

## **Archive Management Procedures at Pt Jasa Raharja Representative Tk 1 Medan**

**Sri Eka Wulandari**

*Politeknik Lp3i Medan*

Email :-

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### **ABSTRACT**

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In an organization, archives play a role as a provider of information and for decision making. Archive management is one of the important activities carried out at PT Jasa Raharja TK 1 Medan Representative, this archive management aims to make archive storage more systematic and structured. Archive management carried out at PT Jasa Raharja has not used the correct management procedure, marked by the difficulty in retrieving claim documents that have been used because the documents are not neatly arranged. Therefore, it is necessary to have management such as archive maintenance which can help make it easier for employees to find archives again. The analytical method used in this research is a qualitative descriptive method and the data taken is primary data which can be directly through observation and interviews. The results of this study indicate that archives have a very important role at PT Jasa Raharja Representative TK 1 Medan, as evidenced by the difficulty in retrieving archives which hinders employee performance. Therefore, it is necessary for archivists to check and rearrange the archive shelves according to the archive classification.

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#### **Corresponding Author :**

**Wulan Aprita Sari**

Politeknik Lp3i Medan

Email :-

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## **I. Introduction**

Archives have a very important role in an organization as a provider of information for decision making. Archiving is an activity process that plays a very important role in office work because in archives there is a process that starts from the creation, receipt, collection, regulation, control, maintenance, and care and storage of data and information according to a certain system, so that if at any time archive time is needed then easily found and reused. With the archive management it will expedite and facilitate the effectiveness of work.

According to Suliyati [1] in her research entitled "Management of Village Archives in Rembang Regency in Supporting Village Government" concluded that archives created in village government activities require good management to support village government and service to the community. The problems that exist in the village government in managing village archives include understanding and mastery of management and organization of archives from village officials and employees at village offices that are not optimal. The village office does not yet have a special employee in charge of filing, this condition cannot be expected that archives will be managed properly and systematically, so that archives are often difficult to find.

Archives section at PT. Jasa Raharja has an important role to improve employee performance in making insurance claims to the insured. The differences between this study and previous studies are; This study examines the archives section which focuses on archive management procedures, whereas in previous research archive management supports village government and village development

efforts, the location in this study is at PT Jasa Raharja Representative Tk 1 Medan, Jalan Iskandar Muda No 20 EE Darat, whereas in previous research it was located in the Village of Rembang Regency. Based on the observations and information that the authors get that the archiving section has not used the correct archive management procedure,

## II. Method

### files

Etymologically the word archive comes from Greek (Greek), namely archium which is a chest for storing something. Initially the archive was to show where the archive was stored, but after developing it, many people referred to the archive as the document itself.

According to Liana, Wendy [2], that Archiving is a process or activity that starts from receiving, collecting, managing, maintaining and storing documents according to a certain system, so that when needed again they can be found quickly and easily.

So it can be concluded that archiving is an activity process that starts from receiving, collecting, managing, maintaining and storing documents according to a certain system, so that they can be easily found and reused.

Types of Archives Based on Their Functions and Uses

The types of archives based on their functions and uses according to Muhidin [3] are as follows:

#### **Dynamic Archive**

Dynamic archives are archives that can be used directly in creation activities and are stored for a certain period of time. There are several kinds of dynamic archives, namely:

1. Active Archive  
Archives whose use is still high and are used continuously.
2. Inactive Archives  
Archives that are rarely used and must be kept because they will be used at any time when they want to be used again.

#### **Static Archive**

Archives that are not used directly for planning, implementation and maintenance in general and will be permanent because they have historical value.

Archive Function

According to Muhidin [3] the main function of archives is as a source of information. As a source of information, archives are used for the following purposes:

1. To support the decision-making process, sufficient information is needed in making decisions, both in terms of quality and quantity, in order to achieve the goals of decision-making.
2. Supporting the planning process, to achieve the goal it is necessary to have a plan to estimate the conditions to be achieved.
3. Supporting supervision, in carrying out supervision information is needed about plans that have been prepared so that they can find out things that have been done and have not been implemented. All this is recorded in archive form.
4. As a means of proof, all information can be made in the archives for the verification process.
5. As organizational memory, organizational activities in the form of transactions, internal activities and expenses made by the organization can be stored in archives. This archive can be used by the organization if needed at any time.

