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UTILIZATION OF ARJUNA APPLICATION-BASED ARCHIVE DIGITALIZATION IN IMPROVING EFFECTIVE ARCHIVE MANAGEMENT IN KALIDERES DISTRICT

Sri Hardianingsih
Kantor Kecamatan Kalideres, Kota Adm. Jakarta Barat, Indonesia
kinansri3@gmail.com

Abstract

Digital transformation in records management is a strategic step taken by local governments to improve the efficiency, transparency, and accountability of public administration. This study aims to analyze the utilization of records digitalization based on the ARJUNA application (Arsip Jakarta Mendunia) in improving effective records management at the Kalideres District Office. Using a qualitative approach with a descriptive method, data collection was carried out through direct observation and in-depth examination of empirical realities in the field. The results show that the implementation of the ARJUNA system has successfully reconstructed the previously unorganized conventional bureaucratic work pattern into a more systematic and structured one, while also providing adequate data security guarantees. Nevertheless, the qualitative analysis reveals a functional gap in the form of the absence of a scanning feature (file upload) for physical archives, so that the application's operation is still limited to the level of cataloging or digital indexing, meaning that full digital archiving has not yet been fully achieved. The conclusion of this study affirms that the implementation of ARJUNA at the Kalideres District Office is still in an early transitional phase that requires comprehensive technological feature development as well as strengthening of institutional capacity so that the goal of records media conversion can be fully realized.

Keywords: Records Digitalization, ARJUNA Application, Public Administration Governance, Qualitative Research.

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INTRODUCTION

Digitalization is the process of converting information or data from physical form into digital format that can be processed using information technology. In its effort to improve the quality of public services, the government needs to make use of various online platforms such as websites, mobile applications, and social media. This step is aimed at strengthening the e-government system and making it easier for the public to access the information and services provided by the government. (Irfan et al., 2023)

Effective records management is greatly needed to support administrative efficiency and accountability of both government and private institutions. According to Law No. 43 of 2009 on Archives, records have a central role as authentic and accountable evidence of government performance. Every state institution is required to carry out proper, orderly, and integrated records management in order to guarantee document availability, protect information security, and support the transparency of public administration. (Dwi Puji A., 2025)

Technological development has brought records into digital form. Digital records make it easier for users to search for information that has already been collected to help with their work. Digital records is a term used to describe data that is stored and transmitted in a discrete form or binary code that can be formed and read, so that records can be used as digital records (Ghifari Aminudin Fad'li et al., 2023).

The ARJUNA application (Arsip Jakarta Mendunia) is an integrated electronic and dynamic records management application launched by the Jakarta Special Capital Region Library and Archives Office (DISPUSIP) that functions to support digital transformation in the management of dynamic and static records within the DKI Jakarta Provincial Government.

LITERATURE REVIEW

A number of previous studies have examined the digitalization of records management within Indonesian government institutions, and their findings form part of the foundation for the present study. Alfina (2025) discussed the implementation of the digitalization of inactive conventional records to support the Records Information System (SIAr) at the Records Section of the Secretariat General of the House of Representatives of the Republic of Indonesia. Similarly, Putri (2025) examined the management of active records through digitalization at

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the same institution, indicating that digitalization efforts have taken place across various levels of national archival institutions.

Several studies have specifically examined the Integrated Dynamic Records Information System (SRIKANDI), which is comparable to ARJUNA as a government records digitalization platform. Alhadi and Rahmawati (2024) analyzed the implementation of SRIKANDI at the National Archives of the Republic of Indonesia, while ALVI (2025) examined its implementation at the Pekanbaru City Library and Archives Office, and Fadilah and Putra (2024) studied the transformation of dynamic records management practices through the SRIKANDI application at the Purworejo Library and Archives Office, focusing on efficiency and user perception. These studies collectively suggest that although digital records systems have been widely adopted, their implementation still faces varying degrees of technical and institutional challenges.

Specifically related to the ARJUNA application, Goni examined the monitoring and evaluation of the ARJUNA system in records management at the DKI Jakarta Provincial Library and Archives Office, providing a broader institutional perspective that complements the present study's focus on a single district office.

