

## ELECTRONIC ARCHIVE MANAGEMENT IN AN EFFORT TO IMPROVE SERVICE QUALITY AT IAIN PALANGKA RAYA

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### Abstract

*The development of internet technology in Indonesia is entering the digital era which greatly affects the community to fulfill information needs through archives in electronic form. This study aims to review the management of electronic archives in improving the quality of service at IAIN Palangka Raya as one of the best archive units in Central Kalimantan. The analysis of electronic archive management in improving service quality is reviewed through the dimensions of tangible, responsive, assurance, reliability, and empathy. This study uses a qualitative descriptive method with data collection techniques carried out by triangulation with primary and secondary data sources. Data collection methods were obtained through questionnaires, interviews, and documentation by testing data sources through checking data from sources that were obtained repeatedly. In analyzing the data, the researcher used data collection, data reduction, data display, and conclusion drawing. The results of the study as a whole explain that the application of electronic archive management has been proven to improve service quality through tangible, responsive, assurance, reliability, and empathy dimensions at the archives unit of IAIN Palangka Raya. This condition is due to the quality of user services to the archive access service management system at IAIN Palangka Raya based on the percentage shown is satisfied. However, the electronic archive service quality management system at IAIN Palangka Raya still needs to be completed and improved because some services are still manual and not standardized for archive management from ANRI.*

*Keywords: Electronic Records Management; Service Quality Improvement; IAIN Palangka Raya*

### Abstrak

*Perkembangan teknologi internet di Indonesia memasuki era digital yang sangat mempengaruhi masyarakat untuk memenuhi kebutuhan informasi melalui arsip dalam bentuk elektronik. Penelitian ini bertujuan untuk mengkaji pengelolaan arsip elektronik dalam meningkatkan kualitas pelayanan di IAIN Palangka Raya sebagai salah satu unit kearsipan terbaik di Kalimantan Tengah. Analisis pengelolaan arsip elektronik dalam meningkatkan kualitas pelayanan ditinjau melalui dimensi nyata, responsif, jaminan, keandalan, dan empati. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data dilakukan dengan triangulasi dengan sumber data primer dan sekunder. Metode pengumpulan data diperoleh melalui angket, wawancara, dan dokumentasi dengan menguji sumber data melalui pengecekan data dari sumber yang diperoleh secara berulang-ulang. Dalam menganalisis data, peneliti menggunakan pengumpulan data, reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian secara keseluruhan menjelaskan bahwa penerapan pengelolaan arsip elektronik terbukti meningkatkan kualitas pelayanan melalui dimensi nyata, responsif, jaminan, keandalan, dan empati pada unit kearsipan IAIN Palangka Raya. Kondisi ini disebabkan kualitas pelayanan pengguna sistem pengelolaan layanan akses arsip di IAIN Palangka Raya berdasarkan persentase yang ditunjukkan adalah puas. Namun sistem pengelolaan mutu pelayanan kearsipan elektronik di IAIN Palangka Raya masih perlu disempurnakan dan ditingkatkan karena sebagian pelayanan masih bersifat manual dan belum terstandarisasi pengelolaan arsip dari ANRI.*

*Kata Kunci: Pengelolaan Arsip Elektronik; Peningkatan Kualitas Pelayanan; IAIN Palangka Raya*



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## INTRODUCTION

The development of computer and internet technology throughout the world including in Indonesia is extraordinary, all lines of life are entering the digital era which is marked by very fast technological developments, almost all lines of human life are influenced by digital technology, nowadays the need for the internet seems to be a basic human need.<sup>1</sup> This greatly affects the community in meeting their information needs, this is something that cannot be ignored, but is an important part that must be followed in its development.<sup>2,3</sup> Information that is in the midst of people's lives is available in various forms of documents, some are printed, some are electronic, this is what is known as an archive.<sup>4</sup>

Archives are documents that function as memory in an institution. The existence of this archive has the purpose of collecting information and making it easier to find it again. So archives play an important role in an institution, namely as a source of information. This makes the archive can be used as evidence in making appropriate decisions.<sup>5</sup> All of that can run according to its function, so we need an archive management system that can facilitate both in the process, storage as well as to find it again when needed.<sup>6</sup>

