

Analysis of Implementing an Electronic Records Management System on Employee Performance

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The application of an electronic records management system base – Bank Indonesia-Records Management System (BI-RMS) – is expected to have a positive influence on employee performance. The purpose of this research is to learn from the use of an electronic archive management system regarding the work mechanism of employees at the KPw Bank Indonesia, West Java Province. The research method uses quantitative research methods. The focus of research on the use of an electronic archive management system is being applied. This study uses data analysis methods such as interviews and documentation, as well as data analysis methods using descriptive analysis methods. Based on the results of research, the use of electronic records management systems can increase employee performance.

Key words: *Electronic, Records Management System, Employee, Motivation, Bank, Web 3.0.*

Introduction

The rapid development of science and technology has now reached many and various sectors. Both the government and private sectors employ and adapt various technologies that can be implemented (Springob et al., 2005). In the field of government the role of technology offers an important role in its sustainability (Muda et al., 2017) and also in the private sector to improve company performance (Rosacker & Rosacker, 2010). The ease of getting information in the era of technological development is a positive value. The positive role given by science and technology provides broad benefits (Buntin et al., 2011) (Vickery, 2012). Transforming information is basic to and a vital instrument of institutional resources to achieve strategic and

relative competitive advantages, develop institutions, improve work quality, and implement work strategies and operations management efficiently in various activities carried out by institutes in the field (Bataineh, 2017) (Lapiedra Alcamí, 2012) (Wahyudin et al., 2016). The role of information transformation in the current era is to increase efficiency in work (Hirschheim, R., Heinzl, A., & Dibbern, 2020) and provide up to date opportunities in stimulating the latest innovations in technology (Li et al., 2017). Whereas technological change provides benefits as an exchange of information that becomes easier and faster, facilitates work, work that can be done by one person becomes more effective and efficient, and the learning system can be done online without having to do face-to-face training (Calel & Dechezleprêtre, 2016) (Lieber & Press, 2017) (Metcalf, 2018).

The impacts of information transformation and technological change (Hikmawan et al., 2019) are massive, including the latest breakthroughs in the field of archives. Archives are records of activities or events in various forms and media in accordance with the development of information and communication technology and become a medium for making the right decisions in communicating with others based on existing memory (Arsip Nasional Republik Indonesia, 2012) (Ni'matussholihah, 2016). Every institution, both government and private, must produce an archive. In the organisation, records play a role in daily activities, and in the context of the organisation's activities archives help to provide institutional memory – to make policies, make decisions accordingly, and assist efficiency, productivity and consistency (Cook, 2017). In practice, archives need to be managed properly and this is achieved by the efficient management of archives. Continuous records management appears to be the key to good electronic records management because with the many formats available, recording a business activity in several formats becomes something normal, which means that the recordings of certain transactions can be stored in a variety of different places (Mardiati, 2016). The existence of human resources has an important role (Abdu, 2018) in the practice of managing archives, especially in the field of electronic records. The role of human resources (Hufad et al., 2016) in managing archives makes an active contribution in the sustainability of archives, as the task of managing archives includes processing, maintaining, and presenting archives as a source of useful information (Musliichah, 2017).

In the continuity of archive activities, Bank Indonesia has a standard guideline for managing records in Bank Indonesia Document Management (MDBI). Basically, MDBI is supported by an archival application system, namely the Bank Indonesia-Record Management System (BI-RMS). Based on the observations of researchers in the field there is information gathered about the management of electronic records based on the BI-RMS. There is data regarding the recapitulation of the number of files entered by the work unit into the BI-RMS application. The data is as follows:

Table 1: Recapitulation of the Realisation of the Number of Files Inputted into the BI-RMS Application Regional Representative Office of Bank Indonesia in West Java Province 2016-2018

Information	Years		
	2016	2017	2018
Realised File input to BI-RMS	463	447	669

Source: HR, Logistics, Budget, Secretariat, Protocol and Security (FSLASPP): Functions of Bank Indonesia Regional Representative Offices in West Java Province, 2018.

