The Role of Digital Archiving Systems in Improving Operational Efficiency: Evidence from Corporate Administration

Cahaya Amanda Sari
cahaya12@gmail.com
Study Program of Secretarial Studies, Politeknik Unggul LP3M, Medan Indonesia

Abstract

This study examines the extent to which the implementation of digital archive management carried out by the secretary enhances operational efficiency at PT Langkat Nusantara Kepong, as well as identifies its supporting and inhibiting factors. The research employed a qualitative descriptive approach, with data collected through interviews, observation, and documentation. The findings indicate that the implementation of digital archiving has made a significant contribution to the company's operational efficiency. Document retrieval processes that previously required 2–3 hours can now be completed within 5–10 minutes through a digital search system. In addition to improving work speed, digital archiving reduces storage space requirements, lowers operational costs by up to 40%, and strengthens data security through protection systems and routine backups. The main supporting factors for the success of this system include technological support, the secretary's competence in managing digital archives, and management commitment to driving digital transformation. However, several challenges remain, such as limited human resources who are not yet fully accustomed to digital systems, technical network disruptions, and the ongoing transition from manual archives. Overall, the implementation of digital archive management by the secretary has proven effective in enhancing operational efficiency and productivity at PT Langkat Nusantara Kepong.

Keywords: Digital Archives, Secretary, Operational Efficiency, Records Management

INTRODUCTION

Archives are a vital component in corporate administrative activities because they serve as a center of information and a valid means of evidence in various operational activities. Through archives, companies can store and retrieve important documents, such as financial reports, correspondence, contracts, and production activity records (Nyfantoro et al., s2020). Good archive management plays an important role in supporting smooth business activities, accelerating decision-making processes, and serving as the basis for legal and managerial accountability (Sri Andini et al., 2025). A systematically organized archive makes it easier for companies to retrieve important documents when needed (Nasib et al., 2024). Conversely, an unorganized archive system can make it difficult to find the necessary information, hamper administrative processes, and reduce the company's operational efficiency (Nasib et al., 2023). The importance of implementing an effective records management system is a key factor in maintaining the smooth running of operational activities and increasing work productivity within the company (Lestari & Nasib, 2021).

With the development of information technology, archive management systems have undergone a transformation from manual to digital archives. Digital archives are documents that are stored, managed, and accessed through electronic media with the support of integrated hardware and software (Azahra & Putra, 2024). The presence of digital archives makes the process of recording, storing, and searching for documents faster, more practical, and more efficient than conventional systems (Irawan & Simargolang, 2018). In addition, digital archives can reduce dependence on large physical storage spaces, while minimizing the risk of damage or loss of documents because they can be equipped with protection systems and data backups (Sari, 2020).

The use of digital archives also brings strategic benefits to companies, including increased speed of information access, ease of document sharing between departments, and operational cost efficiency. Digital documents can be organized by specific categories, tracked with automatic search features, and integrated with other company management systems. Digital archives not only serve as data storage centers, but also as important instruments in supporting the effectiveness and efficiency of organizational operations.

Many companies still face obstacles in managing conventional archives. Manual systems often cause various problems, such as slow document retrieval processes, the risk of loss or damage to archives, and the need for large storage spaces. These conditions have a direct impact on a company's operational performance, as inefficient administrative processes can slow down services and hamper production and business activities (Setyarto, 2025). In this study, secretaries play an important role as the main managers of company archives. Secretaries are not only responsible for recording and storing documents, but also ensuring that archives can be presented quickly, accurately, and securely when needed. With digital technology skills, secretaries can speed up access to information, increase time efficiency, and reduce operational costs. The role of secretaries in adapting to technological developments is key to supporting the creation of work efficiency within the company.

The implementation of digital archive management provides many strategic advantages for companies. Digital archives allow documents to be stored more neatly, easily searched, space-efficient, and have a higher level of security because they can be equipped with data protection and backup systems. In addition, digital documents can also be integrated with other management systems within the company, thereby facilitating coordination between departments. For PT. Langkat Nusantara Kepong, a company engaged in plantation and processing industries, the use of digital archives is very important to support smooth operations and increase competitiveness amid increasingly fierce industry competition.