The Ministry of Religion, which is one of the ministries that provides many direct services to the community, also does not miss responding to current technological advances in terms of innovation in electronic archives, one of its efforts is to realize the digitization of administrative and archive governance, Head of the General Bureau of the Secretariat General of the Ministry of Religion when opening the event.<sup>7</sup> Archives Administration Development at the Archives Unit III and IV of the Ministry of Religion in 2021 on November 3, 2021 stated that “Digital transformation

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<sup>1</sup> Hanafi Hanafi, “The Effect of Discovery Learning Method Application on Increasing Students’ Listening Outcome and Social Attitude,” *Dinamika Ilmu* 16, no. 2 (December 12, 2016), <https://doi.org/10.21093/di.v16i2.552>.

<sup>2</sup> Bertha Du-Babcock, “Assessing the Effects of Short-Term Culture and Language Immersion Program: A Hong Kong Case,” *Asian TEFL* 1, no. 2 (January 2017).

<sup>3</sup> I. S. P. Nation and Jonathan Newton, *Teaching ESL/EFL Listening and Speaking* (New York: Routledge, Taylor and Francis, 2009).

<sup>4</sup> Azilah Mahammed and Rafizah Mohd Rawian, “English Learning Motivation of First-Year Students in Universiti Sultan Zainal Abidin (UniSZA),” *ASIAN TEFL: Journal of Language Teaching and Applied Linguistics* 1 (March 19, 2018), <https://doi.org/10.21462/asiantefl.v1i1.48>.

<sup>5</sup> María Martínez Lirola, “Introducing Global Issues in A Language Classroom: Knowing Other Cultures by Analysing Multimodal Texts from NGOs,” *ASIAN TEFL: Journal of Language Teaching and Applied Linguistics* 1, no. 1 (March 14, 2018), <https://doi.org/10.21462/asiantefl.v1i1.37>.

<sup>6</sup> Tuti Hidayati, “Student Language Anxiety in Learning English (A Survey to Non-English Major Students in Rural Area),” *IJELTAL (Indonesian Journal of English Language Teaching and Applied Linguistics)* 2, no. 2 (March 13, 2018), <https://doi.org/10.21093/ijeltal.v2i2.55>.

<sup>7</sup> Septia Ristanti Septiana Ristanti, Eliwarti Eliwarti’, and Desri Maria Sumbayak Maria Sumbayak, “A Study on the Ability in Listening Comprehension on Descriptive Text by the 2nd Semester Students of English Study Program FKIP-UR,” *Jurnal Online Mahasiswa (JOM) Bidang Keguruan Dan Ilmu Pendidikan* 3, no. 1 (December 30, 2015).

in administration and archives is a must not an option, because of the demands of the times and demands for bureaucratic reform”.

IAIN Palangka Raya as a Higher Education Institution in Central Kalimantan plays a strategic role in carrying out the mandate in implementing the Tri Dharma of Higher Education namely Teaching, Research and Community Service. In the implementation of the Tri Dharma of Higher Education, it will certainly produce data, archive documents as recorded information. The management of dynamic archives at IAIN Palangka Raya is carried out in order to ensure the availability of archives as material for performance accountability and valid evidence in the context of carrying out their functions and duties as a higher education institution as well as an accreditation document. This management includes the creation, use, maintenance and disposal and programs of other vital records and archives. The management of all these archives is done electronically, but most of them are still done manually.<sup>8</sup> Organizing archives at IAIN Palangka Raya is the responsibility of the Head of Subdivision for Administration, Public Relations and Households at the Institute level, while at the Faculty, Postgraduate, Institutions and Technical Implementing Units, the Senate and the Internal Supervisory Unit (SPI) are carried out in each unit.

