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SRIKANDI-based dynamic records management for improved public services

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Abstract
The SRIKANDI application, an integrated electronic records management system, has been implemented to enhance efficiency, transparency, and accountability in archival services. However, several challenges remain in optimizing its regional implementation. This study analyzes the creation, use, maintenance, and final disposition of dynamic archives through the SRIKANDI application at the Tulungagung Regency Library and Archives Office and their contribution to public service quality. This study employed a qualitative case study approach. Data were collected through in-depth interviews, observations, and documentation involving the head of archives, archivists, and related officials. Data analysis followed the stages of data condensation, data display, and conclusion drawing, while credibility was ensured through triangulation, dependability, and confirmability. The findings indicate that archive creation is conducted systematically through registration, verification, electronic signatures, and digital recording, ensuring archive authenticity and reliability. Integrated distribution, disposition, tracking, and access control features support archive use and maintenance, improving operational efficiency and service transparency. However, archive disposition has not been fully optimized because the Archive Retention Schedule (JRA) is missing, resulting in the accumulation of digital records. Overall, SRIKANDI effectively supports public service quality but requires improvements in human resources, infrastructure, and regulatory support.
Keywords: Dynamic Archive Management; SRIKANDI; Public Service Quality; Electronic Records Management; Digital Transformation.

Introduction
Public service serves as a primary benchmark for assessing both the legitimacy and the effectiveness of government administration. The success of public services is measured not merely by the speed or volume of services provided, but also by the government administration's capacity to supply data and documents that are accurate, readily accessible, and transparent. In active records management, public service underpins all documentation functions, accountability, and organizational memory. If records are not managed optimally, public service processes become prone to disruptions, the risk of misuse increases, and public trust may decline (Sari, 2022; Andini et al., 2026). According to Law Number 43 of 2009 concerning Archives, archives are records of activities or events in various forms and media in line with developments in information and communication technology, created and received by state institutions, local governments, and the public (UUD Indonesia, 2009; Rodin, 2019).

The SRIKANDI application is a shared application for records management, established by the Decree of the Minister of Administrative and Bureaucratic Reform (PANRB) Number 679 of 2020 and developed by PANRB, the Ministry of Communication and Informatics (Kemenkominfo), the National Cyber and Crypto Agency (BSSN), and the National Archives of the Republic of Indonesia (Alhadi et al., 2024; Rengkaningtias et al., 2025). This application features the creation of electronic records, record security measures to ensure authenticity and trustworthiness, access for authorized parties, and record disposition (transfer and destruction). SRIKANDI is designed so that central and regional agencies no longer need to develop independent archiving systems, but instead use a single, standardized, nationally integrated system (Kamilah et al., 2026). According to Read and Giin, as cited by Virdous, records management encompasses the records lifecycle (creation, distribution, use, maintenance, and final disposition). In reality, however, many public institutions do not consistently implement this lifecycle. SRIKANDI is sometimes not fully integrated with local archiving systems, internal correspondence workflows, or regional document management systems. Consequently, a gap emerges between the theoretical ideal of interconnected, cohesive systems and the reality on the ground, where regional systems often operate in isolation and remain unintegrated.

Based on these observations, Tulungagung Regency is a suitable research site because it offers unique characteristics and particular relevance. Tulungagung is known as a regency that is quite active in local government innovation (for instance, in e-governance). The Library and Archives Agency in Tulungagung integrates library and archival functions at the regency level, making it a suitable setting for examining the interaction between archival services and the public. Furthermore, Tulungagung possesses infrastructure and human resource capacity characteristics that make it a representative case. Based on interview findings, Tulungagung Regency has implemented digital-based records management using the SRIKANDI application, supported by the necessary infrastructure and staff proficiency in operating the system, making it a representative case study for implementing government digital transformation. The researcher conducted a study titled "SRIKANDI-Based Dynamic Records Management to Improve the Quality of Local Government Public Services."

