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**Digital Transformation of Archives through the SRIKANDI Application**

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**Abstract**

The digitalization of archive management represents a strategic step toward modernizing government administration. This study examines the implementation of the Integrated Dynamic Archival Information System (APLIKASI SRIKANDI) at the Regional Archives and Library Office of Sikka Regency. Key aspects explored include challenges in digital archive transformation, objectives of system integration, methodologies employed, and the outcomes achieved, alongside future prospects for improvement. The study highlights the role of Universitas Nusa Nipa students' internship programs in supporting digital archive initiatives. The findings reveal that APLIKASI SRIKANDI has significantly improved the efficiency of archival management processes. However, technical limitations, inadequate technological infrastructure, and human resource constraints remain challenges. To address these issues, the study recommends enhancing infrastructure, offering comprehensive training programs, and developing inclusive digital communication strategies. These efforts aim to optimize system implementation and ensure sustainability in achieving a fully integrated archival management framework. This research underscores the importance of strategic planning and collaboration in driving successful digital transformation within the public sector.

**Keywords:** Archival management; Digital transformation; SRIKANDI Application

## 1. INTRODUCTION

In the midst of the rapid development of information and communication technology, digital transformation has become an unavoidable necessity, especially in archive management. Archives have a very important role in an institution as a source of information, historical evidence, and support for transparency and accountability. Based on Law No. 43 of 2009 concerning Archives, archives are records of activities or events that have information and legal value, which can be in the form of writings, images, or other forms. Efficient archive management supports good administration, improves the quality of public services, and creates accountability in various institutions. (Irawati et al., 2024)

The bureaucratic reform that is being implemented by the government has not gone according to public expectations. This is the main problem faced in realizing good governance and improving government performance. (Alam & Prawitni, 2015)

Records management in most government institutions, including Sikka Regency, is currently done manually. This frequently used archive management method tends to experience problems, such as difficulties in data retrieval, inaccuracies in information, and the risk of losing archives. In this case, the manual archive management process requires inefficient time and resources, making it difficult to manage archives quickly and correctly. To overcome these challenges, the Government of Indonesia through the National Archives of the Republic of Indonesia (ANRI) developed the Integrated Dynamic Archive Information System application (SRIKANDI APPLICATION). This application was established through the Decree of the Minister of Administrative Reform and Bureaucratic Reform Number 679 of 2020, with the aim of simplifying and integrating the entire archive management process, from recording, storing, to destroying records electronically. SRIKANDI Application is designed to increase the effectiveness of public services, reduce dependence on physical archives, and ensure archives can be accessed more easily by government officials and the public.

The implementation of the SRIKANDI APPLICATION in Sikka Regency poses enormous challenges. The large number of archives that are still managed manually and the limited technological infrastructure of the community in the district, make it difficult to transform the entire archive management process digitally. However, the opportunity to accelerate this process is so great because of the Merdeka Learning Campus Merdeka Program promoted by the Ministry of Education, Culture, Research and Technology.

Permendikbud Number 3 of 2020 concerning National Higher Education Standards, Article 18 states that the fulfillment of the period and learning load for undergraduate or applied undergraduate students can be carried out, namely following the entire learning process in the study program at the college according to the period and learning load, and following the learning process in the study program to fulfill part of the period and learning load and the rest following the learning process outside the study program. (Millenia & Rengga, 2024)

This policy allows Nusa Nipa University students to participate in internship programs at government agencies, including the Sikka Regency Archives and Library Office. This is certainly a great learning tool, but also an opportunity for students to contribute directly to the government in digital transformation. Through the involvement of students, especially from the Communication Science study program, it is hoped that an effective communication strategy will be created to support the implementation of the SRIKANDI APPLICATION in Sikka district government agencies, as well as increase public and government officials' understanding of the importance of digital transformation in archive management. The successful implementation of the SRIKANDI Application will support the creation of a more modern, efficient, secure and inclusive government administration system.

