

Research Article

The Effectiveness of Implementing the Integrated Dynamic Archival Information System (SRIKANDI) at the Ministry of Religion Office of Lhokseumawe City

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Abstract.

This research examines the effectiveness of implementing the Integrated Dynamic Archiving Information System (SRIKANDI) at the Ministry of Religious Affairs Office in Lhokseumawe City. Based on efforts to realize a more effective and efficient government through the utilization of technology and informatics as mandated in Presidential Regulation of the Republic of Indonesia number 95 of 2018 concerning the electronic-based government system. Through the Circular Letter of the Secretary General of the Ministry of Religious Affairs Number 31 of 2022, SRIKANDI has been mandatory since December 1, 2022, aimed at supporting the Electronic-Based Government System (SPBE) by enhancing transparency, accountability, and efficiency in archive management. The research method used is the descriptive qualitative analysis method. Data collection was carried out through interviews, observations, and documentation. The research results show that there are four obstacles faced in the implementation of SRIKANDI. First, the low understanding and skills of employees in using the application; second, the lack of guidance and socialization from the leadership; third, the limitations of facilities and infrastructure; and fourth, the lack of coordination between work units. The efforts to achieve effectiveness include enhancing training, forming special teams, improving system reliability, and providing adequate facilities. This research concludes that although the implementation of SRIKANDI is not yet optimal, there are still several obstacles. Improvement and enhancement measures are continuously being carried out to achieve more efficient and transparent archive management in order to support the comprehensive implementation of SPBE.

Keywords: SRIKANDI, effectiveness, E-Government

1. Introduction

Electronic-Based Government System (EBS), also known as e-government, is a government effort to utilize information and communication technology to support government systems and improve the effectiveness of government performance [1]; [2]. This system is an approach to more effective governance by utilizing ICT to provide services to the public and government agencies [3]

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In 2018, the implementation of e-government was again enhanced by the Republic of Indonesia Regulation Number 95 concerning SPBE. This system focuses on the government utilizing information and communication technology systems in providing services to the community. The goal is to ensure that governance runs with optimal integrity, efficiency, responsibility, and openness.

In 2020, the existence of the SRIKANDI application is regulated in the Decree of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 679 of 2020 concerning General Applications for Dynamic Archives, implementing the provisions of Article 36 and Article 43 of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems. The policy states that every central and regional agency is required to switch to using the Integrated Dynamic Archives Information System (SRIKANDI) application in the creation of official documents, their distribution, and archiving. In response to the issuance of the policy, the Ministry of Religious Affairs of the Republic of Indonesia issued a Circular Letter of the Secretary General of the Ministry of Religion Number 31 of 2022, Dated November 4, 2022. Regarding the Use of the Integrated Dynamic Archive System Application, this policy aims to update and improve the existing archival information system at the Ministry of Religion, including at the regional level, such as the Lhokseumawe City Office of the Ministry of Religion.

SRIKANDI is an application resulting from the collaboration of several ministries, including the Ministry of Communication and Information, the Ministry of Administrative Reform and Bureaucratic Reform (PANRB), the National Archives of the Republic of Indonesia (ANRI), and the National Cyber and Crypto Agency (BSSN). The main objective of Srikandi is to provide an effective solution in requirements management and electronic archiving to support efficient governance. The application enables online letter creation and archive management in an integrated manner and is recorded in the national data center. In addition, this application also plays a role in improving the skills and knowledge of the state civil apparatus in operating a digital government system. With digital archiving, information will be documented neatly and regularly, so as to increase accountability when providing national archives in the context of an electronic-based government system. The use of this electronic application will provide benefits in several aspects, such as reducing the use of paper (paperless), using electronic signatures, online accessibility, and increasing the archival index in each work unit.

Based on the results of the researchers' initial observations, the implementation of the use of the SRIKANDI application as a means of government administration services

in the field of electronic-based dynamic archiving is still not optimal. There are several obstacles faced by employees, especially those in charge of the Lhokseumawe City Ministry of Religion Office, in implementing this policy, such as limited resources, a lack of understanding of the new system, or other technical obstacles.

The purpose of this study is to evaluate the effectiveness of the implementation of an integrated dynamic archival information system (SRIKANDI) at the Lhokseumawe City Office of the Ministry of Religious Affairs. By identifying the successes and obstacles encountered in the implementation of this system, this research will provide stakeholders with valuable information on how to improve the effectiveness and efficiency of records management within government. Through a better understanding of how the system contributes to the storage, retrieval, and maintenance of records, it is hoped to improve public services, transparency, and accountability at the Lhokseumawe City Office of the Ministry of Religious Affairs.