Based on the data in Table 1 regarding the recapitulation of the number of files entered into the BI-RMS application, the number of files being inputted has an upward and downward trend. Starting in 2016, the realisation of files that can be input into the BI-RMS is 463. Furthermore in 2017 it has decreased to 447. And 2017 experienced a significant increase to 669 in the realisation of the files inputted into the BI-RMS. Basically, the application of BI-RMS aims to facilitate the management of archives, among others: search archives, archive shrinkage, archival storage, monitoring of borrowing records, archive volume reports, ease of creating a static archive description, work with related systems, namely AMDP, EDMS, Knowledge Link, K-Share, Banking Document Digitalisation Application, and other document management applications within Bank Indonesia. This is related to the achievement of Good Corporate Governance in document management in accordance with MDBI rules. Based on the objectives proclaimed from the application of the BI-RMS within Bank Indonesia, this will impact on employee performance. According to (Faustino, 2003), the dimensions of performance can be seen from the quantity of work, quality of work, job knowledge, creativity, cooperation, defence, initiative, and personal qualities. This article aims to show that the management of the application of electronic records management can influence employee work motivation in managing records (Tukimin et al., 2019).

Literature Review

Archive Management System

The archive acts as a central memory or source of information and as an oversight tool that is needed by every organisation in the framework of activities. The archive is a collection of documents that are stored systematically because it has a use so that whenever needed it can be quickly found again (Gie, 2000). Archives are stored regularly to a plan so that whenever needed it can be rapidly found again (Sugiarto, 2005). Archives greatly assist organisations in carrying out activities such as planning, analysing, developing, formulating policies, making decisions, making reports, accountability, evaluating and controlling precisely.

According to ISO 15489 (Healy, 2010), “An Archive is information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transaction of business”. Accordingly, (Undang-Undang Nomor 43 Tahun 2009 Tentang Kearsipan, 2012) explain that the Archive is a recording of activities or events in various forms and media in accordance with the development of regional government technology, educational institutions, companies, political organisations, social organisations, and individuals in the implementation of community, nation and state life. The electronic documents’ interoperability issue influences even the understanding of an electronic document as such (Ragaisis et al., 2012).

Based on the 2016 BI-RMS V.2 User Guide, the Bank Indonesia Records Management System (BI-RMS) application is a website-based Bank Indonesia archive management application that assists in the process of managing records in accordance with MDBI provisions, namely filing, making tables and lists, borrowing, understanding and destruction of archives, as well as making volume reports in work units; SKA previously done manually can be done with the help of applications so as to facilitate work units and SKA in the management of archives.

Employee Performance

A company must always pay attention to the performance of its employees, and basically also the company also always expects maximum performance from its employees (Khan et al., 2016) (Kilimo et al., 2016) (Harwiki, 2016). The performance provided by employees is to advance the survival of the company and provide substantial benefits in the process of company development (Pawirosumarto et al., 2017). Performance is a picture of achieving an activity based on strategies made by the organisation to be able to achieve the organisation's vision, mission, goals and strategies (Shields et al., 2015) (Iqbal et al., 2015). According to (Hasibuan, 2015), performance is work achieved by someone in carrying out the tasks assigned to them based on skill, experience, and sincerity, as well as time. According to (Byars et al., 1990), performance refers to the degree of accomplishment of the tasks that make up an individual's job (Hufad et al., 2019). It reflects how well an individual is fulfilling the requirements of a job. Performance refers to the degree of task completion that complements one's work. Performance is the result of a specific work process planned at the time and place of the employee and the organisation concerned (Elnaga & Imran, 2013). Organisations can develop, it is the desire of every individual who is in the organisation, so it is expected that with these developments the organisation is able to compete and keep up with the times.

The extent to which organisational goals have been achieved can be seen from how much the organisation meets the demands of its environment. Meeting environmental demands means being able to take advantage of opportunities and or overcome challenges and threats that originate from the environment of the organisation (Alvesson, 2012). Basically, performance

is something that is individual, because each employee has a different level of ability to do their jobs. Performance depends on a combination of ability, effort, and the opportunities that are obtained. A good performance must be able to describe accurately what is measured. This means that the assessment really assesses employee performance, whether an employee is successful or failed in carrying out his work using benchmarks of work standards (Walumbwa et al., 2011). Individual performance illustrates to what extent a person has carried out his main task so that it can provide the results set by the group or institution. Three factors affect employee performance (Ochoti et al., 2012) (Anitha, 2014) (Wirawan et al., 2019), including the following:

1. Internal organisational environmental factors; in carrying out their duties, employees need the support of the organisation where they work. This support greatly affects the work level of employees. Conversely, if the compensation system and organisational work climate is bad, employee performance will decrease. Other internal organisational environmental factors are organisational strategy, support of resources needed to carry out the work, as well as management and compensation systems. Therefore, organisational management must create a conducive internal environment in the organisation so that it supports and increases employee productivity.
2. Organisational external environmental factors, are circumstances, events, or situations that occur in the organisation's external environment that affect employee performance. For example, the economic and financial crisis that occurred in Indonesia in 1997 increased inflation, reduced the nominal value of wages and salaries of employees and subsequently decreased the purchasing power of employees.
3. Internal factors of employees, namely factors from within the employee which are inherited factors from birth and factors obtained when he develops. For example, talent, personal nature, as well as physical and mental condition. Meanwhile, the factors obtained, for example, are knowledge, skills, work ethics, work experience and work motivation.

