fungi, and similar organisms.

Archive Borrowing

Archive borrowing is the removal of archives from their storage location

because they are needed by another party. Since the archive is borrowed and no longer in its place, it is necessary to keep records so that archive personnel can know where the archive is, who is using it, when it was borrowed, and when it should be returned.The archive borrowing form is filled out in triplicate, with each serving a specific purpose archive Borrowing Form I (white): Kept by the archive keeper based on the archive return date, serving as evidence of the borrowing, archive Borrowing Form II (green): Placed at the location where the borrowed archive was taken from, serving as a placeholder for the borrowed archive, archive Borrowing Form III (blue): Given to the borrower. (Sedarmayanti, 2003:76-77).

Rediscovery

Rediscovery of archives can be done either manually or mechanically. Manual rediscovery means rediscovery is done through human ability without using mechanical energy. Meanwhile, rediscovery mechanically is mostly to indicate the location of archive storage through electronic means (computer) (Boedi Martono, 1993:72).

Existing archives should not be stored arbitrarily; archives must be stored using a good and proper archive management system so that they can be quickly and accurately rediscovered when needed. In order for the rediscovery of archives to be carried out properly, several conditions must be met, namely the needs of archive users or letters must be examined first, and the system must be easily remembered; it must be based on the actual activities of the relevant agency, then keywords/indexes are arranged as identifiers, the archive retrieval system must be logical, consistent, and easily remembered; the retrieval system must be supported by equipment and supplies, furthermore, the retrieval system must be supported by trained personnel and must have a high level of comprehension, speed, diligence, enjoy working, and enjoy working in detail about information (Abu Bakar, 1990:74-75).

Several supporting factors and considerations need to be adhered to or fulfilled in order to facilitate archive retrieval as follows:

1. Conducting activities of collecting, classifying, arranging, storing, and preserving archives based on the applicable system, both for official and personal leadership

archives.

2. In creating a good archive storage system, several supporting factors need to be considered or fulfilled, including simplicity. The chosen archive storage system should be easy to understand not only by one person but also by other employees. Accuracy in storing archives, based on the system used, it should allow for quick and accurate retrieval. Meeting economic requirements, it should utilize existing space, facilities, and available costs. Ensuring security, archives must be protected from damage, theft/destruction, and must be safe from risks such as water, fire, animals, humid air, etc. Therefore, storage should be in a place that is truly safe from all disturbances. Placement of archives, it should be placed strategically, easily accessible by all units. The system used should be flexible, providing the possibility of changes to improve work efficiency. Archive personnel, archive personnel need to understand knowledge in the field of archiving.

3. Archive units need to organize duplication and serve archive lending as best as possible.

4. Recording and storing speeches and important events that occur every day, complete with dates, so that they can be used as tools to find or reconsider when needed.

5. Conducting periodic archive controls to understand all available information media and suggest shrinkage and destruction if necessary (Sedarmayanti, 2003:79-80).

Transfer and Destruction

1. Archive Usage Figures

   To shrink and transfer archives from processing units to archival units, it is necessary to establish the archive usage figure, which is a percentage figure representing the ratio of the number of archive requests for reuse to the total number of archives stored. The formula for calculating the usage figure is as follows:

$$AP = \frac{\Sigma \text{ Archive requests}}{\Sigma \text{ Stored archives}} \times 100\%$$

The larger the usage figure, the more archives are directly utilized for daily tasks, indicating that deletion is not yet necessary as these archives are still active.

2. Retention Schedule A retention schedule is a list containing policies on how long a group of archives can be stored or destroyed. Thus, the retention schedule is a list showing the duration each archive is stored in active files (work units) before being transferred to archival storage (inactive files), and the storage period of each/group of archives before being destroyed or transferred to the National Archives. Determining the storage period of archives (archive retention) is based on the usefulness value of each file. To maintain objectivity in determining this usefulness value, the archive retention schedule is prepared by a committee consisting of officials who truly understand archiving, the functions, and activities of their respective offices/organizations (Sedarmayanti, 2003:103-104).

3. Archive Transfer Archive transfer is the activity of moving archives from active to inactive status because they are rarely used in daily activities. Archive transfer can also mean moving archives that have reached a certain age or time period to another location so that filing cabinets originally used in daily work can be used to store new archives (Wursanto, 1991:216).

4. Archive Destruction Archive destruction is the action or activity of physically destroying archives that have ended their function and have no utility value. Destruction must be total, either by burning completely, shredding, or by other means so that neither the content nor the form can be recognized anymore.