2. Methods

The method used in this research is a descriptive method with a qualitative approach. In this method, data is collected to provide explanations and descriptions through descriptions, not in the form of numbers, but through words and explanations that describe certain circumstances, processes, behaviors, and events. This qualitative approach aims to produce data in the form of written or oral narratives from participants and observed behavior [4]. Data collection is done through observation, interviews, and documentation. As for the research data, researchers used primary data based on interviews with related parties, as well as secondary data derived from reports, notes, or documents from informants. Research informants were determined by applying the key person technique as a strategy for obtaining research informants.

This technique was chosen because the researcher already had a preliminary understanding of the object of research and the informants involved. This key person can come from formal or informal figures [5]. The informants in this study were the Head of the Lhokseumawe City Ministry of Religious Affairs Office, the Head of the Subdivision Administration, Head of Islamic Public Guidance Section, Head of Islamic Education Section, Head of Hajj and Umrah Organizing Section, Archivist, and SRIKANDI Operator. In analyzing the data, researchers consider the data obtained in a qualitative way, where information generated from interviews is used to support the analysis process. The

purpose of this data analysis is to deal with problems that emerged throughout the data collection process from the beginning to the end of the predetermined research period.

3. Results and Discussion

3.1. Analysis of the Effectiveness of Implementing the Integrated Dynamic Archival Information System (SRIKANDI) at the Lhokseumawe City Office of the Ministry of Religious Affairs

Progress after progress in the field of information and communication technology (ICT) systems has required the government to change the way it develops its employees by implementing an Electronic-Based Government System (EBE), also known as E-Government. The implementation of SPBE in Indonesia is an effort to accelerate services in various fields, including government administration services. Effective and efficient government administration services can have a positive impact on running an agile government. Furthermore, achieving service satisfaction received by the community has become a measure of the success of the services provided by the government. There are several indicators that need to be considered to determine the extent of the effectiveness of a program or activity, namely program understanding, target accuracy, timeliness, achievement of goals, and real change.

3.1.1. Program Understanding

In understanding the program for implementing the SRIKANDI application at the Lhokseumawe City Office of the Ministry of Religious Affairs, the first preparation for implementing the program is so that at the time of implementation it can be carried out in a more targeted and measurable manner. In preparation for the implementation of SRIKANDI at the Lhokseumawe City Office of the Ministry of Religious Affairs, there are five things that need to be ensured, namely the availability of human resources, the availability of a complaint mechanism, facilitation of technical guidance for users, budget availability, and availability of internet access.

According to Mr. Tarmizi, Pd., MH, as Kasie Bimas Islam at the Ministry of Religious Affairs of Lhokseumawe City, they had also used a similar application that was connected to each section, but the application was no longer used. Supposedly, if the SRIKANDI

application can be used, it will facilitate coordination between KUAs with us in the Islamic Guidance section.

According to Mr. Zainal Abidin, S.P.D., MPD., the Head of Islamic Education at the Ministry of Religious Affairs Office in Lhokseumawe City, he stated that there is still a lack of understanding regarding the benefits of the SPIKANDI application. However, if the application can make their work more effective and efficient, they are ready to support it, even though they will have to learn a lot about using the application. If this application can run, he is confident that the archiving in the madrasahs under the Ministry of Religious Affairs will be able to run well and the archives will be organized as they should be.

According to Mrs. Muriati, S.P.D., the archivist at the Office of the Ministry of Religious Affairs of Lhokseumawe City stated that there is still a low understanding of archiving so that archive arrangements are still ignored, and organizations are more focused on operational activities and achieving short-term targets. Records management is often considered not urgent and postponed. Many people or organizations are not aware of the importance of archives. They may think of archives as piles of paper or digital files that are useless after a job is done, so the implementation of policies in the field of archives has not been able to run optimally.

Based on the research results, the dimension of program understanding in the application of the SRIKANDI application shows how a program is realized so that it can be easily accepted and understood by users. All informants described their understanding of this program in several segments of the discussion, which showed that there was still a lack of knowledge about the SRIKANDI application. Meanwhile, some officials do not consider the SRIKANDI application to be very important, which hinders its use. This application has the potential to improve coordination and work efficiency. There are also officials who do not understand the benefits and functions of the SRIKANDI application, although there is a desire to support it if it proves to be effective and efficient.

3.1.2. Accuracy of Targeting

In the targeting accuracy dimension, based on the results of interviews with informants, there are two segmentations of discussion related to the accuracy of the program target group and the distribution of information for the target group. In the segmentation of the accuracy of the program target group, explained by Budiani, this is related to the extent to which the program participants are right with the predetermined targets. In

terms of achieving the target group of users at the Office of the Ministry of Religion of Lhokseumawe City, the Archivist at the Office of the Ministry of Religion of Lhokseumawe City stated that so far there are still no guidelines and technical instructions from the parent organization, namely the Regional Office of the Ministry of Religion of Aceh, as the leading sector in implementing the SRIKANDI application; they only get a SRIKANDI account, but there is no further direction regarding the use of this application.