Table 1. Number of Archives of PT. Langkat Nusantara Kepong

Year	Total Archive	Document Out	Total Document
2020	8.450	5.200	13.650
2021	9.200	5.750	14.950
2022	10.350	6.400	16.750
2023	11.800	7.100	18.900
2024	12.600	7.850	20.450

Source: LNK, 2026

Based on the table above, it can be seen that the number of archives/documents at PT. Langkat Nusantara Kepong, the number of archives managed by the company has increased every year. In 2020, the total number of archives recorded was 13,650 documents, and this number continued to grow to 20,450 documents in 2024. This consistent increase of around 8-10% per year shows the increasing complexity of the company's administrative workload. This rapid growth in the number of archives requires a more efficient and effective management system.

Table 2. Manual Archiving Challenges at PT. Langkat Nusantara Kepong

No	Constraints	Operational Impact	Frequency of Occurrence (Estimated/Year)
1	Loss of physical documents	Disrupts audit and administrative processes	5–7 times
2	Long document retrieval time (2–3 hours per document)	Delays in the preparation of management reports	Routine (monthly)
3	Archive damage (humidity/tearing)	Reduces the authenticity of important documents	3–5 times
4	Limited storage space	Requires additional costs for new shelves or storage rooms	Annually

Source: LNK, 2026

Based on the table above, it can be observed that the use of manual archiving at PT. Langkat Nusantara Kepong faces various constraints that significantly affect operational effectiveness. One of the primary issues is the loss of physical documents, which disrupts audit and administrative processes, occurring approximately 5–7 times per year. In addition, the manual document retrieval process requires a considerable amount of time, approximately 2–3 hours per document, resulting in

delays in the preparation of management reports and becoming a recurring issue that occurs almost every month. Another problem involves document deterioration due to physical conditions, such as humidity or tearing, which occurs around 3–5 times annually and potentially compromises the authenticity of important records. Furthermore, limited storage space has become an increasing concern due to the continuous growth in the volume of archived documents each year.

Based on the above description, research on digital records management conducted by secretaries in enhancing the operational efficiency of PT. Langkat Nusantara Kepong is highly relevant and essential to undertake. This study is expected to provide a comprehensive understanding of the secretary's contribution through the implementation of digital archiving systems, while also offering practical recommendations for the company to optimize its records management practices.

LITERATURE REVIEW
Digital Records Management

Digital records management constitutes a component of technology-based information management that encompasses the processes of creation, storage, maintenance, and disposition of records in electronic form. According to (Setyarto, 2025), digital records management refers to the systematic control of records from their creation, use, and maintenance to their eventual disposition through the utilization of information technology, ensuring that records can be accessed, stored, and protected efficiently. (Darmansah, 2023) defines digital records as collections of data, text, images, or audio in electronic format that are managed through computer systems as evidence of organizational activities. Meanwhile, (Irawan & Simargolang, 2018) state that records management involves the control of records from their creation to destruction in order to guarantee their authenticity, integrity, and availability. The principles of digital records management include authenticity, reliability, integrity, availability, and security, as outlined by the Australian National Archives. (Harefa, 2025) further emphasizes the importance of provenance, data validation, checksums, metadata, and role-based access control. According to (Rosalin, 2017), the objectives of digital records management are to ensure record security, save time and storage space, maintain document authenticity, enhance work efficiency, and integrate records with management information systems. Therefore, digital records management represents a crucial strategy in organizational digital transformation to ensure that information remains authentic, secure, and valuable.

Digital Records and Their Management Stages

Digital records, or electronic records, are documents created, received, or stored in electronic format that can only be processed using a computer. According to the National Archives and Records Administration (NARA) as cited in (Nuraida, 2018), electronic records are referred to as *machine-readable records* because they must be interpreted by a machine in order to be understood. (Rosalin, 2017) explains that electronic records share the same conceptual foundation as conventional records; however, they are stored in virtual cabinets and folders. (Irawan & Simargolang, 2018) further emphasize that digital records may consist of both analog and digital data stored in electronic media as evidence of organizational activities. The ARMA Standards Program (1984) defines electronic records as coded information that must be interpreted by a computer, while (Read & Ginn, 2021) state that electronic records may contain quantitative data, text, images, or audio derived from electronic signals.

According to (Sadeghi & Sattar, 2018), the stages of digital records management include the processes of creation, receipt, use, storage, maintenance, media migration, disposition, acquisition, description, processing, preservation, as well as access and utilization. The standards established by the National Archives of the Republic of Indonesia (PANRI) emphasize that each stage must ensure the authenticity, security, and availability of records. Moreover, the advantages of digital records management include faster document retrieval, reduced storage space requirements, enhanced security, and improved data recovery capabilities (Wanti et al., 2022). Nevertheless, electronic records management also presents certain challenges, such as the need for competent human resources, the risk of file corruption, and the potential for manipulation if protection systems are weak. According

to (Junaidi, 2021), indicators of digital record quality include accessibility, security, integrity, reliability, usability, storage efficiency, and regulatory compliance.

