The Strategic Role of Archives in Public Services in the Licensing Sector

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Abstract

In the current digital era, archive management plays a strategic role in ensuring the efficiency and effectiveness of public services, especially in the licensing sector. Challenges in archival systems that are not yet integrated and limited access to information are the main obstacles to a fast and accurate licensing process. Optimizing archives is needed to support transparency, and accountability and improve the quality of public services. This research aims to examine the strategic role of archives in public services in the licensing sector and identify archive management strategies to support the efficiency of the licensing process. A descriptive qualitative approach was used in this research, with data obtained from relevant literature studies and interviews with archival practitioners. The conclusion of this research shows that effective and integrated archive management is the main key to speeding up the licensing process and improving the quality of public services. Digitization of archives and the application of information technology has been proven to increase information accessibility and operational efficiency. Apart from that, standardization of records management and human resource training are important factors in increasing competence in modern records management. Cooperation between agencies is also needed to ensure the effective integration of archival systems. Thus, optimizing archives has great potential to support the transformation of public services that are more responsive and quality.

Keywords: Strategic Role, Archives, Public Service, Licensing.

A.   INTRODUCTION

In the current era of increasingly intensive digitalization and bureaucratic reform, public services are receiving high attention from the public as an indicator of a country's progress and efficiency. Effective and efficient public services are a hope for all levels of society, especially in terms of licensing which is often the gateway to economic and social activities in society (Clarke, 2020). The licensing sector has a strategic role in encouraging economic growth, ease of doing business, and social protection for the community. However, in practice, the licensing process is often hampered by various bureaucratic problems, one of which is suboptimal archive management (Surya et al., 2021).

Archives, which are often considered only as a behind-the-scenes administrative activity, turn out to have a very critical role in supporting the smoothness and speed of public services, including in the licensing sector (Kristian, I;2022). Good archive management not only ensures that important documents are stored safely and systematically but also speeds up the process of searching and making decisions based on these documents (Tracey et al., 2023). However, there are still many public service agencies that experience difficulties in managing records properly, from storage, and management, to effective use of records. This condition has an impact on the performance

of public services, including the licensing process which is crucial for the community and business actors (Alam et al., 2021).

On the other hand, public demands for transparency and accountability in public services are also increasing. This is inseparable from public awareness of their rights to obtain fast, easy, and quality services (Kristian, I; 2019). Transparency in the licensing process, which is highly dependent on the availability and accessibility of information, is an important indicator in assessing the quality of public services. Without good archive management, transparency and accountability are difficult to achieve, considering that archival documents are the main source of information in every policy and service process (Supriyanto et al., 2021).

In addition, the rapidly changing dynamics of regulations and policies require an archival system that is adaptive and flexible. The need for fast data and information updates is a challenge in itself in managing licensing archives. Often, the incompatibility of historical data with current conditions becomes an obstacle in the licensing process, which ultimately impacts the public's assessment of the efficiency and effectiveness of public services (Maeno et al., 2024).

In a global context, public service standards, including licensing, continue to evolve following developments in information technology. Countries that have successfully integrated information technology with their archival systems have proven to be able to improve the quality of their public services. This shows that archives are no longer just managing physical documents, but also managing digital information which requires comprehensive strategies and policies (Kotsev et al., 2020).

Considering the important role of archives in supporting the efficiency and effectiveness of public services in the licensing sector, there is an urgent need to explore more deeply how archives can be used as one of the main pillars in improving the quality of public services. It is hoped that this research can provide a broader understanding of the strategic role of archives in public services, especially in the licensing sector, as well as provide recommendations that can be implemented to overcome various existing challenges.

B. LITERATURE REVIEW
1. Archives and Archiving

Sugiarto and Wahyono said that archive in Greek is "Archive comes from the word arche, then changed to archea, changed back to archeon. Archea means documents or notes regarding problems." In line with Muhidin and Winata who also said that "archives in Dutch are known as archives, and in American they are known as records". These terms have the meaning of written records that are kept (Tao et al., 2021).

A similar thing was also stated by Barthos who interpreted arisp as "script" which means that; "any written record, either in the form of pictures or charts, which contains information about a subject (main issue) or events made by someone to help that person's memory" (Tarkhova et al., 2020). In Law Number 43 of 2009 concerning Archives, it is stated that "archives are records of activities or events in various forms and media following developments in information and communication technology that are created and accepted by state institutions, regional government institutions, educational institutions, companies, political organizations; social organizations and individuals in the implementation of social, national and state life" (Kim & Kim, 2020).

Archives can be concluded from the language terms and several definitions above that archives act as a memory center or source of information and as a monitoring tool

that is very necessary for every organization in the context of its activities. Archives help organizations in carrying out activities such as planning, analysis, development, policy formulation, decision-making, report preparation, accountability, assessment, and precise control. Filing is a type of office work or administrative work that is often carried out by government agencies and private agencies (Wartschinski et al., 2022).