Methods

This study employs a qualitative approach, which yields descriptive data in the form of written and spoken words, as well as observations of participants' behaviour (Fiantika et al., 2022). The qualitative approach was chosen because it enables the researcher to gain an in-depth understanding of the phenomenon under investigation based on the perspectives, experiences, and meanings participants construct within a real-life context. The type of research used is a case study, which is an empirical investigation that examines contemporary phenomena in a real-life context, particularly when the boundary between the phenomenon and its context is not clearly defined documentation (Nurrisa & Hermina, 2025; Aulia, 2025). Through the case study approach, the researcher can explore the phenomenon in depth by utilising various data sources, thereby producing a comprehensive picture of the research subject.

Data collection methods included observation, in-depth interviews, and documentation. The researcher conducted observations to gather information on actual field conditions, interactions between parties, and activities related to the research focus. The researcher

conducted semi-structured, in-depth interviews using a pre-prepared interview guide, allowing the researcher to explore information more broadly in line with informants' experiences and perspectives. Documentation served as supporting data in the form of documents, archives, photographs, reports, and other records relevant to the research focus.

The researchers selected informants using purposive sampling, which involves deliberately selecting informants based on criteria relevant to the research objectives (Tajik et al., 2025). These criteria included individuals with knowledge, experience, or direct involvement in using the SRIKANDI-based Dynamic Records Management system who could provide rich, in-depth information. Informants may include key informants with a comprehensive understanding of the research issues, primary informants directly involved in implementing the activities or phenomena under study, and supporting informants who provide supplementary information to strengthen the research findings. The number of informants was determined based on the principle of data saturation, whereby the data collection process is halted when the information obtained becomes repetitive, and no new significant information is found.

The data analysis technique draws on the interactive model developed by Miles, Huberman, and Saldaña, an ongoing process from data collection through to completion of the research. The analysis stages include data condensation, the process of selecting, focusing, simplifying, coding, and organising data from observations, interviews, and documentation to align with the research focus. The next stage is data display in the form of narratives, matrices, tables, or charts, which facilitates the researcher's understanding of patterns, relationships between categories, and emerging trends. Subsequently, conclusions are drawn and verified through the interpretation of research findings, which are continually cross-checked against various data sources until credible conclusions are reached (Assyakurrohim et al., 2022).

To ensure data validity, the study employed source triangulation and methodological triangulation (Donkoh & Mensah, 2023). The researcher carried out source triangulation by comparing information from various informants, while methodological triangulation involved comparing the results of observations, interviews, and documentation. In addition, the researcher also carried out member checking, which involves reconfirming the results of interviews or data interpretations with informants to ensure that the information obtained corresponds to the participants' intended meaning and to enhance the credibility of the research findings (Sugiyono, 2021).

Findings and Discussion

Findings

The Creation of Dynamic Records in the SRIKANDI Application and Its Role in Shaping Public Service Quality at the Tulungagung Regency Library and Archives Agency

Record creation is the initial stage in the active records lifecycle, encompassing the processes of generating, receiving, and registering documents within government administrative activities. In implementing the Integrated Active Records Information System (SRIKANDI) application at the Tulungagung Regency Library and Archives Agency, the record creation process is carried out through an electronic correspondence system that digitally registers and manages official documents. In the SRIKANDI application, record creation is carried out via two primary features: incoming documents and outgoing documents. The incoming document

feature logs and registers correspondence received by the agency, while the outgoing document feature drafts and sends correspondence to other agencies. Through these two features, the system systematically documents the entire process of recording official documents. The following shows the incoming document list interface in the SRIKANDI application, used to log incoming correspondence at the Tulungagung Regency Library and Archives Agency.