   Archives that are no longer useful need to be destroyed to provide better storage and maintenance for archives that have utility value (Sedarmayanti, 2003:103). According to Zulkifli Amsyah (2003:217-218), archive destruction can be done in several ways Burning, Archive destruction by burning is relatively straightforward but can be time-consuming. Therefore, burning can be done

when the quantity of archives to be destroyed is not significant. Shredding, Archive destruction by shredding can be done gradually, meaning it doesn't have to be completed at once. Shredding can be done routinely and doesn't require special time, preferably using a paper shredder machine. Chemical Destruction, Archive destruction by pouring chemicals onto a stack of archives. This method is quite hazardous because the chemicals used can cause injury if splashed onto the body.

As for the general procedure of archive destruction, it typically consists of selection, making a list of the types of archives likely to be destroyed, creating a destruction report, and carrying out the archive destruction with witnesses.

III.   METHODS

Data Collection

The data collection method used by the author in this writing is Field Study, which is the direct data collection activity carried out during fieldwork at the Regional Secretariat Office of Langsa City Government by means of Observation, a method involving direct observation of the practice object, namely the Regional Secretariat Office of Langsa City Government. The second method is Interview, involving direct interview with the parties at the Regional Secretariat Office of Langsa City Government to obtain more accurate data. Library Study is a data collection method based on literature or reference books related to this report's writing.

IV.   RESULTS

Records Management System

To achieve good research results in line with the intended goals, preparation is needed to obtain accurate data. Preparations made by the author include conducting observations to identify problems, creating questionnaires, and gathering supporting literature. Thus, the author can outline the research, and data collection is conducted according to the technique used, namely direct field interviews and providing questionnaires to employees.

Based on observations and research conducted by the author in the general and personnel sections of the Regional Secretariat Office of Langsa City, namely Facilities, the facilities used to manage records are supportive of the success of record management activities. The equipment used to store records should ensure the retrieval of records to support office activities. Without adequate facilities, record management activities will not run smoothly even if supported by good human resources. Good facilities and human resources are determining factors for the success of archival activities that cannot be neglected.

The facilities used in the Regional Secretariat Office of Langsa City include filing cabinets, archive shelves, and archive cabinets. These equipment are considered sufficient by the author to support the record management system in the General and Personnel Sections of the Regional Secretariat Office of Langsa City, considering the large number of records managed, which increase every day.

Human Resources, a task to produce good results must be carried out by suitable workers in their field. Likewise, in the archival field, it should be carried out by workers who have skills and expertise in archiving. This is because human resources are a crucial factor in determining the quality of work results in achieving the goals of archival activities. Any task expects effective and efficient results must be supported by qualified human resources. Qualified human resources are those who can complete tasks effectively and efficiently. This is influenced by educational background or skills that are suitable for their field of work.

In the General and Personnel Sections of the Regional Secretariat Office of Langsa City, there is only one employee with a background in archival education. The lack of attention and low regard for the archival field often results in errors in storing archives, making it difficult or impossible to retrieve them, which hampers office work.

The records management system in the General and Personnel Sections of the Regional Secretariat Office of Langsa City includes archive storage. Archive storage system is a system used for storing documents to create work efficiency and ensure that stored documents can be quickly and accurately retrieved when needed. According to The Lian Gie, the archive storage system consists of five types:

alphabetical, subject, geographical, numerical, and chronological order. In the general and personnel sections of the Regional Secretariat Office of Langsa City, the archive storage system uses the numerical system, where storage is done using numerical codes. This is used to clarify the contents of the stored documents.

The archive storage system in the general and personnel sections of the Regional Secretariat Office of Langsa City utilizes a numerical system in accordance with The Liang Gie's theory on archive storage systems, where documents are stored using numerical codes. While the archive storage system in the general and personnel sections of the Regional Secretariat Office of Langsa City functions well, it lacks support in terms of skilled and proficient human resources. This occasionally leads to errors in archive storage, causing archives to not be found in the actual storage system.

Archive Borrowing: Archive borrowing refers to the removal of archives from files due to being borrowed by supervisors, colleagues within the same unit, or coworkers from other units within the organization. In archive borrowing, it is necessary for archive personnel to record the borrowing using a borrowing form as evidence that the archive has been removed from its storage location. Loss of archives is a common problem in offices, and it is often found that the archives being searched for are actually lost. Loss of archives can be caused by various issues commonly encountered in office environments, such as lack of precision by archive personnel in storing archives, failure to record received and issued archives, and disorderly archive borrowing.