This absence of advanced guidance and direction makes it difficult for staff to understand and use the SRIKANDI application effectively. It may also hinder the implementation of the application to support the implementation of archiving-related public policies in the environment. Therefore, better coordination between work units and other related parties is needed to provide clear and detailed guidelines, as well as the necessary training so that staff can optimize the use of the SRIKANDI application to its full potential in supporting their duties.

In the distribution of information, according to Drs. Flamdani, as Head of the Administration Subdivision of the Office of the Ministry of Religious Affairs of Lhokseumawe City, it stated related to This SRIKANDI application has not yet been handled by superiors; they are ready to run if there is further direction from the leadership. run if there is further direction from the leadership. Support from superiors in the form of clear directions and effective training will go a long way in overcoming these challenges and ensuring the successful implementation of the application SRIKANDI.

3.1.3. Achieving the Objectives

The Ministry of Religious Affairs of the Republic of Indonesia is committed to continuing to develop Electronic Based Government Systems (EBS) in the fields of government and public services, especially archives. For this reason, a Decree of the Minister of Religious Affairs (KMA) Number 848 of 2022 concerning Integrated Dynamic Archival Information System

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The Ministry of Religious Affairs of the Republic of Indonesia is committed to continuing to develop Electronic-Based Government Systems (EBS) in the fields of government and public services, especially archives. For this reason, Minister of Religious Affairs Decree No. 848 of 2022 on Integrated Dynamic Archival Information System was issued, which aims to improve the archival information system in the Ministry of Religious Affairs, including in regions such as the Lhokseumawe City Office of the Ministry of Religious Affairs.

Some of the main features of the SRIKANDI application include the archive creation function, which includes the process of creating, sending, and receiving digital archives between government agencies, as well as the maintenance function of all these archives to ensure data authenticity, integrity, and trustworthiness. In addition, this application also provides an archive usage feature that is in accordance with the access owned by each user and an archive reduction feature. The successful implementation of the SRIKANDI application is highly dependent on the role of related parties, also in collaboration, as well as an equally strong commitment to improving the archive system from all parties within the government so as to achieve organized archive management, digital transformation in archiving, and good SPBE implementation. However, the implementation of the SRIKANDI application in the Lhokseumawe City Office of the Ministry of Religious Affairs faces obstacles such as limited resources, lack of understanding of the new system, and other technical obstacles.

3.1.4. Real Change

The success of an institution is greatly influenced by the quality of knowledge, skills, and cooperation between its employees. Efforts to improve the quality of work are not only focused on the products or services produced but also cover all aspects of organizational activities in its structure, especially in terms of teamwork. The positive synergy resulting from well-coordinated cooperation can contribute significantly to the achievement of goals and the sustainability of the institution in providing optimal services to the community.

Based on the analysis of research results through interviews, observations, and documentation, real changes in the work mechanism cannot be felt. Dr. Muhammad Amin, S.Ag., MA, as the Head of the Lhokseumawe City Ministry of Religious Affairs Office stated that the policy implementers who carry out the policy have not shown a high dedication attitude. This indicates the need to improve the effectiveness of using the SRIKANDI application through several strategic steps. First, increasing users' knowledge of this application is needed so that they can operate it more efficiently and effectively. Secondly, support and emphasis from the leadership are key factors that can motivate implementers to be more serious in implementing the policy. Finally, adequate training and guidance must be provided on an ongoing basis to ensure that all users have the necessary skills. Without these steps, it is clear that the implementation of

the policy will not go as expected, and the objectives of implementing the SRIKANDI application may not be achieved optimally.

3.2. Constraints Faced in Implementing SRIKANDI at the Lhokseumawe City Ministry of Religious Affairs Office

Based on the results of the research, several obstacles were found to the effectiveness of the implementation of SRIKANDI at the Office of the Ministry of Religious Affairs of Lhokseumawe City. According to Hansen and Mowen [6], the types of constraints can be grouped based on their origin into two, namely internal and external constraints.

3.2.1. Internal Constraints

Internal constraints that affect organizational operations can hinder the achievement of organizational or agency goals; example of internal barriers include limited budgets, inadequate resources, and a lack of socialization activities.

According to Dr. Muhammad Amin, S.Ag., MA, the Head of the Office of the Ministry of Religious Affairs of Lhokseumawe City, they did not feel fully comfortable with the application, perhaps due to a lack of in-depth understanding of how to use it, and he was ready to learn more if the use of the SRIKANDI application became mandatory in the implementations of public policies. This suggests that there is potential to improve understanding and skill in using the application to better support the effectiveness of policy implementation in the future implementation in the future.