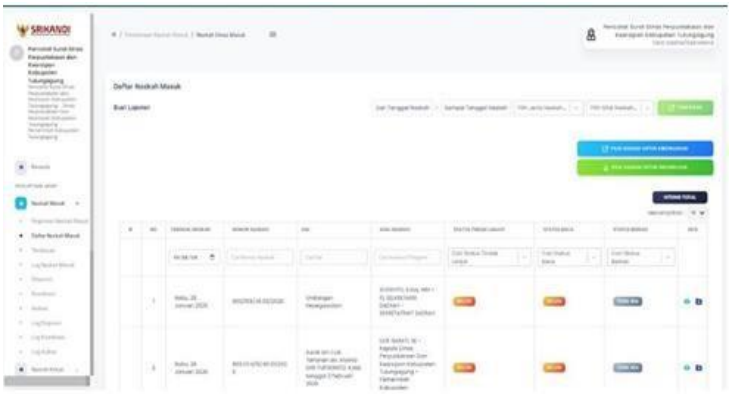
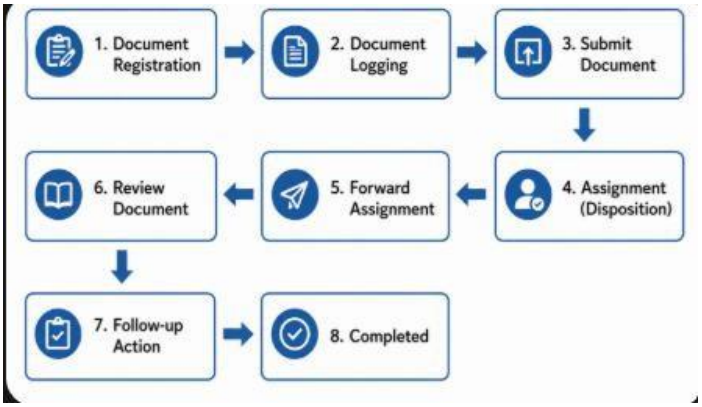


Figure 1. Interface of Incoming Correspondence List in SRIKANDI Application

Based on the researcher's observations of the SRIKANDI application, the incoming manuscripts menu contains various features that support the electronic archive creation process. These features include incoming manuscript registration, incoming manuscript list, copies, incoming manuscript log, disposition, coordination, directives, disposition log, coordination log, and directives log.

Figure 2. Steps of Electronic Archive Creation in SRIKANDI Application



Next, the researcher interviewed a senior archivist. The interview results indicated that recording incoming correspondence in the SRIKANDI application involves registering official documents in the system. Ms. Srianik, S.E., a senior archivist, explained that: "Active records are created by recording incoming and outgoing correspondence within the SRIKANDI application. For correspondence already in electronic format and originating directly from SRIKANDI, the system automatically records the data. Conversely, for correspondence in physical or manual form, the document must first be scanned, then registered by entering details such as the sender's name, position, agency, document type, and date, and uploading the document file into the application."

Figure 3. Staff Digitizing Physical Documents into Electronic Format

The image illustrates the process of digitizing conventional records, carried out by staff before registering the documents in the SRIKANDI system. This scanning process converts physical documents into electronic format, enabling them to be entered and stored in the application. This process digitizes records previously in paper form, enabling management and retrieval when needed.

During the application stage, prospective users register by providing the required identity information. Next, the Electronic Certification Service Provider (PSrE) verifies this information by cross-referencing it with official databases, including population and biometric data, to confirm the applicant's identity. Once validated, the PSrE issues an electronic certificate that serves as the signer's digital identity (Dewi et al., 2024). Next, the drafter submits the prepared document to the authorized party for further processing. This stage indicates that the document is not immediately ratified but must first undergo an administrative process. Subsequently, the document enters the verification stage, where a verifier examines its content, format, and completeness. The verification process ensures the document complies with applicable regulations before ratification. Once the document meets the requirements, it proceeds to the signing stage by the authorized official. The official signs electronically to formally ratify the document. Following the signing, the document is transmitted to the intended recipient, whether internal or external, via the SRIKANDI system. The final stage is completion, signifying that the entire document creation process, from drafting to distribution, has been executed and documented in the system as an electronic record.

