

ARCHIVE STRUCTURING AND INPUTTING PROCEDURES IN THE BRIMEN SYSTEM AT PT BANK RAKYAT INDONESIA

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Abstract

This article discusses how technological developments and digitalization have changed document management systems in various sectors, including banking, to improve efficiency and data security. Bank BRI implemented the BRIMEN system as a solution to various obstacles and limitations of the manual system in storing and searching documents, thus supporting more effective operations. This study applies a natural experimental approach to evaluate the impact of using the BRIMEN system in document management at Bank BRI. Comparison with the previous manual system shows that BRIMEN is able to improve storage efficiency, speed up document searches, and reduce the risk of data loss. The implementation of the BRIMEN system at Bank BRI has successfully improved the efficiency of document management by accelerating the search process and reducing dependence on physical archives. However, the effectiveness of this system is influenced by factors such as differences in policies between work units and the competence of human resources in operating the system. In its implementation, the BRIMEN system at Bank BRI has helped improve the efficiency of customer document management through digitizing archives, accelerating data searches, and reducing the risk of loss or damage to physical documents. In order for this system to run more optimally, it is necessary to improve search features, periodic system updates, and training for employees to operate BRIMEN more effectively and accurately.

Keywords: Bank BRI, BRIMEN, document digitization, digital archive, banking

Abstrak

Artikel ini membahas bagaimana perkembangan teknologi dan digitalisasi telah mengubah sistem pengelolaan dokumen di berbagai sektor, termasuk perbankan, guna meningkatkan efisiensi dan keamanan data. Bank BRI menerapkan sistem BRIMEN sebagai solusi atas berbagai kendala dan keterbatasan sistem manual dalam penyimpanan dan pencarian dokumen, sehingga mendukung operasional yang lebih efektif. Studi ini menerapkan pendekatan eksperimental alami untuk mengevaluasi dampak penggunaan sistem BRIMEN dalam pengelolaan dokumen di Bank BRI. Perbandingan dengan sistem manual sebelumnya menunjukkan bahwa BRIMEN mampu meningkatkan efisiensi penyimpanan, mempercepat pencarian dokumen, dan mengurangi risiko kehilangan data.

Implementasi sistem BRIMEN di Bank BRI telah berhasil meningkatkan efisiensi pengelolaan dokumen dengan mempercepat proses pencarian dan mengurangi ketergantungan pada arsip fisik. Namun, efektivitas sistem ini dipengaruhi oleh faktor-faktor seperti perbedaan kebijakan antar unit kerja serta kompetensi sumber daya manusia dalam mengoperasikan sistem. Dalam penerapannya, sistem BRIMEN di Bank BRI telah membantu meningkatkan efisiensi pengelolaan dokumen nasabah melalui digitalisasi arsip, mempercepat pencarian data, serta mengurangi risiko kehilangan atau kerusakan dokumen fisik. Agar sistem ini berjalan lebih optimal, perlu dilakukan peningkatan fitur pencarian, pembaruan sistem secara berkala, serta pelatihan bagi karyawan agar dapat mengoperasikan BRIMEN dengan lebih efektif dan akurat.

Kata kunci: Bank BRI, BRIMEN, Digitalisasi dokumen, arsip digital, perbankan

A . INTRODUCTION

The development of science and technology (IPTEK) and digitalization has had a significant impact on various sectors, including banking. Digitalization enables the transformation of data from physical form to digital format, which directly improves efficiency in storing, searching, and managing information. In the banking industry, the use of digital systems is a solution to increase the speed of data access, minimize the risk of document loss, and support data-based decision making more accurately and efficiently. Therefore, many financial institutions have begun to adopt modern technology to optimize their operational systems.

Prior to the implementation of the BRIMEN system, Bank BRI still used a manual system in managing documents and archives, which caused various operational problems. This manual system requires a large storage space to accommodate various customer documents and other operational archives. In addition, searching for documents becomes a slow and time-consuming process, especially when data is needed immediately for service or administrative purposes. Not only that, the risk of loss, damage, and errors in archiving is a challenge that is often faced, thus hampering work efficiency

and slowing down business processes at Bank BRI.

