

Human Resource Readiness In Use Of The Srikandi Application (Integrated Dynamic Archives Information System) In The Library And Archives Department Of Bontang City

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ABSTRACT

This research aims to describe and analyze the implementation of human resource readiness in using the SRIKANDI (Integrated Dynamic Information and Archives System) application in the Bontang City Library and Archives Service and the inhibiting factors in its implementation. The research design is a qualitative method. Data collection techniques are carried out by means of interviews, observation, and documentation. The data obtained was then analyzed with referred to five readiness indicators, namely Responsibility, Flexibility, Skills, Communication, Self View, and Inhibiting Factors of Human Resource Readiness. The results of the study show that there are employees who do not understand the use of the SRIKANDI application due to the lack of socialization, training or technical guidance, and human resources who understand the use of the application. Other obstacles were frequent problems with the application and unstable internet connections.

Keywords: *Human Resources, Employee Readiness, SRIKANDI.*

1. INTRODUCTION

Referring to Law Number 43 of 2009, along with the development of information and communication science and technology, there are forms and media used to maintain archives that support the smooth running of information sources, one of which is digitizing archives. ANRI Regulation Number 9 of 2018 concerning Guidelines for Maintaining Dynamic Archives explains that the transfer of archival media is carried out to protect the availability, integrity, authenticity, confidentiality, and accessibility of electronic information in the implementation of electronic systems. One of the strategies carried out in implementing archive maintenance is digitizing archives. Archive digitization is the process of converting archival media from one media to another to maintain archive access and archive authentication (National Archives of the Republic of Indonesia, 2018).

Initially, archive management was only done manually using archive books, including books of incoming letters, outgoing letters and decrees. There are several phenomena found using this manual system, namely the volume of archives continuously increases, the difficulty of finding archives quickly and precisely. This can take a lot of time or be less efficient. Therefore, ANRI implemented the SRIKANDI application. SRIKANDI is a digital-based archive processing application in the category of automatic archiving activities. Using SRIKANDI is very useful for handling dynamic archives, even if you don't know the archive number.

SRIKANDI facilitates the collection and sorting of archives from the main body to decentralization. SRIKANDI can simplify the processing of active dynamic archives. Active archiving is an activity related to sending and receiving emails, so there is a procedure for scanning characters and entering data according to existing numbers.

The Bontang City Library and Archives Service is one of the many government agencies dedicated to managing regional archives. The Bontang City Library and Archives Service is a government agency that has duties and functions for library and archive services. The Bontang City Library and Archives Service is also an institution that manages archives with SRIKANDI. The SRIKANDI application at the Bontang City Library and Archives Service was implemented on May 2 2023, which is when the application was just implemented.

The implementation of the SRIKANDI application in the Bontang City Library and Archives Service is expected to simplify and make the archiving process more effective, and can also shorten the time. However, in its implementation, this application is still in the adjustment stage. Some employees have difficulty in using the SRIKANDI application because there is no standardization or adjustment of the form in using the SRIKANDI application. As a result, there are difficulties in understanding and a lack of uniformity in the use of these applications. Initially, employees who were accustomed to manual archive management and manual administration processes were required to switch to digital or paperless platforms, which was one of the reasons why employees had difficulty getting used to the era of digitalization. Related to this problem, it can hamper the process of managing the archives section which can cause the process to be slow and it is possible that mistakes can occur because employees still do not understand the application.

The phenomenon that occurred at the Bontang City Library and Archives Service regarding the implementation of the SRIKANDI application shows that there are still things that are not in accordance with the implementation of the SRIKANDI application. As explained, the aim of implementing this application is to create smooth and effective electronic filing and requirements in government administration.

Based on the phenomenon that occurred, the author wants to dig deeper through research entitled "Human Resource Readiness in Using the SRIKANDI Application (Integrated Dynamic Archival Information System) in the Bontang City Library and Archives Service.

2. LITERATURE REVIEW

2.1 Working readiness

According to Wibowo (2011: 324) work readiness is "A person's ability to carry out or perform a job or task based on skills and knowledge characterized by professionalism and supported by the work attitude required by the job". According to Brady (2010: 4) work readiness focuses on the individual's personal characteristics, such as the nature of work attitudes and the body's defense mechanisms needed to obtain and maintain the job that has been obtained.

So, work readiness is a person's ability to respond in preparing themselves to face a job through the knowledge, skills and experience they have.