Then the factors that influence the achievement of performance are the ability factor (ability) and motivation factor (motivation). This is in accordance with the opinion of Keith Davis (Mangkunegara, 2005) that:

Human Performance = Ability + Motivation
Motivation = Attitude + Situation
Ability = Knowledge + Skill

1. Ability Factor

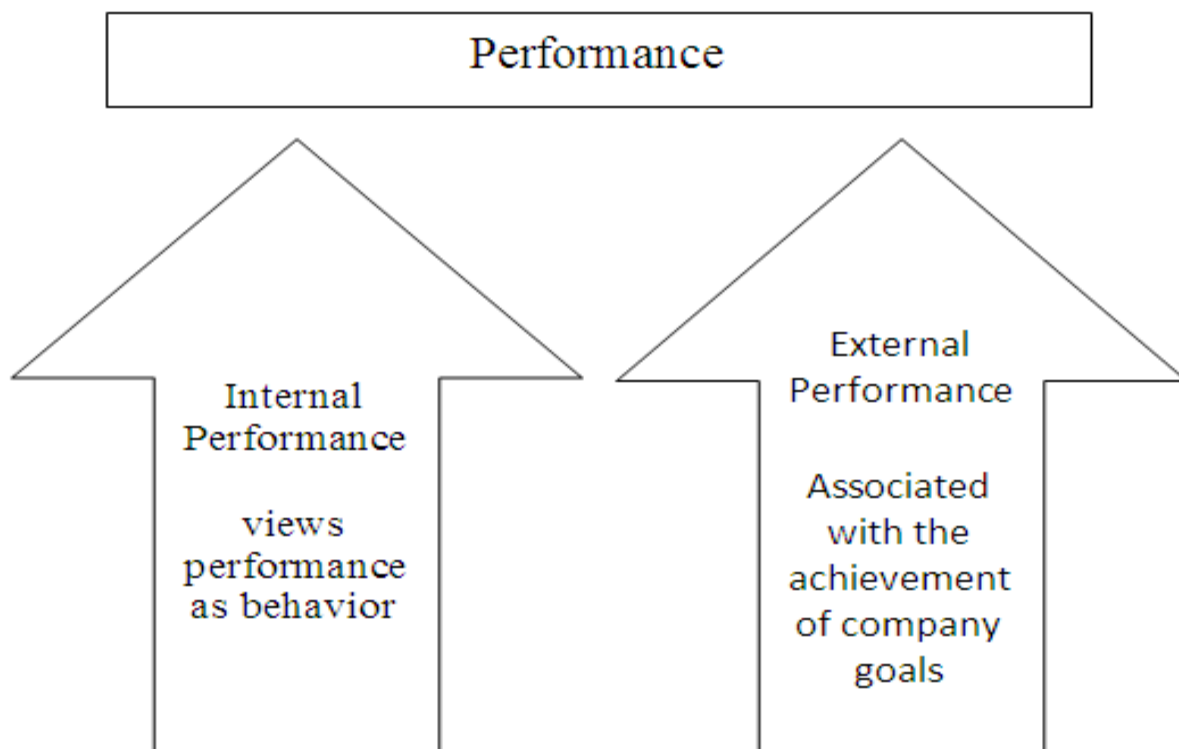
Psychologically, employees' abilities consist of potential abilities (IQ) and real abilities (knowledge + skills). That is, an employee who has an IQ above average (IQ 110-120) with adequate education for his position and skilled in doing daily work, will then more easily

achieve the expected performance. Therefore, employees need to be placed in jobs that match their expertise (the right man in the right place, the right man for the right job).

2. Motivation Factor

Motivation is formed from the attitude of an employee in dealing with work situations. Motivation is a condition that drives employees directed to achieve organisational goals (work goals). According to (Gomez-Mejia et al., 1987) (Rees & McBain, 2004), performance is "a combination of financial success (the company) and the extent to which the company can provide prosperity to its stakeholders". The following chart understands performance:

Figure 1. Understanding Performance Chart



Sources: Rees & McBain, 2004

Performance criteria are the dimensions of evaluating the performance of someone incumbent, a team, and a work unit. Together, these dimensions are performance expectations that individuals and teams try to fulfil in order to achieve organisational strategies (Iqbal et al., 2015). There are 3 basic types of performance criteria (Afandi, 2016), namely:

1. Criteria based on nature

Focus on the personal characteristics of an employee. Loyalty, reliability, communication skills, and leadership skills are qualities that are often assessed during the assessment process.

