

Education and Assistance for the Digitization of ASN Personal File Archives Based on SRIKANDI at the BKPSDM of Sukabumi Regency

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Abstract: *The ongoing migration of civil servants (ASN) personal files archives into the SRIKANDI application at the Agency for Personnel and Human Resources Development (BKPSDM) of Sukabumi Regency faces obstacles in inconsistent staff understanding when sorting physical documents and a limited number of officers able to provide technical guidance. This community service activity aims to improve the understanding and skills of Archive and Library Unit staff in sorting, naming, and registering ASN personal files in SRIKANDI uniformly. The activity used practical education and desk-to-desk mentoring, namely small-group knowledge transfer conducted directly in the archive unit's workspace rather than through large-scale seminars, accompanying staff from document sorting and file naming to system registration. The results show improved staff understanding of document-sorting standards and reduced variation in working practices compared with the conditions before mentoring. Consistency in ASN personal file digitization also improved, marked by uniform file-naming formats and complete system data. The activity strengthened civil apparatus capacity in managing electronic archives, accelerating personnel administration services such as promotions, transfers, and retirements. Sustainability is recommended through a written guideline on document-sorting standards, so understanding does not depend solely on direct mentoring.*

Introduction

Digital transformation in the government sector is one of the national strategic agendas in realizing effective, efficient, transparent, and accountable governance. The implementation of this transformation is realized through the implementation of the Electronic-Based Government System (SPBE) as stipulated in Presidential Regulation Number 95 of 2018 (Republic of Indonesia 2018), which encourages all government agencies to utilize information technology in administrative

processes and public services. In the management of archives, this provision is strengthened by Law Number 43 of 2009 (Republic of Indonesia 2009) concerning Archives, which makes the digitization of archives an integral part of bureaucratic reform in Indonesia.

As an implementation of SPBE in the field of archiving, the National Archives of the Republic of Indonesia (ANRI) developed the Integrated Dynamic Archiving Information System (SRIKANDI) as a national general application used by government agencies in managing dynamic archives electronically. The presence of SRIKANDI aims to integrate correspondence and archiving governance so that the process of creation, storage, distribution, and retrieval of archives can be done digitally, documented, and standardized. The implementation of this system also supports the realization of the concept of a paperless office that is able to reduce the use of physical documents while increasing the efficiency of government administration.

The success of digital transformation in the archival sector is generally determined not only by the availability of applications, but also by the readiness of the human resources (HR) who implement them. Officials who are not yet familiar with digital archive management standards generally require ongoing technical assistance, because the implementation of no matter how good an information system is, it will not run optimally if its users do not understand uniform standards and work procedures. This is in line with the findings of Prihartono et al., (2023) in community service training activities on information system-based data management for village officials, that ongoing assistance and direct practice have been proven to improve the understanding and skills of officials in operating digital systems. This condition confirms that educational activities and assistance are one of the important strategies in supporting the successful implementation of digital archival systems such as SRIKANDI.

In addition to staff competency, the archive digitization process requires uniform standards for document sorting, digital file naming, and the registration process before documents are uploaded into the system. Archive digitization carried out without the same operational standards has the potential to cause data inconsistencies, archive misclassification, document duplication, and difficulties in the information retrieval process. Akbar et al., (2025) found that disorganized archive management causes slow file retrieval processes and reduces officer work efficiency, so document management assistance is necessary to support the electronic-based bureaucratic transformation agenda. This condition emphasizes that education and assistance activities are one of the important strategies to improve the quality of the implementation of digital archiving systems.

This situation was also found in the Archives Unit of the Sukabumi Regency Civil Service and Human Resources Development Agency (BKPSDM), which is currently migrating Civil Servant (ASN) personal files to the SRIKANDI application. Observations during the implementation of the activity indicate that the digitization process still faces several obstacles, including differences in staff understanding of document sorting standards, digital archive naming procedures, and limited personnel capable of providing technical assistance during the data migration process. If these conditions are not immediately addressed, they can affect the quality of electronic archive data and hinder the effectiveness of personnel administration services.