SRIKANDI APPLICATION or Integrated Dynamic Archival Information System is one of the common applications as an innovation implemented by the government, both at the

regional and central levels. The SRIKANDI Application features include letter manuscript management and archiving equipped with electronic signatures, which significantly simplifies the correspondence process. With the SRIKANDI Application, work is not limited by time and location because it can be done from anywhere and anytime. (Adra & Permana, 2023) The SRIKANDI application aims to create smoothness in requirements and effective electronic archiving in government administration. This application can meet the needs of making correspondence and electronic archives online in an integrated manner and recorded at the national data center. (Dasnoer et al., 2023)

In this research, there are several problem formulations that become the main focus. First, how is the implementation of the SRIKANDI Application in archive management at the Sikka Regency Archives and Library Office? Second, what are the challenges faced during the implementation process of the SRIKANDI Application in Sikka Regency, particularly related to limited infrastructure and human resources? This study aims to understand the implementation of the SRIKANDI Application at the Sikka Regency Archives and Library Office, evaluate the archive digitization process from recording to archive destruction, and identify the challenges faced in its implementation. In addition, this study also aims to evaluate the benefits of digital transformation in improving operational efficiency, archival security, and the quality of public services in Sikka Regency.

The modernization of government administration is strongly influenced by the trend of digital transformation in records management. Archives serve as an important component in organizational management, both as a source of information and as an accountability mechanism. As stated by Barthos (2005), effective records management is essential to improve the transparency and operational efficiency of an organization. In this case, digitizing archives not only saves time and resources, but also improves data security and accessibility. In Indonesia, the initiative to digitize records management is being implemented through the creation of the SRIKANDI Application. This application was launched to address the inefficiencies faced in manual records management, such as the difficulty of searching for records and the risk of data loss. Research by Westerman et al. (2011) supports the idea that digital transformation can accelerate work processes and improve organizational performance, including in the government sector. (Lolytasari & Dirsanala, 2023)

However, digital transformation often faces challenges in its implementation. Studies by Daft and Lengel (1986) on organizational communication show that the successful implementation of digital systems depends heavily on effective communication and adequate training for human resources. (Norliani et al., 2024). The telecommunications era in the 60s and 70s saw that computer-mediated communication eliminated one of the important communicative experiences, namely social presence (Richardson & Swan, 2003). (Di & Pandemi, 2020)

In Sikka Regency, challenges in implementing the SRIKANDI Application include limited hardware, internet network access, and low employee understanding of new technology. This is in line with Yin's (2014) findings, which highlight the importance of HR/organizational readiness in accepting technological change. Furthermore, the success of digital transformation requires cross-sector collaboration. The Merdeka Belajar Kampus Merdeka (MBKM) policy provides opportunities for students to be directly involved in the digital transformation process in various agencies. In this case, Nusa Nipa University students who interned at the Sikka Regency Archives Office not only learned about the implementation of the SRIKANDI application, but also helped develop a communication strategy to support its success. Previous research by Laudon and Laudon (2009) highlighted the importance of involving all stakeholders in the implementation of information systems. Student involvement

provides a fresh perspective and supports the implementation of the digitization program through an innovative approach.

One example of concrete application is how students develop communication strategies aimed at improving digital literacy among employees. Training and mentoring by students can help accelerate the process of adapting to new technologies. In addition, students also played a role in designing a more intuitive records management system by utilizing direct feedback from employees. This approach not only improves the efficiency of the SRIKANDI Application implementation, but also offers practical solutions to the various challenges faced in Sikka Regency. The advantages of digital transformation in records management are not limited to operational efficiency. By implementing digital archives, organizations benefit from improved security through data backup and minimize the risk of physical loss. In addition, better accessibility allows government agencies to handle information requests more quickly and accurately. These improvements in public services are instrumental in fostering greater trust in government agencies. For example, the SRIKANDI Application facilitates data-driven decision-making by providing relevant records quickly and easily. This research makes an important contribution to the field of digital records management, focusing on the SRIKANDI Application at the local government level. (Kartiana et al., 2024)

Through the involvement of Nusa Nipa University students and the application of relevant theories, this research models how technology can be integrated into local bureaucratic systems effectively. In addition, this research highlights the importance of a collaborative approach between government, academia and communities in supporting sustainable digital transformation. Furthermore, it underscores the strategic role of higher education in supporting the modernization of government systems. By engaging students in digital transformation projects, educational institutions not only provide a trained workforce but also create change agents capable of contributing to local development. Local governments have the opportunity to leverage knowledge and innovation from universities to accelerate the rollout of digitalization policies. This collaboration is an example of the “triple helix” model, where government, industry and academia come together to achieve common development goals. The experience of implementing the SRIKANDI Application in Sikka District is an important lesson for other regions facing similar challenges. A comprehensive approach is essential, taking into account the technical, managerial and social dimensions of digital transformation. In addition, continuous evaluation and employee skills development are essential to maintain program sustainability. In the ever-changing digital landscape, the ability to be flexible and adaptable is essential to navigate the complexities of technological advancements.