According to Drs. Hamdani, Head Subdivision of Administration of the Office of the Ministry of Religion of Lhokseumawe City, limited human resources (HR) is one of the main problems in implementing the SRIKANDI application at the Office of the Ministry of Religion of Lhokseumawe City, making it difficult to divide tasks effectively. Given the number of applications that must be managed simultaneously, limited human resources provide a heavy workload for each individual in the team.

According to Tarmizi, S.Pd., MH. As Kasie Bimas Islam at the Office of the Ministry of Religious Affairs of Lhokseumawe City stated that they at the KUA still experience a lack of facilities and infrastructure, computer equipment available at this time is still very minimal and old fashioned, thus hampering the effectiveness of the use of the SRIKANDI application. He hopes that with the application of the SRIKANDI application, there will be an increase in the provision of data processing devices at the KUA.

In general, the policy implementers showed a willingness to learn and develop in the face of technological changes such as the use of the SRIKANDI application. Although there are still initial difficulties, there is optimism that, with the right support, this application can make a significant contribution to improving work efficiency and effectiveness in the organization.

3.2.2. External Constraints

The resulting policy products have obstacles in implementation, not only obstacles from within the organization or agency but also obstacles obtained from outside. Obstacles that are obtained from external sources are usually due to the absence of guidelines or technical instructions, resulting in a lack of support from policy implementers in policy implementation. External constraints refer to obstacles or problems that come from outside the organization that is trying to implement a policy or system.

According to Ms. Muriati, S.P.D., as the Archivist at the Office of the Ministry of Religious Affairs of Lhokseumawe City, the lack of guidelines and technical instructions from related parties, which is the leading sector in implementing the application, This absence of guidelines and advanced directives makes it difficult for staff to understand and use the SRIKANDI application effectively.

Based on the results of the study, it can be concluded from the external constraints faced by the Office of the Ministry of Religion of Lhokseumawe City in implementing SRIKANDI, namely that the development and implementation of policy products is not easy because it involves many considerations and polemics. In the context of policy implementation, related to the use of the SRIKANDI application of the Lhokseumawe City Ministry of Religious Affairs Office, there are serious obstacles due to the lack of guidelines and technical instructions from related parties. The presence of clear guidelines and directions is essential to ensure staff understand and can use the application effectively, so better coordination is needed as well as the provision of adequate guidance and training so that the use of the SRIKANDI application can be optimized in accordance with the expected objectives.

3.3. Efforts made to overcome obstacles in the implementation of SRIKANDI in Officer of the Ministry of Religious Affairs of Lhoksumawe City

In every situation, constraints in various aspects will definitely arise, but it is important to be able to overcome them so as not to hinder the implementation of public policies, especially in the implementation of SRIKANDI. Based on the results of this study, efforts that can be made to achieve the effectiveness of the implementation of SRIKANDI at the Lhokseumawe City Office of the Ministry of Religious Affairs are as follows:

1. Provision of adequate facilities and infrastructure through coordination with related parties when it comes to the storage capabilities of the National Data Center server.
2. Conduct in-depth socialization and technical guidance to staff at the Lhokseumawe City Office of the Ministry of Religious Affairs. This activity should involve all users/owners of SRIKANDI live accounts to work units such as KUA and Madrasah.
3. Improving system reliability by providing a complaints mechanism through a systemized channel, both at the Lhokseumawe City Office of the Ministry of Religious Affairs and at the central government. This depends on the issue of complaints submitted so that the resolution is faster and more accurate.
4. Coordinate between work units and related parties so that the implementation of the SRIKANDI application runs effectively.
5. Improved application security to ensure the trust of SRIKANDI users through periodic security audits and a multilayered SRIKANDI security improvement program.

4. Conclusion

Based on the results of the research and discussion carried out, it can be concluded that policy implementers still show low dedication and lack of understanding regarding procedures and use and do not fully understand the benefits and functions of the SRIKANDI application. There is no clear emphasis and direction from the leadership regarding the use of this application; every policy implementer should follow the rules and circulars that have been set. This is a serious obstacle because direction from the leadership is very important to ensure policy implementation runs smoothly, and archive management is often considered not urgent and ignored, even though archives are important things that require more attention. The obstacles in the implementation of the Integrated Dynamic Archival Information System include many staff feeling not

skilled enough and comfortable using the application, limited human resources, a lack of facilities and infrastructure, the use of the SRIKANDI application is still limited, and there are no clear guidelines and technical directions from related parties. efforts made to achieve the effectiveness of the implementation of SRIKANDI at the Lhokseumawe City Office of the Ministry of Religion, namely improvement planning, socialization, and training; the formation of a special team to handle the SRIKANDI application; and the procurement of more adequate facilities and infrastructure.

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