This community service focused on strengthening the human resources (HR) capacity of officers through practical education and direct mentoring (knowledge transfer) in sorting, naming, and registering ASN personal files before uploading them to SRIKANDI. This approach was chosen because officers learn on the job, rather than from materials separate from their daily work. This allows for immediate correction of sorting errors and the same standards to be applied to the files they handle.

From the presentation, this community service activity aims to improve the knowledge and skills of the Sukabumi Regency BKPSDM Archives Unit officers regarding document sorting standards, archive digitization, and the ASN personal file registration process on the SRIKANDI Application, in order to support uniform electronic archive management and more accountable personnel administration services.

The target of this community service activity is the officers and staff of the Archives unit of the Sukabumi Regency BKPSDM who are directly involved in the process of migrating ASN personal files into the SRIKANDI Application, so that they have a uniform understanding of the standards for sorting physical documents before being input into the system. This target was chosen because

the results of initial observations showed that understanding among officers regarding the order of files, completeness of documents, and procedures for naming digital files still varies, thus potentially causing data non-uniformity in the archival system.

The output of this activity is in the form of increased knowledge and practical skills (knowledge transfer). Concretely, the outputs produced include: (1) officers' understanding of the standards for sorting and completeness of ASN personal file documents before being uploaded to SRIKANDI, (2) uniformity in naming and grouping digital files among officers, and (3) ASN personal file files that have been successfully digitized and validly registered on the SRIKANDI Application, as a direct impact of the implementation of the standards that have been socialized.

Table 1. Types of Community Service Activity Outputs

No	Output Type	Specification	Success Indicators
1	Improvement Officer Competence	Increasing officers' understanding of digital archive management procedures and the use of the SRIKANDI application.	Officers are able to carry out archive management in accordance with applicable procedures.
2	Digitized ASN Personal File Archives	ASN personal file archives have been transferred to digital form and recorded in the SRIKANDI application.	Electronic archives are well organized and ready to be used for personnel administration services.

Activity Implementation Method

This community service activity uses a qualitative descriptive approach with a participatory strategy, namely practical education and direct mentoring (table to table) in the form of knowledge transfer in small groups that take place while officers are working. The data collected are in the form of direct observation results, mentoring notes, and comparisons of officers' working conditions before and after education. This approach was chosen because the nature of the work of sorting and digitizing archives requires continuous mentoring so that errors can be corrected immediately. The activity was carried out at the Archives unit of the Personnel and Human Resources Development Agency (BKPSDM) of Sukabumi Regency during the Program Feasibility Study (SCP) period, February-June 2026, targeting officers and unit staff who were directly involved in the process of migrating ASN personal files to the SRIKANDI Application.

The activity began with education on how to access (log in) to the SRIKANDI application, followed by direct guidance on the process of inputting ASN personal files into the system. This education and guidance were put into practice on files currently being worked on by officers, ensuring understanding was developed through real-world work experience, not just theory.

The mentoring also includes understanding the structure of employee data in SRIKANDI and how to search for employee data within the system, from filling out the registration form to uploading scanned document attachments. This way, officers understand the comprehensive SRIKANDI workflow, from system access and data entry to retrieving registered personal files.

This desk-to-desk mentoring pattern is similar to practices that have been implemented in several other regions, such as the SRIKANDI application mentoring to BKPSDM by the Banda Aceh City Library and Archives Service (2026) and Technical Guidance for Digitizing Personnel Archives in Buleleng Regency, Busungbiu District (2025), which both combine theoretical provision with direct practice in digital documentation systems.

