

## Korespondensi Jurnal Manajemen Pelayanan Publik (Sinta 2)

[jmpp] Pendaftaran Jurnal

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk  
Hapus label Kotak Masuk dari percakapan ini



**Yogi  
Suprayogi  
Sugandi**

Rab, 7 Jun, 20.52

Muhamad Yusuf Muhamad Yusuf Yusuf Anda sekarang telah terdaftar sebagai pengguna dengan Jurnal Man  
pengguna d



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <m.yusuf@umpr.ac.id>

Sab, 24  
Jun, 14.01

kepada Yogi

Terimakasih atas informasinya.  
Salam  
M.Yusuf

[jmpp] Pernyataan Naskah

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk  
Hapus label Kotak Masuk dari percakapan ini



**Yogi Suprayogi Sugandi**

Muhamad Yusuf Muhamad Yusuf Yusuf: Terima kasih untuk menyerahkan manuskrip, "The Record Manager  
Enhancing Better



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <m.yusuf@umpr.ac.id>

Sab, 24  
Jun, 18.39

kepada Yogi

Terima kasih atas informasinya. Kami akan menindaklanjuti dengan mengirim naskah kepada pengelola jurnal untuk dilakukan proofread.

Terimakasih

Salam

M.Yusuf

[jmpp] The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk

Hapus label Kotak Masuk dari percakapan ini



**Yogi Suprayogi** [yogi.jmpp@gmail.com](mailto:yogi.jmpp@gmail.com) [lewat noreply.unpad.ac.id](mailto:noreply.unpad.ac.id)

Jum, 9  
Jun, 10.31

kepada saya

Kepada Yth: Muhammad Yusuf Yusuf

Naskah artikel anda yang berjudul "The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services" sudah lolos tahap Submit, dan akan dilanjutkan ketahapan selanjutnya yakni, "Proofread".

Anda bisa langsung mengirim File / Naskah anda berupa doc / pdf kepada salahsatu pengelola kami.

Harap hubungi Narahubung untuk konfirmasi dan informasi selanjutnya: +62 821-3016-3098 (Ervina)

Yogi Suprayogi

Departemen Administrasi Publik, FISIP, Unpad

[yogi.jmpp@gmail.com](mailto:yogi.jmpp@gmail.com)

---

Jurnal Manajemen Pelayanan Publik

<http://jurnal.unpad.ac.id/jmpp>



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <[m.yusuf@umpr.ac.id](mailto:m.yusuf@umpr.ac.id)>

Sab, 24  
Jun, 14.04

kepada Yogi

Terima kasih atas informasinya. Kami akan menindaklanjuti dengan mengirim naskah kepada pengelola jurnal untuk dilakukan proofread.

Terimakasih

Salam

M.Yusuf

---

[jmpp] Keputusan Editor

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk

Hapus label Kotak Masuk dari percakapan ini



**andri Andri Kesmawan** [andrikesmawan211@gmail.com](mailto:andrikesmawan211@gmail.com) [lewat noreply.unpad.ac.id](mailto:noreply.unpad.ac.id) Sen, 26  
Jun, 14.17

kepada saya, Denok, Paulus

Muhamad Yusuf Muhamad Yusuf Yusuf:

Kami telah mengambil keputusan mengenai naskah Anda untuk Jurnal Manajemen Pelayanan Publik, "The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services".