The Role of the Secretary in Digital Records Management

The secretary holds a strategic role in corporate records management, as they are responsible for administrative order and ensuring the availability of information for management (Nyfantoro et al., 2020). In the digital era, secretaries are required to master computer-based archiving technologies to ensure that records can be accessed quickly, accurately, and efficiently (Irawan & Simargolang, 2018). According to (Gaol, 2015), the role of the secretary includes recording and classifying records, storing and maintaining documents, retrieving and presenting information, utilizing digital technology, managing record disposition, and providing information to support decision-making processes. Through systematic and technology-based management, the secretary functions not merely as a custodian of documents, but also as a strategic information manager who supports effective communication and organizational operations.

Operational Efficiency and the Role of Digital Records

Operational efficiency refers to an organization's ability to optimally utilize its resources in order to generate maximum output with minimal cost, time, and effort. According to (Adiningsih, 2020), efficiency is measured by the ability to minimize the use of costs and labor without compromising the quality of outcomes. (Gaol, 2015) defines efficiency as the optimal comparison between input and output, while (Darmansah, 2023) explains that operational efficiency relates to the economical and targeted use of resources. (Nyfantoro et al., 2020) further describe efficiency as *doing things right* by making optimal use of available resources. Factors influencing operational efficiency include the quality of human resources, technological capability, work systems and procedures, time management, infrastructure, as well as supervision and evaluation mechanisms. In this study, digital records play a significant role in enhancing operational efficiency by accelerating document access, reducing physical storage costs, strengthening information security, and facilitating real-time interdepartmental collaboration. Therefore, the implementation of digital records management represents a crucial strategy for improving productivity, expediting decision-making processes, and maintaining corporate competitiveness in the digital era.

METHODOLOGY

This study employs a descriptive qualitative approach aimed at gaining an in-depth understanding of the secretary's role in digital records management and its contribution to the company's operational efficiency, emphasizing the exploration of meaning, processes, and interactions through descriptive data in the form of words, actions, and documents (Sugiyono, 2019). The research was conducted at PT. Langkat Nusantara Kepong (LNK), Maryke Estate, Langkat Regency, North Sumatra, which operates in the oil palm plantation sector. The type of data used is qualitative data (Prastowo, 2016), derived from both primary and secondary sources. Primary data were obtained through direct interviews with the secretary, administrative staff, head of administration, operational manager, and IT division personnel. Secondary data were collected from company documents, administrative reports, archives, and supporting literature. Data collection techniques included interviews, observation of manual and digital records management activities, and documentation to strengthen data validity.

Data analysis was conducted using descriptive qualitative methods through the interactive model proposed by (Miles and Huberman, 2022), consisting of three stages: data reduction to select and focus on relevant information; data display in narrative or tabular form to facilitate understanding; and conclusion drawing and verification through triangulation to ensure the validity and consistency of findings. This process enabled the development of a comprehensive understanding of digital records management practices and their impact on the company's operational efficiency.

RESULT and DISCUSSION
RESULT
Records Management Process at PT. LNK

The records management process at PT. Langkat Nusantara Kepong has begun to implement a digital system with relatively systematic stages. Each incoming document is scanned, stored in a computerized database, and backed up in cloud storage. The digital records are then organized into categorized folders to facilitate easier access when needed.

This implementation has significantly improved the speed, security, and efficiency of record retrieval, although several technical challenges remain in its execution. The following provides an overview of the practical implementation of the records management process at PT. LNK:

Table 3. Records Management Process at PT. Langkat Nusantara Kepong

Process Stage	Implementation at PT. LNK	Description
Creation of Digital Records	Incoming documents (letters, financial reports, contracts, meeting minutes) are scanned by the secretary using the office scanner.	The original hard copies are retained, while digital copies are created in PDF/Word format.
Receipt of Records	Records from the administration, finance, and production departments are submitted to the secretary for registration and media conversion.	All incoming records are recorded in an electronic agenda book.
Records Storage	Records are stored on office computers using categorized folderization (finance, HRD, production, contracts) and backed up to internal cloud storage.	The storage system utilizes a hard disk combined with cloud backup.
Maintenance & Media Migration	Important records such as employment contracts and annual reports are routinely backed up to the central server.	Reduces the risk of loss due to hardware damage.
Use / Records Retrieval	The secretary uses the search engine feature on the computer system to locate digital records.	Retrieval duration: <10 minutes; previously manual retrieval required 2–3 hours.
Records Presentation	Records required by management are printed or displayed via projector/computer.	For example, monthly production reports or audit documents.
Records Disposition	Inactive records are transferred to an "Inactive" folder and remain stored in the database, while expired manual records are destroyed according to regulations.	Financial records older than 10 years are moved to inactive archives.
Records Security	Access to digital records is password-protected; only the secretary and manager are authorized.	Dual protection system: password + data backup.

Records management at PT. Langkat Nusantara Kepong is carried out in a structured manner, from creation to disposition. Documents are converted into digital format through scanning, organized within computerized folder systems, backed up in cloud storage and on a central server, and can be rapidly retrieved using a search engine. As a result, document retrieval time has been reduced from the previous 2–3 hours to less than 10 minutes.

Table 4. Interview Results with Informants Regarding Digital Records

No.	Question	Answer / Summary of Information	Informant Name/Position
1	How is the records management process at PT. LNK currently carried out?	Records have been converted into digital form through scanning. Documents are stored on office computers using categorized folder systems and backed up in cloud storage.	Mrs. Sinta – Secretary

2	What is the secretary's role in digital records management?	The secretary is responsible for registering incoming records, conducting scanning, storing digital documents, and providing them when required by management.	Mrs. Sinta – Secretary
3	How does document retrieval time differ between manual and digital records?	Under the manual system, document retrieval could take 2–3 hours per document. With digital records and a search engine feature, retrieval requires only a few minutes.	Mrs. Sinta – Secretary
4	What constraints are encountered in implementing digital records?	Limited equipment (scanners and computers), internet/network disruptions, and the fact that not all employees are accustomed to using digital systems.	Mr. Andi – Administrative Staff
5	What is the impact of digital records on the company's operational efficiency?	Digital records substantially accelerate document retrieval, reduce physical storage requirements, and enhance document security. Work efficiency improves because management can make decisions more quickly.	Mr. Rudi – Operations Manager

The interviews confirm that the secretary serves as the primary actor in the digitalization process (registering, scanning, storing, and presenting records). The most tangible benefit identified is the significant acceleration of document retrieval, reduced from 2–3 hours to only a few minutes. However, several challenges remain, including limited equipment, network disruptions, and the need for greater human resource adaptation to digital systems.

Table 5. Records Classification at PT. Langkat Nusantara Kepong

No.	Type of Record	Number of Documents/Year	Description
1	Employment Contracts	±150 documents	Contains agreements with employees as well as external parties (vendors, business partners).
2	Financial Reports	±50 documents	Includes monthly, quarterly, and annual company reports.
3	Correspondence	±300 documents	Incoming and outgoing letters related to administrative and operational matters.
4	Production Reports	±100 documents	Harvest data, factory production records, and distribution of FFB/CPO.
5	HR & Personnel Records	±80 documents	Employee data, attendance records, leave documentation, and other personnel-related documents.
Total	—	±680 documents/year	All records are processed in digital form and organized using a folder-based classification system.

The secretary consistently classifies records, with an annual volume of approximately ±680 documents, thereby strengthening the effectiveness of the folder-based classification system and accelerating document retrieval according to work-related categories.

The primary barriers to implementation include gaps in employees' digital literacy, technical disruptions (such as internet instability, hardware issues, and file corruption), and the transitional process of legacy records, which results in dual management of both manual and digital archives.

Table 6. Observed Benefits of Digital Records Implementation at PT. Langkat Nusantara Kepong

No.	Inhibiting Factors	Reasons / Explanation	Source of Information (Interview Results)
1	Limited Human Resources	Not all employees are familiar with digital systems; some are still accustomed to using manual records, resulting in a greater digital management burden on the secretary.	"I can find documents faster in the filing cabinet because I am not yet accustomed to using the computer." (Administrative Staff)
2	Technical Risks	Occasional unstable internet connections, computer hardware damage, as well as risks of file corruption or virus attacks that hinder access to digital records.	"When the network is slow, digital documents are difficult to open. There was also a time when a file was corrupted and had to be restored from backup." (Secretary)
3	System Transition	Many older records are still available only in physical form and have not yet been digitized, requiring the secretary to manage both manual and digital records simultaneously.	"Many old records in the storage room have not been scanned yet, so when requested, we still have to check the manual archives." (Operations Manager)

Source: Author's Observation, 2026

The digitalization of records has demonstrably enhanced the operational efficiency of PT. Langkat Nusantara Kepong through accelerated document retrieval (from 2–3 hours to 5–10 minutes), improved space efficiency, a reduction in stationery costs by approximately ±40%, enhanced security through password protection and weekly backups, and increased secretary productivity in supporting meetings, audits, and managerial decision-making processes.

