



# The Influence of Arrangements, Maintenance of Archives, and Employee's Competency on the Quality of Services

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**Abstract.** Service is the key to success in various service activities. A service is said to be successful if the archive team member can provide information in the archive and provide the library quickly and precisely. The success or failure of a service is highly dependent on the implementation element or team member who carries out the service activity. The problem in this study is whether an arrangement, archive maintenance, and team member competence affect the quality of service at the State University of Surabaya. This study aims to determine the effect of arrangement, archive, and maintenance team member employees affect competence on the quality of service at the State University of Surabaya. The population of this research is employees of the University of Surabaya. This team member search is research with pop, so the sample of this study is the population with the number of team member respondents. There are four team members studied in this study, namely archive arrangement (X1), archive team member competence (X2), archive maintenance (X3), and service quality (Y). The results of this study indicate that Archive Arrangement (X1), Employee Competence (X2), and Maintenance (X3) have a significant influence on the dependent variable of Service Quality.

**Keywords:** Archive arrangement · Employee competence · Archive maintenance · Service quality

## 1 Introduction

An agency or organization in carrying out a program of activities is always directed to be efficient and effective to achieve effective and efficient results in achieving its goals. One of the factors for the smooth running of the organization's goals is order and smoothness in administrative management. Administration comprises eight elements: organization, management, relations, staffing, finance, supplies, administration, and representation [1]. However, what will be revealed in this research is administration only because, in administration, there is a job that keeps documents in a safe place known as archives [1].

Administration in an agency or organization is also called writing work. All activities include collecting, recording, processing, duplicating, sending, and storing the necessary information so that a lot of paper and various writing equipment is used. By doing writing

work to record multiple information on sheets of paper, then the script is collected, which is then stored as an archive [2].

Archives are notes, pictures, or recordings containing things or events that people use as reminders (memory aids) [3]. Therefore, libraries must be appropriately managed to assist and serve other fields internally and externally to achieve goals effectively and efficiently. With proper handling of archives in an agency or organization, there is a memory center or source of information.

Arranging archives is not just stored or piled up, but it is necessary to organize how to keep them by going through several stages with the aim of a neat filing system and when files are needed, they are easy to find again. An excellent archival arrangement requires facilities, both the place of understanding, the way of arranging it to the skills of the archivist staff, all of which will be a significant link so that the archive can be durable. Then, the library is easy to find and still in good condition when needed.

An organization treating archives has different ways according to the organization's needs. Still, following the times, the handling of libraries is also developed according to the needs of the organization or agency. The implementation of archive handling is inseparable from the human resource factor. This is because the human resource factor is the subject or driving factor that plays a vital role in determining the success or failure of the implementation of archive handling. Although supported by facilities and infrastructure and a reasonably good system, if human resources do not have the ability or do not know the archives field, the implementation of archive handling will not run smoothly.

The competence of archive employees of an agency or organization is required to have specific requirements, including being agile in placing and re-discovering archives and skilled in sorting out archives. With this talent, it is expected to be able to present information at the right time when needed. Advancing the organization, he is always active through suggestions, appeals, and actions to improve implementation methods [3]. Now is the time to consider the requirements that an archivist must meet. An organization's progress depends on the speed and accuracy of information as a decision-making material.

## **2 Review**

### **2.1 Archive Arrangement Overview**

The arrangement of records must be planned as early as possible, meaning that an organization carrying out its activities must have been designed about its management. In applying the SIM (Management Information System), the arrangement of data sources must be programmed neatly so that the procedure for delivering information materials is not disturbed [3]. Management is a process of utilizing resources effectively and efficiently to optimally achieve an expected target by considering the sustainability of the function of resources [4]. Management should be carried out concerning the elements or parts of managers, namely planning, organizing, giving commands, coordinating, and controlling [5]. The essential management functions are planning, organizing, procuring the workforce, providing guidance, coordinating, reporting, and budgeting [6]. So, it can be concluded that management is a process of utilizing resources effectively and

efficiently to optimally achieve an expected target by considering the sustainability of the function of resources.

## 2.2 Storage System

The principle of storing an archive must be based on several provisions, namely security, durability, and processing efficiency. Based on the reality on the ground (organizations in general), the organization of archives (offices) varies according to their needs. In dealing with developments and progress from time to time, it is necessary to pay close attention to the emergence of growing conditions. Does this mean that the organization of archives within a certain period is still following current needs? It may be no longer appropriate because the organization is growing, so the work units are increasing, the volume of activities is getting bigger, and the workplace construction is getting broader and more scattered [3].