Keputusan kami adalah: Artikel perlu Revisi

andri Andri Kesmawan  
HP / Telepon 085959651943  
[andrikesmawan211@gmail.com](mailto:andrikesmawan211@gmail.com)

---

Jurnal Manajemen Pelayanan Publik  
<http://jurnal.unpad.ac.id/jmpp>



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <[m.yusuf@umpr.ac.id](mailto:m.yusuf@umpr.ac.id)>

Sen, 26  
Jun, 16.24

kepada andri

Bp. Andi Kesmawan ysh.,  
Terimakasih atas perhatian dan informasinya. Segera kami tindaklanjuti.  
Salam  
M. yusuf

[jmpp] Editor Decision

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk

Hapus label Kotak Masuk dari percakapan ini



**andri Andri Kesmawan** andrikesmawan211@gmail.com [lewat](mailto:andrikesmawan211@gmail.com) noreply.unpad.ac.id Sab, 1 Jul, 08.37

kepada saya, Denok, Paulus

Muhamad Yusuf Muhamad Yusuf Yusuf:

Kami telah mengambil keputusan mengenai naskah Anda untuk Jurnal Manajemen Pelayanan Publik, "The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services".

Keputusan kami adalah: Artikel diterima

andri Andri Kesmawan  
HP / Telepon 085959651943  
[andrikesmawan211@gmail.com](mailto:andrikesmawan211@gmail.com)

---

Jurnal Manajemen Pelayanan Publik  
<http://jurnal.unpad.ac.id/jmpp>



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <m.yusuf@umpr.ac.id>

Sab, 1  
Jul, 09.50

kepada andri

Ysh Bp. Andri Kesmawan,  
Terimakasih atas keputusan artikel diterima untuk artikel kami. Selanjutnya kami akan perbaiki sesuai saran reviewer yang telah kami terima.  
Salam  
M. Yusuf.

[jmpp] Permintaan Review Copyediting

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk

Hapus label Kotak Masuk dari percakapan ini



**andri Andri Kesmawan** andrikesmawan211@gmail.com [lewat](mailto:andrikesmawan211@gmail.com) noreply.unpad.ac.id Sab, 1 Jul, 08.37

kepada saya

Muhamad Yusuf Muhamad Yusuf Yusuf:

Naskah Anda "The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services" untuk Jurnal Manajemen Pelayanan Publik telah melewati langkah pertama copyediting, dan tersedia untuk Anda untuk mereview dengan langkah-langkah berikut ini.

1. Klik URL Penyerahan di bawah ini.
2. Login ke jurnal dan klik di File yang ditampilkan di langkah 1.
3. Buka naskah yang telah diunduh.
4. Review teks ini, termasuk proposal copyedit dan Pertanyaan Penulis.
5. Buatlah perubahan copyediting apapun yang selanjutnya akan meningkatkan teks.
6. Saat selesai, upload file tersebut di Langkah 2.
7. Klik di METADATA untuk mengecek informasi pengindeksan untuk kelengkapan dan keakuratan.
8. Kirim email LENGKAP kepada editor dan copyeditor.

URL Penyerahan:

<https://jurnal.unpad.ac.id/jmpp/author/submissionEditing/47337>

Nama pengguna Penulis: yusuf2023

Ini adalah kesempatan terbaik untuk membuat perubahan copyediting besar ke naskah. Tahap proofreading, yang mengikuti persiapan galley, terlarang untuk mengoreksi kesalahan layout dan tipografi.

Jika Anda tidak dapat bertanggung jawab atas pekerjaan ini saat ini atau mempunyai pertanyaan apapun, silakan hubungi saya. Terima kasih untuk kontribusi Anda kepada jurnal ini.

andri Andri Kesmawan  
HP / Telepon 085959651943  
[andrikesmawan211@gmail.com](mailto:andrikesmawan211@gmail.com)

---

Jurnal Manajemen Pelayanan Publik

<http://jurnal.unpad.ac.id/jmpp>



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <m.yusuf@umpr.ac.id>

Sab, 1  
Jul, 09.51

kepada andri

Ysh Bp, Andri Kesmawan

Terimakasih atas informasi dan petunjuk untuk memperbaiki artikel kami. Segera kami tindaklanjuti.