### **Records Management Procedure**

Records management must be in accordance with procedures, and in a systematic or structured manner so that they can be easily found again. According to Setiyarti & Dewi [4] archive management is the activity of organizing and compiling archives in a systematic and logical order, storing and maintaining archives to ensure safe, economical use and present information clearly and accurately. Archive management is managed according to the needs so that it can be used effectively and efficiently. According to Basya & Puspasari [5] the archive management procedure consists of:

Archive Creation

The initial stage that is carried out after the letter is received is to record it first before it is stored or archived. Archives that have been created or obtained from outside parties can be stored or archived. Archive Storage

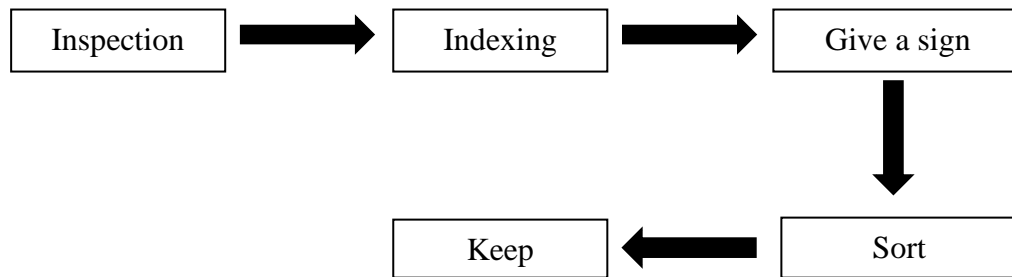


Figure 1. An image of a storage procedure chart

### III. Results And Discussion

#### Company history

PT Jasa Raharja is called Jasa Raharja or the Company - was established on January 1, 1960 along with the passing of Law no. 19 PRP of 1960 concerning State Companies whose entire capital is the wealth of the Republic of Indonesia. The history of the establishment of Jasa Raharja is inseparable from the Government's policy to nationalize Dutch-owned companies as stipulated in Law No. 86 of 1958 concerning the Nationalization of Dutch Companies.

The history of the establishment of Jasa Raharja is inseparable from the government's policy of nationalizing Dutch-owned companies with the promulgation of Law No. 86 of 1958 concerning the Nationalization of Dutch Companies. The companies that were nationalized are as follows:

1. Bekouw & Mijnsen firm in Jakarta.
2. Firm Firm Blom & van Der Aa in Jakarta
3. Sluyters Firm Company in Jakarta.

Furthermore, several companies that have been nationalized are stipulated as legal entities as State Insurance Company for Losses (PNAK) in accordance with Law Number 19 Prp of 1960 concerning State Companies whose entire capital is the property of the Republic of Indonesia.

No	OLD NAME	NEW NAME
1.	<ol style="list-style-type: none"> <li>1. Blom &amp; Van Der Aa Firm in Jakarta</li> <li>2. Bekouw &amp; Mijnsen Firm in Jakarta.</li> <li>3. Sluyters &amp; Co. Firm</li> <li>4. NV Assurantie Maatschappij Jakarta</li> </ol>	State Loss Insurance Company "IKA BHAKTI"
2.	NV Assurantie Langveldt-Schroder Office in Jakarta	State Loss Insurance Company "IKA DHARMA"
3.	<ol style="list-style-type: none"> <li>1. NV Zee-en Brandassurantie Maatschappij van 1851 cs in Jakarta.</li> <li>2. NV Javasche Verzekerings Agenturen Maatschappij in Jakarta.</li> </ol>	State Loss Insurance Company "IKA CHANDRA"

4.	<ol style="list-style-type: none"> <li>1. NV Nederlandsche Lloyd in Jakarta.</li> <li>2. NV Airlines Insurance and General Administration of Nusantara Lloyd in Jakarta.</li> <li>3. NV Brandwaarberg Maatschaapij BMI van 1863</li> </ol>	State Loss Insurance Company "IKA CHANDRA"
5.	<ol style="list-style-type: none"> <li>1. NV Assurantie OWJ Schlenceker Office in Jakarta.</li> <li>2. NV "Kali Besar" Insurance Office in Jakarta</li> </ol>	State Loss Insurance Company "IKA MULYA"
6.	Jakarta Assurantie & Administrative Office in Jakarta.	State Loss Insurance Company "IKA DJASA"
7.	PT New Direction Insurance Company (Arba) in Jakarta.	State Loss Insurance Company "IKA SAKTI"
8.	Onderlinge Landmolestverzekerings Fonds Foundation (OLF)	Onderlinge Landmolestverzekering's Fonds Foundation (OLF)

