Literacy Quality in Static Archive Services: A Study at the Yogyakarta Library and Archives Service

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Notes	ABSTRACT
  How to cite: Ismaya, Galib, A. A. C., Ridwan, M. M., Aminullah, A. M., Nuryani, S., Masnur, M., & Sitonda, S. (2024). Literacy Quality in Static Archive Services: A Study at the Yogyakarta Library and Archives. Khizanah Al-Hikmah : Jurnal Ilmu Perpustakaan, Informasi, Dan Kearsipan, 12(2). Retrieved from https://journal.uin-alauddin.ac.id/index.php/khizanah-al-hikmah/article/view/48547 DOI: 10.24252/kah.v12i2a10 	This study evaluated the quality of static archive services at the Yogyakarta Library and Archives Service, Indonesia. The research adopted a mixed-methods approach, combining quantitative and qualitative methodologies. The population comprised employees managing static archives within the institution, with a sample of 13 respondents selected through a saturated sampling technique. Data were collected using questionnaires and interviews and analyzed through descriptive and inferential statistical methods, including a one-sample t-test and correlational analysis. The findings revealed that the quality of archival facilities, employee competence, and performance effectiveness significantly influence the overall quality of archival services, with each variable hypothesized to meet at least 70% of the standard benchmarks. These insights underscore the critical areas for service improvement and highlight the need for targeted strategies to enhance institutional outreach and engagement. The study may contribute to the academic discourse on archival services by providing empirical evidence on the factors affecting service quality. Furthermore, it offers actionable recommendations for archival institutions to enhance service delivery and fulfill their mission of preserving and disseminating archival knowledge. **Keywords:** Static archive; archival services; archive service quality; archive management

1. INTRODUCTION

Archives play a crucial role as they serve as repositories of information and records that document the dynamics of a nation's life across various sectors, including politics, society, economy, culture, science, and digital technology. Archives are vital not only for safeguarding valuable documents but also for serving as repositories for important materials (Choudhury, 2017). Archival management has evolved from traditional methods to modern approaches as

a result of technological advancements (Rahman, 2020). The emergence of new technologies such as scanning, big data, cloud computing, and artificial intelligence has ushered in a transformative era in records management. These advances enable the comprehensive integration of archival information, improve the efficiency of resource sharing, and meet the needs of information in the digital era (Zhang et al., 2023; Chow-Thomas, 2020).

Media archives, in all their forms, serve as collective memories that can foster national awareness and reinforce the identity of a nation. Additionally, since archives provide insight into the activities and dynamics of an organization, they can also be utilized as a barometer to assess whether an institution is in a state of stasis or dynamism. Archives act as a mirror of an institution's or organization's activities, serving as genuine evidence of their operations. Static archives, in particular, hold a special status as they are created by the original archival entities and carry historical importance. Due to their lasting value, these archives are classified as permanent in the archive retention schedule.

As a vital source of historical information, static archives must be meticulously managed by archival institutions to serve as material for national accountability, reflecting the life of society, the nation, and the state (Martins, 2021). An archival institution is an institution that has the primary function and task of managing public information sources in the form of static archive treasures that can be accessed and utilized by the public/archive users for various interests (Cronin, 2021; Alim, Firman, & Badaruddin, 2022; Azmi, 2016). Once submitted by their creators to archival institutions, static archives are managed and preserved for the benefit of the broader community, encompassing individuals from diverse backgrounds and professions. In this case, archival institutions are obliged to ensure easy access to static archives as public information for the benefit of utilization and public services (Saputra & Armida, 2024) by paying attention to the principles of integrity, security, and safety of archives (Mufidati & Wijayanti, 2023).

However, archival literacy activities in practice take on specific characteristics and forms tailored to the respective fields of study. For example, in history, archival literacy is closely linked to examining past writings—called archives, mainly static archives—which serve as essential study materials for historians. Historians use these materials to reconstruct past events for various purposes, whether public or academic (Padiatra & Juhaeriyah, 2020). Historians rate finding aids, footnotes, and archivists very highly as sources for becoming aware of and locating information in their research (Duff et al., 2004)

As a form of responsibility for the life of society and the state, archival institutions organize the management of static archives to ensure the security of archives (Chow-Tomas, 2020). Managed static archives represent the collective memory of a nation, made accessible to the public. Archival institutions are responsible for ensuring that users have easy access to these archives, providing services that support government activities, research, scientific and technological development, and information dissemination. These responsibilities follow archival regulations and relevant legal frameworks (Uegami, 2020). Archival institutions provide static archives to users, ensuring they are in good condition. They also create search aids, such as registries, guides, and indexes, to help users quickly access these archives. The quality of public access to static archive services essentially depends on the effective collaboration between the work units responsible for managing these archives. This teamwork guarantees that static archives, representing the nation's collective memory, are accessible and usable by users directly and indirectly.