Other studies have addressed the conceptual and technical dimensions of digital records. Ifka, Ms, Sunan, and Yogyakarta (2021) discussed the preservation of digital records as an effort to safeguard information in the era of cloud computing, which is relevant to the data security aspect examined in this study. Azahra and Putra (2024) examined the implementation of digital records in storage efficiency, and Kusumawati, Nugrahini, and Purnamasari (2026) discussed the improvement of digital records management capacity based on Google Drive through a Participatory Action Research approach, illustrating how digital storage platforms are being adopted at the community level as well. Anne Nuraini (2025) further emphasized that records media conversion optimizes access, accelerates data retrieval, protects records from physical damage, and strengthens information security, while also enabling institutions to save storage space and simplify document distribution.

In addition, Putri and Al-qosh discussed the improvement of records digitalization through an integrated information system for economic transformation in the context of sustainable development, and Sudarsana, Suryana, and Saprialman (2024) analyzed records digitalization at the Karawang Regency Archives and Library Office. Taken together, these studies indicate that records digitalization in Indonesia has been widely studied across different

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regions and institutions, yet most existing research focuses on systems other than ARJUNA or examines ARJUNA at the provincial rather than the district level. This gap provides the rationale for the present study, which specifically examines the utilization of the ARJUNA application at the Kalideres District Office.

RESEARCH METHOD

This study uses a qualitative approach with a descriptive method. The qualitative research method is a research method used to study natural objects (as opposed to experiments) in which the researcher is the key instrument, data collection techniques are carried out through triangulation (combination), data analysis is inductive in nature, and the results of qualitative research emphasize meaning more than generalization (Sugiyono, 2023). The researcher chose a qualitative type of research with a descriptive method in order to provide a clearer picture of the Utilization of ARJUNA Application Based Records Digitalization in Improving Effective Records Management in Kalideres District, by directly observing the existing conditions.

RESULTS AND DISCUSSION

Research Results

Digital transformation in the field of information technology brings both opportunities and new challenges for national records governance, particularly through the implementation of records media conversion. This practice converts various forms of physical documents, including paper, photographs, recordings, and others, into electronic format so that they can be easily accessed digitally. Its objectives include optimizing the reach of access, accelerating the data search process, protecting records from physical damage, and strengthening information security. Through this step, institutions are not only able to significantly save storage space, but also make document searching and distribution far more practical and efficient. (Anne Nuraini, 2025)

Records are documentation of events that must be preserved so that historical records remain intact. Institutions or agencies that produce documents risk facing legal and administrative problems if records are damaged or lost, given their crucial function as valid evidence when problems arise. Therefore, records preservation is a necessity because of its role as a high value data source for government institutions, private companies, and individuals alike. At the individual level, good records management speeds up the accurate search for

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personal letters or documents, while at the organizational level, records serve as a collective memory that sustains all institutional operations. (Ifka et al., 2021)

Records management in Indonesia has a strong legal foundation to protect documents that hold the status of state assets. Referring to Law No. 43 of 2009 on Archives, all documents produced by government institutions or activities financed by the state are categorized as state owned assets, which have a strategic function in realizing transparency, accountability, and efficiency in government governance. In addition, ANRI Head Regulation No. 9 of 2012 on Guidelines for the Management of State/Regional Asset Records defines asset records as records of information related to economic resources, both financial and non financial, that are controlled by the government and provide social and economic benefit value for the state and the wider community.

The DKI Jakarta Provincial Library and Archives Office utilizes the ARJUNA system (Arsip Jakarta Mendunia), a digital platform designed to optimize records management. This initiative was introduced to improve storage efficiency, accelerate document retrieval, and guarantee data security. The presence of this system serves as a solution to the previous problems of conventional records management, which tended to be slow and vulnerable to obstacles in information distribution.

The ARJUNA system is designed to make it easier for employees to input, categorize, and secure documents digitally. Through an integrated recording system, every new record is immediately registered so that its search becomes very practical. Starting from registration, data input, file upload, and final grouping, each stage ensures that records are stored neatly and are ready to be accessed at any time.

Although the ARJUNA application was officially launched in 2024, its effectiveness and technology adoption at the Kalideres District Office was only realized in July 2026. This implementation marks a transitional phase in local public administration governance toward records digitalization.

Based on findings in the field, users stated that the integration of this system provided a significant positive impact on daily work efficiency. This digitalization system succeeded in mitigating previous document management problems that tended to be conventional and destructive, such as unorganized documents, turning them into something more structured, rational, and systematic. In addition, the security aspect of storage became one of the points of success felt directly by local officials.

