



Managing Records as An Information Governance Initiatives: Preliminary Study

Rayhan Musa Novian

Department of Library Science, Faculty of Arts, Chulalongkorn University, Thailand

*Correspondence: email: rayhanovian@gmail.com

ABSTRACT

Information is an indispensable aspect of the organization. Good governance cannot be implemented without information governance. The information must be managed comprehensively from creation, maintenance, and distribution to retention. Batam Library and Records Office implement information governance in the Batam City Government. Based on Law Number 43 of 2009 concerning Archives, local governments must have records offices and libraries to manage records and archives. The researcher conducted this study based on documentation derived from regulations, laws, and the results of institutions with the authority to conduct assessments. Based on this study, there are areas for improvement in record management in the records office and library of Batam City. The researcher uses a framework established as the principle of information governance; however, only takes three components: compliance, retention, and disposition. The findings of this study indicate a requirement for additional infrastructure and a lack of compliance with regulations. Similar to the results from an evaluation conducted by the records office and library of the province of Kepulauan Riau, this study proves the requirement for facilities for managing records. Despite this, records are stored in the offices of record creators due to a paucity of facilities. The researcher suggests that regulatory compliance and infrastructure improvement should be systematically improved to support archivists and record managers on record retention and disposition of the record management.

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1. INTRODUCTION

Information is vital for organizations, every administrative action conducted within the scope of the organization should incorporate information. Each organization should recognize the value of information life cycle. Organizations should consider information as an asset; hence, they must objectively evaluate the cost and quality of the information. In principle, organizations aim to maximize the role of information management for all stakeholders to assure the security of information throughout its lifecycle. Information should be governed since it thrives and flourishes in an environment where it is shared, used, and reused. Consequently, the more effectively an organization can share its information, the more valuable that information becomes. The more the reusability of information, the greater its worth, as information gets significance within context with other information. Information should be organized comparable to other resources in order to be retrieved and utilized. Unlike other resources, it does not deplete as it is utilized (Megill, 2005).

Therefore, information should be maintained. One of the keys to ensuring that the information produced by an organization or institution can be appropriately managed is information governance. Information governance provides the guidelines, procedures, and technologies for controlling and securing information and records (Muhammad et al., 2022). Mat Isa et al (2019) also stated that information governance is the best solution since it encompasses the entire process of managing records and information, from production to disposal. Comprehensively, asserted, information governance is a 'super discipline' that incorporates aspects of several crucial areas, including legal, records management, information technology (IT), risk management, privacy and security, and also business operations. Information governance is, presumably, an omnibus concept that encompasses various existing information management elements, including information privacy, freedom of information, records management, and e-discovery.

The core of information governance is records management, which captures organizational evidence and makes documents accessible anytime they are required for decision-making or business operations (Smallwood, 2014). Information governance, according to , is a notion that encompasses the operational administration, processing, control, maintenance, and retrieval of information as evidence of organizational activities. The description derives from records management, wherein records are regarded as evidence of an organization's activity. As a result, the establishment of record management is an essential component of the process of information governance.

Archive and records management in Indonesia already has legal instruments, such as Law number 43 of 2009 regarding archives and Government regulation number 28 of 2012 regarding the implementation of Law number 43 of 2009 regarding archives. In law number 43 of 2009, it is stated that

“Archives play a crucial role in the efficient conduct of administrative activities and the implementation of management activities in departments, because archives are recordings of activities or events in various forms and media created and accepted by the government following the development of information and communication technology” .

Records have an essential role in presenting information for leaders to make decisions and formulate policies. Therefore, to present accurate, timely, relevant and complete information, there must be a sound work system and procedure in the field of records

management. In order to preserve the organization's continuity of information management, especially records, a record processing unit is required. According to Law 43 of 2009 on Archives, archival institutions have functions, obligations, and responsibilities in static archive management and record development (Republik Indonesia, 2009). According to , a record management unit is a work unit for the record creator which is responsible for processing all records related to record creation.