The Yogyakarta Regional Library and Archives Service, Indonesia, is a regional archival institution that has one of the functions and responsibilities in the management of static archives (Musliichah, 2017). Archival institutions must process archives into official information that all individuals and communities can use and access. They must prioritize providing effective public service by facilitating the use and access to these archives (Anggraeni & Mirmani, 2022). Good governance practices position bureaucrats as the primary agents in delivering public services. Archival employees must provide fast, accurate, precise, and transparent services while adhering to timelines and maintaining cost efficiency and quality. Access to static archives in archival institutions is governed by publication and closure policies following relevant laws and regulations.

Although many archival institutions provide access to archives, their existence remains unexplored (Opgenhaffen, 2022). This problem may be caused by archival institutions that have not reached the wider community. While several archival institutions have distributed questionnaires to general users to gauge their satisfaction, research has yet to examine the quality of archival services from the perspectives of archivists and archival service officers. This study seeks to evaluate the influence of key factors—namely, facilities, employee competence, and performance effectiveness—on service quality as perceived by archivists and archival service officers. The study posits that each variable will achieve a success rate of at least 70%. At the beginning of the year, the archival service officers at the Yogyakarta Regional Library and Archives Service established a benchmark to serve as a target for service quality. By the end of the year, statistical analyses confirmed the validity of this target. The study hypothesized that the quality of archival facilities, employee competence, performance efficiency, and overall archival services would each meet or exceed 70%. Additionally, it was proposed that archival facilities, employee competence, and performance effectiveness each have a positive influence on the quality of archival services. The findings from this research are anticipated to provide practical insights for archival management, supporting efforts to enhance the overall quality of archival services.

2. METHODS

The study employed a quantitative approach to examine this issue. This research method involves the collection and analysis of numerical data to describe, explain, predict, or regulate the variables and phenomena under investigation (Creswell, 2014). Quantitative research is a research method that uses data and numbers as well as appropriate information to answer a research hypothesis. This method involves the use of data, numbers, and relevant information to test research hypotheses (Waruwu, 2023). The study used applied descriptive and associative methods. The descriptive analysis used statistical techniques, including frequency distribution tables, graphs, central tendency, and dispersion measures.

The research was conducted from January to May 2024, with the population consisting of static archive management employees at the Yogyakarta Library and Archive Service. A saturated sample of thirteen respondents comprised five men and eight women. Data collection methods included questionnaires and interviews. The questionnaire covered four variables related to facilities, employee competence, performance effectiveness, and the quality of static archive services and was distributed to 13 static archive processing employees at the Yogyakarta Library and Archive Service. To enhance the research findings, interviews were

conducted to analyze the impact of facilities, employee competence, and performance effectiveness on the quality of static archive services at the library and archive office.
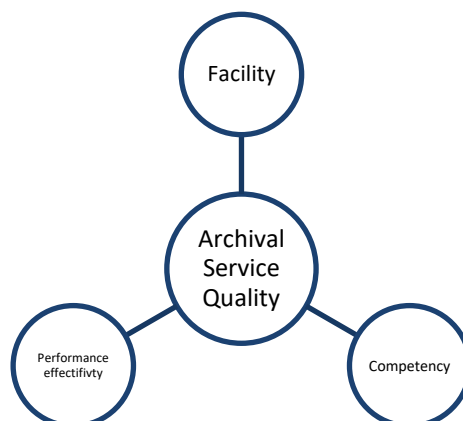

Figure 1. Relationship between variables

Quantitative data was processed using Excel and IBM SPSS Statistics 29.0 to measure each variable, employing data analysis methods such as single-sample t-test analysis and correlation analysis. The single-sample t-test is a statistical technique used to determine whether the mean of a sample significantly differs from a known or expected population mean. This test helps assess whether any observed difference is statistically significant or could be attributed to random variation in the sample. Correlation analysis was employed to examine the relationships between several variables. The correlation test, as introduced by (Pearson, 1896), is typically associated with regression analysis, which assesses whether variables influence each other. Although variables may be closely related or correlated, this does not necessarily imply causality.