Table 7. Impact of Digital Records Implementation on Operational Efficiency

No.	Type of Impact	Before (Manual Records)	After (Digital Records)
1	Records Retrieval Time	Document retrieval required 2–3 hours per record.	Document retrieval requires only 5–10 minutes using the search engine feature.
2	Space Efficiency	Archive rooms were filled with shelves and cabinets containing physical documents.	Archive shelves have been significantly reduced as documents are stored on computers and cloud storage.
3	Operational Costs	High usage of paper, ink, and stationery (monthly routine purchases).	Paper and ink usage has decreased by approximately ±40%, with most documents stored in electronic file format.
4	Records Security	Physical records were susceptible to damage, loss, or misplacement.	Digital records are protected by passwords and weekly server backups.
5	Secretary Productivity	Administrative tasks were often delayed due to lengthy document retrieval.	The secretary can present documents quickly for meetings, audits, and managerial decision-making.

DISCUSSION

To What Extent Does the Secretary's Digital Records Management Improve Operational Efficiency at PT. Langkat Nusantara Kepong?

Based on the research findings, the implementation of digital records management by the secretary at PT. Langkat Nusantara Kepong has been shown to make a significant contribution to

improving the company's operational efficiency. The records management process has been carried out systematically, beginning with the scanning of incoming documents, storage in a computerized database using category-based folderization, and backup to cloud storage. Observations and interviews indicate that the time required to retrieve documents which previously took 2–3 hours can now be reduced to only 5–10 minutes through the search engine feature. The secretary's statement, "In the past, looking for an old contract could take the whole day; now I just type the file name on the computer and it appears within minutes," provides concrete evidence that records digitalization accelerates workflows and supports faster decision-making.

Beyond time savings, other benefits include improved space efficiency, as archive shelves have been substantially reduced because most documents have been converted into digital form. An administrative staff member noted that the archive room is now more spacious and can be utilized for other operational needs. In terms of cost, procurement records show a decrease in paper and ink usage of up to 40% over the past year, as documents are increasingly distributed electronically. Information security has also improved through password protection and weekly data backups, which safeguard important documents against loss. These outcomes have further implications for the secretary's productivity, as the secretary is able to provide documents quickly for meetings, audits, and managerial decision-making.

The successful implementation of digital archiving at PT. LNK is influenced by several enabling and constraining factors. On the enabling side, the company has adequate technological infrastructure, including computers, scanners, internet connectivity, and cloud storage to support the digitalization process. The secretary's competence in operating archiving applications, managing folder structures, and utilizing the search function is a critical factor ensuring smooth system performance. Interview evidence suggests that these skills have helped reduce retrieval time while improving the security of record handling. Management commitment has also played an important role. The operations manager emphasized that leadership encourages reports to be delivered in digital form to streamline workflows and reduce paper consumption. These factors demonstrate that technological support, human resource capability, and managerial policy work synergistically to enable effective digital records management.

Nevertheless, the study also identifies several barriers. Limited human resource readiness remains a concern, as not all employees are accustomed to using digital systems. One administrative staff member stated, "I can find documents faster in the filing cabinet because I am not yet used to using the computer," reflecting resistance to change and gaps in digital literacy. Other obstacles include technical risks such as slow internet connections, computer malfunctions, and corrupted archive files that must be restored from backups. The system transition is also incomplete, as many legacy records remain available only in physical form. The operations manager acknowledged that the secretary still has to manage two systems simultaneously manual and digital which inevitably reduces the level of efficiency expected from full digital integration.

The implications of these findings point to the need for sustained strategies to strengthen digital records implementation. Practically, the company should provide staff training to ensure adequate digital literacy across employees, enhance IT infrastructure to reduce technical disruptions, and accelerate the digitization of legacy records to achieve full system integration. Theoretically, this study indicates that digital records management is not only relevant to service or government sectors where it has been widely examined but is also effective in plantation and palm oil processing industries. The findings align with (Anisah et al., 2021), who highlights human resource limitations as a key barrier to digitalization, and with (Fransiska, 2025), who emphasizes the importance of managerial support and IT infrastructure readiness as determinants of successful implementation. Overall, the study at PT. LNK strengthens empirical evidence that successful records digitalization depends on a combination of enabling factors, the organization's capacity to address barriers, and management commitment to guiding change toward improved operational efficiency.