The systematic filing of records is vital for organizations, as stated in Law 43 of 2009 concerning archives, records management is a whole activity that includes policies, archiving development, and records management in a national archive system that is supported by human resources, infrastructure and facilities, as well as other resources (Republik Indonesia, 2009). Furthermore, in Article 6, Paragraph 3, it is specified that the implementation of district/city records belongs underneath the authority of the district/city-regional government and is taken out by the district/city record office.

Effective record management can be organized and methodical whenever there is an understanding of who will administer records. It also anticipates shifting responsibilities in record management, which might lead to ineffective record management within an organization. Therefore, proper records management is fundamental to governance, whereas improper records management is an obstacle to governance. Poor records management has led to corrupt practices, a lack of accountability, and weak governance systems. In many countries, neglected records have become a significant barrier to development (Matto, 2022). According to , several factors affect the implementation of inactive records management, for example, the lack of knowledge and awareness of employees about the importance of records and archives, the lack of experts in the field of records and the lack of support for facilities and infrastructure.

Several studies on record management in government institutions in Indonesia have been conducted; for instance, the study was conducted by the aim of the research is to assess the processing and information services offered by the Library and Records Office of Batang Regency. The findings of this study reveal that records management involves the creation and acquisition of records, as well as their storage and organisation, disposal, and retention. The Library and Records Office of Batang Region is responsible for processing inactive records. It can be concluded that the processing of inactive records is inadequate, as are the facilities and infrastructure.

Subsequently, the study conducted by this study aimed to determine the records management of imported goods notification documents on customs activities for the success of dwelling time at the Main Service Office for Customs and Excise Type A Tanjung Priok. The outcomes showed that the process of records imported goods document notification through the creation and acceptance of import documents began with the submission of imported document off goods and notification to the Customs Office. This study aims to describe the flow and procedures for managing records at the Tanjung Priok customs service office. Five stages comprise the organization process for notification documents for imported products: distribution of documents, customs administration of imported goods documents, storage of processed documents, retrieve of documents, and maintenance of imported goods documents.

Afterwards, study was conducted by this study aims to investigate how well the General and Personnel Subsection of the Semarang Municipal City Education Office manages active records. The results of this study reveal that the General and Personnel Subsection of the Semarang Municipal City Education Office engages in active records management in several

stages, including the creation of records, utilization, and storage of records. The record production phase involves management of input and output letters using the old pattern system or agenda book. The record use phase is related to record loan recovery and service activities. No loan operations have been recorded following the proper methods, as no loan activities exist. The record storage phase focuses on the record classification, recordkeeping system, filing systems and record retention. The recordkeeping system is a chronological storage system that organizes documents by date, month, and year. The organizing record filing applied uses the principle of decentralization, because each work unit of the Semarang City Education Office has the task of managing its respective records according to the duties, principles and functions of the sections in the Semarang Municipal City Education Office.

Consequently, with the assistance of the background information and the results of previous research, the purpose of this study is to investigate the records management currently existing at the Batam City Library and Records Office. This study, designed to describe a form of preliminary study, aims at describing the current state of the organization. In support of the implementation of record management procedures, other aspects of record management include legal instruments, monitoring systems, and infrastructure facilities will be examined either. This preliminary study provided researcher with a detailed overview of the Batam City Library and Record Office.

2. METHODS

The qualitative method was linked with the documentation analysis technique. This strategy was chosen due to the study time required to evaluate the present circumstances of the Library and Record Municipal Office of Batam City. The qualitative method is most suited for investigating what occurs in the workplace, what the problems are, and how they might be resolved. Basic qualitative research procedures include a literature study, construction of a theoretical framework, data collecting, and analysis of findings (Pickard, 2013). In this study, the researcher conducted document analysis-based research, which was derived from legal instruments, regulations, and official documents used to support this study. To limitation of the data, researcher reduced information governance principal initiatives to recordkeeping lifecycle (creation, maintenance, and disposition).

