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Knowledge Sharing on Record Management at Record Centre of Batam Indonesia Free-Zone Authority

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Abstract

Records management is an essential activity on organisation, because naturally information will continue to grow in the organisation and be created all the time. The need for information becomes the main thing in the organisation, thus records management is carried out for accountability, transparency and facilitates information retrieval in the organisation. Therefore, skilled human resources are needed in managing information in this case of records because Batam Indonesia Free-Zone Authority itself has 21 work units. Batam Indonesia Free-Zona Authority or BIFZA is a public institution with authority over land management, investment and economic at Batam island. All documents and information from 21 work units that have entered the retroactive period will be submitted to record centre unit whose management is carried out by the Archives & Libraries Sub-section. Sharing knowledge is important and needs to be encouraged by the leader to staff to improve and accelerate the record management process. The purpose of this study is to explain how knowledge sharing occurs in the BIFZA record centre work environment for good records management. This study applies a qualitative approach to analyze the words and actions of research subjects to obtain comprehensive research results. The researchers collect data by interview and observing participants in the process. This process aims to obtain detailed and comprehensive results regarding knowledge sharing in record management. There has been a process of sharing knowledge by utilising tacit and explicit knowledge assets. The process of sharing knowledge in the record centre occurs naturally and records management is carried out properly.

Keywords: Record Management; Knowledge Sharing; Record Centre; Batam Indonesia Free-Zone Authority

INTRODUCTION

Archives have a crucial role in the survival of organisations, both government and private organisations because archives contain information that is useful in decision making and can be used as evidence in case of problems can also be used as a tool for management accountability and can be used as a tool for transparency. Bureaucracy. Arrangement of inactive archives is part of archive maintenance which is a vital thing to be done by archive creators because it aims to maintain authenticity, integrity, security, safety, and ensure the availability of archive information. (Abriani et al., 2018). Given the importance of the existence of an archive centre, a good archive risk management policy is needed (Srirahayu et al., 2020).

Archives are classified into two types, namely: dynamic archives and static archives. Dynamic archives have several types at their level according to the intrinsic value of the archive itself. *Inactive archives* are archives that are often found in various government and private institutions. Therefore, it is essential to do the settings on the inactive archive.

Archives that are only piled up on the work desk and in the corner of the workspace and are not arranged will look full of space and make it difficult to retrieve archives. Therefore, to realize orderly administration and orderly archives, it is necessary to organize inactive archives in government institutions, especially BIFZA.

Managing the archive inactive on an archival unit is carried out through physical setting procedure archives, archives of information processing, and preparation of a list of inactive records. The procedure for the physical arrangement of archives is carried out by arranging archives in boxes, sorting archives, numbering boxes and labelling, and arranging the placement of boxes in archive storage places.

Maintenance of inactive archives is the responsibility of the leadership of the archives unit and is carried out through structuring and storing inactive archives. To perform maintenance of inactive records, the archival unit must provide the space or central building of inactive records (records centre)

The records center is a place and facilities specifically designed to organize and manage the institution's inactive archives. According to Gunarto et al. in (Herawan, 2020), a record centre can be a room or building specially designed and has a construction to efficiently store enormous amounts of archives to manage and use inactive archives before their retention runs out and can be destroyed.

The Batam Free Trade Area and Free Port Concession Agency referred to as BIFZA, is a government institution that functions to manage investment, trade, and land management on the island of Batam. BIFZA itself has 21 Bureaus and Directorates. Therefore, in managing information in archives, BP Batam has an archival work unit under the General Bureau. Its implementation is carried out by the Department of Correspondence and Archives and technically under the Sub-department of Archives and Libraries of BIFZA.

BIFZA has cooperated with the National Archives of Republic Indonesia, referred to ANRI in the coaching field of archives through a Memorandum of Understanding ANRI on February 24, 2009. Through this partnership is expected to help increase the human resources of BIFZA archival training. Based on the Badan Pengusahaan Batam (2014) through the ANRI survey, the volume of archives contained in the logistics building from 1970 to 2012 reached 5.4 km if the archives were arranged 1mx1m

In the process of managing inactive records, every work unit at BIFZA that wants to hand over records is required to submit a official letter to the archival unit I of BIFZA, namely the Correspondence and Archives Departement, and the technical implementation is carried out by the Archives and Library Sub-departement for transfer from the creator unit the archival unit of BIFZA.

On implementing the arrangement of inactive records in a record centre of BIFZA, the necessary human resources qualified and skilled to perform activities of managing the archive. Two archivists and 20 people carry out the arrangement of inactive archives at the BIFZA record centre as archiving technical personnel who are tasked with selecting archives, inputting data, physical arrangement, and labeling records from all BIFZA work units. The archivist's task is assessed archives, monitoring, and evaluation of technical implementation in the records of BIFZA.