Salam

M. Yusuf

---

[JMPP] Pemberitahuan Surat LoA (Letter of Acceptance) untuk Penulis

Eksternal

Kotak Masuk

Telusuri semua pesan berlabel Kotak Masuk  
Hapus label Kotak Masuk dari percakapan ini



**jmpp unpad** <[jmpp.unpad@gmail.com](mailto:jmpp.unpad@gmail.com)>

Jum, 7  
Jul, 23.32

kepada saya

Yth. Penulis

Terimakasih telah mengirimkan artikel ilmiah untuk diterbitkan pada Jurnal Manajemen Pelayanan Publik (e-ISSN: 2581-1878 ) dengan Judul :

“The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services”

Berdasarkan hasil review, artikel tersebut dinyatakan DITERIMA untuk dipublikasikan di Jurnal Manajemen Pelayanan Publik Bulan Agustus Tahun 2023 yaitu pada Volume 7 Nomor 1.

Untuk mendapatkan Surat LoA, mohon segera melakukan pembayaran sesuai dengan Surat Pemberitahuan terlampir dan mengirim Surat Kesanggupan Bayar dengan membalas email ini. Narahubung: Azka (081286461956)

Demikian informasi ini disampaikan, dan atas perhatiannya, diucapkan terima kasih.

Hormat kami,

Editor JMPP

[jmpp.unpad@gmail.com](mailto:jmpp.unpad@gmail.com)

**2 Lampiran** • Dipindai dengan Gmail



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <[m.yusuf@umpr.ac.id](mailto:m.yusuf@umpr.ac.id)>

Min, 9  
Jul, 01.30

kepada jmpp

Ysh Editor JMPP

Terimakasih atas informasi diterimanya artikel kami. Selanjutnya kami akan membayar biaya APC yang telah ditetapkan. Verikut saya kirimkan surat pernyataan kesediaan membayar APC.

Terimakasih

Salam

M. Yusuf

---

**Satu lampiran** • Dipindai dengan Gmail



**jmpp unpad** <jmpp.unpad@gmail.com>

Min, 9  
Jul, 10.45

kepada saya

Dear Authors

We would like to express our sincere gratitude for your commitment to cover the publication fees for your article. Your support is greatly appreciated.

Your financial contribution plays a vital role in maintaining the quality of our journal and advancing scientific research. We value this partnership and look forward to its continued success.

Thank you for your attention and support.

Best regards,

[Journal Publisher Team]



**Dr. H. Muhamad Yusuf, S.Sos., M.A.P** <m.yusuf@umpr.ac.id>

Min, 9  
Jul, 19.55

kepada jmpp

You are welcome.  
Kind regards,  
M. Yusuf

Lampiran:

https://jurnal.unpad.ac.id/jmpp/author/submission/47337

ISSN : 2580-9970 (Print)  
ISSN : 2581-1878 (Online)

# Jurnal Manajemen Pelayanan Publik

BERANDA ADMINISTRASI CARİ TERKINI ARSIP PENGUMUMAN INFORMASI

Beranda > Pengguna > Penulis > Naskah > #47337 > Ringkasan

**RINGKASAN** REVIEW PENGEDITAN

## Naskah

Penulis: Muhamad Yusuf Yusuf, Denok Kurniasih Kurniasih, Paulus Israwan Setyoko  
 Judul: The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services  
 File Asli: 47337-178699-1-SM.DOCX 2023-06-07  
 Singkatan File: Tidak Ada  
 Tambahan: Muhamad Yusuf Muhamad Yusuf Yusuf  
 Tanggal dikumpulkan: June 7, 2023 - 09:29 PM  
 Bagian: Artikel  
 Editor: Andri Kesmawan  
 Lihat Abstrak: 0

## Status

Status: Diterbitkan Vol 7, No 1 (2023): Jurnal Manajemen Pelayanan Publik  
 Dimulai: 2023-07-17  
 Terakhir Dimodifikasi: 2023-09-11

## Metadada Naskah

Penulis: Muhamad Yusuf Yusuf  
 Nama: Muhamad Yusuf Yusuf  
 Afiliasi: Universitas Muhammadiyah Palangka Raya