3. RESULTS AND DISCUSSION

3.1 Profile of Library and Record Office of Batam Municipal City.

This study divided the sample of Islamic boarding schools into three types. First, Sidogiri Islamic Boarding School became one of the pilots in Pasuruan Regency. Based on the results of the study, the characteristics of the Sidogiri Islamic Boarding School are types of Islamic boarding school with a traditional Islamic boarding school/salaf approach. The number of Sidogiri Islamic Boarding School students until June 2022 is 12,000 people, specifically male students. Meanwhile, the infrastructure of Sidogiri Islamic Boarding School consists of (i) mosques, (ii) classrooms, (iii) office space, (iv) libraries, (v) halls, (vi) student dormitories, and (vii) Islamic boarding school's business units. Funding for Islamic boarding schools is obtained from student fees, donors (community donations), and income from Islamic boarding school businesses. Sidogiri Islamic Boarding School has several business units that continue to be developed. These business units include (i) mini markets, (ii) cooperatives, (iii) bottled drinking water, and (iv) Sidogirimedia.

The establishment of the Batam City Library and Records Office, based on the Batam City Regional Regulation Number 7 of 2001 concerning the establishment of the organization and work procedures of agencies and offices, the Batam City Library and Records Office was established. The Batam Records and Library Office was first located in the Batam City Government Building in Batam Centre ([Dinas Perpustakaan dan Kearsipan Kota Batam, n.d.](#)). Shifted in the Organizational Structure and Procedure within the Batam City Government as regulated in Regional Regulation 2 of 2014, the Public Library and Archives Office changed. Then there was another change based on Regional Regulation Number 10 of 2016. The position of the Office changed to the Batam City Library and Archives Service type B. With the growing progress and need for records and libraries in the region, at the end of 2021, the Batam City Government ratified Regional Regulation Number 10 of 2021 concerning Library Management. This brought a reasonably fundamental change in the pattern of records and library management in Batam City.

According to the Law of Batam City Number of 17 of 2021 Batam City Library and Records Office, the Head Office of Archives section has the following functions: (i) preparation of programs and plans for the scope of archives; (ii) preparation of operational, technical guidelines for the scope of records; (iii) administration of public services and administration of the scope of records; and (iv) implementation of record management, record development, record supervision, evaluation and reporting of record implementation .

Based on the Batam City Municipal government regulation, the Head of the Archives Division manages records in organizations under the auspices of the Batam city municipal government, in this case, not only managerial functions but also planning, monitoring, coaching and evaluation in each department. The Batam City Municipal Government has 31 Sub-organisations under the auspices of the Batam City Municipal Government .

3.2 Record Management at Library and Record Office of Batam City Municipal Government.

Records must be managed and protected from damage because records have content as legal evidence, ownership of assets, finances and also the interests of the organization for stakeholders, thus under Law Number 43 of 2009 it is concerning archives. Fundamentally, within Archival Law, Archive divided into two sections, are dynamic archive or record and static archive we acknowledge as archive. A dynamic archive or record is an archive that is utilized directly in the planning, execution, operation, public life in general, or state administration. A record is a document used for planning, decision-making, and monitoring in the Anglo-Saxon context . The definition of term 'archive and record' in the Law Number 43 of 2009 can be referred as seen in figure 1. Records provide information regarding the duties, lines, directives, decisions, procedures, operations, and activities of an institution or an individual. Due to their continued direct usage in organizational activities, records must be created and managed to support organizational activities ([Hendrawan & Ulum, 2017](#)).