This aligns with the view of the Head of the Archives Division, who stated that the authenticity of every received record must be verified before it is entered into the system. Mr. Pupung Bagus Pamungkas, S.E., M.AP., the Head of the Archives Division, explained that:

> "To ensure the authenticity and reliability of the records created, correspondence sent via the SRIKANDI application from other regional government agencies has undergone a verification process and bears the electronic signatures of the respective agencies".

This aligns with the statement from Ms. Srianik, S.E., a skilled archivist, who explained that at the initial stage of the SRIKANDI application's implementation, employees participated in socialization and technical guidance sessions.

Figure 4. Staff Participating in Technical Guidance for Operating SRIKANDI Application

At the beginning of the SRIKANDI application's implementation, we attended socialization and technical guidance sessions. To adapt to system updates, we also learned through webinars and YouTube and gained hands-on experience with the features, as the SRIKANDI application frequently undergoes updates. These socialization and technical guidance activities aimed to enhance employees' understanding of how to operate the SRIKANDI application, thereby enabling more effective electronic records management. Based on the statement, it is evident that the use of the SRIKANDI application for records management still faces several challenges. These include limited human resource capacity to operate the digital system, constraints in the facilities and infrastructure used, and the fact that the application is not yet being used optimally across all regional government agencies. Furthermore, technical issues with the central server can disrupt service delivery, as the system becomes inaccessible during such outages.

The Use and Maintenance of Active Records in the SRIKANDI Application in Shaping the Quality of Public Services at the Tulungagung Regency Library and Archives Agency

1. The Use of Dynamic Records in the SRIKANDI Application in Shaping Public Service Quality at the Tulungagung Regency Library and Archives Agency

Using the SRIKANDI application for dynamic records management accelerates work processes and fosters more efficient, responsive administrative services. Implementing this system not only simplifies records storage but also supports document distribution, management directives (dispositions), and structured follow-up monitoring. Therefore, using SRIKANDI requires user understanding and effective system management to ensure work processes are fast, accurate, and integrated. In addition to document distribution, SRIKANDI also supports an electronic disposition process. Once registered, incoming correspondence immediately appears in the leadership's account, allowing disposition to the intended work unit; this results in a clearer, more focused workflow. As explained by Ms. Srianik, S.E., a Skilled Archivist:

"Registered incoming correspondence appears in the leadership's account for disposition. Leadership can issue disposition instructions directly through the application, after which the document is forwarded to the intended work unit or employee. This disposition process can be monitored, as the document's status updates in accordance with the follow-up actions taken".

SRIKANDI further supports this with features that enable real-time monitoring of every

stage of the disposition process. This demonstrates that the system functions not merely as a means for transmitting correspondence but also as a tool for overseeing the follow-up process. This capability is complemented by the SRIKANDI application's dashboard, which allows users to monitor document management progress in real time.

Figure 5. SRIKANDI Application Dashboard Interface

The image shows the dashboard view within the SRIKANDI application, displaying information regarding incoming and outgoing documents, verification, signing, and disposition. Through this interface, users can instantly track each document's status and follow up on actions. This facilitates the monitoring of the records management process, ensuring that work proceeds in a more organized and structured manner. In addition to accelerating service delivery, the SRIKANDI application also streamlines the retrieval of archived records. Records stored in the system can be located via the search feature using document numbers, dates, subjects, or specific keywords, thereby making it easier for employees to find the documents they need.