In the implementation of inactive archive management activities at the record centre of BIFZA, archive technical personnel are trained by archivists and carry out archive management at the record centre. Because archivist technical personnel do not have special competence in archiving, training is carried out by the Archives and Library Sub-department. Knowledge sharing occurs between archivists and technical archivists in carrying out inactive archive management activities at the record centre.

Several studies are similar to this study, which are related to knowledge management and records management. For example, the research conducted by Prabowo (2016) examined the application of knowledge management in document management in the STIKes Guna Bangsa library. The application of knowledge management in document management has implications for increasing the competence of librarians in managing documents. Starting from the knowledge creation process in the document management cycle so that knowledge integration occurs during the knowledge sharing process in the library

Then research was conducted by Cheng (2018) research entitled "Managing records and archives in a Hong Kong school: a case study." This study explores the principles and practices of records management from a knowledge management perspective. This study uses a case study that focuses on the experience of implementing records management in public secondary schools in Hong Kong. By looking at previous studies, the researcher hopes that the results of this research can be helpful in a state or government institutions, archivists, and the wider community to expand archival science and information management.

METHOD

This research uses the descriptive qualitative method. According to Basuki (2010), qualitative research aims to obtain a complete picture of human ideas, opinions, perceptions, views, and beliefs. Descriptive research itself tries to describe activities, objects, processes, and people. Researchers used interviews and participatory observation for data collection. The researcher conducted interviews with the archives and library sub-department leader, one archivist, and two technical archive implementers in the archives and library sub-section and the record centre of BIFZA.

In this study, researchers used purposive sampling. As for data analysis, it is done by comparing interviews with the results of observations. When the two have alignment, the researcher decides to use the data due to data analysis.

Informants Initial	Position
R1	Head of Archives and Library Sub-departement
R2	Archivist
R3	Technical Archivist
R4	Technical Archivist

Table 1
Informatans Initial Data
(Source: Construction by Researchers)

RESULT AND DISSCUSION

BIFZA is a government institution that functions to manage investment, trade and land management on the island of Batam. Central government institutions/agencies established based on the Government Regulation of the Republic of Indonesia Number 46 of 2007 with the task and authority to carry out the management, development and development of the area under the functions of the area

BIFZA itself has 21 Bureaus and Directorates. Therefore, in managing information in archives, BIFZA has an archival work unit under the General Bureau. The implementation is carried out by the Correspondence and Archives Section, and the technical implementation is under the BIFZA Archives and Library Sub-section.

Of the 21 Bureaus, Representative Offices and Directorates at BIFZA all have their archives. Only two directorates have their archive processors, namely the Directorate of port offices and representative offices. However, in the end, every archive that has been managed must be submitted to the Archives Sub-departement & Library of BIFZA as a unit, officially known as archive management or archival unit I

Organisations generate enermous amounts of information and consequently larger volumes of records. Therefore, they must effectively manage their records of information and knowledge to ensure that they are publicly accountable and can develop sustainably (Cheng, 2018). The archive creation process in BIFZA has a retention time of two years. If it is more than two years, then it is considered inactive and must be given to the Archives & Library Sub-department of BIFZA for management to the record centre. The stored archives certainly require maintenance so that the information contained in them can be appropriately maintained. Not only maintenance but also in-active archive security (Setiawati & Setiana, 2020)

Archives that have entered an inactive period are transferred from the processing unit to the creation unit to be organized. The management process, the work unit that wants to organize its archives, sends an official letter to the Archives & Library Sub-department of BIFZA. Then after the letter is received, the Head of the Sub-department of Archives & Libraries assigns a letter to the archivist to carry out the archive transfer. Azzahra (2017) also expressed a similar thing, who explained how moving archives at PT. KAI (Persero) is carried out systematically and periodically. The transfer of this archive is not only carried out on inactive archives but also on active archives. Archives is based on aspects of document security and the availability of archive storage areas.

After the transfer from the archive creator unit by the Archives & Library Sub-department, the archive is then taken to the archive management centre or called the BIFZA record centre. Then there is the arrangement according to chronological order by the technical archiving executor supervised by the archivist. In the researchers' observations, the technical archivists did sort based on the instructions by the archivist, which work unit first had to arrange the archives. The archives were entered into the box for data. This process is similar to Hendrawan & Ulum (2017) statement, which explains the steps for structuring inactive records, namely inspection. Checks are carried out to ensure inactive records are based on archive retention schedules and ensure the series's completeness for each record.