One of the benchmarks for knowing the success of the management system in service quality is using the model developed by Parasuraman, Berry, and Zeithmal to measure user satisfaction to measure service quality as well as relative user satisfaction compared to similar methods. Servqual measures a service management system that includes five dimensions, namely tangible things that are physically visible, responsive including the willingness to help users and provide fast and accurate services, assurance of knowledge and insight assurance, empathy, caring or personal attention to users, reliability of capabilities to provide services as promised and accurate. The Servqual dimensions are arranged and combined in such a way that they can positively influence user feedback.

Based on the description above, this study will try to take a deeper look at the issue of electronic archive management at IAIN Palangka Raya by raising the title of research on electronic archive management in improving service quality at the State Islamic Institute (IAIN) Palangka Raya. This condition is carried out to describe the quality management system for electronic archive services at IAIN Palangka Raya. In addition, to analyze the management of electronic records in improving service quality through tangible, responsive, assurance, reliability, and empathy dimensions at the archive unit of IAIN Palangka Raya.

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<sup>8</sup> Cintya El Meysarah, “Listening to News through Cornell Note-Taking System in a University Critical Listening Class,” *RETAIN* 3, no. 1 (2015).

## RESEARCH METHODS

This study uses a qualitative descriptive method by examining the status of a group of people, an object, a condition, a system of thought, or a class of events in the present. The purpose of this descriptive research is to make a systematic, factual and accurate description, picture or painting of the facts, characteristics and relationships between the phenomena investigated. Data collection techniques are carried out by triangulation (combined), data analysis is inductive or qualitative, and the results of qualitative research emphasize the meaning of generalizations.<sup>9</sup> The location of this research was carried out at IAIN Palangka Raya, because as a reference for the best archive management of universities in Indonesia. The implementation time of this research was carried out for eight (8) months, namely from March to March. October 2022.

The primary data sources used in this study are direct information from informants concerned with research problems, who are employees or archive management officers and officials in charge of archive management, as well as the academic community who use electronic archive services at IAIN Palangka Raya.<sup>10</sup> While the secondary data source in this study is information from government legislation which is the basis for archive management which will be reviewed as a supporting document. The review was carried out based on the electronic archive service quality management system and to analyze the electronic archive management in improving service quality through tangible, responsive, assurance, reliability, and empathy dimensions at the archive unit of IAIN Palangka Raya.

Data collection methods were obtained through questionnaires, interviews, and documentation. In order for the data collected to be valid and correct, the researcher tested the collected data sources and tested them with triangulation techniques by checking the data from the sources obtained. In analyzing the data, the researcher used steps ranging from data collection, data reduction, data display, and conclusion drawing. In this study, researchers checked the existing data in the archives and administration section, especially with regard to electronic archives that had been carried out so far in order to improve the quality of service at IAIN Palangka Raya.

## RESULTS AND DISCUSSION

### Analysis of Respondent Identity

The results of this study explain the electronic archive management system in improving the quality of service at the State Islamic Institute (IAIN) Palangka Raya. This research was conducted at the IAIN Palangka Raya access service in March s.d. October 2022. Respondents in

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<sup>9</sup> Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D* (Bandung: Alfabeta, 2019).

<sup>10</sup> C. R. Khotari, *Research Methodology: Methods and Techniques*, Ed. 2 (New Dehli: New Age International Publishers, 2004).

this study were electronic archive users who visited the archive access service management system of IAIN Palangka Raya when the author was conducting research collected 110 questionnaires. , and the selection of archival services (table 1).

**Table 1. Respondent Data Based on Identity and Classification**

Respondent Identity	Respondent Classification	Percentage (%)
Gender	Man	69,7%
	Woman	30,3%
Status	Lecturer	1,8%
	Tendik	0
	Student	98,2%
Unit Visit	Faculty of Tarbiyah and Teacher Training	67%
	Faculty of Usuludin Adab and Da'wah	15,6%
	Other faculties	17,4%
Archive Service	Manual	64,2%
	Electronic	35,8%

**Analysis of the Quality Management System for Electronic Archive Access Services at IAIN Palangka Raya Based on the Questionnaire**

After knowing the respondent's data through identity and classification, this study will describe the quality management system for electronic archive access services at IAIN Palangka Raya based on a qualitative descriptive method with a questionnaire based on the Tanggible, Reliability, Responsiveness, Assurance, Empathy dimensions.