Archives involve work related to storing archives or letters and other office documents (Kristian, I et.al,2022). Sugiarto and Wahyono said that: "archives are the basis for preserving letters: archives contain the process of compiling and storing letters in such a way so that letters/files can be found again if needed. The most important characteristics that an archival system must have are reliability and accessibility, apart from other characteristics such as neatness, cleanliness, and others" (Haeebich et al., 2023).

The explanation above can mean that archiving is a process starting from creation, receipt, collection, arrangement, control, maintenance, and care as well as storing documents according to a certain system which, when needed, can be found quickly and precisely (Trace, 2020).

2. Public Services

Every government agency is formed to achieve the goal of providing satisfaction to the community. If the stated goals are achieved then it can be said to be a success. For the stated goals to be achieved, good and quality service is needed. Because good and quality services can help the government achieve these goals. Service is very important for every community because the higher the quality of service provided, the greater the trust the community will have in the government that operates in the service sector (Sofyani et al., 2020).

Based on Law Number 25 of 2009 article one (1) concerning Public Services provides the following definition of public services; "Public Service is an activity or series of activities to fulfill service needs by statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers" (Rengifurwarin, 2020). If analyzed specifically, service is the provision of basic rights to citizens or society following their needs and interests as regulated by law. Service means serving the people being served. If you serve, then the truth is to provide professional service and dedication. Service means serving seriously the person being served to fulfill their needs and interests to provide satisfaction and benefits to the person being served (Martin & Taylor, 2021).

According to Indri and Hayat, they state that: "optimizing public services is providing professional and quality services which have positive implications for community satisfaction" (Sofyani et al., 2020). According to the Decree of the Minister for Empowerment of State Apparatus Number 25 of 2004: "public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients, as well as in the context of implementing statutory provisions". According to Hayat, "public service is serving all aspects of basic services that are needed by the community to be fulfilled following its provisions" (Sønderskov & Rønning, 2021).

Agung Kurniawan said that public service is the provision of services (serving) the needs of other people or the public who have an interest in the organization following the basic rules and procedures established. Ratminto defines that public services or general services can be defined as all forms of services, both in the form of public goods and public services (Bastaman, 2021); which in principle is the responsibility and is

carried out by government agencies at the center, in the regions and within the State-Owned Enterprises or Regional-Owned Enterprises, to fulfill the needs of the community and in the context of implementing the provisions of laws and regulations (Trihatmoko & Susilo, 2023).

Meanwhile, according to Sinambela, service is every activity carried out by the government in every activity that is profitable in a group or unit, and offers satisfaction even though the results are not tied to a physical product. Mukaron and Laksana say that: "Public service is the provision of services (serving) the needs of people or society who have an interest in the organization following the basic rules and procedures that have been determined" (Chen et al., 2020).

There are 3 important elements in public services, namely:
a. The service provider (organizer) is the Regional Government
b. Service recipients (customers) are interested people communities or organizations
c. Satisfaction is given and/or received by the service recipient (customer) (Al-Kaabi, 2023).

Thus, regional governments, in carrying out public service monopolies, as regulators/rule makers (rule government/government regulations) must change their mindset and work and adapt them to the aim of providing regional autonomy, namely providing and improving services that satisfy the community (Meuleman, 2021).

From the several definitions of public service described above, in the context of regional government, public service can be concluded as providing services or serving the needs of people or the community and/or other organizations that have an interest in that organization; following the basic rules and procedures determined and aimed at providing satisfaction to service recipients (Yuan & Gasco-Hernandez, 2021).

C.   METHOD

Research on the strategic role of archives in public services, especially in the licensing sector, aims to gain an in-depth understanding of how archives management can influence the efficiency and effectiveness of the licensing process. To achieve this aim, this research will be carried out using a descriptive qualitative approach. This approach was chosen because it allows researchers to gain a comprehensive understanding of the archival practices that take place in various public service agencies as well as the challenges and strategies applied in archival management. The data used in this research comes from various research results that are relevant to the research content, including literature studies regarding the public service sector. After relevant research data has been collected, the next step is the data analysis process. Through careful analysis, it is hoped that this research can reveal how effective archival practices can contribute to improving the quality of public services in the licensing sector. Thus, it is hoped that the results of this research can provide strategic recommendations for developing an archives system that is more integrated, efficient, and responsive to public service needs (Ardyan et al., 2023).

