



## **OPTIMIZATION OF DIGITAL ARCHIVING OF GUARANTEE FILES AT BPJS KETENAGAKERJAAN PURWOKERTO BRANCH OFFICE**

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### Abstract

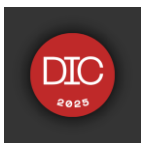
This article explains the archiving process at BPJS Ketenagakerjaan KC Purwokerto. In an effort to develop a company, all company needs to pay attention to the business processes that occur in it, one of which is the management of document archives. The field of archiving carried out by BPJS is the claims of social security participants from claim submission activities from BPJS including Jaminan Kecelakaan Kerja (JKK), Jaminan Hari Tua (JHT), Jaminan Kematian (JKM), and Jaminan Pensiun (JP) from companies or individuals. Archives at BPJS Ketenagakerjaan include membership archives, supervision and inspection archives, archives of general materials (BUBM), and archives of claims of guarantee participants. Although the archiving process is one of the most important things, the effectiveness of archiving at BPJS Ketenagakerjaan KC Purwokerto is still not optimal. This is because there are still various obstacles such as lack of manpower and infrastructure. Although in the archiving process, BPJS Ketenagakerjaan has used two formats, namely physical and electronic, but due to the increasing number of documents, lack of manpower, and limited facilities and infrastructure, the archiving process has become ineffective.

**Keywords:** *BPJS Employment, Archiving, Effectiveness*

### Abstract

Artikel ini menjelaskan mengenai proses pengarsipan di BPJS Ketenagakerjaan KC Purwokerto. Dalam usaha untuk mengembangkan sebuah perusahaan, setiap perusahaan perlu memperhatikan proses bisnis yang terjadi di dalamnya, salah satunya adalah pengelolaan arsip dokumen. Bidang kearsipan yang dilakukan oleh BPJS adalah klaim peserta jaminan sosial dari kegiatan pengajuan klaim dari BPJS meliputi Jaminan Kecelakaan Kerja (JKK), Jaminan Hari Tua (JHT), Jaminan Kematian (JKM), dan Jaminan Pensiun (JP) dari perusahaan ataupun perseorangan. Arsip di BPJS Ketenagakerjaan meliputi arsip kepesertaan, arsip pengawasan dan pemeriksaan, arsip bahan umum dan bahan material (BUBM), dan arsip klaim peserta jaminan. Meskipun proses pengarsipan merupakan salah satu hal yang sangat penting, namun efektivitas pengarsipan di BPJS Ketenagakerjaan KC Purwokerto masih kurang maksimal. Hal ini karena masih memiliki berbagai kendala seperti kurangnya tenaga kerja dan sarana prasarana. Meskipun dalam proses pengarsipannya, BPJS Ketenagakerjaan sudah menggunakan dua format yaitu fisik dan elektronik, akan tetapi karena semakin banyak dokumen, tenaga kerja yang kurang, dan keterbatasan sarana dan prasarana sehingga proses pengarsipan menjadi tidak efektif.

**Keywords:** *BPJS Employment, Archiving, Effectiveness*



## **A. INTRODUCTION**

Digitalization is the process of changing and using analogues to digital technology. In the context of business, this term is familiar in today's modern era. The concept changes interaction, communication, business functions, and business models to be more digital. One of the things that drives digitalization is the factor of technological development.

Digitalization is the increasing availability and digitalization made possible by advances in creating, transferring, synthesizing, and analyzing digital data. Digitalization requires equipment such as computers, scanners, media operators, and supporting software.

Information System is a series of procedures used to collect, store, process, and analyze large amounts of data. With an efficient information system an organization can manage data better, and improve overall performance.

Information Systems allow businesses to improve interaction with customers. Therefore, good integration of Information Systems can provide a competitive advantage for companies. By understanding the concepts and benefits of Information Systems, companies can improve operational efficiency, optimize performance, and achieve better business goals. Therefore, investment in the development and implementation of Information Systems is a step towards growth and success for the company.

The purpose of digitization is as an effort to preserve archives and also maintain accessibility so that it can provide the widest access for the public, besides that with digitization archives can be used for purposes, research, documentation, and publication.

Digital management of office archives is the use of electronic equipment such as laptops, computers, *printers*, projectors, and paper shredders.