Table 2. Stages of Activity Implementation

No	Stages	Activity
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1	Initial Observations	Observation of the physical condition of archives and officers' initial understanding of document sorting standards
2	Education and Socialization	Direct (desk to desk) delivery of document sorting standards while practicing on the files being worked on.
3	Data Migration Assistance	Assistance of officers during registration, verification, and uploading of manuscripts to SRIKANDI
4	Evaluation	Checking the consistency of the naming format and completeness of the migration data results

The partner for this activity is the Archives Unit of the Sukabumi Regency BKPSDM, which is tasked with managing personnel archives, including personal files for all ASN within the Sukabumi Regency Government. Over the past year, this unit has been migrating personal files to the SRIKANDI Application as part of the SPBE implementation. However, its implementation has been hampered by limited personnel capable of providing technical guidance in the field, requiring technical assistance to ensure faster and more uniform data sorting and input.

Eligibility for service is based on hands-on experience during the internship/Program Feasibility Study (SCP) in the unit, which includes document scanning, personnel data input, and archive classification according to the Archives Retention Schedule (ARS). The team's familiarity with the partner's daily workflow is the basis for eligibility to effectively implement desk-to-desk mentoring.

Activity Results and Discussion

The community service activities were carried out in the form of education and direct outreach (knowledge transfer) to officers of the Archives Unit of the Sukabumi Regency BKPSDM. Unlike outreach seminars, this activity took place in small groups in the workspace, allowing the community service to directly observe and correct how officers sorted ASN personal file documents before inputting them into the SRIKANDI application. Documentation of the activity implementation is shown in Figures 1 and 2.



Figure 1. Education and Socialization Session on Standards for Sorting Personal File Documents for ASN as Digitalization Preparation



Figure 2. Desk-to-Desk Assistance (Knowledge Transfer) as a Capacity Building Method for Archives Unit Officers

The document sorting standards, including the order of personnel files, the required documents,

and digital file naming procedures, were delivered while directly assisting officers in practicing the procedures on the files they were working on. Based on community service observations, this desk-to-desk approach was deemed to help officers grasp the standards more quickly than a one-way presentation, as any sorting errors could be immediately corrected.

Personal File Registration Process on SRIKANDI

Personal file registration on SRIKANDI requires officers to fill in standard data elements on the manuscript registration form, namely manuscript type, manuscript nature, classification, manuscript number, subject, and brief content, as reflected on the homepage portal and the SRIKANDI Application registration form (Figure 3 and Figure 4). The uniformity of these elements serves as data quality control because it requires officers to fill in the same elements for each digitized personal file, in line with the principles of electronic archive management that emphasize metadata consistency as a requirement for ease of retrieval (Muhidin et al., 2016).

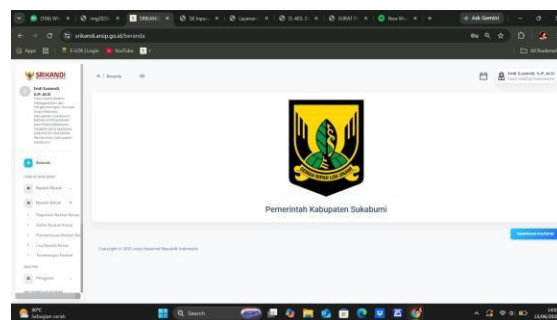


Figure 3. Home View of the SRIKANDI Application as the Main Portal for Archives Management Dynamic Sukabumi Regency

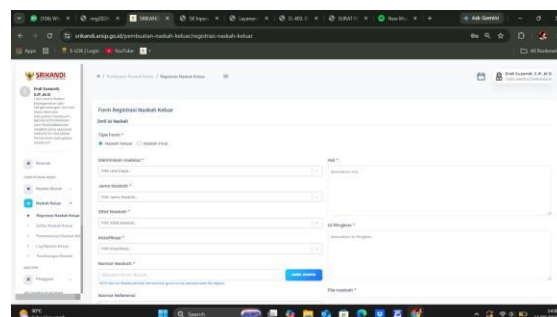


Figure 4. Outgoing Manuscript Registration Form Interface as Personal File Data Input Media ASN at SRIKANDI

The elements of the purpose and copy of the manuscript, both internal and external, as well as the attachment of the scanned document results along with the determination of the verifier and signatory of the manuscript (Figure 5 and Figure 6), also determine the traceability of the archive when needed for personnel service purposes, the absence of this metadata risks making the archive difficult to find again. The completeness of this registration element is the key to the success of digitalization, as emphasized by Gunaidi et al., (2018) that the success of the digital archive repository system in government agencies is largely determined by the completeness and consistency of the data inputted from the beginning of the digitalization process.