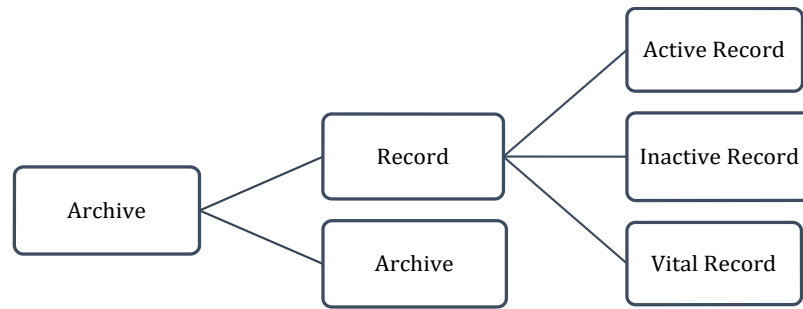


Figure 1. Archive Types by Functions.

According to the Law 43 of 2009 concerning Archival, records consist of active, inactive and vital records. Active records are archives still often used for administrative activities; in other words, their use is high and continuous. Then in-active records are archives rarely used for administrative activities, or their frequency of use has decreased. Vital records are records whose existence is essential for the continued operation of the record creator, cannot be modified, and cannot be replaced if lost or vanished (Republik Indonesia, 2009). On the other hand, static records are archives that are not directly used for planning, administration for public life in general, or state administration on a regular basis. According to , static archives are created by archive makers because they have value to society and their retention period has ended. It contains permanent data or historical verified by the National Archives of the Republic of Indonesia (ANRI) or other archival agencies.

Records Management cannot be separated from systematic and consistent monitoring of the recycling of life records. Records start from the process of creation or receipt, then maintenance and use, then the final disposition as a determination of the record life-cycle, whether it will be preserved because it has historical value or will be destroyed (destruction) because it has no use-value. The implementation of record management must be carried out starting from the creation or acceptance phase, namely the period when the record is created or received.

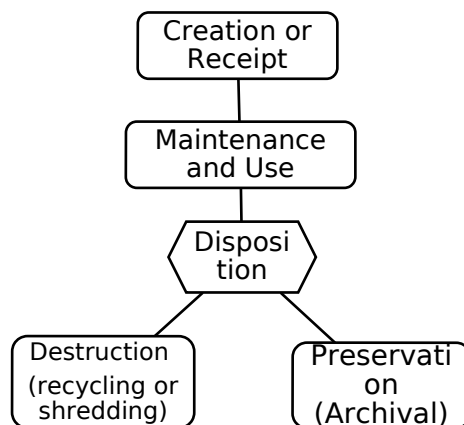


Figure 2. Record Lifecycle.

The record lifecycle seen in Figure 2 has been set as a standard for records management all over Indonesia (Hendrawan & Ulum, 2017). Creation stages are when the record office accepts a record from another office that produces an inactive document. The maintenance phase is a process where records are managed by the archives office to be immediately assigned to the record center. The disposition process is when the record center office decides whether the record is transferred to retention to diminish or archive unit for

preservation. This is performed because staff and archivists can easily determine the quality or content of the records. If an institution has identified the type of record during the acceptance phase, then the management of the received record must be accepted in accordance with the current regulatory instruments.

Storing and using records involves recording, processing, distributing, and record keeping. During the maintenance phase, it is possible to determine whether or not this record is active. If the frequency of use remains high, the record is considered active. However, if the frequency has decreased, the record is considered inactive and must be submitted directly to the record center, as its life cycle has ended. At the conclusion of the record's existence, the record's life cycle will be decided by a policy referred to as a record retention schedule or JRA. Due to its historical value, this document will be depreciated, destroyed, or preserved in an archive. This evaluation is dependent on research conducted by the National Archives.