As a solution to these problems, Bank BRI developed and implemented the BRIMEN (BRI Document Management System) system, which is designed to digitize document management in a more structured and efficient manner. With the BRIMEN system, the process of recording, storing, and searching documents becomes faster and more accurate. In addition, this system helps reduce dependence on physical archives, minimize the risk of document loss, and improve data security. The implementation of BRIMEN also allows real-time access to documents, thus supporting the bank's operational efficiency in providing services to customers. In order for this system to run optimally, it is necessary to improve search features, periodic system updates, and training for employees to operate BRIMEN more effectively and accurately. Thus, the implementation of BRIMEN is a strategic step in supporting digital transformation at Bank BRI and improving the overall quality of banking services.

The MBKM internship at Bank BRI aims to develop professional skills such as communication, teamwork, and adaptation in the work environment. In addition, this experience is expected to

be a valuable provision for students in facing the world of work, especially in the banking and finance sector. Another benefit is to gain hands-on experience in document management and understand the application of the BRIMEN system in supporting banking digitalization. This internship also provides insight into operational efficiency and data security in the financial sector.

B . IMPLEMENTATION AND METHODS

The implementation of this MBKM internship activity was carried out at Bank BRI Unit RA Wiryatmadja for 80 working days, which began on August 01, 2024 to November 22, 2024. And for the internship implementation time determined by PT Bank Rakyat Indonesia unit RA Wiryatmadja is as follows:

Working Day	Working Hours	Break Time
Monday - Thursday	07.00-17.00	12.00-13.00
Friday	07.30-17.00	11.30-13.00

Figure 1 operating time at bank BRI unit RA Wiryatmadja purwokerto

During the internship at BRI Unit RA Wiryatmadja Purwokerto, the author was involved in various activities that support banking operations, especially in document and archive management. Every morning, the activity begins with a prayer together and a briefing led by the unit head or employee in turn, discussing performance evaluation and the latest information related to bank products. In the first week, the author participated in an orientation guided by the supervisor to understand the history, vision, and mission of the bank, as well as to recognize the duties and responsibilities of each section. Furthermore, the author

was placed in the Credit Administration (ADK) section, where he learned a lot about managing archives and loan files, which are crucial aspects in banking operations.



Figure 2 Morning Prayer and Briefing with the head of the unit and all staff of Bank BRI unit RA Wiryatmadja

In the following weeks, the author played an active role in the procedures for organizing archives and inputting data into the BRIMEN system. These activities included scanning loan documents using a scanner, storing files according to the specified format and category, and grouping them in special folders for easy access. After that, physical documents are registered and numbered or labeled according to the arrangement system, to ensure order and ease of search. The final step is to upload the scanned documents into the BRIMEN system, which enables faster, more accurate and secure digital data management. With this system, administrative efficiency is increased, supporting digital transformation at Bank BRI, and accelerating services to customers

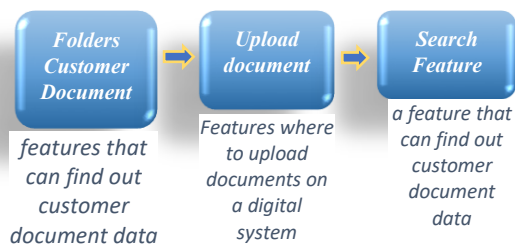
C . RESULTS AND DISCUSSION

Bank BRI is the largest and oldest state-owned bank in Indonesia which was established on December 16, 1895 in Purwokerto, Central Java by Raden Bei Aria Wirjatmadja. As a financial institution, BRI plays a role in collecting funds from the public and

channeling them back in the form of loans. The bank provides various products and services, including several types of loans such as KUR, KUPEDES, BRIGUNA, and others, which are intended to support the financial needs of the community.

In the process of lending, every loan document must be properly managed to ensure its security and orderliness. To avoid the risk of damage or loss of physical documents, as well as reduce the cost of manual storage and management, BRI is implementing a digital filing system. This article will discuss archive structuring procedures, loan document management, as well as the process of inputting into the BRIMEN system as part of the digitalization effort to improve efficiency and document security at Bank BRI.