This type of criterion focusses on how a person is, not what is achieved or not achieved in one's work.

2. Criteria based on behaviour

Focussed on how the work is carried out. Such criteria are very important for jobs that require interpersonal relationships.

3. Criteria based on results

This criterion is increasingly popular with the emphasis on productivity and international competitiveness. This criterion focusses on what has been achieved or produced rather than how something was achieved or produced.

It can be concluded that employee performance is the result of the work functions of a person or group in an organisation that is influenced by several factors to achieve organisational goals within a certain time period.

Methodology

The study used a qualitative method with a descriptive approach. Data collection techniques are by means of observation, interviews and documentation studies on research objects (Lutfiansyah et al., 2018). The stages in data analysis begin by collecting data on the research object. Furthermore, reducing the data that has been collected by means of data synchronisation, abstraction and transformation of the existing raw data on the research object. The application of SWOT analysis is used in this study. SWOT analysis is a comprehensive assessment of a company's Strengths, Weaknesses, Opportunities, and Threats (Kotler et al., 1990). SWOT analysis is a useful instrument in conducting strategy analysis; in this context it is intended to show the level of employee performance (Adhitya Wulanata Chrismastianto, 2017).

SWOT analysis is also used in this study to obtain more in-depth information about managing archives using the BI-RMS application. SWOT analysis can show the performance of policies and companies can be determined by a combination of internal and external factors. SWOT analysis is performed to compare external factors, namely opportunities and threats, with internal factors in the form of strengths and weaknesses.

Results

Since 2015, the Government Services Procurement Policy Agency (LKPP) and the Bandung City Government (Bandung City Government) have worked with the World Bank to instrument

open contracting standards. Open Contracting refers to a set of principles to growth data disclosure and the involvement of various stakeholders throughout the public procurement chain, from planning to obtaining, construction, consultancy and other services. Collaboration and data involvement are the key to open contracting. The Bandung City Government encourages users from all segments of society (government, private sector, and civil society) to visit the website repeatedly, subscribe to updates on procurement chances both tender and non-tender, information about specific contracts, and to utilise this data.

Basically BI-RMS in terms of observations note that the records management application helps in facilitating employees in managing records – and has implications for employee performance. Electronic records management has many benefits, especially facilitating the rediscovery of the required records. According to (Odgers & Keeling, 1999), some of the advantages of electronic file management include: 1) Quick finding and enabling the use of records without leaving the desk; 2) Indexing that is flexible and easily modified; 3) Full-text search; 4) Unlikelihood that the file will be lost; 5) Saving of space; 6) Reducing the risk of damage to records because they are stored digitally; 7) Facilitating file sharing; 8) Improved security; 9) Easy data recovery. Judging from these indicators, with adjustments to the results of interviews in the research object, the process of finding and utilising records without leaving the work table is facilitated because there is an electronic filing system that can be accessed by laptop. The features found in the BI-RMS are also very optimal in their application. The features that are the hallmarks of BI-RMS – such as the presence of informants receiving data about the location of storing archives that are already available – easily enable the transfer of files by selecting the archives that are moved through the BI-RSM. Then there is the process of validating the transfer of records quickly that are known to exist.

The BI-RMS application is a Bank Indonesia web-based archive management application. The implementation of document management in MDBI includes, filing, storing, borrowing, moving and destroying 37 archives, as well as the making of an archive volume report in the work unit and the Central Khazanah Archives (SKA). The purpose of providing the BI-RMS archive is to facilitate searching, borrowing and archival shrinkage help with archiving forms and labels. BI-RMS application that can used by all Bank Indonesia employees and non-employees has been registered by the BI-RMS Application Admin, which is the Archive Division.

Conclusion

The use of BI-RMS is an effort to improve employee performance in records management. The application of the BI-RMS has helped in the management of archives and provided convenience in its application. The process of applying the BI-RMS archive management will produce a standard for Bank Indonesia in the sustainability of archival management. This also



impacts on the achievement of ISO 15489 on International Standards and Technical Reports, which provide further guidance on concepts, techniques and practices for creating, capturing, and managing records.

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