## 2. RESEARCH METHOD

This study adopted a qualitative approach with a case study method to analyze the implementation of the Integrated Dynamic Archival Information System application (SRIKANDI APPLICATION) at the Sikka Regency Archives and Libraries Office. The qualitative approach was chosen because it aims to explore an in-depth understanding of the implementation of digital systems in government agencies, as well as the challenges and opportunities that exist. (Susilawati et al., 2024).

The case study method is in accordance with Yin's (2014) view that case studies allow the exploration of phenomena in real-life contexts, especially when the boundaries between phenomena and context are difficult to separate. (Sweeney, 2010) The case of implementing the SRIKANDI Application is an interesting example in the digital shift of the government sector in Indonesia. Data collection was conducted through primary and secondary sources. Primary data was obtained through in-depth interviews with employees of the Sikka Regency Archives and Libraries Office who use the SRIKANDI Application, as well as direct

observation during the internship program. Interviews aimed to extract information on experiences, perceptions, challenges, and impacts of using the application, while observations enriched the data with direct perspectives from the field. Secondary data in the form of policy documents, annual reports, and literature related to the digitization of the archives sector complemented the primary data by providing a broader framework for the implementation of the SRIKANDI Application.

Data analysis was conducted using a thematic analysis approach to identify patterns and main themes from qualitative data. (Heriyanto, 2018) emphasizes that thematic analysis helps organize data systematically into more structured themes, facilitating understanding and interpretation. Interview data was transcribed and analyzed to find the main themes related to the implementation of the SRIKANDI APP, the challenges faced, and the contribution of students in supporting digital transformation. (The findings were then validated using relevant theories, such as archival management theory (Barthos, 2005), digital transformation (Westerman et al., 2011), organizational communication (Daft & Lengel, 1986), and information systems (Laudon & Laudon, 2009).

In this study, the archival management theory of Barthos (2005) is applied to significantly compress archives as organizational assets that support transparency and accountability. Digital transformation according to Westerman et al. (2011) is defined as a change in the organization through the use of digital technology, which relates to the purpose of implementing the SRIKANDI APP in Sikka Regency. Meanwhile, organizational communication theory presented by Daft and Lengel (1986) emphasizes the importance of effective communication between government employees and stakeholders for the success of digital transformation. Information systems theory by Laudon and Laudon (2009) completes the analysis by outlining that information systems consist of technology, individuals, and processes used to manage data. With a comprehensively designed methodology, this research provides an in-depth insight into the implementation of the SRIKANDI Application in Sikka Regency. It also offers valuable lessons for other agencies facing similar challenges in digital transformation efforts, particularly in the context of local government.

### **3. RESULTS AND DISCUSSION**

#### **Implementation of the SRIKANDI Application in Archives Management**

The implementation of the Integrated Dynamic Archive Information System application (SRIKANDI APPLICATION) at the Sikka Regency Archives and Libraries Office is a strategic effort to support digitization in archive management. The implementation process was conducted in stages, starting with exposure and training to all staff concerned. This stage aims to ensure a deep understanding of the functions, benefits, and operational procedures of the SRIKANDI APPLICATION. Thorough training covered a wide range of topics, including simulations of using the application to manage documents digitally. This is in line with a study conducted by Kumar and Gupta (2020) which emphasizes the importance of continuous training in digital transformation to improve organizational readiness. The next stage is the migration of archive data from conventional systems to digital systems through the digitization process. The archives prioritized for migration are strategic documents that are active and frequently accessed. This process is carried out by considering aspects of data accuracy and information security, in accordance with the guidelines of the International Records Management Standard (ISO 15489). In addition, the SRIKANDI Application is integrated with the regional archive system, enabling collaboration across regional apparatus organizations (OPDs) and facilitating information exchange between agencies in Sikka Regency.