**Table 2. Recapitulation of percentage of user satisfaction with electronic archive access services based on tangible dimensions**

Dimensions	Statement	Satisfied	Very Satisfied	Dissatisfied
<i>Tangible</i>	Electronic archive access service have equipment modern service.	67,9%	29,4%	2,7%
	Spatial layout and physical facilities visible electronic archive access service comfortable, adequate and clean.	68,8%	30,3%	0,9%
	Service employee appearance	64,2%	34,9%	0,9%

	access to electronic archives in service looks clean and tidy			
	Location of electronic archive access service easy to reach and strategic	67%	30,3%	2,7%
	Inventory storage media archive (cupboard) decent and meet the standards	71,6%	26,6%	1,8%
Average Percentage		67,9%	30,3%	1,8%

From the results of the recapitulation of the average percentage, it can be concluded that with a perceived percentage above 51%, by applying modern service equipment, archive access service equipment looks comfortable, adequate, and clean, the appearance of electronic archive access service employees in serving looks clean and tidy. neat, the location of the electronic archive access service is easy to reach and strategic, and the archive inventory storage media (cupboard) is decent and meets the standards showing a high satisfaction value.

**Table 3. Recapitulation of the percentage of user satisfaction with electronic archive access services based on the reliability dimension**

Dimensions	Statement	Satisfied	Very Satisfied	Dissatisfied
<i>Reliability</i>	Electronic archive access service able to provide archives, according to the standard operational procedures set for 30 minutes	74,3%	23,9%	1,8%
	Archives give fast service and not complicated	66,1%	31,2%	2,7%
	Archives access services archives electronics are accurate in handling archive request list	72,5%	27,5%	0
	Archivist explains service procedures with good	67%	32,1%	0,9%
	Archives give explanation about terms of service with	68,8%	31,2%	0

clear			
Average Percentage	69,7%	29,2%	1,8%

From the results of the recapitulation of the average percentage, it can be concluded that with a perceived percentage above 51%, by implementing an electronic archive access service is able to provide archives, in accordance with standard operating procedures set for 30 minutes, archivist services in providing services quickly and not convoluted, the archive service is accurate in handling the list of archive requests, the archivist service explains the service procedure well, the archivist service provides an explanation of the service requirements clearly showing a high satisfaction value.

**Table 4. Recapitulation of the percentage of user satisfaction with the electronic archive access service based on the responsiveness dimension**

Dimensions	Statement	Satisfied	Very Satisfied	Dissatisfied
<i>Responsiveness</i>	Electronic archive access service archivists are quick to respond to serve user needs	67,7%	32,1%	0,2%
	Electronic archive access service archivists communicate to users about service process provided	67%	31,2%	1,8%
	Electronic archive access service archivists are on standby in response to user requests	70,6%	28,4%	1%
	Electronic archive access service archivists are always on site, when it's needed	68,8%	23,9%	7,3%
Average Percentage		68,5%	28,9%	2,8%

From the results of the recapitulation of the average percentage, it can be concluded that with a perceived percentage above 51%, by implementing an electronic archive access service that quickly responds to user needs, archive officers are on standby in responding to user requests, archive officers are on standby in responding to requests. users, and archive access is always in place, when needed shows the value of high satisfaction services.

**Table 5. Recapitulation of the percentage of user satisfaction with the electronic archive access service based on the assurance dimension**

Dimensions	Statement	Satisfied	Very Satisfied	Dissatisfied
<i>Assurance</i>	Archives access services archives electronics can be trusted in keep archives confidential borrowed	71,6%	28,4%	0
	Archives access services archives electronics are people who expert in the field	71,6%	27,5%	0,9%
	Archives access services archives skilled electronics and Knowledgeable in Answer the question	75,2%	23,9%	0,9%
	Archivists can maintain archives user borrowed (example: not to be photographed, no scribble, no stacked with other objects)	72,5%	26,6%	0,9%
	Electronic archive access service have a security system strict and system Fire fighting the good one	73,4%	22,9%	3,7%
	Pricing for access services photocopy of electronic archive set a standard rate	79,8%	20,2%	0
Average Percentage		74,1%	24,9%	1,1%

From the results of the recapitulation of the average percentage, it can be concluded that with a perceived percentage above 51%, by implementing an electronic archive access service you can be trusted in maintaining the confidentiality of archives borrowed from other users, archive access services are people who are experts in their fields, archive access services skilled and knowledgeable in answering questions, archivists can maintain records that are borrowed by users, archive access services have strict security systems and systems, and tariffs for photocopying

electronic archive access services set rates that have good fire prevention standards showing a high value of satisfaction.