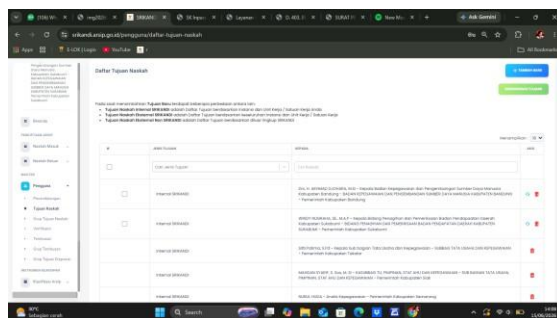


Figure 5. Manuscript Destination List Interface in the SRIKANDI Application as a Means of Internal and External Archive Distribution

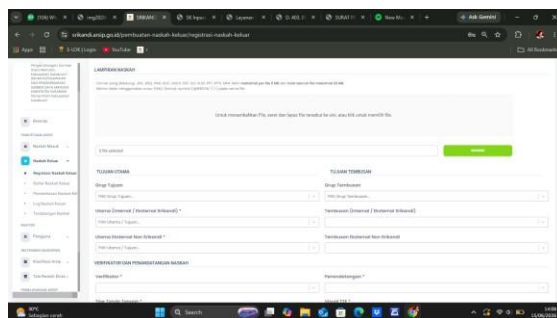


Figure 6. Manuscript Attachment Menu as the Final Stage of ASN Personal File Registration on SRIKANDI Application

Changes in Officer Work Consistency

Prior to the mentoring, initial observations revealed variations in how officers sorted documents, named digital files, and determined the completeness of files uploaded to SRIKANDI. Following the education and desk-to-desk mentoring sessions, these variations appeared to decrease, with officers adopting the same document sorting sequence, a uniform file naming format, and more consistent registration data completeness. Observations also indicated a trend toward fewer input errors on registration forms, and officers appeared to revise data less frequently after the initial input process, compared to before the mentoring period.

These results strengthen the findings of Akbar et al., 2025) that assistance activities for optimizing document management systems can increase the work efficiency of officers, in line with the principle that the success of digital archive transformation is more determined by continuous technical assistance than by the availability of applications alone.

The data uniformity that began to form in this activity is in line with the findings of Prihatini et al. (2026) that assistance in document management and digitization can improve archive tidiness and simplify the document search process. The tendency to reduce input errors observed observationally in this activity is also in line with the findings of Azhari et al. (2023) that the effectiveness of SRIKANDI-based digital archive transformation is largely determined by ongoing training and technical assistance, as well as the findings of Nuraisyah et al., (2026) that accelerate the administrative process.

Neatly and uniformly stored ASN personal data files have the potential to expedite personnel service processes, such as promotions, transfers, and retirements, in line with the electronic-based bureaucratic transformation agenda mandated by Presidential Regulation No. 95 of 2018 concerning SPBE. It is recommended that the sustainability of these results be strengthened through the development of written guidelines for document sorting standards, so that the understanding developed does not depend entirely on direct assistance.

Conclusion

This community service activity demonstrated that desk-to-desk education and mentoring were

able to improve uniformity of understanding among officers of the Sukabumi Regency BKPSDM Archives unit regarding document sorting standards, so that the migration of ASN personal files to the SRIKANDI Application ran more consistently with a lower tendency for input errors compared to before the mentoring. The benefits of this activity were also felt in supporting the ongoing process of digitizing ASN personal files, while also supporting the electronic-based bureaucratic transformation agenda within the local government environment.

Suggestion

It is recommended that the continuity of activities be strengthened through the preparation of written standard operating procedures (SOPs) regarding the sorting and naming of digital documents, as well as the implementation of similar education periodically considering the rotation of officers and the ever-increasing volume of archives.

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