## 2.3 Archive Maintenance

Archival maintenance includes the efforts made to protect the archive from any damage. Libraries must be kept safe regarding quality (not damaged) and informality (confidentiality). Physical maintenance can be done by:

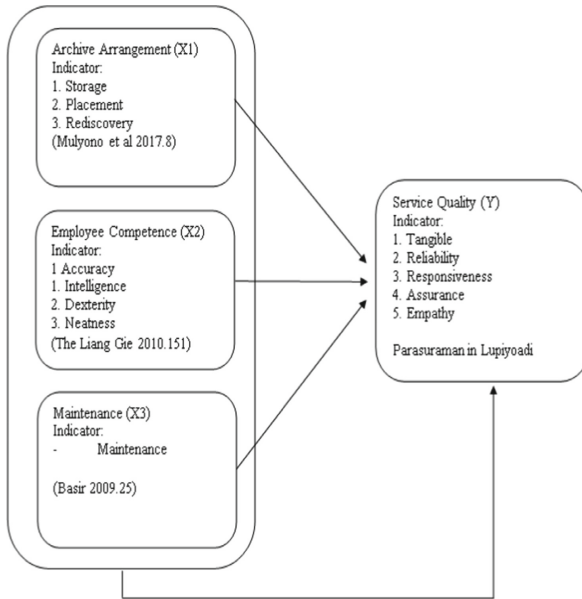
- 1) The arrangement of the archive storage room must be kept dry (not too humid) and bright (with sunlight) even though it is not exposed to direct sunlight. In addition, the room must be substantial and have adequate ventilation, avoiding the possibility of fire, water, and paper-eating insects.
- 2) The place and location of the archive should be made of metal. Quality wood (e.g., teak) must be selected if the library is made of wood. So, a good storage place can prevent archive damage as early as possible.
- 3) Archive conditions to maintain the integrity of the archives, one of the maintenances is to maintain cleanliness both with simple equipment such as dusters or with modern equipment, namely vacuum cleaners.

## 2.4 Quality of Service

Quality is an expected perfection and control over the model to fulfill customer desires [7]. Quality is considered as a relative measure of the goodness of a product or service consisting of design quality and suitability. The design quality is a function of product specifications, while conformity quality measures how far a product meets predetermined quality requirements [7]. This understanding can be concluded that quality is an activity that is the totality of service characteristics that meet the needs or standards and is measured by the level of goodness or perfection for a product or service.

## 2.5 Framework

See Fig. 1.



**Fig. 1.** Thinking Framework.

### 3 Method

#### 3.1 Type of Research

The type of research used in this research is research with a quantitative approach.

#### 3.2 Research Population

The population is the entire research subject [4]. The people in this study were employees at the Surabaya State University Office, amounting to 115 employees. In this case, only education personnel in the General and Financial Section of the Unesa head office only.

#### 3.3 Variable Operational Definition

The independent variable is a variable that affects or is the cause of the change or the emergence of the dependent (bound) variable [8]. In this study, the independent variable (X) is archive arrangement (X1) and archive team member competence (X2) and archive maintenance (X3).

##### 3.3.1 Archive Arrangement (X1)

Archive arrangement is the arrangement of data sources that must be programmed neatly so that the procedure for delivering information materials is not disrupted. The indicators of archive arrangement in this study are storage, placement, and rediscovery [9].

### 3.3.2 Archive Employee Competence (X2)

Archival team member competence is archivists' ability, skill, and knowledge in storing, maintaining, and re-discovering records. The competency indicators for archive employees in this study are accuracy, intelligence, talent, and neatness [1].

### 3.3.3 Archive Maintenance (X3)

Archival maintenance is an effort to protect archives from damage and destruction. Libraries must be safe regarding quality (no wear, nothing was lost).

The dependent variable is the variable that is influenced or becomes the result because of the independent variable [10]. In this research, the dependent variable is service quality. Service quality indicators in this study are Tangible, Reliability, Responsiveness, Assurance, and Empathy [11].

## 3.4 Data Collection Method

The data methods used in this study are primary data, data obtained directly from respondents distributed through questionnaires, and interviews conducted with certain parties regarding research variables.

- 1). The questionnaire by distributing questions to respondents. For example, the questionnaire on the variable of archive arrangement, employee competence, and service quality was filled out by all employees who became respondents. The method of implementation is by visiting the respondent's workplace.
- 2). Interviews, conducted directly on employees, were carried out systematically and based on research objectives.