Record Creation

In the creation process, records are created by each sub-organization or service under the Batam city government. In the process, there is Batam City Municipal Government Regulation Number 34 of 2021 concerning Official Manuscripts Systems within the Batam City government. In this process, each staff member on duty must produce information under the rules set out in the regulation, starting with letter numbering, paper type, content quality, attachments and letter signing. In record management, official manuscripts systems have a role in the stage of creation. The creation of records encompasses the creation and receipt of records, with the administration of official manuscripts systems providing a significant role in the creation of records . To assist the process of creating records through the Official Manuscript Systems, the Batam City Municipal Government also issued Batam City Government Regulation Number 55 of 2020 concerning the Code Classification Record System and Dynamic Archive Access (records) within the Batam City Municipal Government. This Record Classification System Code facilitates the creation of records and the retrieval process as a form of organizing information. Classification schemes and file plans provide the coherence and consistency of the arrangement of records and serve as a basis for retrieval, retention, and disposal. In addition, they are crucial for assigning security status to users and restricting access to certain types of records .

Implementation in the field is based on the observations of researcher, as each agency is still unaware of the Service Manuscripts and Records Classification System Code. at the Batam City Library and Records Office will recheck to ensure that this will not reoccur when the record is retained. Then, based on the record audit evaluation conducted by the Library and Records Office of the Riau Archipelago Province, the record creation policy, including the socialization of the Service Manuscript System and the Records Classification Code, received an acceptable score.

Maintenance of Record

Records that have been registered and organized must be filed as active records based on the record classification code. Records management is carried out through activities, inspections, index determination, classification codes, grouping, labelling, and creating a record table of contents. Active record filing and making a list of active records in the work unit are the responsibility of the work unit leader and are carried out by the archivist. The process for organizing active records is still carried out by the staff of the Batam City Library

and Records Municipal Office, who do not manage records in their various work units and engage in only regulatory-compliant communication regarding record management. Then, noted that work units utilize active records due to the continued high intensity. To prevent administrative congestion, they should be rapidly retrieved during the administrative process. Consequently, active record management continues to employ a decentralized structure in each work unit.

The arrangement of inactive records is demanded of archive creators since it is part of record maintenance, which is regulated by Article 45 Paragraph 1 of Law Number 43 of 2009 Concerning Archives (Republik Indonesia, 2009), which explains maintaining the authenticity, integrity, safety, and security of records. The head of the records unit is responsible for maintaining inactive records through the organizing and storage of inactive records. Article 14 paragraph 1 of the Regulation of the Head of the National Archives of the Republic of Indonesia, mandates that the archives unit must provide a room or central facility for inactive records in order to keep inactive records (records center). As evidence of actions, organizations should keep and preserve their records, which are a significant resource and asset. In organizations where records are not adequately maintained, records are frequently insufficient for the purposes for which they are required, records are frequently misplaced, some records are deleted prematurely, and others are kept inappropriately.

The Batam City Library and Records Office does not yet have a record center. The researcher obtains information from the report and reveals the inactive records cannot be organized due to a lack of facilities such as a building for a record center. In accordance with the findings of the researcher. The researcher discovered no space for in-active record processing. A record center is a building created for affordable record storage, management, and service before to the destruction of records. A records center must be established through precise consideration. This indicates that the record center is not established merely because a room is filled with mounds of records. The development of the record center was necessitated by the organization's requirement to achieve specified criteria, and it can improve the accomplishment of record management targets.

According to the assessor's evaluation of the Library and Records Office of the Kepulauan Riau Province, this institution (Batam City Library and Records Municipal Office) has not implemented the arrangement of inactive records required to retention. Furthermore, based on the assessment report, the transfer of record media is still not implemented. In addition, numerous recommendations were made regarding classification systems, storage media, the destruction of inactive records, and the implementation of inactive record management in accordance with the Regulation of the Head of the National Archives of the Republic of Indonesia No. 37 of 2016 regarding to Record Retention Guidelines.

Disposition of Record

Retention of records is an activity to reduce the number of records by transferring inactive records from the work unit to a central record unit, destroying records with no use value and submitting static archives to records institutions. According to Smallwood (2013b), record retention is the process of preserving and conserving records such that they can be utilized in a sustainable manner. The retention schedule specifies the actions required to meet retention and disposal obligations for records and authorizes employees and systems to store, discard, or transfer records. The depreciation of records is controlled by a record retention schedule established by the institution's highest leadership and approved by the Head of the National Archives of the Republic of Indonesia. At principle,

depreciation must be recorded in multiple stages. Before executing of record retention, a comprehensive assessment of the records to be transferred or destroyed is necessary.