Picture 1.
Sorting Archives at the Record Center
(Source: researchers' documentation)

After the archivist technical arrangement, input data into excel for archival data collection and adjusted to the classification of records according to work units.



Picture 2.
Sorting Result Archive Input Process
(Source: researchers' documentation)



Picture 3.
Archive Box Labeling Process
(Source: researchers' documentation)

After the data input process is complete, the archives that have been packaged in boxes are placed in the loading room for the re-boxing process. The re-boxing process results from an assessment from the archivist, then re-sorting the archives according to the work unit and chronology, then labelling is carried out for the retrieval process and stored in rooms A1 - A2, where archives are stored. According to Setiawati & Setiana (2020), archives' inboxes and archive racks depend on the box reception system. The box numbering system itself is very dependent on space and storage equipment. Then create a list of archives for the archive retrieval process

The process of sharing knowledge in the Archives & Libraries Sub-department and BIFZA record centre occurs naturally. Without realizing it, the staff in carrying out every work in the Archives & Libraries Sub-section and BIFZA record centre have carried out a knowledge sharing process. Knowledge sharing is in archive management activities related to the theory put forward by Fernandez-Becerra & Sabherwal (2015) about the knowledge sharing cycle process, which explains that the knowledge sharing cycle consists of two, namely socialisation and exchange.

At the socialisation stage, knowledge is spread from person to person through interaction and communication in daily work, for instance, regarding the arrangement of archives regarding the separation of official documents, invitations and minutes, then how to carry out re-boxing of archives that have been selected and assessed by archivists for labelling.

As for the exchange stage, there has been a systematization of concepts in knowledge sharing, for instance, formal meetings, the results of the meeting become knowledge that is codified and shared with all personnel and becomes group knowledge later, the use of information technology such as communication groups on social media is very effective in disseminating new knowledge.

The implementation of record management is a skill that becomes a benchmark and theoretical knowledge about the archive itself. Knowledge about record management is in line with Webster (1999) statement that practitioners must have sufficient knowledge and understanding that will help them connect practice and theory in records management. Records management is not only a recognised profession but also a scientific discipline. Duffus (2017) also issued a harmonised statement on the need for practitioners to understand the theoretical background of records management to understand the practical work they are currently doing. The method by which practitioners are prepared for their role is critical in supporting the archival profession's short- and long-term needs.

Archivists who have new knowledge will share it with technical archivists at the record centre, or senior archivists will share it with new technical archivists. For instance, some senior archivists who have received training will share their knowledge with new archivists. The archivist will bring up many ideas, ideas, and concepts which are then offered to become the basis of knowledge in new records management activities.

On the technical implementation is the archival sorting archive of archives creator unit, they have been equipped with the skills and knowledge of the archives by the Training Center ANRI. However, not all of them share technical knowledge with employees another archivists.

"[..]had received technical archiving training directly from ANRI in 2016 at the Record Center and had received technical archiving training from BIFZA in 2020 at Bida Building Batam Center" (interview with R3)

"once, at 2019" (interview with R4)

From interviews with informants, training by ANRI and the Archives & Library Sub-department of BIFZA has increased their knowledge and skills in archive management. Adiprabowo et al (2019) expressed the statement of alignment in the perspective of sharing knowledge in libraries, which revealed that the knowledge of each librarian is mainly obtained through formal education and training. After that, the librarian knows to apply this knowledge into his daily work.

In the process of managing archives at the record centre, observations of researchers saw archivists provide a direct understanding of archival technicalities to sort archives properly.

"I share knowledge with them directly while working" (Interview with R2)

"When doing assignments at RC I was given knowledge by the BIFZA archivist about archiving, archiving techniques and the division of tasks to organize archives" (Interview with R3)

Judging from the observations of researchers and interviews with informants, there is an informal knowledge sharing process utilising the tacit knowledge assets of individuals to other individuals. These transfers are essentially undocumented. This is explained by Truran's (1998) informal knowledge sharing. It can also imply that most conversations can include a tacit dimension, that ideas cannot be easily communicated through written methods. In their research, Zakaria & Nagata (2010) revealed that face-to-face interaction is superior in knowledge creation.

The knowledge that develops through an experience such as technical knowledge cannot be fully articulated into technical media. The knowledge contained in individuals can be transformed into new knowledge such as socialisation related to dialogue and communication of ideas (Yuliar, 2009).

