

Analysis of the Implementation of Inactive Archive Maintenance at PT XYZ

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Abstract. This study seeks to examine the implementation, challenges, and improvement efforts concerning inactive records maintenance at PT XYZ Head Office, Cawang, East Jakarta. The research adopts a descriptive qualitative method using a case study approach. The findings reveal that the implementation of inactive records maintenance at PT XYZ has been carried out through several efforts, including environmental control of the records storage area, records security, and the arrangement and storage of inactive records in accordance with applicable regulations. However, the implementation has not been fully effective due to several constraints, including limited storage facilities and infrastructure, particularly filing cabinets, as well as limited human resources with sufficient competencies in records management. The efforts undertaken by PT XYZ to address these obstacles include organizing records based on the Records Retention Schedule (RRS) and enhancing employee competencies through records management training. This study is expected to provide contributions, insights, and serve as an evaluation and recommendation for the company to improve the effectiveness of implementation of inactive records maintenance.

Keywords: Inactive Records, Inactive Records Constraints, Inactive Records Maintenance, Records Management, Records Implementation Efforts

1. Introduction

Companies need to provide fast, accurate, and comprehensive data as a basis for policy formulation and strategic decision-making, as well as to support operational activities and minimize errors. Archives play a crucial role as a source of information that supports management in the decision-making process. The provision of comprehensive information requires standard operating procedures and an optimal archival maintenance system. Through these processes, various types of records are generated, both textual and contextual (Mulyapradana *et al.*, 2021).

In this study, the researcher conducted a preliminary survey by distributing questionnaires to 20 employees of PT XYZ. This preliminary research was utilized to gain an initial understanding of the importance of inactive records maintenance at PT XYZ and its archival warehouse in Karawang. The research results can be presented in the following description:

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Figure 1. Preliminary Research Results on Inactive Records Maintenance.
Source: Data processed by the Researcher (2025)

The preliminary research results indicate that, out of a total of 20 informants used as the sample, assessments were conducted regarding the maintenance of inactive records at the Karawang archival warehouse and the PT XYZ head office located in Cawang. The results show that 40% of respondents rated the maintenance as "Poor," 30% as "Fair," 20% as "Good," and 10% as "Very Good." Based on the preliminary research conducted through an online questionnaire, it can be concluded that the informants perceived the maintenance of inactive records at PT XYZ, both at the head office and the Karawang archival warehouse, as not yet operating optimally.



Figure 2. Preliminary Research Results on the Arrangement and Storage of Inactive Records

Source: Data processed by the Researcher (2025)

The preliminary research results indicate that, out of a total of 20 informants used as the sample, assessments were conducted regarding the condition of facilities for arranging inactive records storage at PT XYZ head office in Cawang and the archival warehouse in Karawang. The results show that 35% of respondents rated the facilities as "Fair," 30% as "Poor," 25% as "Good," and 10% as "Very Good." Based on the preliminary research conducted through an online questionnaire, the findings indicate that informants generally perceived the condition of facilities for arranging inactive records storage at PT XYZ, both at the head office and the Karawang archival warehouse, as still fairly adequate.

The novelty of this study lies in its discussion of the importance of implementing proper inactive records maintenance using a qualitative research method at PT XYZ as a subsidiary of a state-owned enterprise. Previous studies by Pratama & Erlianti (2023) as well as Bello *et al.*, (2024) indicate that records management and maintenance have not been optimal due to limitations in facilities and human resources. This study aims to complement previous research through differences in research objects and methodologies. Based on the background of the problems described above, the researcher is therefore motivated to further examine inactive records maintenance issues and has chosen the research title "Analysis of the Implementation of Inactive Records Maintenance at PT XYZ".

2. Theory

Definition of Inactive Archive

Previous studies by Fathurrochman *et al.*, (2024) Inactive records are archival documents within an organization whose frequency of use has decreased. Archival management can be carried out through a central unit authorized to develop archival systems, such as Indoarsip or the National Archives of the Republic of Indonesia (ANRI). Examples of inactive records include report cards, minutes of meetings, and contract agreements (MoUs).

Definition of Records Maintenance

Effective records management is characterized by accuracy in the process of records retrieval. However, many institutions have not yet implemented it optimally. Records management plays an important role in facilitating access to information and supporting organizational success through a dynamic and well-organized system. One aspect of records management that must be given particular attention is records maintenance (Mulyapradana *et al.*, 2021).