## 3.5 Analysis Method

The analytical technique used is multiple linear regression analysis.

# 4 Results

## 4.1 Validity and Reliability Test

A validity test is carried out to measure whether a questionnaire is valid (Table 1).

The results of testing the validity of the indicators of the Archive Arrangement Variable show valid. Because the calculated R-value is greater than the r table of 0.1832, all items are said to be good (Table 2).

The results of testing the validity of the indicators of the Employee Competence Variables show that they are valid because the calculated R-value is greater than the r table of 0.1832, so all items are said to be valid.

The results of testing the validity of the indicators of the Maintenance Variable show valid because the value of the r count is more significant than the r table of 0.1832, so all items are said to be valid (Table 3).

**Table 1.** Validity Test of Archive Arrangement Variables (X1)

Indicator	R <sub>calc</sub>	R <sub>table</sub>	Note
X1.1	0.652	0.1832	Valid
X1.2	0.735		Valid
X1.3	0.693		Valid
X1.4	0.773		Valid
X1.5	0.694		Valid

**Table 2.** Validity Test of Employee Competency Variable (X2)

Indicator	R <sub>calc</sub>	R <sub>table</sub>	Note
X2.1	0.631	0.1832	Valid
X2.2	0.712		Valid
X2.3	0.554		Valid
X2.4	0.667		Valid
X2.5	0.707		Valid
X2.6	0.633		Valid
X2.7	0.564		Valid
X2.8	0.672		Valid

**Table 3.** Validity Test of Maintenance Variable (X3)

Indicator	R <sub>calc</sub>	R <sub>table</sub>	Note
X3.1	0.797	0.1832	Valid
X3.2	0.869		Valid
X3.3	0.823		Valid

The results of testing the validity of the indicators of the Service Quality Variable show that they are valid. Because the calculated R-value is greater than the r table of 0.1832, all items are said to be valid (Table 4).

The construct reliability test was carried out to determine whether the construct was reliable [12]. Here are the results of reliability testing.

Based on Table 5 shows that the results of the reliability testing of the Archive Arrangement (X1), Employee Competency (X2), Maintenance (X3) variables as independent variables, and Service Quality (Y) as the dependent variable show all of them reliable, because the value of Cronbach’s Alpha is more excellent. From 0.6.

**Table 4.** Validity Test of Service Quality Variable (Y)

Indicator	R <sub>calc</sub>	R <sub>table</sub>	Note
Y.1	0.567	0.1832	Valid
Y.2	0.772		Valid
Y.3	0.757		Valid
Y.4	0.794		Valid
Y.5	0.754		Valid
Y.6	0.755		Valid
Y.7	0.704		Valid
Y.8	0.676		Valid
Y.9	0.513		Valid
Y.10	0.609		Valid
Y.11	0.481		Valid

**Table 5.** Reliability Test

Variable	Reliabilities Value	Critical Value	Note
Archive Arrangement (X <sub>1</sub> )	0,753	0,6	Reliable
Employee Competency (X <sub>2</sub> )	0,793		Reliable
Maintenance (X <sub>3</sub> )	0,768		Reliable
Service Quality (Y)	0,879		Reliable

**Table 6.** F Test

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	39,212	3	13,071	258,969	0,000
Residual	5,602	111	0,050		
Total	44,814	114			

## 4.2 F Test

The F test was conducted to determine whether the effect was jointly between the independent and dependent variables. This test uses the F statistical test contained in the Anova Table, with the criteria if the value  $<0.05$ , then it is declared significant, and there is a considerable simultaneous effect of the independent variable on the dependent variable (Table 6).

**Table 7.** Correlation Coefficient and Coefficient of Determination

R	R Square	Adjusted R Square	Std. The error in the Estimate
0,935	0,875	0,872	0,22466

**Table 8.** t test (Partial Test)

Model Anova	t <sub>hitung</sub>	t <sub>Sig.</sub>
Archive Arrangement	3,400	0,001
Employee Competency	6,527	0,000
Maintenance	6,977	0,000

Based on the results of the research above, it can be seen that the independent variables Archive Arrangement (X1), Employee Competency (X2), and Maintenance (X3) have a significant simultaneous effect on the dependent variable Service Quality because the significance value of 0.000 indicates less than 0.05.