In the general and personnel sections of the Regional Secretariat Office of Langsa City, the process of archive borrowing is very simple. If the borrower is a leader or office employee, they usually come themselves to borrow archives without a borrowing card. This often results in archives being lost because borrowers forget to return them, and there is no evidence of when the archives were removed from their storage location. The method of archive borrowing implemented in the general and personnel sections of the Regional Secretariat Office of Langsa City is considered ineffective because it frequently results in archive loss without any evidence that the archives were borrowed or removed. Borrowing archives without

a borrowing card does not align with the theory of archive borrowing procedures, which involves using a three-copy borrowing card.

Retrieval: Retrieval of archives is not only about finding the archives themselves, but more importantly, it is about finding and using the information contained within the archives to support office activities. Factors that support archive retrieval include classifying or storing archives based on the company's applicable system, borrowing archives according to procedures, and recording archives to be stored in accordance with storage system regulations. The retrieval of archives stored in the general and personnel sections of the Regional Secretariat Office of Langsa City often does not proceed smoothly because of the lack of precision by archive personnel in storing archives, resulting in archives being stored incorrectly according to the system.

Maintenance and Security: Archive maintenance is an effort to protect, address, prevent, and take steps and actions aimed at rescuing archives and their information (contents), as well as ensuring the continued existence of archives from unwanted destruction. Archive maintenance can be done by arranging storage spaces to protect archives from damage, maintaining the cleanliness of the archives themselves, and periodically conducting spraying to prevent insect infestations.

Damage to archives can also occur due to factors related to the archives themselves, such as poor-quality materials like low-quality paper that is easily damaged and low-quality ink. Archive maintenance conducted in the general and personnel sections of the Regional Secretariat Office of Langsa City is still relatively simple because archives are only occasionally cleaned when deemed necessary. After cleaning, they are returned to their storage location. There is no regular schedule for insect spraying, and only basic preventive measures are taken. Based on these observations, archive maintenance in the general and personnel sections of the Regional Secretariat Office of Langsa City needs improvement, particularly regarding the organization of storage spaces and the implementation of regular insect spraying schedules to prevent archive damage.

Archive Transfer and Destruction involve transferring archives from active to inactive status because they are rarely used in daily activities. This transfer is done

according to the archive retention schedule. Archives that have reached the end of their retention period are then transferred to the archives unit and subsequently destroyed. Archive destruction is carried out to ensure that the information contained in archives that have reached the end of their retention period is still protected. The transfer and destruction carried out by the general and personnel sections of the Regional Secretariat Office of Langsa City are based on Regional Regulation No. 4 of 2005 regarding archive management.

This process has been carried out well, but occasionally, archives have to be transferred and destroyed before the end of their retention period due to the accumulation of too many archives in the general and personnel sections of the Regional Secretariat Office of Langsa City. Archive destruction in the general and personnel sections of the Regional Secretariat Office of Langsa City is done by shredding and burning the archives. This is done to ensure that the archives are not recognizable in terms of their form or the information they contain. Additionally, the shredded paper can be recycled and reused.

Furthermore, this method is also considered the safest approach as it does not endanger the archive destruction personnel. Based on observations and research, the archive management system in the Regional Secretariat Office of Langsa City is already quite good, particularly in terms of storage system and archive reduction processes, which have been carried out in accordance with the theory.

V.   CONCLUSION AND SUGGESTION

Implementation of the archive management system in the general and personnel sections of the Regional Secretariat Office of Langsa City. Regarding the storage system, equipment and supplies, borrowing, retrieval, maintenance and security, transfer, and destruction of archives include a storage system that is implemented using a numerical system. This system involves storing archives based on numerical codes as substitutes for personal names or organizational names. The archive borrowing system already follows proper procedures, but the issuance of archive borrowing cards is only for external parties (individuals other than local leaders and employees), not for internal individuals (local leaders and employees).

The archive maintenance conducted is still basic, limited to cleaning dirty archives without using a regular schedule for insect spraying. There is also a lack of dedicated archive storage space, which is inadequate for storing a large quantity of archives. The transfer and destruction of inactive archives are carried out according to Provincial Regulation No. 4 of 2005 regarding archive management in Aceh Province. However, occasionally, the transfer and destruction do not follow the retention schedule due to the increasing accumulation of archives in that department.

Challenges faced in implementing the archive management system in the general and personnel sections of the Regional Secretariat Office of Langsa City are seen from the aspect of human resources. In the general and personnel sections of the Regional Secretariat Office of Langsa City, the human resources aspect is still not optimal due to the lack of archive managers or having only one archivist, despite the large number of archives that need to be managed. The facilities used to support archive management in the general and personnel sections of the Regional Secretariat Office of Langsa City are limited to filing cabinets, archive shelves, and archive cabinets.

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