Table 1. Change of Company Name

Source: PT. Services Raharja Representative Kindergarten 1 Medan

Following are the changes in Jasa Raharja regulations:

1. 1965 □ PNAK Eka Karya was merged into a new company with the name "Perusahaan Negara Asuransi Jasa Raharja Losses"
2. 1970 □ PNAK Jasa Raharja changed its status to Public Company (Perum) Jasa Raharja.
3. 1978 □ based on Government Regulation No. 34 of 1978 concerning Amendment to Government Regulation Number 8 of 1965 concerning the Establishment of a General Loss Insurance Company "Jasa Raharja", in addition to managing the implementation of the Law. No. 33 and UU. No.34 of 1964, Jasa Raharja received an additional mandate to issue a letter of guarantee in the form of a Surety Bond.
4. 1980 □ based on Government Regulation No. 39 of 1980 concerning the Transfer of General Loss Insurance Company "Jasa Raharja" to a Limited Liability Company (Persero)
5. Year 1981 □ Minister of Finance Decree No: 337/KMK.011/1981 dated June 2, 1981 concerning Appointment of Jasa Raharja Loss Insurance Company to Organize Compulsory Passenger Accident Coverage Fund and Road Traffic Accident Fund.
6. Year 199 - Present □ Starting January 1, 1994 until now, Jasa Raharja has released its non-compulsory and surety bond insurance business to focus more on running social insurance programs, namely organizing a Compulsory Passenger Accident Coverage Fund as stipulated in the law. No.33 of 1964 and the Road Traffic Accident Fund as stipulated in the Act. No. 34 of 1964.

The following is the logo of PT. Services Raharja Representative Kindergarten 1 Medan:



Figure 4.1 the logo of PT. Services Raharja Representative Kindergarten 1 Medan

Source: PT. Services Raharja Representative Kindergarten 1 Medan

Vision and Mission of PT. Services Raharja Representative Kindergarten 1 Medan

Vision

Being a trusted company in providing basic protection against accident risks with the best service.

Mission

Providing basic protection that is digitally integrated and supported by superior human capital to strengthen stakeholder engagement.

Organizational structure

The organizational structure is an organizational structure that shows the different authorities, positions, responsibilities and tasks within an organization. It is intended that the company can run well and achieve company goals. The organizational structure of PT. Jasa Raharja (Persero) adheres to a decentralized system.

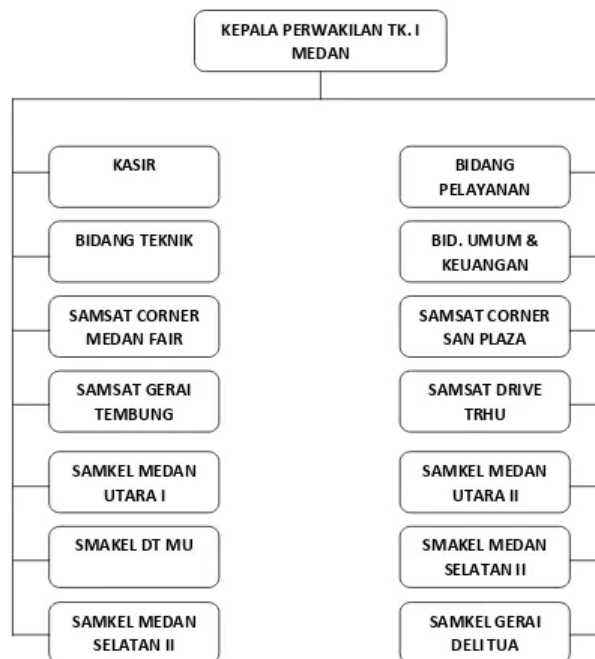


Figure 2. Structure of PT. Services Raharja Representative Kindergarten 1 Medan

Source: PT. Services Raharja Representative Kindergarten 1 Medan

### Description of Research Results

The process of creating archives at PT Jasa Raharja TK 1 Medan Representative, namely receiving claim documents completed by the victim or the victim's family. The documents that must be completed are:

1. Verbal report on traffic accident cases from the traffic police.

Figure 3. Police Report  
Source: PT. Services Raharja Representative Kindergarten 1 Medan

2. Photocopy of KTP and Family Card
3. Letter of K3 (victim health statement) provided by Jasa Raharja to be filled in by the Hospital.