00290069 View My Stats

**Visitors**

ID	101,886	MY	256
US	4,624	RU	229
SG	1,028	IN	227
CN	731	KR	205
JP	451	ZA	124

Pageviews: 292,153

TOOLS: MENDELEY, grammarly

#47337 Ringkasan

https://jurnal.unpad.ac.id/jmpp/author/submission/47337

ISSN: 2580-9970 (Print), 2581-1878 (Online)

**Metadada Naskah**

Penulis: Muhamad Yusuf Yusuf, Denok Kurniasih Kurniasih, Paulus Israwan Setyoko  
 Nama: Muhamad Yusuf Yusuf, Denok Kurniasih Kurniasih, Paulus Israwan Setyoko  
 Afiliasi: Universitas Muhammadiyah Palangka Raya, Universitas Jenderal Soedirman Purwokerto, Universitas Jenderal Soedirman Purwokerto  
 Negara: Indonesia, Indonesia, Indonesia  
 Kompeting interests: CI POLICY, CI POLICY, CI POLICY  
 Biografi: —, —, —  
 Kontak Utama untuk Korespondensi Editorial: —

**Judul dan Abstrak**

Judul: The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services  
 Abstrak: This study observes the significance of record management in enhancing public services and identifies obstacles and supporting components associated with effective record management in the public sector. Literature review from articles in the Scopus database on record management in the public sector. Based on an analysis of the value of record management and lessons learned from previous difficulties, this study forecasts some upcoming record management challenges. These include the high volume of documents recorded and how it is stored, maintained, and protected; decentralized system by agencies; limited resources support including lack of capabilities staff and minimum quality of information and communications technology (ICT) and funding. Additionally, this analysis discovered that record management in public services has some supporting components. It consists of highly skilled trained personnel, proper standardization; and legal framework; well-developed ICT centralized system.

**Pengindeksan**

Disiplin Ilmu dan Sub Disiplin: —  
 Kata Kunci: record management; public services; public management  
 Bahasa: en

17 FLAG counter

NOTIFIKASI: Lihat (9 new), Mengatur

PENCARIAN: Kata Kunci: pada data: Semua

TERBITAN TERKINI: IAPA

PLAGIARISME: turnitin

TEMPLATE PENULISAN: Microsoft Word

COLLABORATE WITH: IAPA



#47337 Ringkasan

https://jurnal.unpad.ac.id/jmpp/author/submission/47337

Cari

Telusuri

- Berdasarkan Terbitan
- Berdasarkan Penulis
- Berdasarkan Judul
- Jurnal Lain
- Kategori

UKURAN HURUF

Pengindeksan

Disiplin Ilmu dan Sub Disiplin

Kata Kunci

record management; public services; public management

Bahasa

en

Agensi Pendukung

Nama Agensi

Referensi

Referensi

Ajibade, P., & Mutula, S. M. (2019). Integrated Records Management: Using Software Design Approach to Support Business Process Management and Compliance in the Networked Environment. *New Review of Information Networking*, 24(2), 178-192. <https://doi.org/10.1080/13614576.2019.1618197>

Albi, H., & Inan, A. (2017). Bureaucratic Reform in Public Service: A Case Study on the One Stop Integrated Service. *Mediterranean Journal of Social Sciences*, 8(2), 253-258. <https://doi.org/10.5901/mjs.2017.v8n2p253>

Ambira, C. M., Kemoni, H. N., & Ngulube, P. (2019). A framework for electronic records management in support of e-government in Kenya. *Records Management Journal*, 28(3), 305-319. <https://doi.org/10.1108/RMJ-03-2018-0006>

Aramido, D., Ajibola, K., Olatunji, O. S., & Odunroye, A. (2020). Improving Records Management And Security For Successful Business Performances: The Role Of New Media. 3724. *ACCOUNT REV*, 17, 88-95. <https://doi.org/10.1111/j.1835-2561.2007.tb00457.x>