The final stage in implementation is periodic monitoring and evaluation to identify potential obstacles and measure the effectiveness of the application in supporting the main

tasks of the office. This monitoring is conducted using key performance indicators (KPIs) that include document access speed, data accuracy level, and user satisfaction. Overall, the implementation of the SRIKANDI Application has improved the efficiency of archive management, where the process of searching, storing, and reporting archives is faster and more accurate, as emphasized by Kaur and Bansal's (2021) study which states that archive digitization improves the operational efficiency of organizations.

### **Challenges in Implementing the SRIKANDI Application**

While the SRIKANDI APPLICATION has great potential in digitizing records management, there were several obstacles encountered during its implementation in Sikka District. The initial challenge was the limitation in information technology infrastructure. Limited internet network access in many areas of Sikka Regency is a major obstacle in running a cloud-based system such as the SRIKANDI APP. In addition, the hardware capabilities used are still minimal, with many computers using old school specifications that are often unable to run applications effectively. This is in line with the research results of Becerra et al. (2020) which states that technological infrastructure is one of the main barriers to the implementation of digital systems in remote areas.

The second challenge relates to human resources (HR). The level of digital literacy among archival staff is still minimal, which has resulted in some employees facing difficulties in using digital applications. In addition, resistance to change is also an obstacle, where some employees feel more comfortable using manual systems that have been operated for a long time. According to a report from the World Bank (2022), low digital literacy often hinders the acceptance of new technologies, especially in the public sector.

The third challenge is budget constraints, which hamper efforts to upgrade infrastructure and provide adequate training to support the full implementation of the SRIKANDI Application. Limited financial resources force agencies to prioritize certain aspects, leaving behind other aspects that also require attention, such as the development of data security systems.

### **Strategies to Overcome Challenges**

In facing these challenges, the Sikka Regency Archives and Libraries Office implements a number of strategies oriented towards improving infrastructure, human resources and budget effectiveness. (Rupiarsieh, 2022) The initial strategy is to build cooperation with the central government and relevant institutions to obtain support in improving infrastructure and training human resources. The central government provides support through hardware procurement and improved internet access to support the operation of the SRIKANDI Application. (Rijal et al., 2023)

The second strategy is to conduct regular digital training for staff, with the aim of improving their ability to use the SRIKANDI Application. This training includes content on digital archive management, data protection, and technical problem solving. As a reference, research by Oliveira et al. (2020) showed that intensive training can increase the adoption rate of digital technology in public organizations by up to 45%.

The third strategy is to optimize the available budget, focusing on critical aspects such as network infrastructure renewal and new hardware purchases. Budget distribution is also focused on human resource capacity building through training, to produce employees who are better prepared for digital transformation.

**Impact of SRIKANDI Application Implementation**

Despite facing various obstacles, the implementation of the SRIKANDI Application in Sikka Regency has had a significant good impact. In terms of operational efficiency, the time required to manage records is significantly reduced, allowing employees to focus more on other strategic responsibilities. The digital system also improves transparency in document monitoring, so that responsibility for records management is more assured. This is in line with research conducted by Ghasemi and Vayghan (2022), which showed that digitizing filing systems can increase transparency by up to 30%.

Another positive impact is the improvement in public services. With integrated archive management, services provided to the community become faster, more accurate, and more responsive to their needs. Residents requiring documents can obtain information more quickly, reducing waiting times and increasing public satisfaction with government services. Moreover, digital archive management contributes to reducing the risk of data loss caused by disasters or human error, as demonstrated by Ranjbar et al. (2021) in their research on digital risk management.

Overall, the implementation of the SRIKANDI application in Sikka Regency not only supports digital transformation but also plays a role in improving the quality of government management, operational efficiency, and citizen satisfaction. These positive impacts indicate that digitalization in archive management is the right step to address challenges in the era of information technology.

**4. CONCLUSION**

Based on this study, the implementation of the SRIKANDI application at the Regional Archives and Library Office of Sikka Regency has been effective in supporting digital transformation in archive management. This process has been carried out through a series of steps, including socialization, training, data migration, system integration, as well as regular monitoring and evaluation. Despite facing challenges such as limited technological infrastructure, human resource capabilities, and budget constraints, strategies such as collaboration with the central government, continuous training, and budget optimization have provided effective solutions.

The implementation has resulted in increased operational efficiency, improved transparency and accountability, and better public services. This study concludes that the digitalization of archives through the SRIKANDI application has had a significant positive impact on enhancing archive management, information accessibility, and public services, aligning with the primary objectives of this study.

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