Then there is a delegation of roles from archivists to archiving technical. Archivists give them the trust to carry out archive management and assessment. Trust is a critical condition when knowledge transfer occurs because the process can result in the transfer of employees from one organization to another, contributing to supporting knowledge sharing (Al Nuaimi & Jabeen, 2020). In addition to trust, commitment, and social capital are also very important in the knowledge sharing process (Wu et al., 2021; Wu & Sukoco, 2010), self-efficacy and opportunity (Lee & Qomariyah, 2018), information and communication technology (Farmansyah & Isnalita, 2020), support management, incentives and rewards, leadership, and organizational culture also affect the knowledge transfer process (Rohman et al., 2020).

The function of the archivist here is to assess archives and supervise archiving techniques once every quarter. They hold a supervisory meeting to share knowledge on how the results of archival technical work and the views of the Head of the Archives &

Library Sub-department regarding the arrangement of archives at the record centre of BIFZA.



Picture 4.

Archives meeting at BIFZA record centre
(Source: researchers' documentation)

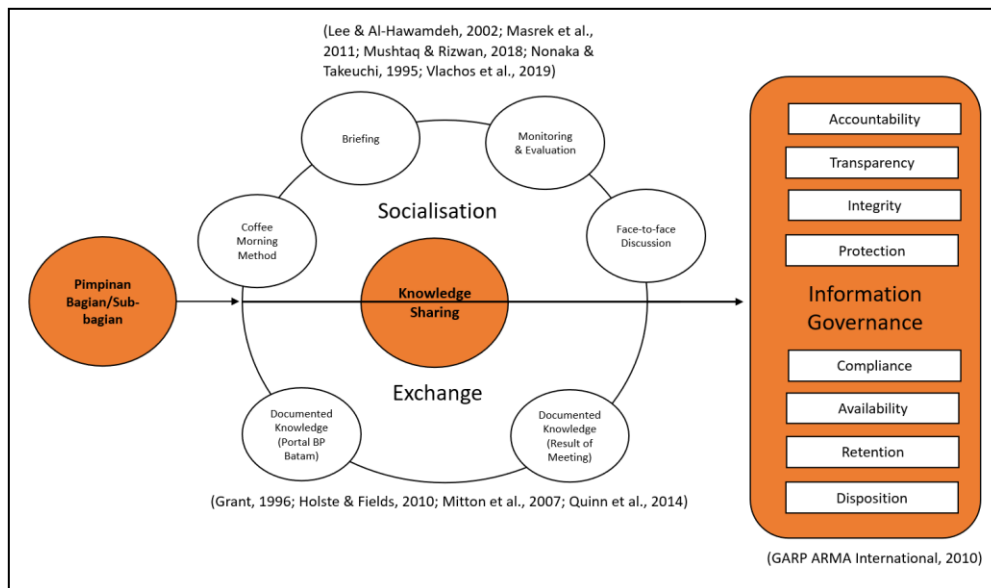
At the quarterly meeting held by the Archives & Libraries Sub-division, BIFZA involved all personnel from the Head of the Correspondence and Archives Division, the Head of the Archives & Libraries Sub-department, Archives, Supervision and Archival Technical Records centre.

At the meeting, there was monitoring and evaluation of the implementation of the archive arrangement. R1, as Head of BIFZA Archives & Libraries Sub-department, revealed that in the meeting process, knowledge sharing took place.

"[...]they involve staff in monitoring, socialising and fostering information governance activities at BP BIFZA. So we always carry out surveillance in all BIFZA units we involve. So that they increase their knowledge" (Interview with R1)

"[...]our knowledge sharing is collected in the meeting room and explained to all members of the archive management at RC (Interview with R3)

Reviewing from the results of interviews with informants, there is a process of knowledge sharing in organizational structures, namely between leaders, archivists and archiving technicians. Based on research (Ahmad et al., 2016), Capturing and documenting this broad and direct knowledge through oral history can help preserve invaluable intangible tacit knowledge for future reference. Then this is supported by the statement of Al-Shanasi et al. (2017), which states that the organisational structure allows for better knowledge sharing when providing accountability and two-way communication and horizontal communication.



Researchers has developed a conceptual framework to illustrate the connection between the study's background, problem formulation, and theoretical framework. The routines developed by the leaders and staff at the record centre, as described by the researchers, create a natural knowledge-sharing environment.

CONCLUSION

In the process, archive management at the record centre of BIFZA is following applicable regulations. Managing extensive archives requires a lot of human resources to complete archive management in BIFZA's environment. Technical archivists help archivists to manage archives. The problem of managing archives at the record centre can be solved by sharing knowledge with two approaches, namely socialization by utilizing tacit knowledge assets and exchange utilizing tacit to an explicit, person to group assets. Thus, with the background that no one has a formal education in archiving and information management, it can be resolved by sharing knowledge from the leadership, archivists and archivists. It is hoped that other researchers in the future will examine aspects of the application of knowledge that has been shared in archival or informational institutions.

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