Asamoah, E., Tam, H. L., & Abdullah, A. (2021). Implementation of Inclusive Education Policy in Ghana: Recommendations From Social Workers and Policy Makers. *International Journal of Disability Development and Education*. <https://doi.org/10.1080/1034912X.2021.1953335>

Aziz, A., Yusuf, Z., Mokhtar, U., & Jambari, D. (2018). A Conceptual Model for Electronic Document and Records Management System Adoption in Malaysian Public Sector. *International Journal on Advanced Sciences, Engineering and Information Technology*, 8. <https://doi.org/10.18517/ijaseit.8.4.6376>

Barrett, P. A. T. (2007). A Matter of Record: Document Management as Part of Good Corporate Governance, Risk Management and Decision-Making. *Australian Accounting Review - AUST ACCOUNT REV*, 17, 88-95. <https://doi.org/10.1111/j.1835-2561.2007.tb00457.x>

Chaputala, A. H. (2022). E-records management practices in public universities: a developing country perspective. *Records Management Journal*, 32(3), 215-229. <https://doi.org/10.1108/RMJ-06-2021-0027>

Chorley, A. J., Marlow, L. A. V., Forster, A. S., Haddrell, J. B., & Waller, J. (2017). Experiences of cervical screening and barriers to participation in the context of an organised programme: a systematic review and thematic synthesis. *Psycho-Oncology*, 26(2), 161-172. <https://doi.org/10.1002/pon.4126>

Clark, C. (1998). A Social Services Department and Local Government Reorganisation: A records management project. *Journal of the Society of Archivists*, 19(2), 189-197. <https://doi.org/10.1080/003791909514437>

Crowell, J. W. (2014). A concise introduction to mixed methods research. SAGE publications.

Cumming, K., & Findlay, C. (2010). Digital recordkeeping: Are we at a tipping point? *Records Management Journal*, 20(3), 265-278. <https://doi.org/10.1108/09565691011095292>

Dikopoulos, A., & Mitsoulis, A. (2012). The contribution of records management to good governance. *TQM Journal*, 24(2), 123-141. <https://doi.org/10.1108/17542731211215071>

Duffus, K. (2017). Recruitment of records management practitioners in Jamaica's public sector and its implications for professional practice. *Records Management Journal*, 27. <https://doi.org/10.1108/17542731211215071>