2. Active Records Maintenance in the SRIKANDI Application and Its Role in Shaping Public Service Quality at the Tulungagung Regency Library and Archives Agency

The Tulungagung Regency Library and Archives Agency maintains dynamic records to safeguard the security, integrity, and authenticity of records stored in the SRIKANDI application. This is in accordance with the provisions of Article 45, paragraph (1), which states that the maintenance of dynamic records as referred to in Article 40, paragraph (2), letter b, is carried out by the record creator to ensure the security of both the information and the physical records. This protects archives from loss, damage, or misuse, preserving their integrity and authenticity. Furthermore, archive maintenance within the SRIKANDI application is evident in the use of the "active file" menu during the filing process, where records are organized systematically according to specific classifications. This filing method not only facilitates record organization and retrieval but also contributes to security, as records are stored in a structured, controlled manner within the system. Below is a view of the archive filing menu in the SRIKANDI application.

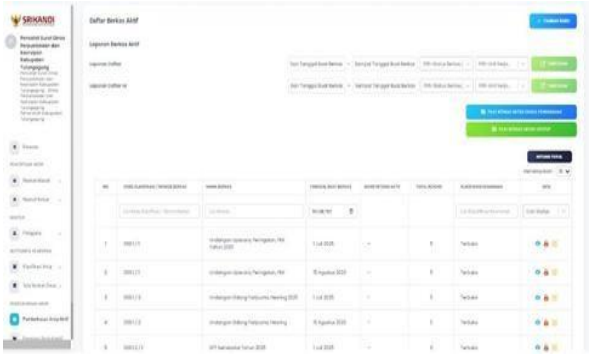


Figure 6. Display of Active Archive List in SRIKANDI Application

Furthermore, based on observations, archive maintenance is carried out through a multi-layered security system integrated into the SRIKANDI application. One such measure involves user account management, including access configuration and system usage controls.146 The Head of the Archives Division, Mr. Pupung Bagus Pamungkas, S.E., M.AP., stated that:

> "Archive maintenance is conducted through system security measures and user account management. Access rights are determined based on each user's position and authority. Not all employees have access to the entire archive, thereby ensuring the security and confidentiality of the documents are maintained".

The interview results indicate that archive maintenance is carried out not only through storage but also by strengthening the security system that regulates user access. Furthermore, the Head of the Archives Division underscored the importance of security, emphasizing the need for password updates and multi-layered authentication to safeguard electronic archives. Mr. Pupung Bagus Pamungkas, S.E., M.AP, the Head of the Archives Division, stated that:

> "Every user is required to change their password every three months. Failure to do so will result in automatic account deactivation. Additionally, the system is equipped with supplementary security features such as CAPTCHA and Multi-Factor Authentication (MFA)".

This statement shows that the security system implemented in SRIKANDI helps maintain record confidentiality and prevent unauthorized access. Furthermore, the Skilled Archivist emphasized that record security is ensured by restricting access to specific records, particularly those classified as confidential. Ms. Thalita Alifah Sururi, a Skilled Archivist, stated the following:

> "Electronic record security is maintained through authentication systems such as Multi-Factor Authentication (MFA). For confidential records, access is restricted to the devices of leadership personnel and requires a specific authentication code".

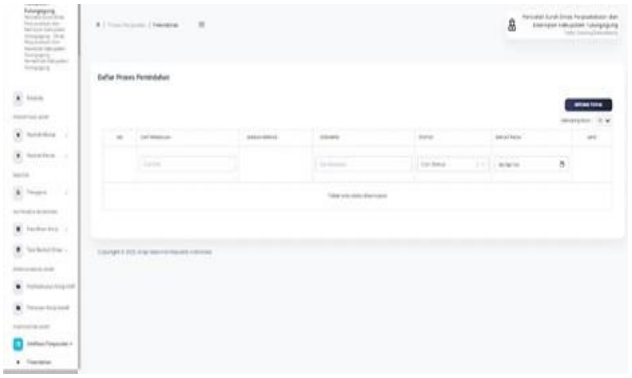
Thus, SRIKANDI maintains archives through mutually reinforcing security measures, from user account management and periodic password updates to multi-layered authentication and access-rights restrictions. These efforts aim to prevent unauthorized access and safeguard the confidentiality of archives, particularly critical ones. With such security measures in place, electronic archives remain protected, and their management becomes more orderly and secure in support of administrative activities.