BRIMEN or BRI Document Management System is a document digitization system designed to facilitate access, update management, and improve security and efficiency in finding customer documents. This system is equipped with various features, including:

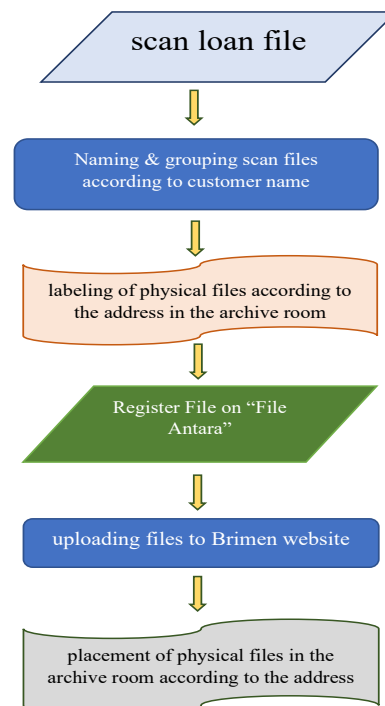


The system significantly supports operational activities at Bank BRI, especially in terms of document management and customer credit data. With this system, various processes that were previously carried out manually can be improved in efficiency through digitization. BRIMEN enables structured document archiving, faster

data search, and minimizes the risk of losing or damaging physical documents.

BRIMEN, which is a digitization system for storing and managing customer documents, allows the bank to access customer data quickly and improve the accuracy of file management. This system also makes it easier to search for customer documents needed for daily operational purposes, both in the loan disbursement process, loan control by mantri, and other activities.

The following is a series of procedures or stages carried out in managing loan files or documents after the loan is given to the customer:



Scan Loan File

The initial stage in managing loan documents is to scan the files using a scanner before uploading them to the BRIMEN system. The scans are saved in a predetermined format and grouped by customer name to facilitate searching and uploading. All files are then stored on a dedicated hard disk to maintain

security and prevent physical damage, so that loan information remains neatly organized and easily accessible.



Figure 3 Scan process of new loan realization document

Naming and grouping of scanned files

Naming and grouping of scanned files is done according to the customer's name to facilitate identification and search for documents when uploading documents to the BRIMEN system or website. With this system, each file is neatly arranged based on the identity of its owner, thereby speeding up the administrative process and reducing the risk of errors in archive management.

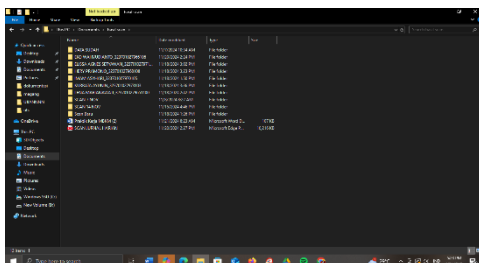


Figure 4 Folder according to the customer's name and the contents of the folder contain the customer's scanned files

Physical file labeling

Once the documents have been scanned, the next step is to register the physical documents by recording them into an intermediate file for administrative purposes. If the document is a new loan, a document inventory is carried out by numbering or labeling it according to a predetermined

arrangement system. This numbering is adjusted to the storage location, such as boxes or cabinets in the archive room, to ensure that the documents are neatly stored, easy to find, and secured.



Figure 5 example of labeling each box in the archive room

Register documents in the "intermediate file"

Registering scanned documents into intermediate files is the process of recording scanned documents into the administration system. This step aims to ensure that every document is well-documented before being uploaded to the main system, making it easier to track, search, and manage archives in a more structured manner.