TERBITAN TERKINI

AUTHOR NOTICE

PDF ETHICAL STATEMENT

PDF AUTHORSHIP AGREEMENT

PDF COPYRIGHT TRANSFER AGREEMENT

PENULIS

Naskah

- Aktif (0)
- Ansip (1)
- Penyerahan Naskah Baru

BAHASA

Bahasa Indonesia

Ubah

INFORMASI

ENG US

06:12

29/10/2023

#47337 Review

https://jurnal.unpad.ac.id/jmpp/author/submissionReview/47337

# Manajemen Pelayanan Publik

BERANDA ADMINISTRASI CARİ TERKINI ARSIP PENGUMUMAN INFORMASI

PANDUAN PENGGUNAAN

SERING DITANYAKAN

OPEN JOURNAL SYSTEMS

JADWAL PENERBITAN

PENGGUNA

Anda login sebagai... **yusuf2023**

- Manajer Jurnal
- Jurnal Saya
- Profil Saya
- Log Out
- Log Out PAU5

VISITOR STATISTIC

100288070 View My Stats

Visitors

- 101,886
- 4,624
- 1,028
- 731
- 451
- 256
- 229
- 227
- 205
- 124

Pageviews: 292,153

ISSN

BERANDA > Pengumuman > Penulis > Naskah > #47337 > Review

RINGKASAN REVIEW PENGEDITAN

Naskah

Penulis

Muhamad Yusuf Yusuf, Denok Kurniasih Kurniasih, Paulus Israwan Setyoko

Judul

The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services

Bagian

Artikel

Editor

Andri Kesnawan

Peer Review

Tahapan I

Versi Review

47337-179702-3-RV.DOCX 2023-06-22

Dimulai

2023-06-12

Terakhir Dimodifikasi

2023-06-26

File yang diunggah

Reviewer B 47337-179359-1-RV.DOCX 2023-06-14

Keputusan Editor

Artikel Terima 2023-07-01

Keputusan

Reklam Email Editor/Penulis 2023-07-01

Beritahu Editor

47337-179113-1-ED.DOCX 2023-06-12

Versi Editor

47337-179113-2-ED.DOCX 2023-06-22

Versi Penulis

47337-181053-3-ED.DOCX 2023-06-28 HAPUS

47337-181053-4-ED.DOCX 2023-07-01 HAPUS

Unggah Versi Penulis

Version

Browse... No file selected.

Unggah

Online Submissions

- Publication Ethics
- Focus and Scope
- Author Guidelines
- Contact
- Editorial Team
- Peer Reviewer
- Section Policies
- Open Access Policy
- Print Order
- Indexed on
- Article Processing Fee

TOOLS

MENDELLEY

grammarly

PLAGIARISME

ENG US

06:12

29/10/2023

#47337 Pengeditan

https://jurnal.unpad.ac.id/jmp/author/submissionEditing/47337

# Jurnal Manajemen Pelayanan Publik

BERANDA ADMINISTRASI CARI TERKINI ARSIP PENGUMUMAN INFORMASI

Beranda > Pengguna > Penulis > Naskah > #47337 > Pengeditan

PANDUAN PENGGUNAAN  
SERING DITANYAKAN  
OPEN JOURNAL SYSTEMS  
JADWAL PENERBITAN

**PENGGUNA**  
Anda login sebagai...  
yusuf2023  
Manajer Jurnal  
Jurnal Saya  
Profil Saya  
Log Out  
Log Out PAUS

**VISITOR STATISTIC**  
80298071 View My Stats  
**Visitors**  
ID 101,886  
US 4,624  
SG 1,028  
CN 731  
JP 451  
RU 256  
RU 229  
IN 227  
IN 205  
CA 124  
Pageviews: 292,161  
i7: FLAG counter

**Naskah**  
Penulis: Muhamad Yusuf Yusuf, Denok Kurniasih Kurniasih, Paulus Israwan Setyoko  
Judul: The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services  
Bagian: Artikel  
Editor: Andri Kasnawan

**Proses Copyedit**  
INSTRUKSI COPYEDITING

METADATA REVIEW	PERMINTAAN	SEDANG BERLANGSUNG	LENGKAP
1. Copyedit Awal File: 47337-181181-1-CE.DOCK 2023-07-01	2023-07-01	—	2023-07-01
2. Copyedit Penulis File: 47337-181203-1-CE.DOCK 2023-07-01	2023-07-01	2023-07-01	2023-07-01
[Browse...] No file selected.			
[Unggah]			
3. Copyedit Akhir File: 47337-181181-2-CE.DOCK 2023-07-01	2023-07-01	—	2023-07-01

Komentar Copyedit: Tidak ada komentar

**TOOLS**  
MENDELEY  
grammarly

Online Submissions  
Publication Ethics  
Focus and Scope  
Author Guidelines  
Contact  
Editorial Team  
Peer Reviewer  
Section Policies  
Open Access Policy  
Print Order  
Indexed on  
Article Processing Fee

#47337 Pengeditan

https://jurnal.unpad.ac.id/jmp/author/submissionEditing/47337

i7: FLAG counter

**Layout**

Format Galley FILE  
1. PDF LIHAT PROOF 47337-182931-1-PLB.PDF 2023-07-17 0

File Tambahan FILE  
Tidak Ada

Komentar Layout 2023-07-01  
Tidak Ada

**Proses Proofread**  
INSTRUKSI PROOFING

METADATA REVIEW	PERMINTAAN	SEDANG BERLANGSUNG	LENGKAP
1. Penulis 2023-07-01	2023-07-01	2023-07-07	—
2. Proofreader 2023-07-01	2023-07-01	—	2023-07-05
3. Editor Layout 2023-07-01	2023-07-01	—	2023-07-06