3. Final Disposition or Active Record Disposal in the SRIKANDI Application and Its Role in Shaping Public Service Quality at the Tulungagung Regency Library and Archives Agency

Final disposition or records reduction is a crucial stage in active records management, aimed at reducing record volume while identifying records that retain utility and those designated as permanent. In the context of using the SRIKANDI application, records reduction is applied to records whose retention period has expired, in accordance with prevailing regulations. Mr. Pupung Bagus Pamungkas, S.E., M.AP., Head of the Archives Division, explains: "In principle, once the records reduction process can be implemented, records stored in the database that have exceeded their retention period can be reduced, thereby decreasing the volume of digitally created records. Meanwhile, records designated as permanent can be preserved".

This statement indicates that records disposition serves a strategic function by controlling the volume of digital records while preserving those with long-term value. However, the implementation of final records disposition via the SRIKANDI application at the Tulungagung Regency Library and Archives Agency has not yet proceeded optimally. This is because the Records Retention Schedule (JRA), which serves as the basis for determining retention periods, is missing. This situation is also evident in the SRIKANDI application's records disposition feature, which is available but remains unused, as shown in the following figure.

Figure 7. Records Disposition Feature Interface in SRIKANDI Application



In addition to regulatory constraints, regional government agencies' suboptimal use of the SRIKANDI application has also affected records disposal implementation. This has resulted in a failure to separate active and inactive records within the system. Ms. Srianik, S.E., a Skilled Archivist, explained that:

"Since the disposal process has not yet commenced, active and inactive records remain intermingled in the system, meaning management practices do not fully align with the records lifecycle principle. This situation creates a risk of accumulating a large volume of digital records".

This statement indicates that failure to carry out records disposal has resulted in suboptimal records management and may lead to an accumulation of records within the system. Meanwhile, improvement efforts are underway through the development and refinement of the Records Retention Schedule (JRA). Ms. Srianik, S.E., a Skilled Archivist, stated that:

"The drafting of the Records Retention Schedule (JRA) has been discussed internally, but

it still requires coordination across regional government agencies and formalization through a Regent's Regulation".

Based on the research findings, it can be concluded that the implementation of final disposition or records reduction via the SRIKANDI application at the Tulungagung Regency Library and Archives Agency has not yet proceeded optimally. Although records reduction plays a strategic role in managing digital record volumes and preserving permanent records, its implementation remains hindered by the absence of a comprehensive Records Retention Schedule (JRA) with legal authority to serve as an operational guideline. Consequently, implementing records disposal via SRIKANDI requires strengthening the regulatory framework by accelerating the establishment of the Records Retention Schedule (JRA) and enhancing users' commitment and active participation within regional government agencies, ensuring records management operates effectively, systematically, and in accordance with archival principles.

Discussion

Research findings indicate that active records management using the SRIKANDI application at the Tulungagung Regency Library and Archives Agency encompasses the entire records lifecycle: creation, use and maintenance, and disposition. During the creation stage, incoming and outgoing documents are managed electronically through processes involving registration, logging, disposition, verification, and electronic signing. This mechanism yields authentic, reliable, and legally valid records while enhancing administrative efficiency and supporting the quality of public services. However, implementation faces obstacles such as limited human resources and infrastructure, as well as technical system issues that prevent the digitization process from operating optimally.

In the use and maintenance stage, the SRIKANDI application supports document distribution, electronic disposition, inter-unit coordination, document status monitoring, and rapid record retrieval via digital search features. Record maintenance involves filing based on classification schemes, indexing, user access rights management, multi-layered security systems, and periodic system maintenance. These features enhance the effectiveness, efficiency, transparency, and security of records management. Nevertheless, maintenance processes are still hindered by system glitches, application updates, and limitations in certain security features that could potentially impede access to records.