**Table 6. Recapitulation of the percentage of user satisfaction with the electronic archive access service based on the empathy dimension**

Dimensions	Statement	Satisfied	Very Satisfied	Dissatisfied
<i>Emphaty</i>	Electronic archive access service archivists listen carefully to user complaints	75,2%	23,9%	0
	Electronic archive access service archivists understand the specific needs of users	72,5%	27,5%	0
	The archivist of electronic archive access services uses language that is easy to understand in communicate	68,8%	31,2%	0
	Archivists provide services to users regardless of status	67,9%	31,2%	0,9%
	The archivist is easy to contact if there are things you want to confirm	69,7%	28,4%	1,9%
Average Percentage		70,8%	22,2%	0,6%

From the results of the recapitulation of the average percentage, it can be concluded that with a perceived percentage above 51%, by implementing archive access service archivists listen carefully to user complaints, electronic archive access service archivists understand the specific needs of users, electronic archive access service archivists use language which is easy to reach in communicating, archivists provide user services regardless of status, and archivists are easy to contact if there are things that need to be confirmed to prove the high value of satisfaction.

**Table 7. Recapitulation of the user service quality management system for electronic archive access services**

No	Dimensions	Satisfied	Very Satisfied	Dissatisfied
1.	<i>Tangibles</i>	67,9%	30,3%	1,8%
2.	<i>Reliability</i>	69,7%	29,2%	1,8%
3.	<i>Responsiveness</i>	68,5%	28,9%	2,8%

4.	<i>Assurance</i>	74,1%	24,9%	1,1%
5.	<i>Emphaty</i>	70,8%	22,2%	0,6%
Total Average		70,2%	27,1%	1,6%

From the table above, the total average percentage of the five dimensions gets a score with a satisfied category of 70.2%, very satisfied at 27.1%, and dissatisfied at 1.6%. This shows that users of electronic archive access services are satisfied with archive access services. The largest percentage is obtained in assurance, which is 74.1%. That is, users of electronic archive access services are satisfied with electronic archive access services that are in the assurance dimension. But that does not mean that in other dimensions, users are not satisfied with the quality of services provided. For the tangibles dimension it gets the smallest percentage compared to other dimensions with 67.9%. With the smallest value but still at a high percentage, which means the user is satisfied with the tangibles dimension.

#### **Analysis of the Quality Management System for Electronic Archive Access Services at IAIN Palangka Raya Based on Interviews**

After analyzing the quality management system for accessing electronic archive services at IAIN Palangka Raya using a questionnaire. This study will be strengthened by collecting data using interviews. The selected respondents are managers of electronic archive services as a representative of archive management because they are directly involved in policy.

**Tabel 8. Data Responden Wawancara**

<b>Respondent</b>	<b>Position</b>	<b>Unit</b>
A.R	Head of AUAK	IAIN Palangka Raya
D.S.W	Head of TIPD Unit	TIPD
Y.Y	Head of Subdivision of TU	Quality Assurance Agency
MH	Head of Division	Faculty of Tarbiyah and Teacher Training (FTIK)
ML	Head of Subdivision of TU	Postgraduate

From the results of the interview review, it was explained that the management of archives at the Palangka Raya IAIN Unit there were several services that were still manual and some were digital or electronic. Digital services, such as application letters for active lectures, have provided a google form and when the certificate is ready, it is sent online to students. In addition, manual archive processing is still in the process of being stored and migrated to digital. Then, the archive management facilities and infrastructure at the IAIN Palangka Raya unit have met the standards

although there is still a lack of available archive management personnel (archivists). This is because special training or coaching from superiors or related agencies has not been carried out for archive managers in carrying out their duties. As a result, the management of archives, both manual and electronic, has not complied with the provisions such as the separation of dynamic archive storage, active archives, in-active archives and vital archives. In addition, the archive retention schedule has not been implemented (the period of archive storage, facilities and infrastructure that have not been met despite the availability of special rooms or cabinets for archives).