However, based on the findings of this study, the ARJUNA application has not yet fully adopted E-Archiving functionality because of the unavailability of a

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scanning feature (file upload/digital scan). Nevertheless, users can currently enter files or records into the ARJUNA application through a supporting application called E-Office, although the process of uploading physical records directly through independent scanning cannot yet be done. User interaction with the application is still limited to the flow of textual data entry or simply recording documents, such as inputting the letter number, subject, and date of the document. This condition shows that the system currently running is still at the level of digital indexing (cataloging) and has not yet reached the stage of converting physical documents into a fully integrated digital archive (full digital archiving). This feature limitation is a challenge in itself for users who expect a comprehensive extraction and storage efficiency for physical documents.

ARJUNA (Arsip Jakarta Mendunia) is an integrated digital records system platform developed by the DKI Jakarta Provincial Library and Archives Office to unify all dynamic and static records management processes within the DKI Jakarta Provincial Government.

This application is present as a solution to the challenge of conventional document management by integrating the creation, search, and destruction of records from all SKPDs and UKPDs into one centralized platform. Through this platform, the preparation of the File Table of Contents (DIB) and the File List (DB) is carried out automatically and in a structured manner, making it easier to trace documents accurately and preventing data duplication.

Discussion

Based on findings in the field, the implementation of the ARJUNA System has succeeded in reducing previously destructive and unorganized conventional bureaucratic obstacles, making them more rational, systematic, and secure. From the perspective of modern public management, this digitalization is not merely a shift in media, but a form of local bureaucratic adaptation in responding to the demands of transparency and accountability in government governance as mandated by Law No. 43 of 2009 on Archives. The storage security aspect felt directly by employees indicates an increase in trust toward the digital system, which is a positive indicator of human resource readiness in facing the era of administrative modernization.

Nevertheless, a more in depth qualitative analysis reveals a fairly stark gap between ideal regulation and empirical reality in the field. Referring to ANRI Head Regulation No. 9 of 2012, records management actually requires comprehensive protection of information through comprehensive media conversion. However, the findings show that the ARJUNA application has not

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yet fully adopted E-Archiving functionality due to the absence of a scanning or file upload feature. This condition indicates that the records digitalization process at the Kalideres District Office is still in an early transitional phase. This feature limitation requires employees to continue maintaining physical documents as the primary reference, so that the essence of full digital archiving has not been fully achieved. From the perspective of the sociology of technology, this phenomenon reflects an adoption challenge in which technological innovation has not yet fully aligned with users' daily operational needs. Therefore, these findings provide important implications for system developers and related institutions to immediately conduct an evaluation and feature development, so that in the future the ARJUNA system will be able to fully facilitate the extraction and storage of physical documents in order to realize truly effective and efficient records governance.

The application of technology in local government records management is not merely a shift from physical to digital media, but a fundamental transformation in creating a modern and accountable government. The results of the study show that digital transformation through records media conversion within the DKI Jakarta Provincial Government is a tactical step to keep pace with the high volume of government documents and to address the inefficiency of manual management.

CONCLUSION

The conclusion of this study shows that the implementation of the ARJUNA System (Arsip Jakarta Mendunia) at the Kalideres District Office marks a crucial transitional phase in the modernization of local public administration toward digital records governance. Based on findings in the field, the adoption of this system has proven able to reconstruct the previously conventional bureaucratic work pattern, which was vulnerable to damage and disorder, into something more systematic, structured, and possessing an adequate level of data security. This transformation not only reflects the readiness of officials in responding to the demands of transparency and accountability as mandated by Law No. 43 of 2009 on Archives and ANRI Head Regulation No. 9 of 2012, but also functions as an essential institutional collective memory. Nevertheless, the results of the in depth analysis also reveal a significant functional gap, in which the absence of a scanning feature (file upload) limits the system's operation to the level of cataloging or digital indexing alone. This condition indicates that the essence of full digital archiving has not been fully realized, so that employees still

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have to maintain physical documents as the primary reference in their daily work activities.

Suggestions

Based on the findings and theoretical implications above, the recommendations that can be given are directed at two main aspects, namely system development and institutional capacity strengthening. First, the DKI Jakarta Provincial Library and Archives Office, as the platform developer, is advised to immediately conduct a technological evaluation to equip the ARJUNA System with a comprehensive scanning or digital file upload feature, so that records transformation does not stop at text recording but reaches the stage of a full physical document media conversion. Second, for the Kalideres District Office, it is recommended that the institution continuously improve human resource competence through advanced technical training in order to minimize technology adaptation barriers, as well as strengthen cross sector coordination in ensuring alignment between digital innovation and future bureaucratic operational needs.

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