#### 4.3 Correlation Coefficient (R) and Coefficient of Determination (R<sup>2</sup>)

The correlation coefficient (R) is used to understand the strength of the independent variable with the dependent variable. The results will be understood whether or not the relationship between the independent variable and the dependent variable is vital. The coefficient of determination (R<sup>2</sup>) essentially measures how far the model's ability to explain variations in the dependent variable is. The value of the coefficient of determination is between zero and one [13].

In Table 7, it can be seen that the multiple correlation coefficient values are 0.935, which means that the relationship between the Archive Arrangement (X1), Employee Competency (X2), Maintenance (X3) variables with the Service Quality variable is very strong because the correlation value of 0.935 lies between 0.80–1.000.

The results of the SPSS calculation obtained a value of R<sup>2</sup> = 0.875 which means that 87.5% of Service Quality can be explained by the variables Archive Arrangement (X1), Employee Competency (X2), Maintenance (X3). The remaining 12.5% is influenced by other variables outside the model under study.

#### 4.4 Hypothesis Testing

To test the hypothesis, a t-test is used with the test criteria being if the significance value of the independent variable on the t-test sig < 0.05, then H<sub>0</sub> is rejected, and H<sub>1</sub> is accepted. The results of the t-test of each variable are shown in Table 8.



#### **4.4.1 Effect of Archive Arrangement on Service Quality**

Based on Table 8, the significance value of the Archive Arrangement independent variable on the t-test is 0.001 or  $<0.05$ . This shows that  $H_0$  is rejected and  $H_1$  is accepted, so the separate variable Archive Arrangement ( $X_1$ ) has a partially significant effect on Service Quality ( $Y$ ).

#### **4.4.2 Effect of Employee Competency on Service Quality**

Based on Table 8, the significance value of the independent variable Employee Competency on the t-test is 0.000 or  $<0.05$ . This shows that  $H_0$  is rejected and  $H_1$  is accepted, so the independent uneven Employee Competency ( $X_2$ ) has a partially significant effect on Service Quality.

#### **4.4.3 Effect of Maintenance on Service Quality**

Based on Table 8, the significance value of the independent maintenance variable on the t-test is 0.000 or  $<0.05$ . This shows that  $H_0$  is rejected and  $H_1$  is accepted, so the independent variable Maintenance ( $X_3$ ) has a partially significant effect on Service Quality.

## **5 Discussion**

### **5.1 Effect of Archive Arrangement on Service Quality**

Based on the analysis, results indicate that the Archive Arrangement has a significant influence on Service Quality. This shows that a good Archive Arrangement can establish high Service Quality. Thus, the first hypothesis, "There is an influence from the arrangement of archives on the quality of service at the State University of Surabaya," is accepted and proven genuine.

The effect of the Archive Arrangement on Service Quality is positive, which means that the better the Archive Arrangement, the higher the Service Quality. Therefore, a positive and significant effect on Archive Arrangement on Service Quality indicates that the better the Archive Arrangement is carried out, the Service Quality will also increase. Therefore, if the State University of Surabaya wants to improve Service Quality, it is essential to improve a good Archive Arrangement.

### **5.2 Effect of Employee Competency on Service Quality**

Based on the analysis, results indicate that Employee Competency significantly influences Service Quality. This shows that high Service Quality can be established through good Employee Competency. Thus, the second hypothesis, "There is an influence of the archivist's Employee Competency on Service Quality at the State University of Surabaya," is accepted and proven genuine.

The influence of Employee Competency on Service Quality is positive, which means that the better the Employee Competency, the higher the Service Quality. Therefore, the

positive and significant influence of Employee Competency on Service Quality shows that the better the Employee Competency, the more the Service Quality will be improved. Therefore, if the State University of Surabaya wants to improve Service Quality, it is very important to increase employee competencies.

### 5.3 Effect of Maintenance on Service Quality

Based on the analysis, results show that maintenance has a significant effect on Service Quality. This indicates that high Service Quality can be formed through good care by employees. Thus, the third hypothesis, "There is an effect of archive maintenance on service quality at the State University of Surabaya," is accepted and proven genuine.

The effect of Maintenance on Service Quality is positive, which means the higher the maintenance carried out, the more it will be able to improve Service Quality. Therefore, maintenance's positive and significant effect on Service Quality indicates that the higher the care, the Service Quality will increase.

## 6 Conclusions

Based on the results of the research conducted, it can be concluded that Archive Arrangement (X1), Employee Competency (X2), and Maintenance (X3) have a significant influence on the dependent variable Service Quality.

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