3. RESULTS AND DISCUSSION

This study evaluates the quality of archive services at the Yogyakarta Library and Archive Service by examining the variables of facilities, employee competence, performance effectiveness, and archive services, each with a target threshold of at least 70%. To test the hypotheses, a single-sample t-test was employed. The single-sample t-test is a statistical method used to determine whether the mean of a sample significantly differs from the known or hypothesized population mean. This test is capable of identifying both systematic and random errors in statistical measurements (Francis & Jakicic, 2022). The single-sample t-test is a parametric statistical method, which requires the basic assumption that the research data follows a normal distribution. To verify this assumption, a normality test was conducted for each variable using IBM SPSS Statistics 29.0. Table 1 below presents the normality test results for the variables of archive facilities, employee competence, performance effectiveness, and archive services at the library and archive office.

Table 1. Normality test output results

Tests of Normality						
	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	Df	Mr.	Statistic	df	Mr.
Archive Facilities	.182	13	.200*	.907	13	.169
Employee Competencies	.237	13	.045	.869	13	.051
Service Archive	.212	13	.113	.870	13	.053
Effectiveness Performance	.178	13	.200*	.893	13	.108

Source: Data processed by researchers, 2024

Based on the results of the above output, the Shapiro-Wilk Sig value was obtained, whereas the value of Sig was the same. > 0.05 so that it can be concluded that the data on the results of the variables of archive facilities, employee competence, archive services and performance effectiveness are normally distributed. Thus, the assumption of normality of each variable in the t-test of one sample has been fulfilled.

Furthermore, the researcher conducted a one-sample t-test on each variable the following Table 2 presents the output results of the SPSS t-test of one sample of variables of archive facilities, employee competence, performance effectiveness, and archive services at research location.

Table 2. The results of the test output t one sample of the variable of archive facilities, employee competence, performance effectiveness, and archive services at research location

One-Sample Test						
	Test Value = 21					
			Significance		95% Confidence Interval of the Difference	
	t	df	One-Sided p	Two-Sided p	Mean Difference	Lower	Upper
Archive Facilities	7.032	12	,05	,10	5.231	3.61	6.85
Employee Competence	5.935	12	,05	,10	6.154	3.89	8.41
Effectiveness Performance	9.017	12	,05	,10	5.462	4.14	6.78
Quality Archival Services	7.710	12	,05	,10	6.077	4.36	7.79

Source: Data processed by researchers, 2024

Based on the results of the t-test output of one sample above, it is known that the t-calculated values are 7.032; 5.935; 9.017; and 7.710. The value of df (degree of freedom) or degree of freedom is 12. The value of sig. (1-sided p) or the significance value with the one-sided test is 0.05. The basis for making decisions by comparing t values is that if the t value is calculated > t in the table, Ho is accepted, and Ha is rejected. Formula to find t table (one-sided test; df)= (0,05; 12) Then look at the distribution of the T table statistics and find t table

of 1.782. The hypothesis is accepted since the value of t calculates > t table. The level of all variables of archive facilities, employee competence, performance effectiveness, and archive services is higher than 70% of 100% of the expected value. The study results showed that all hypotheses were accepted, indicating the quality of archive services for all variables studied, including archive facilities, employee competence, performance effectiveness, and archive services.

The respondents' confidence level in the quality of these variables was obtained by more than 70%, indicating the high quality of archival services to the environment studied. This emphasizes the importance of archival facilities, employee competence, performance effectiveness, and archival services that provide a basis for strategic development and improvement. These findings have practical implications for managing or designing such environments, focusing on improving standards to meet user expectations.

### Achievement of Variable Indicators of Asip Service Quality

Furthermore, this study also measures the achievement of each variable by comparing each score calculated with the criterion score. The calculated score is the number of scores obtained by each variable, the criterion score is the maximum number that can be obtained for each variable (number of questions x number of respondents x maximum Likert score of 6), and achievement is the calculation score divided by the criterion score (in categories).

The descriptive statistical analysis results on the static archive service quality variable showed a very good category with a minimum value of 22, a maximum value of 30, and a mean of 27.8. It can be seen in each variable indicator of the quality of archive services in terms of professionalism, responsiveness, security, and archive collections are in the very good category. So, it can be concluded that most respondents answered that the quality of static archive services in this study is very good. The following is detailed information in Table 3 for each archival service quality variable indicator.