Supporting and Inhibiting Factors in the Implementation of Digital Records Management by the Secretary at PT. Langkat Nusantara Kepong

The findings indicate that the successful implementation of digital archiving at PT. Langkat Nusantara Kepong is shaped by interrelated enabling and constraining factors. On the enabling side,

three key aspects were identified. First, technological support is reflected in the availability of computers, scanners, relatively stable internet connectivity, and cloud-based storage applications. This infrastructure facilitates faster and more secure processes for scanning, storing, and retrieving records. The secretary emphasized that each incoming document can be immediately scanned and stored in the digital database, preventing accumulation in physical filing cabinets. Second, the secretary's competence in operating digital archiving applications is a critical determinant of system effectiveness. The secretary is able to classify records through systematic folderization, utilize search engine features, and conduct weekly data backups to reduce the risk of loss. Interview results show that these skills have reduced document retrieval time from 2–3 hours to only a few minutes. Third, management commitment provides a strong foundation for driving digital transformation. The operations manager confirmed that leadership consistently requires reports to be submitted in digital format to facilitate evaluation, audits, and strategic decision-making. This support not only legitimizes the digital system but also strengthens motivation for the secretary and staff to implement it optimally.

In terms of barriers, the study identifies three major challenges. First, limitations in human resources remain significant. Not all employees are familiar with digital systems; many senior staff members continue to rely on manual methods. One administrative staff member stated, "I can find documents faster in the filing cabinet because I am not yet accustomed to using the computer," illustrating resistance to change. Second, technical risks such as unstable internet connections, computer hardware failures, and corrupted archive files also hinder implementation. The secretary reported that work has occasionally been delayed due to slow access to digital archives or damaged files that had to be restored from backups. Third, the system transition is not yet complete. Many legacy records are still available only in physical form and have not been digitized, requiring the secretary to manage both manual and digital systems simultaneously. The operations manager acknowledged that this dual workload prevents full system integration and limits the extent to which operational efficiency can be maximized.

These findings are supported by records management theory, which emphasizes that the success of digital system implementation depends on technological infrastructure readiness, human resource skills, and management commitment (Erma Prasetyo, 2016). (Agustine et al., 2024), within the context of change management theory, also argue that digital transformation commonly faces resistance, particularly from employees accustomed to established practices. The case of PT. LNK demonstrates that although technological and managerial support are present, human resource readiness and the ongoing transition of legacy records remain key challenges that require targeted strategies.

The practical implications of this study highlight the need to strengthen employee capacity through digital training to ensure adequate technological literacy across the workforce. The company should also enhance IT infrastructure to mitigate technical disruptions and accelerate the digitization of legacy records so that system transition can be completed more quickly. Theoretical implications suggest that the success of records digitalization is not determined by technology alone, but equally by human readiness and managerial policies.

These results align with K(Khairani et al., 2025), who identify human resource limitations as a primary barrier to digital records implementation, and with (Nirmalasari & Amelia, 2020), who emphasize that managerial support and IT infrastructure readiness are key drivers of successful digital system adoption in government institutions. Accordingly, the findings from PT. LNK reinforce empirical evidence that enabling and inhibiting factors in records digitalization are broadly applicable and relevant across sectors, including both public and private organizations.

CONCLUSSION

Based on the research findings, the implementation of digital records at PT. Langkat Nusantara Kepong has been proven to significantly enhance the company's operational efficiency. Document retrieval, which previously required 2–3 hours, can now be completed within only 5–10 minutes through the search engine feature. Digitalization has also contributed to improved space efficiency, a reduction in paper and ink usage by approximately ±40% per year, enhanced document security through password protection and routine backups, and increased secretary productivity in supporting

meetings, audits, and managerial decision-making. This success is supported by the availability of adequate technological infrastructure, the secretary's competence in operating digital systems, and management commitment in promoting digital transformation. Nevertheless, several challenges remain, including limited human resource readiness due to incomplete digital literacy, technical risks such as network disruptions and file corruption, and an ongoing transition process, as some legacy records have not yet been fully digitized.

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