2.1.1 Work Readiness Indicators

Success in having work readiness can be observed from indicators that measure work readiness. Brady (2010: 2-6) states that there are five indicators of work readiness, including the following:

- a. Responsibility
Responsibility is a form of individual awareness in behaving to carry out and complete tasks while at work even without supervision from other people. Individuals who are ready to work have a feeling or desire to be responsible for their work.
- b. Flexibility
Flexibility is an individual's ability to adapt to changes and demands in the workplace. Individuals who are able to have flexibility can accept changes that occur, whether changes that can be predicted or changes that cannot be predicted.
- c. Skills
Individuals who are ready to work know the abilities and skills they have to bring to new work situations. They are able to identify the skills they have as strengths to carry out tasks at work.
- d. Communication
Individuals who are ready to work have communication skills that can be used to relate interpersonally in the workplace. If individuals are able to communicate well, it will be easier to interact and adapt to the new work environment.
- e. Self View (Self View)
Relating to self-views regarding beliefs about oneself and work. Self-view is one of the important aspects in the work readiness component, because self-theory has an important role in understanding individuals and how each person views themselves in life and work situations.

2.2 E-Government

E-Government is a technology-based government, the process of utilizing information technology as a tool to help run the government system more effectively and efficiently. E-Government can be used as an effort or tool as a gateway to achieving good governance.

2.2.1 Factors influencing E-Government

a. Support

It is the desire of various public and political officials to truly implement the e-Government concept, not just follow trends or actually oppose related initiatives.

b. Capacity (Capability)

The ability or empowerment of the local government in realizing the e-Government dream. There are three things that the government must have, namely sufficient availability to implement various e-Government initiatives, especially those related to financial resources, Availability of adequate information technology infrastructure, Availability of human resources who have the competencies and expertise needed to implement e-Government. Government can comply with the principle of expected benefits.

2.3 Human resources aspects of application implementation

The HR aspects of implementing technology-based applications in supporting E-Government include:

1. Employee Understanding in Using Applications

The use of the application in its implementation requires a common understanding, synchronization of actions and integrated steps from all employees. In using information technology applied in an organization, it requires understanding of the employees who use it. If employees' understanding of using technology is low, then this can affect employees in carrying out their work.

2. Employee Ability to Use Applications

In this research, the employee's ability to use the application describes the employee's implementation of work using the application, the intensity of the employee using the application, the operator's ability to operate the application and the difficulties experienced by employees in using the application.

3. Education and training in order to increase human resource capabilities

The difference between education and training according to Sedarmayanti (2010:379) is that education is defined as a process, technique and teaching and learning method with the aim of transferring knowledge from one person to another in a systematic and organized manner that takes place over a relatively long period of time.

2.4 Conceptual Definition

Conceptual is an abstract description of a situation, individual or group that is the object of social science study. This conceptual definition can make it easier for researchers to understand the objects needed (Sofian, 2012). Therefore, the researcher outlines the conceptual definition regarding the title of the thesis to make it easier and clearer for each concept to be researched.

Conceptually, the readiness of Human Resources in supporting the implementation of the SRIKANDI (Integrated Dynamic Archival Information System) application can be explained as indicators of work readiness according to Brady (2010:6), namely responsibility (Responsibility), flexibility (flexibility), skill level (Skills), communication (Communication), and Self View or personnel awareness in utilizing the SRIKANDI application so that they are able to manage or use digital archives efficiently and effectively in accordance with established standards.

3. METHODS

The type of research used in this research is descriptive with a qualitative approach. This research method uses a descriptive method with the aim of creating systematic, factual and accurate descriptions, images or paintings regarding the facts, properties and relationships between the phenomena being investigated.

This research is based on the results of interviews, documentation, observation and literature research, namely by collecting data from journals, books, and others related to the relationship between the content of the discussion, as well as the daily patterns of archive officers and managers who use the SRIKANDI application and then will be analyzed for conclusions. Meanwhile, observation data is obtained through research steps, namely observing or observing the daily work carried out by archive processors and archivists in the digital archives section. This research uses a qualitative approach which aims to examine problems with employee performance in using the integrated dynamic Archival Information System (SRIKANDI) application at the Bontang City Library and Archives Service.

4. RESULTS AND DISCUSSION

4.1 Readiness of Human Resources in Using the SRIKANDI Application in the Bontang City Library and Archives Service

Based on the data from the research results that have been presented, this discussion uses 5 (five) indicators which are used as a focus for human resource readiness in using the SRIKANDI application in the Bontang City Library and Archives Service. So the indicators used adapt to Brady's readiness theory, the indicators are as follows:

4.1.1 Responsibility

Employee understanding and skills in using the SRIKANDI application are very important. Employees who do not master the application then hand over their duties to other employees show a lack of responsibility in carrying out their duties.