Figure 4. K3 (Victim's Health Information)  
Source: PT. Services Raharja Representative Kindergarten 1 Medan

Receipts and attachments of victim costs from the Hospital.  
After completing the above files, the files are submitted to Jasa Raharja for follow-up.  
Archive storage at PT Jasa Raharja Representative TK 1 Medan uses the date system. The procedure for storing archives with the date system is carried out as follows:

1. Inspection  
Files will be checked at the front office. After the files are processed, the files will be directed to the person in charge of service. In this field, the file will be verified whether the file must be

surveyed for the truth of the case or only verified for the cost of treatment. This can be done by checking in the field for cases of accidents, while for the cost of treatment, you can check directly with the hospital or through a consulting doctor for the validity of the treatment document. . After that the payment process is verified by the finance department. Then from the head of the representative leadership authorizes that this file is eligible for payment or not. Then after that it will be paid.

## 2. Indexing

Indexing is done by giving the name and number to the folder containing the victim's complete documents.

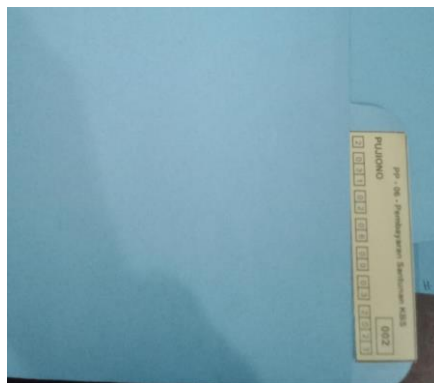


Fig.5. indexes by name and number

Source: PT. Services Raharja Representative Kindergarten 1 Medan

## Encoding (Encoding)

Code files with date, month and year codes.



Figure 6. Coding by date on the box

Source: PT. Services Raharja Representative Kindergarten 1 Medan

## Sort

Sorting is done when the victim's documents have been submitted to Jasa Raharja after that the documents are checked for completeness.

## Keep

There are 2 (two) storage processes at PT Jasa Raharja, namely:

1. Using a digital document management system (SMDD), namely storage that utilizes a scanner to digitally copy documents so that documents can be verified and can be viewed by the head office and branches easily.
2. Files are numbered and then mapped and then stored in the archive box. This storage must be carried out clearly so that if there is a check it can be carried out properly.



Fig.7. Archive Box Storage On Shelf

Source: PT. Services Raharja Representative Kindergarten 1 Medan

3. Maintenance of archives at PT Jasa Raharja, namely archives are placed in a special room and archives are stored on shelves to avoid termites and things that can damage archives. Archive recovery was carried out by searching the date, month and year in the archive box and then searching the name of the victim in the archive folder. However, there are still many archives that are not neatly arranged, marked by the many piles of archival documents. Thus causing employees to be overwhelmed to find archival documents that they want to use.
4. Shrinkage of archives carried out by PT Jasa Raharja is carried out by separating active and inactive archives which is carried out by all employees once a week to jointly move or select active and inactive files.
5. The destruction of archives at PT Jasa Raharja is carried out after the archives are 3 to 4 years old. This is done after the issuance of the letter of destruction then the archives will be immediately destroyed. There is a special officer who is responsible for the destruction. The officer in charge is the officer in each field, for example the archives in the service sector, the service field officer at the time of destruction must be attended and witnessed by other fields.

**BERITA ACARA PEMUSNAHAN ARSIP**

Pada hari ini, \_\_\_\_\_, bertempat di \_\_\_\_\_, berdasarkan \_\_\_\_\_, telah dilaksanakan pemusnahan arsip perusahaan, yang tertuang dalam Daftar Arsip.

Demikian Berita Acara ini dibuat dan dilaksanakan dengan penuh tanggung jawab.

Tempat, Tanggal.

No. Nama

Jabatan

Tanda Tangan

Figure 8 Minutes of Archive Destruction

Source: PT Jasa Raharja Representative TK 1 Medan

PT Jasa Raharja TK 1 Medan Representative uses the principle of decentralization, archives are managed directly by each office area and unit or section.

## IV. Conclusion

Based on the research results from the author, the following conclusions are obtained. The filing system used by PT Jasa Raharja is using the date system. There are 2 (two) types of archive storage processes at PT Jasa Raharja, namely the first uses a Digital Document Management System (SMDD) and the second files are stored in an archive box using archive management procedures. Records that are not properly structured can hinder employee performance in recovering claim documents that you want to use.

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