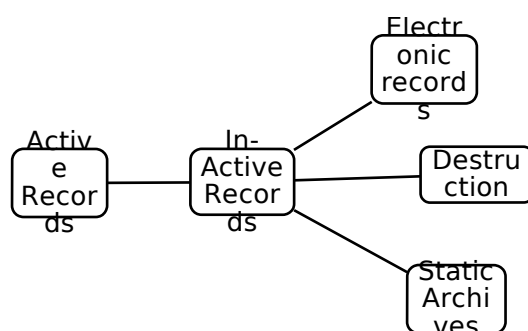


Figure 3. Record Retention Pathway.

In general, the assessment process for records is divided into two categories: primary use value and secondary use value. The key use-value of a record is its continued utility for the entity that originally developed the record. For instance, administrative settlement, decision-making, financial responsibility, legal evidence, organizational memory, and others. The evaluation of records is subjective according to the organizational unit's objectives (Hendrawan & Ulum, 2017). Assessing the value and risk of records to determine their preservation and disposition requirements is records assessment. Legal analysis is incorporated in the evaluation report .

Then, the transfer of records is based on the assessment process of the organizational unit. Active records that have entered the inactive record period must be transferred for storage to a recordkeeping unit that manages records and archives. Archivists should regularly evaluate the retention schedule. Archivists may retrieve records to be relocated to storage . Additionally, media are transferred to simplify the retrieval of record information. In addition, the retention schedule is one of the guiding principles utilized in record retention activities. In the form of a record retention schedule, each record's retention has been assessed based on its utility. describes records management as a systematic and efficient control over all records, from their initial creation to its final disposition. Managing records requires not only the maintenance of all records but also their disposal.

, assessment report indicates that the Batam City Library and Records Municipal Office has a variety of record retention recommendations for record management, such as: (i) They have not transferred records in accordance with the laws. (ii) They have not destroyed records in accordance with the regulation. (iii) In addition, the department of records does not submit an official report to the National Archives reporting the destruction of records because no records are to be destroyed. (iv) Does not maintain static or archive records. (v) Does not engage in record reproduction

The data collected by the researcher indicates that the Batam City Library and Records Municipal Office's for record retention management has not been ideal. According to the evaluation report acquired by the researcher, there are therefore numerous recommendations for future improvements.

Records management correlates with information governance. Based on the bibliometric study that the researcher conducted (figure 4), we can see a correlation between information governance, records management, and information management.