Based on indicators of work readiness according to Brady's theory, employee responsibilities still do not appear to be in accordance with Brady's explanation which can be seen that employees in the Bontang City Library and Archives Service give tasks to employees who are already skilled because these employees do not understand how to use the SRIKANDI application. .

Therefore, increasing understanding in the use of these applications is very necessary to ensure employee responsibilities are fulfilled and the applications can be used optimally. Suggestions that can be given are the level of supervision over the use of the SRIKANDI application to ensure that all employees fulfill the standards and responsibilities that have been set.

4.1.2 Flexibility

Based on the explanation that has been presented in the research results, regarding the flexibility of employees at the Bontang City Library and Archives Service, the SRIKANDI application can be accessed via various devices, including smartphones or other devices such as tablets or laptops. Can give users the option to choose the device that best suits employee preferences and needs when accessing the application. The digital presence of the SRIKANDI application allows employees to access it from anywhere, not limited to the physical location of the office. This provides great flexibility for employees, especially in situations where they need to work from outside the office or remotely.

From the explanation above, the Bontang City Library and Archives Service plays an active role in supporting the implementation of E-Government, which is the government's effort to use information and communication technology (ICT) in government processes. One form of support is by implementing the SRIKANDI application. This application helps in managing archives and documents electronically, which is part of digital transformation in government. Because this application can be used with laptops and smartphones, the correspondence process becomes easier and can be accessed anywhere, thus reducing paper usage.

4.1.3 Skills

Based on the data presented in the discussion regarding skill indicators, the presence of employees with educational backgrounds from high school to master's level shows diversity in the knowledge and experience possessed by employees. However, all employees have the potential to learn and develop new skills, including in using the SRIKANDI application. Some employees may face difficulties in understanding and mastering the SRIKANDI application, especially if employees do not have experience in technology or digital archive document management. This can be a challenge, because the application is considered new and not widely used before. The process of assisting employees in using the SRIKANDI application not only helps employees overcome technical difficulties, but is also an opportunity for broader capability development. This can include increasing understanding of information and communication technology, digital document management, as well as the ability to adapt to technological change and innovation.

According to the author, skills in using the SRIKANDI application are also very important. As we know, the SRIKANDI application is a digital-based application where all correspondence processes can be done online. This means that employees must be skilled and have knowledge in using the SRIKANDI application. It can be said that the SRIKANDI application can support the implementation of E-government.

4.1.4 Communication

Based on the data that has been presented, regarding employee communication with admin, it is clear that employees asking admin or more experienced employees is a smart step. Admins or experienced employees can provide guidance and answers to questions that employees may have regarding using the SRIKANDI application. This is an effective way to improve employee understanding and skills. Then admins or experienced employees not only act as supervisors, but also as mentors who provide guidance and support to employees. They help ensure that employees properly understand how to use the SRIKANDI application and maintain the level of precision required in writing letters.

According to the author, communication between employees allows employees to coordinate with each other in assignments and carrying out tasks that involve the use of the SRIKANDI application. This reduces the possibility of overlapping tasks and increases work efficiency. Through open communication, employees can quickly identify and solve problems that may arise in using the SRIKANDI application. This helps in maintaining smooth operational processes.

4.1.5 Self View

Based on the data presented in the discussion, uncertainty or lack of self-confidence can also arise due to limitations in knowledge or understanding of how to use the SRIKANDI application effectively. This can be a challenge, especially when employees have little in-depth understanding of the SRIKANDI application. Employees who are unsure about their own abilities tend to rely on other employees who are considered more proficient or experienced in using the SRIKANDI application. This can create inequality in the distribution of tasks and over-reliance on knowledgeable employees. Then the process for increasing human resources at the Bontang City Library and Archives Service is limited by existing policies or procedures. This limitation may hinder efforts to increase the number of employees who can provide guidance and support related to the use of the SRIKANDI application.

According to the author, regarding the self-view of employees in the Bontang City Library and Archives Service, the same things as responsibilities, some do not fully understand how to use the SRIKANDI application, a system that may be important for employee tasks. As a result, employees tend to rely on or assign tasks to other employees who are more skilled in using the application. This situation indicates that less skilled employees feel unsure about the knowledge and skills they have, which can impact the employee's overall performance and effectiveness. This problem indicates the need for training and skills development for all employees so that they can use the SRIKANDI application confidently and independently, as well as increasing efficiency and productivity.

4.2 Factors Inhibiting Human Resource Readiness in Using the SRIKANDI Application in the Bontang City Library and Archives Service

Based on the explanation in the discussion regarding inhibiting factors in this research, namely, the lack of technical guidance for employees in the Bontang City Library and Archives Service, this can affect employee performance in using the SRIKANDI application because some employees still do not understand how to use the application and lack of experience in technology. Then an error or problem occurs in the application so that the process of creating the letter becomes slow. Another problem is the occurrence of internet network problems in the department, such as low speed or interference, employees have to look for a temporary solution by using WiFi tethering from their personal cell phone.