## **DISCUSSION**

The measurement of the management system is based on a descriptive review analysis to measure the quality of user services which will produce a percentage in the dimensions of the quality of electronic archive access services at IAIN Palangka Raya. Based on Zeithaml's research, Berry and Parasuraman succeeded in identifying five groups of characteristics used by users in evaluating service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. Based on the above theory, the IAIN Palangka Raya electronic archive access service as a forum for the public to obtain quality information and satisfactory service requires identification and evaluation of its services. So that the archive access service can strive to provide the best quality service, with the assessment and suggestions from users. This study explains that service quality in the tangibles dimension can be seen from aspects that include direct evidence such as physical evidence, equipment, appearance of employees or employees, and infrastructure. To improve service quality to user satisfaction, it must be seen from the tangibles aspects to find out how the physical and direct quality of the electronic archive access service is divided into 5 statement items on the research questionnaire.

The results showed that in the tangibles dimension, namely physical evidence, equipment, appearance of employees or employees and infrastructure suggestions in user assessment, seen from the percentage of 67.9% which means user satisfaction about physical evidence, appearance of employees or employees and infrastructure based on dimensions tangibles is in a satisfactory position and the electronic archive access service has exceeded the expectations of the users. User assessments of archive inventory storage media (cupboards) are appropriate and meet the standards, the statement gets the highest percentage among other statements on the tangibles dimension, because proper storage and meeting standards are facilities and infrastructure enjoyed by users being the most important impression, and it is only natural that the equipment in the archive access service follows the times to get a percentage of 71.6%. The user rating for the lowest result is the statement that the appearance of the electronic archive access service employee in serving looks

clean and tidy getting a percentage of 64.2%. Due to the appearance of employees is a condition that does not affect the user in using the facility.

Then, reliability includes the ability to provide services provided by the presenter to satisfy users, and the ability to provide the promised services accurately and reliably. The results show that user satisfaction on the reliability dimension is the reliability of archive access services, seen from the percentage of 69.7%, which means that user satisfaction regarding the reliability of electronic archive access services based on the reliability dimension is in a satisfied position and archive access services. User assessment of electronic archive access services is able to provide archives, in accordance with standard operating procedures that have been set for 30 minutes, this statement gets the highest score among other statements on the reliability dimension, because services with the right procedures will provide certainty for users in accessing archive access services get a percentage of 74.3%. The user rating for the lowest result is the statement that the archivist provides fast and uncomplicated service. This is because the service process is fast and uncomplicated resulting in a lack of accuracy and responsibility for users which can have an impact on archive services.

In addition, service quality on the responsiveness dimension can be seen from aspects that include providing responsive services, willingness to help users and deliver services quickly. To improve the quality of service to user satisfaction, it must be seen from the responsiveness aspects to find out how the quality of responsiveness of the asriparis of the electronic archive access service is divided into 4 statement items on the research questionnaire. The results show that user satisfaction on the responsiveness dimension, namely the responsiveness of archivists to electronic archive access services, is seen from the percentage of 68.5% which means that user satisfaction regarding the responsiveness of archivists of electronic archive access services based on the responsiveness dimension is in a satisfied position.

User assessments of archivists on standby archive access services in responding to user requests, the statement gets the highest value among other statements on the responsiveness dimension, because the attitude of archivists who are always on standby really helps users in facilitating users when users need something about the archives to be searched by getting a percentage. 70.6%. The user rating for the lowest result is the statement that the archivist of electronic archive access services communicates to users about the service process provided getting a percentage of 67%. Because the archive access service for communication is lacking in the process of serving it, there are archivists in the service but cannot help optimally, resulting in users experiencing difficulties in finding their needs.