Indicators of Inactive Records Maintenance

Environmental Control and Security of the Records Storage Area

Based on the research findings of Azhari *et al.*, (2023) inactive records maintenance is carried out through environmental control and security of records storage areas, including the regulation of temperature, humidity, air circulation, and the provision of fire protection facilities to ensure the physical safety of records.

Limitations of Records Storage Infrastructure and Insufficient Human Resources

Based on the research findings of Sundari & Lawanda (2023) Indicators of inactive records maintenance include limitations in storage infrastructure as well as a lack of human resources who possess competent and professional knowledge in the field of records management.

Training for Enhancing the Competence of Archival Staff and the Development of Archival Facilities

Based on the research findings of Syifa *et al.*, (2025) Indicators of inactive records maintenance are implemented through training programs for archival staff, as well as the development of facilities and digital systems to improve the effectiveness of records management.

Inhibiting Factors in Inactive Records Maintenance

Inadequate Records Storage Facilities

Adequate facilities for storing inactive records are essential, as insufficient facilities may lead to the accumulation of inactive records and slow down the records retrieval process (Rahman *et al.*, 2025).

Lack of Archival Experts

Inactive records maintenance cannot be carried out effectively because not all employees have an understanding of records management or pay sufficient attention to the maintenance of inactive records (Mulik *et al.*, 2024).

Absence of Records Disposal Recommendations

The absence of recommendations for records disposal can become one of the obstacles to inactive records maintenance, as it results in the accumulation of documents (Rahman *et al.*, 2025).

Efforts to Implement Inactive Records Maintenance

Improvement of Records Storage Facilities

The storage of inactive records must be supported by adequate facilities, such as filing cabinets, and placed in secure locations that comply with established standards, including protection from termites and mold, as well as maintaining a cool room temperature (Rahman *et al.*, 2025).

Providing Guidance and Training to Employees

Through competency training or guidance, it is expected that employees' knowledge regarding the importance of inactive records and their significance will increase (Mulik *et al.*, 2024).

Compliance with the Records Retention Schedule (RRS)

The Records Retention Schedule (RRS) serves as the primary guideline for records reduction and disposal in accordance with established standards (Martinasashy & Wahyu, 2025).

3. Research Method

The researcher conducts an analysis using a descriptive qualitative research method based on all data obtained. According to Fiantika *et al.*, (2022) qualitative research is descriptive and analytical in nature, focusing on the perspectives of subjects within their natural contexts.

This approach is supported by a theoretical framework as a conceptual foundation to ensure alignment between research findings and empirical reality, as well as to produce original and validated reports based on data obtained from informants. A case study is an approach aimed at examining a particular social phenomenon in depth in order to identify and understand the characteristics and dynamics inherent in the case (Ilhami *et al.*, 2024).

The rationale for applying a qualitative research method with a descriptive or case study approach is that the researcher seeks to directly examine the complex phenomenon

of records maintenance within the organizational context of PT XYZ. PT XYZ faces complex issues related to inactive records maintenance, including inadequate facilities and other constraints. The selection of PT XYZ as the case study location is based on its unique characteristics compared to similar studies conducted at the Karawang archival warehouse.

In the process of collecting data sources, the researcher utilized primary data obtained directly from informants related to the study, as well as secondary data.

- 1) Primary Data are the main data obtained directly by the researcher during the research process, either from individuals or groups relevant to the research variables (Sulung & Maspawi, 2024).
- 2) Secondary Data are data obtained through intermediary information sources. These sources may include notebooks, documents, or historical reports that have been stored in the form of (Arvyanda *et al.*, 2023).

The study conducted at PT XYZ applied purposive sampling, which is a non-probability sampling technique in which the researcher selects informants based on specific criteria aligned with the research (Nuralim *et al.*, 2023).

Based on this theoretical framework, the researcher determined three informants who were relevant to the topic of inactive records, as they were able to provide essential information for the study. The basis for selecting these informants is presented in the following table:

Table 1. Qualitative Sample Size.

Rules of thumb for Qualitative Sample Size	
Basic Study Type	Rule of Thumb
Ethnography	30-50 interviews
Case Study	At least one, but can be
	More
Phenomenology	Six participants
Grounded Theory	30-50 interviews
Focus Group	Seven to ten per group or more groups per each strata of interest

Source : (Njie & Asimiran, 2014)

In the study conducted at PT XYZ, the researcher applied data collection techniques aimed at obtaining accurate information for this research, namely:



Figure 3. Sketch of Triangulation of Data Collection Techniques.