According to the author, another factor that can hinder the use of the SRIKANDI application is the complexity and lack of user-friendliness. A complicated or unintuitive user interface can make the application difficult to use, especially for employees who are less familiar with technology. Failure to design user-friendly applications can reduce widespread adoption and use.

5. CONCLUSION

Based on the results of research conducted by researchers regarding the Readiness of Human Resources in Using the SRIKANDI Application in the Bontang City Library and Archives Service as well as the inhibiting factors that influence the Readiness of Human Resources in Using the SRIKANDI Application, it can be concluded as follows:

1. Readiness of Human Resources in Using the SRIKANDI Application in the Bontang City Library and Archives Service
 - a. Responsibility (Responsibility)
The responsibilities of Bontang City Library and Archives Service employees regarding the use of the SRIKANDI application show a significant impact on performance. Based on the description of the discussion, it is clear that some of the employees at the Bontang City Library and Archives Service are not yet ready to meet the standards of responsibility as explained by Brady (2010:2) regarding responsibilities in work readiness.
 - b. Flexibility (Flexibility)
The flexibility of employees at the Bontang City Library and Archives Service has increased because the SRIKANDI application can be accessed via various devices, such as smartphones, tablets or laptops. This allows employees to choose the device that best suits employee preferences and needs when accessing the application. The emergence of the digital SRIKANDI application can enable employees to be ready to access it from anywhere, not just limited to the physical location of the office.
 - c. Skills
Regarding the skills, several employees at the Bontang City Library and Archives Service face difficulties in understanding and mastering the SRIKANDI application, especially if employees have limited experience in the field of technology or digital document management. This can result in employee performance not being ready so that the letter process becomes slow due to lack of skills in using the application.
 - d. Communication
Communication between employees who do not understand how to use the SRIKANDI application with admins or employees who are more experienced is a smart step in increasing employee understanding and skills. In accordance with the explanation by Brady (2010:6), good communication helps ensure that all employees understand and comply with the correct procedures in using the application.
 - e. Self View
Employees who have little in-depth understanding of the SRIKANDI application tend to feel unsure about their own abilities. Employees may depend on other employees who are considered more proficient or experienced in using the SRIKANDI application. This can create inequality in the distribution of tasks and excessive dependence on employees who understand, then it can be said that some employees are not ready to use the SRIKANDI application.
2. Factors Inhibiting Human Resource Readiness in Using the SRIKANDI Application in the Bontang City Library and Archives Service
 - b. Lack of technical guidance for employees can affect employee performance in using the SRIKANDI application. The lack of employee technical guidance means that some employees still do not fully understand how to use the application.
 - c. Errors or technical problems occur in the SRIKANDI application which can slow down the letter creation process. This is caused by a lack of proper maintenance or updates to the application.
 - d. Internet network problems at the Bontang City Library and Archives Service can also be an inhibiting factor. Low speed or disruption to the network can hinder employee access to the SRIKANDI application, slowing down the employee's work process. To overcome this problem, employees must look for temporary solutions, such as using WiFi tethering from personal cellphones.

Suggestion

Based on the conclusions obtained in this research, the author proposes suggestions as a complement to the research entitled Human Resource Readiness in Implementing the SRIKANDI (Integrated Dynamic Archives Information System) Application in the Bontang City Library and Archives Service, namely as follows:

1. Because some employees at the Bontang City Library and Archives Service do not understand due to the lack of training carried out by this agency which affects the process time for making letters via the SRIKANDI application, the Bontang City Library and Archives Service should provide training at least once every 2 months and sufficient support to employees in using the SRIKANDI application and other technology used in the employee's work.

2. The SRIKANDI application in the Bontang City Library and Archives Service often experiences bugs or problems because of this, it is best for the agency to provide competent technical support so that the SRIKANDI application can be resolved quickly. Then, because errors often occur in the application, it is best to update it or prepare other alternatives for sending letters or create a digital-based backup correspondence process.
3. If the internet network is slow, it is best for the Bontang City Library and Archives Service to provide more than one internet service so that if one network experiences problems, a backup network can be used or the Mbps can be upgraded.
4. Because technical guidance regarding the use of the SRIKANDI application is rarely provided, it is important for superiors to provide adequate support to employees. One form of support is officially providing permits or official letters to employees to take part in technical guidance provided by the National Archives of the Republic of Indonesia (ANRI).

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