Table 3. Descriptive statistics of variable indicators of archival service quality

It	Indicator	Category
1	Professional	Excellent
2	Responsiveness	Excellent
3	Security	Excellent
4	Archive Collection	Excellent

Source: Data processed by researchers, 2024
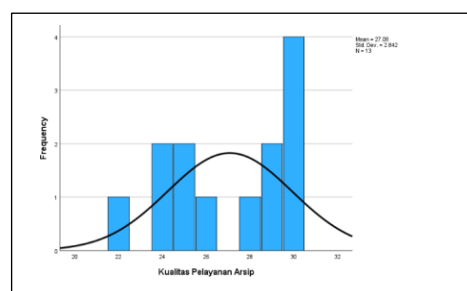
Furthermore, the descriptive statistical analysis results on the archival facility variable showed that the category was adequate, with a minimum value of 22, a maximum value of 30, and a mean of 26.23. It can be seen in each indicator of the variable of archival facilities, both in terms of storage facilities, supporting facilities, and category archival facilities, which are very adequate. So it can be concluded that the majority of each respondent answered that the quality of archival facilities in this study is very adequate.

Variable Indicators of Archival Facilities

Furthermore, each indicator of the archival facility variable is analyzed, and the data is included as follows:

Table 4. Descriptive statistics of variable indicators of archival facilities

It	indicator	Category
1	Storage Facilities	Very adequate
2	Supporting Facilities	Very adequate
3	Archival Facilities	Very adequate

Source: Data processed by researchers, 2024
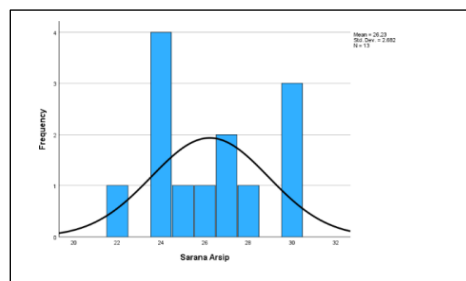
Then, the descriptive statistical analysis results on the competency variables of archive employees show that the category is very competent, with a minimum value of 24, a maximum value of 35, and a mean of 30.15. It can be seen in each indicator of the variable competency of employees, both in terms of understanding, skills, and collaboration, are very competent. So it can be concluded that most of each respondent answered the quality of the competence of archive employees in this study in a very competent condition. The following is detailed information in Table 5 for each variable indicator of the competency of archival employees.

Table 5. Descriptive statistics of indicators of the competence of archival employees

| It	Indicator	Category
1	Understanding	Highly Competent
2	Skills	Highly Competent
3	Collaboration	Highly Competent

Source: Data processed by researchers, 2024
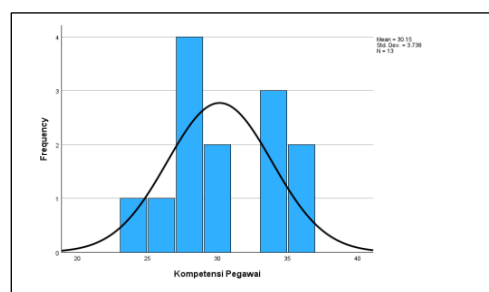
Meanwhile, descriptive statistical analysis results on performance effectiveness variables show a very effective category with a minimum value of 24, a maximum value of 30, and a mean value of 26.46. It can be seen in each performance effectiveness indicator in terms of adaptability, competence, leadership roles, and the availability of human resources classified as very effective. So, it can be concluded that most of the respondents answered the quality of performance effectiveness in this study in a very effective condition. The following is detailed information in Table 6 for each variable indicator of performance effectiveness.

Table 6. Descriptive statistics of variable indicators of performance effectiveness

It	Indicator	Category
1	Ability Adapt	Highly Effective
2	Ability Competent	Highly Effective
3	Leadership Role	Highly Effective
4	Availability of Human Resources	Highly Effective
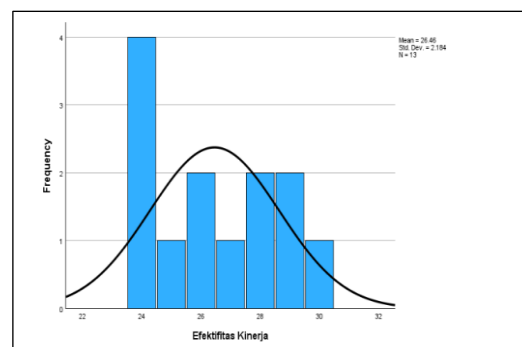
Source: Data processed by researchers, 2024