Source: Data processed by the Researcher (2025)

This process is conducted interactively following the Miles and Huberman model, through the stages of data collection, data reduction, data display, and conclusion drawing, which occur repeatedly and are interrelated (Qomaruddin & Sa'diyah, 2024). The stages undertaken by the researcher in analyzing the data are as follows:

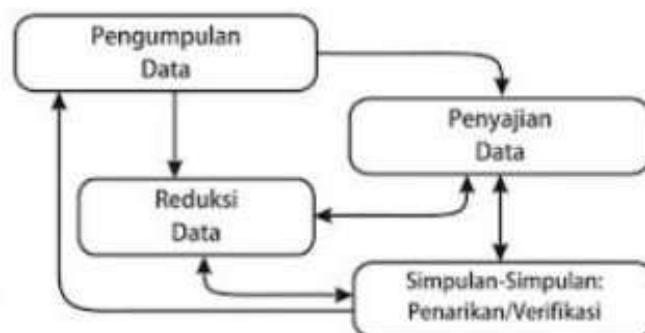


Figure 4. Aspects of Data Analysis.

Source : (Millah *et al.*, 2023)

4. Results and Discussion

This study applies a qualitative approach aimed at identifying the relationships and impacts in the implementation of inactive records maintenance. The research informants were drawn from the Secretariat and General Affair departments, which are directly involved in the management of inactive records. They were selected based on their job roles, competencies, and relevance in providing accurate and valuable information for the study.

Table 2. Informant Data.

No	Informant	Gender	Length of Service	Unit
1	Informant A	P	9 years	<i>Secretariat</i>
2	Informant B	P	3 years	<i>Secretariat</i>
3	Informant C	L	8 years	<i>General Affair</i>

Source: Data processed by the Researcher (2025)

To obtain an in-depth understanding of the implementation of inactive records maintenance at the PT XYZ head office and the Karawang archival warehouse, the researcher employed observation, structured interviews, and documentation methods. The interview questions were developed based on indicators from previous studies, which include environmental control and security of records storage areas, limitations in human resources and infrastructure, as well as training and competency development in archival management Azhari *et al.*, (2023), Sundari & Lawanda (2023), Syifa *et al.*, (2025).

Implementation of Inactive Records Maintenance

Inactive records maintenance is a crucial process in the management of dynamic records to prevent physical and informational deterioration of records Yuniar *et al.*, (2023). Based on the results of observations, interviews, and documentation, the implementation of inactive records maintenance at the PT XYZ Head Office in Cawang and the Karawang archival warehouse has been carried out effectively. This is evidenced by the control of security and environmental conditions in records storage areas, such as the use of CCTV, fingerprint access systems, restricted access, fumigation, as well as regular monitoring of temperature and humidity.



Figure 5. Fingerprint Access to the Records Room.

Source: Data processed by the Researcher (2025)

Inhibiting Factors in Inactive Records Maintenance

Records maintenance is carried out through both physical and non-physical preservation to maintain the integrity of archival materials and information Evany *et al.*, (2023). Based on the findings from observations, interviews, and documentation, it can be concluded that inactive records maintenance at PT XYZ Cawang and the Karawang archival warehouse still faces obstacles in the form of limited storage facilities and a lack of competent archival human resources, which may potentially reduce the efficiency of records management (Novitri & Sari 2025).



Figure 6. Accumulation of Records Boxes at PT XYZ Cawang and Karawang.
Source: Data processed by the Researcher (2025)

Efforts to Implement Inactive Records Maintenance

Efforts to maintain inactive records focus on the physical protection of records and the security of the storage Yanis (2025). Based on the research findings, the implementation of inactive records maintenance at PT XYZ is still in the monitoring and evaluation stage conducted by the National Archives of the Republic of Indonesia (ANRI) and is supported by training programs aimed at enhancing archival management competencies.

5. Conclusion and Recommendations

Based on the research findings, it can be concluded that the implementation of inactive records maintenance at PT XYZ, both at the Cawang head office and the Karawang archival warehouse, has been carried out quite effectively and in accordance with the provisions of the National Archives of the Republic of Indonesia (ANRI), the Dynamic Records Guidelines (DRG), and the Records Retention Schedule (RRS). However, its implementation still faces challenges in the form of limited storage facilities and a lack of competent human resources, thereby requiring intensive monitoring and evaluation in collaboration with ANRI. Efforts to implement inactive records maintenance have shown fairly positive progress through routine training programs and the appointment of records Persons in Charge (PICs) in each division.

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