D.   RESULT AND DISCUSSION
1. Archival Challenges in Public Services in the Licensing Sector

In the context of public services in the licensing sector, the archival system plays a very important role. However, various challenges arise along with the evolution of increasingly complex public services. One of the main challenges is archive management which has not been effectively integrated between agencies or departments. This

condition complicates the licensing process because it causes information to become fragmented. As a result, when synergy or coordination between departments is needed in the licensing process, obstacles often occur because each department has a different records management system. This not only slows down the licensing process but also reduces overall work efficiency.

Limited access to information is the next challenge which is closely related to the archival system. Effective licensing services require fast and accurate access to information. However, inadequate archive storage systems often hinder this access. For example, when documents or data required for the licensing process are stored in physical format in a location that is difficult to reach, or even when the digital archive system is not well organized. This not only delays the licensing process but can also lead to errors in decision-making because it is based on incomplete or not current information.

Archive storage and security are also crucial challenges in archival systems. These challenges include the issue of document loss and the risk of both physical and digital damage. For example, important physical documents may be lost due to negligence or natural disasters such as floods or fires. Meanwhile, digital archives also face threats in the form of cyber attacks that can delete or damage important data. Both of these conditions are very detrimental and can hinder the licensing process because they require significant time and resources for data recovery.

Finally, updating data and information is another important aspect that often becomes an obstacle in archiving related to the licensing process. The dynamics of rapid changes in regulations or policies require an archival system that can quickly adapt and update information. Without the ability to quickly update information, the licensing process can be hampered because it is based on data that is outdated or not relevant to current regulations. This not only creates inefficiencies but also potential legal conflicts due to inconsistencies in information.

Overcoming these challenges requires a comprehensive effort, involving improving the archive system in terms of integration, accessibility, storage, and security, as well as the ability to adapt to change. Without effective handling, these challenges will continue to hinder the efficiency and effectiveness of public services, especially in the licensing sector, which is one of the important pillars of economic and social development.

2. The Strategic Role of Archives in the Efficiency of the Licensing Process

Archives play a strategic role in increasing the efficiency of the licensing process, a vital aspect of public services that influences economic dynamics and regulatory compliance. One significant way in which archives contribute is through reducing licensing process times. Efficient document management, including systematic categorization, indexing, and storage, allows government agencies to speed up the process of searching and processing documents required for licensing. For example, with a digitalized and integrated archive database, employees can access documents related to permit applications in a matter of seconds, in contrast to manual systems which may require hours or even days. This directly affects the overall duration of the licensing process, allowing government agencies to provide faster responses to applicants.

Furthermore, increasing information accessibility through the digitization of archives brings a transformation in the way government agencies operate. Digitalization not only makes it easier for employees to access information but also expands the reach of access for permit applicants. Online portals and web-based information systems allow

applicants to submit applications, track their status, and even receive permits electronically without needing to come to a government office in person. This not only speeds up the licensing process but also reduces the possibility of human error in managing physical documents, which often hampers the licensing process.

In the context of transparency and accountability, archives have a role that is no less important. A good archiving system ensures that documents and data related to the licensing process are stored safely and orderly, making it easier to audit and trace back information if necessary. This supports the principle of transparency by ensuring that the licensing process is carried out following applicable standards and regulations, as well as allowing applicants to obtain information about the status and decisions of their applications openly. In addition, by having complete and organized archival records, government agencies can be held accountable for every decision and action in the licensing process, strengthening accountability in public services.

Finally, adapting to regulatory changes is a constant challenge in public services, especially in the licensing sector. Archives play a critical role in ensuring that the latest information regarding regulations, policies, and standards is available to employees and permit applicants. With an effective archiving system, government agencies can quickly update their databases to reflect these changes, ensuring that licensing processes always comply with the latest regulations. This not only helps government agencies maintain legal compliance but also provides legal certainty for permit applicants, who can rely on accurate and up-to-date information when applying for permits.

It can be said that archives have a strategic role in increasing the efficiency of the licensing process by reducing processing time, increasing information accessibility, strengthening transparency and accountability, and quickly adapting to regulatory changes. Through the implementation of a modern and integrated archiving system, government agencies can provide faster, more reliable, and user-friendly licensing services, supporting economic growth and regulatory compliance in society.

3. Archives Management Strategy to Support Licensing Services

Archive management strategies are key in supporting the efficiency and effectiveness of licensing services, which are one of the important pillars of public services. The integration of information technology in archival systems plays an important role in transforming licensing services to become faster and more accurate. The application of information technology, such as electronic document management systems and integrated databases, allows archives to be accessed in real-time by various stakeholders involved in the licensing process. This significantly reduces the time required to access and process licensing documents, speeding up decision-making and ultimately increasing applicant satisfaction. Thus, the integration of information technology not only increases operational efficiency but also strengthens the foundation for transparent and accountable public services.