In addition to using sample t-test and descriptive statistics, this study also analyzed the correlation of each variable. The goal is to find out the close relationship between two or more variables, expressed in correlation coefficients. The relationship between these variables can be positive or negative. Correlation analysis does not recognize variable (X) and variable (Y). This is because the relationship between variables is reciprocal. The basis for making decisions regarding correlation analysis is to compare the Sig. value with an alpha value of 0.05. If the value of Sig. < 0.05, then there is a correlation between related or positive variables. Meanwhile, if the value of Sig. > 0.05, then there is no correlation between related or negative variables. Table 7 presents the results of the correlation of the variables of facilities, employee competence, and performance effectiveness to the quality of archive services at the library and archive office.

Table 7. The results of the correlation analysis of variable facilities, employee competence, performance effectiveness on the quality of archive services

Correlations			
		Archive Facilities	Quality of Archival Services
Archive Facilities	Pearson Correlation	1	.260
	Sig. (1-tailed)		.196
	N	13	13
Quality of Archival Services	Pearson Correlation	.260	1
	Sig. (1-tailed)	.196	
	N	13	13

		Employee Competencies	Archival Services
Employee Competencies	Pearson Correlation	1	.611[*]
	Sig. (1-tailed)		.013
	N	13	13
Quality of Archival Services	Pearson Correlation	.611[*]	1
	Sig. (1-tailed)	.013	
	N	13	13

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		Performance Effectiveness	Quality of Archival Services
Performance Effectiveness	Pearson Correlation	1	.558[*]
	Sig. (1-tailed)		.024
	N	13	13
Quality of Archival Services	Pearson Correlation	.558[*]	1
	Sig. (1-tailed)	.024	
	N	13	13

Source: Data processed by researchers, 2024

The correlation analysis reveals the following: The Sig. (1-tailed) value between facilities (X1) and archival service quality (Y) is 0.196, indicating a negative and non-significant relationship. Thus, improvements in facilities do not correspond with enhanced service quality. Conversely, the Sig. (1-tailed) value between employee competence (X2) and service quality (Y) is 0.013, demonstrating a positive and significant relationship, meaning increased employee competence leads to better service quality—similarly, the Sig. (1-tailed) value between performance effectiveness (X3) and archival service quality (Y) is 0.024, also indicating a positive and significant relationship, where enhanced performance effectiveness improves service quality.

Despite achieving an A accreditation with a score of 90.65 points in 2023, based on an interview with the first archivist candidate, there are ongoing challenges in archival services at the Yogyakarta Library and Archive Service. The large volume of archival materials and limited staffing hinder service quality. Although facilities are generally adequate, there is a noted deficiency in specialized tools for media transfer, which does not significantly impact service quality. To address these challenges, the library and archive service implements annual employee training and archival publication programs to enhance service delivery and increase user awareness of the importance of archives.

Information literacy focuses on understanding a person's information needs, done with the ability to find and assess relevant information and use it appropriately. This ability is beneficial for a person to achieve and express an adequately informed view and to be fully involved in society. Meanwhile, the American Library Association (ALA) defines information literacy as a set of abilities that a person needs to be aware of when information is needed and the ability to place, evaluate, and use the information needed effectively (Mufidati & Wijayanti, 2023).

As one of the important sources of historical information, static archives (archives) must be managed properly as a material for national accountability for the life of society, nation, and state by archival institutions. An archival institution is an institution that has the main function and task of managing public information sources in the form of static archival treasures that can be accessed and utilized by the public/archive users for various interests. Static archives submitted by the creator of the archive to archival institutions will be managed and preserved for the benefit of the community/the public from various backgrounds and professions. In this case, archival institutions are obliged to ensure easy access to static archives as public information for the benefit of utilization, utilization, and public services by paying attention to the principles of integrity, security, and safety of archives (Mufidati & Wijayanti, 2023).

Archive services are activities carried out by archival institutions to meet the needs of users for information recorded in archives. In the context of public administration, archival services are categorized as public services. Public service can be interpreted as a government program in providing everything that the community needs through the function of public servant, namely serving the interests of the community in accordance with applicable rules (Yudhanti, 2020).

Increasing the mastery of information literacy for users of static archives in archival institutions through various forms of information facilities, such as books, audiovisual materials, computers and internet access. In providing information services for archives users, archival institutions must also have good search facilities to help search for information effectively by using means of assisting in the rediscovery of archives (finding aids) such as archive lists, archive inventories, and archive guides. In addition, the Archives Institution also needs to provide reference services for information search consultation carried out by archivists in this section. Archivists must have knowledge and expertise in the field of effective information search, namely information literacy and adequate mastery of information and communication technology (Mufidati & Wijayanti, 2023).