The author observes that the archival system used at the BPJS Employment Purwokerto Branch Office is by scanning documents and then input them using *Microsoft Excel*. Documents that have been input are also entered into

the archive box according to the order of the year. Currently, the staff also often has difficulties because the number of documents that are playing is increasing every day, making the archive shelves messy which causes problems, namely difficulty in finding the required participant documents which should have been input in Microsoft Excel and after checking it turned out that it had not been inputted. Not only that, the lack of archival staff is also one of the factors that hinder the effectiveness of the system at the BPJS Employment Purwokerto Branch office. Based on the description above, the author is interested in raising the title "**Optimizing Digital Archiving of Guarantee Files at BPJS Employment Purwokerto Branch**"

## **B. IMPLEMENTATION AND METHODS**

### **Implementation**

The author underwent an internship at BPJS Ketenagakerjaan, which is located on Jl. S. Parman Number 80, Karangbawang, Purwokerto Kulon, Purwokerto District. This internship program lasts for 4 (four) months, starting from August 19 to December 13, 2024. The time of the author's internship is adjusted to the working hours of BPJS Employment employees which starts at 08.00 WIB to 17.00 WIB. Rest hours are provided for Monday - Thursday from 12.00 WIB to 13.00 WIB and for Friday at 11.30 WIB to 13.30 WIB. As for the author's working days, it is the same as BPJS Ketenagakerjaan, which is 5 working days, Saturday and Sunday off. During the internship activities, the author was placed in the field of membership and archives.

### **Method**

During the MBKM internship at BPJS Employment Purwokerto Branch Office, the author successfully implemented the theory that had been learned during the lecture. In the professional ethics course, the author studies and applies professionalism ethics in the world of work, such as upholding the responsibilities given by PICs in the office. For technology application



courses, the author utilizes information technology applications to process data such as Google Spreadsheet and Microsoft Excel. In addition, the author also uses various applications in BPJS Employment such as SIPP, BCI Asia and smile. And for the archive management course, the author can understand various types of archives and be involved in the archiving process at BPJS Ketenagakerjaan.

Meanwhile, for the organizational theory and leadership course, the author learned about leadership styles and work culture in the internship place. There is a work culture where a morning briefing is held every day which is led directly by the branch head which begins with the reading of the vision and mission and ends with the value of work culture to increase the morale of employees before work. And for the entrepreneurship course, the author learned directly how to market from BPJS Ketenagakerjaan to offer a membership guarantee program. Marketing strategies include collaboration and socialization to establish cooperation with related parties.

In the *public speaking* course, the author applies in interaction with internal and external parties in all internship activities. In the *front office*, it is responsible for assisting and guiding Social Security participants in installing and activating the Social Security Mobile (JMO) application. Step-by-step instructions are given, questions are answered, problems and problems that participants face during the installation and activation process are completed. Efforts are made to build comfortable communication with participants and ensure that the information conveyed is clear and easy to understand, so that participants feel cared for and valued. In addition, communication with the internal office is always maintained while respecting ethical values. This communication is very important, especially when facing challenges.

Whenever there is a problem or when you do not fully understand the task given, do not hesitate to ask employees and find solutions through discussions and exchange of ideas with colleagues. By

communicating openly and effectively, various viewpoints can be understood, necessary help is obtained, and the best solution can be achieved. And for the international management course at BPJS Ketenagakerjaan, the author implements by helping Indonesian migrant workers to register as BPJS Ketenagakerjaan participants.

As for the practicum/*Work Integrated Learning* course, the author applies the knowledge known during the lecture. Activities related to this course are data input using software such as *Google Spreadsheets* and *Microsoft Excel*, managing and archiving documents. And for business communication courses, the author applies by communicating well with the people the author meets or interacts with such as when being in the *front office* and when doing socialization.

## **C. RESULTS AND DISCUSSION**

### **Field of Study**

Digitalization is the process of changing and using analogues to digital technology. Digitization Information System is the application of information technology to convert analog data into digital format, allowing for more efficient data management, storage and access. This system integrates information technology, procedures, data and human resources to collect, process, and disseminate relevant information in an organization.

The filing system used at the BPJS Employment Purwokerto Branch Office is modern, namely scanning with a scanning machine and input using a computer. Documents that have been input are also entered into the archive box according to the order of the year. Currently, archival staff also often experience difficulties because the number of documents is increasing every day, thus making the archive shelves messy which causes problems, namely difficulty in finding documents again. Lack of archival staff is also one of the factors that hinders the effectiveness of the archival system at the BPJS Employment Purwokerto Branch Office.