Regarding the disposal or weeding of records, the Integrated Dynamic Archival Information System (SRIKANDI) application provides features to manage records that have exceeded their retention period. These features are designed to help identify, sort, and determine follow-up actions for records that have reached the end of their retention period, in accordance with applicable archival regulations. However, the implementation of these functions at the Tulungagung Regency Library and Archives Office has not yet been able to run optimally due to the lack of an officially established Records Retention Schedule (RRS) to serve as a guideline for determining retention periods, assessing the value of records, and determining the final disposition of records, whether through destruction or transfer to the static archive.

Without an ARS, the process of reducing archive stock cannot be carried out systematically and measurably. Records that should have entered the inactive phase or even reached the end of their retention period are still stored alongside active records within the system. This lack of clear separation between active and inactive records causes the volume of

digital records to keep increasing as more documents are generated each day. This accumulation of records can reduce the effectiveness of electronic records management, slow information retrieval, increase strain on the system's storage capacity, and hinder the implementation of records lifecycle control in accordance with the principles of dynamic records management.

Beyond the lack of a JRA, the records weeding phase also depends on human resources and technological support. Some staff still need a better understanding of electronic records lifecycle management, particularly retention determination, records classification, and disposal procedures under records management legislation. In addition, strengthening the information technology infrastructure is necessary to ensure system stability, data security, and the smooth running of electronic records management processes.

Therefore, strategic measures are required, including the acceleration of the drafting and adoption of the Records Retention Schedule (RRS) in accordance with the organisation's functions and authority; the enhancement of human resource competencies through education and training in electronic records management using the SRIKANDI system; the strengthening of information technology infrastructure; and the refinement of features within the SRIKANDI application to enable it to support the records disposal process automatically, accurately, and in accordance with national archiving regulations. Through these efforts, it is hoped that the management of dynamic records, particularly during the disposal stage, can be carried out effectively, efficiently, accountably, and sustainably, thereby supporting good governance, improving the quality of public services, and ensuring the availability of records as authentic, complete, and reliable sources of information and evidence.

Conclusion

Based on the research findings and discussion regarding the management of active records using the SRIKANDI application and its impact on public service quality at the Tulungagung Regency Library and Archives Agency, it can be concluded that the implementation of the SRIKANDI application has facilitated more effective, efficient, integrated, and accountable active records management across the entire records lifecycle encompassing creation, use and maintenance, and final disposition or records reduction. During the creation stage, active records are managed systematically through processes such as registration, logging, media conversion, verification, and electronic signing, resulting in records that are authentic, legally valid, and easily traceable, thereby enhancing the quality of administrative services. In the use and maintenance stage, records are used to support document distribution, disposition, inter-unit coordination, follow-up monitoring, and information retrieval through rapid, accurate digital search functions. Records maintenance is conducted through classification-based filing, indexing, user access control, multi-layered authentication, and periodic system maintenance to ensure information security, integrity, and availability. Regarding the final disposition stage, the SRIKANDI application conceptually provides facilities for records reduction based on retention periods, thereby supporting sustainable records management. However, the implementation of active records management via the SRIKANDI application still faces several challenges, including limited human resource competence in system operation, inadequate supporting infrastructure, technical issues with servers and the system, limited security features, and the absence of a finalized Records Retention Schedule (JRA); the latter hinders optimal records reduction, preventing the proper separation of active and inactive records and potentially leading

to an accumulation of digital records. Therefore, enhancing human resource capacity, strengthening technological infrastructure, refining application features, and accelerating the formulation and adoption of the Records Retention Schedule (JRA) are essential strategic steps. These measures are necessary to ensure the optimal and sustainable implementation of the SRIKANDI application and to further support the delivery of public services that are fast, effective, transparent, accountable, and of high quality.

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