With the development of archival facilities and infrastructure is important to be supported and sustainable in Kembangan at the DIY Regional Archives Library Office, from the above research, a common thread can be drawn that facilities, storage, archival support facilities are categorized as adequate, this is a benchmark in providing excellent service to users. In Government Regulation number 28 of 2012 concerning the Implementation of Law number 43 of 2009 concerning Archives article 101, it is stated that access to static archives is carried out in the context of utilization, utilization, and public services. So it is the duty of archivists to be able to provide archival services for the community.

It is the obligation of archival institutions to process static archives, both from acquisitions and handovers. Static archive processing is a stage of archive management so that archives are organized and easy to find again. Archive processing also aims to process archives into information. Archive processing is based on static archive description standards. The static archive description standard is a basic provision in describing/recording static archive information. The static archive description standard at least meets the elements of provenance, including the archive number, redaction form, concise content, creation period, development level, number, and archive conditions.

The Yogyakarta Library and Archive Service as one of the public institutions must regularly assess the effectiveness and efficiency of their recording. Maintain systems and processes to: ensure that these systems and processes satisfy and meet the needs of users, especially supporting improvements in archival literacy activities, especially static archives, in line with the organization's objectives, identifying achievements and successful compliance with standards issued by the State Archives of the Republic of Indonesia, and planning new services and improving existing tools and services (Munadi & Annur, 2021).

Professionalism along with competence can be obtained through several ways, including formal education and/or non-formal education such as archival training. Professionalism is always associated with efficiency and success, being a source for increased production, growth, prosperity and welfare, both from the individual who owns the profession and the community around him (Harahap, 2020).

To advance the field of archives, archivists must be encouraged to focus on the field of archives by increasing material rewards and non-material welfare for them, including the

provision of educational scholarships, the provision of certificates of appreciation for achievements. In supporting employee competence both in terms of understanding, skills and collaboration are very competent at the library and archive service.

Archival services are one of the effective ways to contribute to policy, education and socio-cultural perspectives. In the world of archives, not all archives can be served to the general public. Because an archive may still be often used in daily institutional activities. The archives that are still in use that we know as dynamic archives and archives that are rarely used and can be served are called static archives that have permanent value so that static archives are often presented to users (Setiawan, 2017).

The effectiveness of individual performance can be measured from work skills, increased achievement, ability to adapt, and able to face changes that occur in the work environment, archives employees must certainly prepare themselves carefully to face the changes that occur (Nursiswo & Pramusinto, 2019; National Archives of the Republic of Indonesia, 2020). So that it can continue to improve scientific competence and skills in providing effective and maximum service to users, the role of leaders is also one of the key factors in the success of an organization in order to encourage employees to continue to maximize competence in every field at the service.

These findings show how important the quality of archive services, especially static archives, is one of the historical proofs that everyone can understand important events that occurred at that time. Moreover, at this time technology has been very developed so that there are various variations and conveniences in the static archive service. The Yogyakarta Library and Archive Service is a good example in providing excellent service to users through improving the competence of archivist employees, one of which is the service has shown that they have prepared well, such as opening consultation rooms, street vendor places, internships, trainings and others.

4. CONCLUSION

The findings indicated that the quality of archive facilities, employee competence, and performance effectiveness are critical factors in determining overall service quality. Employees rated all these aspects as "very good," with scores significantly surpassing the 70% benchmark initially set for evaluation. Furthermore, the study revealed a positive correlation between employee competence and performance effectiveness with the quality of archival services, suggesting that improvements in these areas lead to enhanced service quality. The study proposes several recommendations for enhancing archival services. These include boosting performance efficiency, further developing employee competencies, and improving facility quality. Additionally, the study advocates for the establishment of clear policies, ensuring the accessibility of archival service systems, and maintaining regular technology updates. It highlights the importance of implementing more effective programs for service improvement, simplifying archival information systems, and fostering stronger collaboration with stakeholders. Educational institutions can leverage these insights to develop targeted training programs that focus on enhancing employees' interpersonal skills and deepening their understanding of records management systems. In conclusion, this research provides a robust framework for the design and implementation of strategies aimed at improving archival services, offering valuable guidance for future initiatives in the field.

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