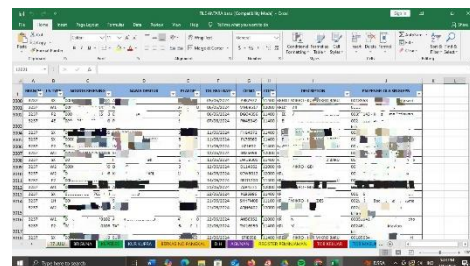


Figure 6 an intermediate file used to register documents and used to search for documents

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After the document scanning and archiving process is complete, the next step is to upload the scans to Bank BRI's BRIMEN system. This system enables digital storage and management of loan documents, making access faster and more accurate. With BRIMEN, customer documents are managed in an integrated

manner, supporting operational efficiency, and becoming part of the digital transformation in improving services and administration at Bank BRI.

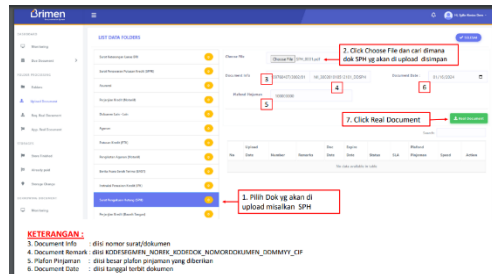


Figure 7 file / document upload steps on the BRIMEN website

Placement of physical files in the archive room

The placement of physical files in the archive room is done in accordance with a predetermined address to ensure that documents are stored in an organized manner. This placement facilitates the search process, reduces the risk of loss, and maintains the security and integrity of customer loan records.



Figure 8 placement of physical files in the archive room according to the file address

Although the BRIMEN system has proven effective in supporting Bank BRI's operations, its implementation still faces several obstacles that need to be overcome. One of the main obstacles is related to the difficulty in finding customer documents in the system. This obstacle often arises when customers who have previously repaid a loan apply for a new loan in the name of their

spouse, not in the name of the previous borrower. The process often leads to data mismatches, especially since the BRIMEN system has not automatically updated or recorded the borrower's name change in the new application.

As a result, customer documents become difficult to find or are sometimes recorded in inappropriate places in the archive room, thus slowing down the service process. This condition not only makes it difficult for bank officers to search for documents, but also has the potential to hamper the smooth loan application process for customers.

To solve the problem of difficulty in finding files due to a change in the borrower's name, the author developed an initiative during his internship at Bank BRI by creating a special file called "File Balik Nama." This file records important data such as account number, CIF, customer name, spouse name, address, loan amount, and file location in the archive room. With this file, Bank BRI officers can easily track customer documents, avoid misplacement, and streamline administrative processes. In addition, this file accelerates the search for important documents, thereby increasing efficiency in bank records management.

Until now, "File Balik Nama" is still used as a solution for managing loan documents at Bank BRI. This initiative has proven to support the smooth operation of the bank by making it easier to find files related to customer loans. The integration of digitization systems such as BRIMEN with this reference file shows the importance of innovation in records management. Going forward, the development of a better system will further improve the efficiency and service of Bank BRI.

D . CONCLUSIONS

Loan document management at Bank BRI is carried out through a series of systematic procedures to ensure data security and ease of access. This process starts from scanning loan files, grouping and naming files according to customer data, to labeling physical documents stored in the archive room. After that, documents are registered in intermediate files before being uploaded to the BRIMEN system, a digital platform designed to store and manage documents more efficiently. With this procedure, Bank BRI can reduce the risk of document loss or damage and increase efficiency in administrative processes.

Document digitization through BRIMEN allows bank employees to search and access loan files more quickly based on account numbers or customer names. This not only accelerates customer service but also supports the bank's overall operational effectiveness. With the continuous development of technology, the optimization of the document management system is expected to continue to be improved in order to provide better, transparent and accurate services for all customers.

SUGGESTION

To improve the efficiency of managing loan documents, Bank BRI is advised to develop a more structured and integrated recording system, especially for customers who have changed the name of the borrower. During the internship, the author identified obstacles in finding files and proposed a solution by creating additional references that simplify the administrative process. In the future, Bank BRI can adopt a more sophisticated digitization system with automatic search features and more

systematic document grouping. With the application of more modern technology, the bank can reduce the risk of administrative errors, speed up services, and improve accuracy in managing customer records..

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