Furthermore, standardization of records management is a prerequisite for achieving information consistency and security. Implementation of clear and comprehensive standard operating procedures (SOP) ensures that all documents and data are managed uniformly, minimizing the risk of document loss or damage, and ensuring data integrity. This SOP includes procedures for collecting, processing, storing, maintaining, and deleting records following applicable regulations. This not only increases efficiency in records management but also strengthens public trust in the integrity of the licensing process.

In addition, training and development of human resources (HR) is very crucial in supporting the implementation of effective archive management strategies. Employees who are well-trained in modern records management techniques and digital information systems will be better able to manage records efficiently, ensuring fast and accurate access to information required for the licensing process. This training not only covers technical aspects of archive management but also increases awareness of the importance of archives in supporting transparency and accountability of public services. Thus, investment in human resource development is an investment in improving the quality of licensing services themselves.

Finally, collaboration between agencies has proven to be an important factor in optimizing archive management to support licensing services. In many cases, the licensing process involves many different agencies, each with their filing systems. This collaboration allows for a smoother exchange of information and documents, minimizes duplication of work, and speeds up the overall licensing process. Initiatives such as the establishment of an integrated data portal or an integrated information system between agencies can strengthen coordination and collaboration in records management, ensuring the availability of timely and accurate information for all parties involved.

Through a comprehensive archive management strategy, which includes the application of information technology, standardization of procedures, human resource development, and collaboration between agencies, licensing services can be improved significantly. This approach not only strengthens the efficiency and effectiveness of the licensing process but also supports the creation of a more responsive, transparent, and accountable public service system.

4. The Impact of Archives Optimization on Public Services

Optimizing archives in public services, especially in the licensing sector, has a significant impact on various aspects, ranging from community satisfaction to economic growth. Efficient archive management not only facilitates the licensing process but also directly contributes to increasing public satisfaction. This satisfaction is achieved through simplifying the permit application process, where the required documents can be accessed quickly and easily. Thus, shorter waiting times and more transparent procedures increase the public's positive perception of the effectiveness of public services. In addition, high public satisfaction is often accompanied by increased public participation in the use of licensing services, which in turn can help identify and resolve issues in the existing licensing process.

From an economic perspective, optimal archiving plays an important role in supporting ease of doing business. A fast and efficient licensing process is one of the main factors that attracts investment and encourages economic growth. When entrepreneurs can obtain permits quickly and without significant obstacles, they are more likely to start or expand businesses, ultimately creating more jobs and increasing economic activity. Archival efficiency also contributes to increasing national competitiveness on the global stage, because countries with easy and transparent licensing processes are more attractive to foreign investors.

Archiving efficiency can significantly reduce operational costs associated with licensing services. Well-organized records management reduces the need for repeated document searches or duplication of effort, which in turn saves time and resources. This reduction in operational costs not only increases internal efficiency in government agencies but can also have a positive impact on the costs that must be borne by the public

in the licensing process. Thus, effective records management provides a double benefit: increasing service efficiency while reducing the costs associated with that service.

Finally, optimizing archives sets new standards for the quality of public services, especially in the licensing sector. By increasing the accessibility and transparency of information, public services become more accountable and responsive to community needs. This not only increases public trust in government agencies but also encourages increased standards in public services as a whole. Thus, good archives not only improve the technical aspects of the licensing process but also form the foundation for public services that are more inclusive and oriented towards community needs.

Optimizing archives has a broad and deep impact on public services, especially in the licensing sector. From increased public satisfaction to encouragement of economic growth, reduced operational costs, and improved standards of public service, the benefits of efficient archives demonstrate the importance of continued investment and innovation in records management. Through a structured and focused approach to records management, the government can ensure that public services not only meet society's current expectations but are also ready to face future challenges.

E. CONCLUSION

An in-depth study of the strategic role of archives in public services, especially in the licensing sector, has revealed the importance of efficient and integrated archive management. From the challenges faced in archive systems that are not yet integrated to innovative archive management strategies, everything shows that archive optimization plays a vital role in speeding up the licensing process, increasing transparency, and ensuring accountability in public services. Furthermore, the digitization of archives and the application of information technology have proven to be a key step to achieving efficiency and increasing information accessibility, which ultimately contributes to increased citizen satisfaction and economic growth. Archives have a strategic role in not only facilitating the licensing process but also strengthening the foundation of effective and efficient public services. Optimizing archives through information technology, management standardization, and human resource training can overcome existing challenges and encourage improvements in service quality. The impact of these efforts is not only limited to increasing the efficiency of the licensing process but also includes increasing community satisfaction, reducing operational costs, and contributing to economic growth. Therefore, investment in archive management and digital archives is the key to supporting the transformation of public services that is sustainable and responsive to the dynamics of community needs and technological developments.

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