Wursanto, (1991:11) stated that archives are one of the results of office work. According to Warsunto, the results of office work include: forms, letters, reports. Every activity of the institution will always produce an archive. Law Number 43 of 2009 Article 1 concerning archives explains that archives are recordings of activities or events in various forms and media in accordance with the development of information and communication technology made and received by state institutions, local governments, educational institutions, companies. Archives can be interpreted as a collection of documents or letters, both in paper and non-paper form, that are systematically managed and stored. The organization's goal is so that the path of archives from creation to storage and destruction can run well. According to (Sedarmayanti, 2015), archives are the center of memory of every organization. If the archive management organization is



not optimal, it can affect the reputation level of an organization itself because it will experience obstacles to achieving goals. The information required through the archive can avoid miscommunication, prevent duplication of work and help achieve work efficiency.

One of the most important archiving activities is how the archive storage system is located. According to (Sugiarto and Wahyono, 2015), a storage system is a system used in document storage so that the ease of storage work can be created and the discovery of documents that have been stored can be done quickly if the document is needed at any time. The archive storage system at BPJS Ketenagakerjaan itself is based on alphabetical order. In general, the storage system that can be used as a standard system is the alphabet system (name system), geographic system, subject system, and number system. In the storage of archives, facilities and infrastructure are needed to support good archive storage.

The types of archives in BPJS Ketenagakerjaan include 4 types. The first is the membership archive, which is a collection of documents that store information about social security participants, including personal data, membership status, and claim history. This archive is important to ensure the rights and obligations of participants in the social security program. The second is the supervision and inspection archive, which is a document that records all supervision and inspection activities carried out by BPJS Ketenagakerjaan. This document serves as evidence and reference in assessing compliance with social security regulations.

The third is the archive of general materials and materials (BUBM) related to administrative documents or records related to the management of resources, operational activities, and services provided by BPJS Ketenagakerjaan. The fourth is the claim archive of the guarantee participant, which is the archive created from the claim submission activity of BPJS participants. This claim archive includes Work Accident Insurance (JKK), Old Age Insurance (JHT), and Death Insurance (JKM). Regarding the archive procedure at BPJS Ketenagakerjaan, it is divided into 4 stages.

Figure 1. Archive Procedure at BPJS Employment

The first stage, is the receipt of documents from various sources such as participant registration forms, claims, and internal documents. In this case, it also ensures the completeness and validity of the document. Second, Classifying documents according to type, such as participant documents, benefit claims, financial statements, and internal administration. Provides a code or index to make it easier to store and retrieve again. The third stage is to store archives based on categories that have been classified using storage facilities such as physical (cabinets and folders or archive boxes) or digital. The fourth stage is the shrinkage and destruction of archives that are no longer active or expired according to the archive retention schedule.



## **D. CONCLUSION**

### **Conclusion**

Archives are defined as records of activities or events in various formats and media in accordance with technological advances and information made and received by state institutions, local governments, educational institutions, companies, community organizations, and individuals in carrying out the social life of nationality and statehood. The archives at the BPJS Ketenagakerjaan office include membership archives, supervision and inspection archives, archives of general materials and materials (BUBM), and guarantee archives.

### **Suggestion**

The archiving process is caused by the lack of skilled workers in the field of possession, for this reason by adding expert and skilled Human Resources (HR) in the field of archiving will help in accelerating the archiving process at BPJS Ketenagakerjaan.

Archive storage at the BPJS Employment Purwokerto office uses two formats, namely physical and electronic. The obstacle faced in the field of archives is the lack of archival manpower that hinders the effectiveness of the archiving process and the staff at the BPJS Ketenagakerjaan office have not fully understood the proper procedures in filing files.

Based on the existing evaluation, the recommendation for BPJS Ketenagakerjaan is that it is necessary to hold training for employees to improve archival skills, increase human resources who have an archival background, and prepare a place to store items such as archival cardboard so that they do not use the place that should be used to store archives.

## **E. ACKNOWLEDGMENTS**

I would like to express my deepest gratitude to all ranks at the BPJS Employment Office Purwokerto for the opportunity given to carry out internship activities here. During the internship I gained a lot of valuable knowledge and experience that was very useful for the future.

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