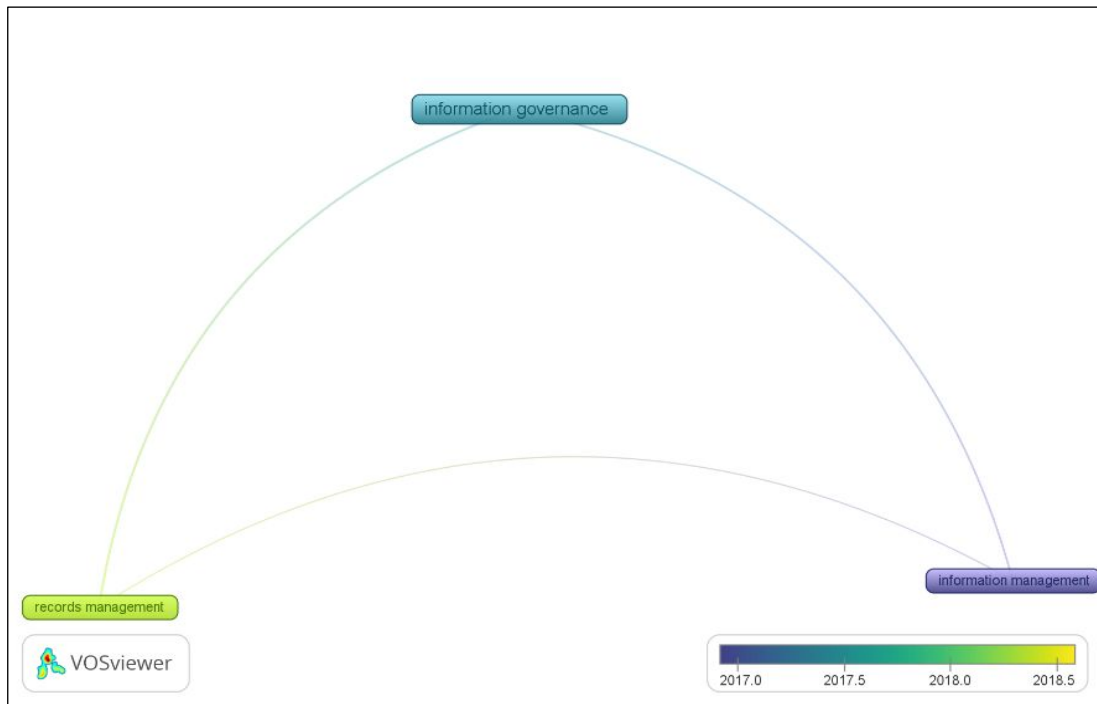


Figure 4. Information Governance Bibliometric Visualization.

Information governance (IG) is a sort of “super discipline.” Information governance includes key concepts from corporate governance, records management, content management, information technology and data governance, information security, data privacy, risk management, litigation readiness, regulatory compliance, and even business intelligence (Smallwood, 2014) Information governance is not a project, but rather an ongoing program that provides an umbrella of rules and policies monitored and enforced by information technology to manage and control the output and communications of information. The best solution would be implementation of Information governance since it provides a holistic approach to managing records and information from creation to disposal. Information governance improves information credibility when it is supported by an organization's strategy and devotion, particularly from the top management .

In this study, the researcher integrates the records management framework with information governance principles. Eight principles must be adhered to in the establishment of information governance, according to namely: (i) Accountability; (ii) Transparency; (iii) Integrity; (iv) Protection; (v) Compliance; (vi) Availability; (vii) Retention; (viii) Disposition.

However, the researcher highlighted three aspects in this preliminary study: 1. Compliance, 2. Retention, and 3. Disposition. Secondly, to obtain a comprehensive description, the researcher will conduct an evaluation based on maturity model of information governance. It presents the information governance maturity model to provide a comprehensive evaluation of the implementation of information governance.

Table 1. Archive Governance Principles.

Compliance	Level 3 (defined)	The Government of the Republic of Indonesia, the National Archives of the Republic of Indonesia, and the Government of Batam City have enacted numerous records management regulations. Nonetheless, the Batam City Library and Records Municipal Office has not yet implemented the laws of regulation in a frequent manner.
Retention	Level 1 (Initial)	The library and records office of the city of Batam has not performed up adequate record retention activities.
Disposition	Level 1 (Initial)	The library and records office of the city of Batam has not performed out the disposition of records management activities.

4. CONCLUSION

Based on the results of this study, it can be concluded that records management as the initiation of information governance in the library and records office of Batam City Municipal, is still not function effectively. There are still implementation issues, such as the acquisition of a record center for inactive record management. This matter based on consideration the acquisition of record center facilities. In such a scenario, issues such as inactive record management and record retention at the time of elimination would not take place. Based on this preliminary study, the municipal leaders of Batam City will have an awareness of the significance of managing information within the organization, and the Batam City Library and Record Office will be able to improve its infrastructure, facilities, and other supporting instruments.

5. AUTHOR'S NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. The authors confirmed that the paper was free of plagiarism.

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