In addition, service quality on the assurance dimension can be seen from aspects that include knowledge and courtesy of employees and their ability to create trust and comfort. To

improve the quality of service to user satisfaction, it must be seen from the assurance aspects which are divided into 6 statement items in the research questionnaire. The results show that on the assurance dimension, that is, seen from the percentage of 74.1%, it means that user satisfaction about knowledge and employee courtesy based on the assurance dimension is in a satisfied position. The user's assessment of the tariff setting for access to photocopying electronic archives sets a standard rate, this statement gets the highest score among other statements on the assurance dimension, because a clear tariff will provide certainty for users in terms of finances, considering that most of the respondents are students with percentage 79.8%.

The user rating for the lowest result is the statement that the archivist of electronic archive access services can be trusted in maintaining the confidentiality of borrowed archives and archive access service archivists are people who are experts in their fields getting the same percentage, namely 71.6%. Because as an archivist in providing archive services is a given task and with the facilities provided such as archive cards or libraries, users can also be involved in maintaining confidentiality.

Furthermore, service quality on the empathy dimension can be seen from aspects that include caring, individual attention provided by companies or institutions for users. To improve the quality of service to user satisfaction, it must be seen from the aspects of empathy which are divided into 5 statement items on the research questionnaire. The results show that on the empathy dimension, that is, seen from the percentage of 70.8%, which means user satisfaction about caring, individual attention provided by companies or institutions for users based on the empathy dimension is in a satisfied position.

User assessments of archivists of electronic archive access services listening carefully to user complaints get the highest value among other statements on the empathy dimension, because archivists use language that can be understood by users who feel comfortable when listening carefully to complaints in serving archive access by getting a percentage. 75.2%. The user rating for the lowest result is the statement that the archivist provides services to users regardless of status, getting a percentage of 67.9%. Due to the attitude of archivists who do not distinguish the status of users, they cannot be equated with each other who comes to visit the electronic archive access service, it is important to avoid gaps. So that visitors feel satisfaction with the services provided.

## **CONCLUSION**

Based on the results of research and discussion of research that has been carried out on the quality management system of electronic archive access services at IAIN Palangka Raya, several findings were obtained. The results of the overall review explain that the electronic archive service quality management system at IAIN Palangka Raya still needs to be completed and improved

because some services are still manual and not yet standardized for archive management from ANRI. In addition, implementing electronic archive management has been proven to improve service quality through tangible, responsive, assurance, reliability, and empathy dimensions at the archives unit of IAIN Palangka Raya. This is because the quality of user services for the archive access service management system at IAIN Palangka Raya based on the percentage shown is satisfied. However, the overall review explains that the application of electronic archives that have been carried out can improve the quality of archive services at the archive unit of IAIN Palangka Raya.

Based on the conclusions above, the authors would like to provide some suggestions that can be taken into consideration in maximizing the quality management system of electronic archive access services at IAIN Palangka Raya. For the manager of the archive unit of IAIN Palangka Raya, it is expected to be able to overcome some of the relatively low levels of satisfaction felt by users of the electronic archive service of IAIN Palangka Raya. Among them, must fix the appearance of electronic archive access service employees in serving looks clean and tidy, archivists provide fast and uncomplicated services, electronic archive access service archivists communicate to users about the service process, electronic archive access service archivists can be trusted in maintaining confidentiality borrowed archives, archive access service archivists are experts in their fields and archivists can provide services to users regardless of status.

In addition, managers can complete and improve the manual archive processing process, which is still in the process of being stored and migrated to digital. Then, the archive management facilities and infrastructure at the IAIN Palangka Raya unit have met the standards although there is still a lack of available archive management personnel (archivists). This is because special training or coaching from superiors or related agencies has not been carried out for archive managers in carrying out their duties. As a result, the management of archives, both manual and electronic, has not complied with the provisions such as the separation of dynamic archive storage, active archives, in-active archives and vital archives. In addition, the archive retention schedule has not been implemented (the period of archive storage), facilities and infrastructure have not been fulfilled even though there is a special room or cabinet for archives.

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