Koreksi Proofreading: Tidak ada komentar

**Indexed on:**  
Google, ISJD, indonesian OneSearch, ErosTel, BASE, WorldCat, GARUDA, MENDELEY, Academic Resource Index, ResearchBib, Dimensions, sinta, UNIVERSITY OF SASKATCHEWAN, HARVARD LIBRARY, Universiteit Leiden

**PLAGIARISME**  
turnitin

**TEMPLATE PENULISAN**  
W

**COLLABORATE WITH**  
IAPA

**TERBITAN TERKINI**  
Jurnal, Vol, No, Hal

**AUTHOR NOTICE**  
PDF ETHICAL

ISSN  
9 772551 187210  
9 772551 957255

**NOTIFIKASI**  
Lihat (9 new)  
Mengatur

**PENCARIAN**  
Kata Kunci...  
pada data :  
Semua  
Cari

Telusuri  
Berdasarkan Terbitan  
Berdasarkan Penulis  
Berdasarkan Judul  
Jurnal Lain  
Kategori

Arsip | <https://jurnal.unpad.ac.id/jmpp/author/index/completed>

ISSN : 2580-9970 (Print)  
ISSN : 2581-1878 (Online)

# Jurnal Manajemen Pelayanan Publik

BERANDA ADMINISTRASI CARİ TERKINI ARSIP PENGUMUMAN INFORMASI

Beranda > Pengguna > Penulis > Arsip

AKTIF ARSIP

ID	MM-DD PENGUJIAN	BAGIAN	PENULIS	JUDUL	STATUS
47337	06-07	ART	Yusuf, Kurniasih, Setyoko	THE RECORD MANAGEMENT: UPCOMING CHALLENGES AND KEY...	Vol 7, No 1 (2023): Jurnal Manajemen Pelayanan Publik

1 - 1 of 1 Item

**Memulai Penyerahan Naskah Baru**  
KLIK DISINI Masuk ke langkah pertama dari lima langkah proses penyerahan naskah.

**Refbacks**

DATA DITAMBAH	HITS	URL	ARTIKEL	JUDUL	STATUS	AKSI
<input type="checkbox"/>	2023-07-20	2	<a href="https://scholar.google.co.za/">https://scholar.google.co.za/</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-07-22	41	<a href="https://scholar.google.com/">https://scholar.google.com/</a>	The Record Management:	Baru	EDIT   HAPUS

**Online Submissions**  
Publication Ethics  
Focus and Scope  
Author Guidelines  
Contact  
Editorial Team  
Peer Reviewer  
Section Policies  
Open Access Policy  
Print Order  
Indexed on  
Article Processing Fee

**TOOLS**  
MENDLEY  
GRAMMARRY

00290805 View My Stats  
**Visitors**  
id 101,886 | us 4,624 | sg 1,028 | cn 731 | jp 451 | kr 205 | nu 229 | in 227 | sa 124  
Pageviews: 292,153

Arsip | <https://jurnal.unpad.ac.id/jmpp/author/index/completed>

Pageviews: 292,153

**ISSN**

**NOTIFIKASI**  
Lihat (9 new)  
Mengatur

**PENCARIAN**  
Kata Kunci...  
pada data : Semua  
Cari

Telusuri  
Berdasarkan Terbitan  
Berdasarkan Penulis  
Berdasarkan Judul  
Jurnal Lain

<input type="checkbox"/>	2023-07-22	41	<a href="https://scholar.google.com/">https://scholar.google.com/</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-08-02	2	<a href="https://scholar.google.co.id/">https://scholar.google.co.id/</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-08-18	14	<a href="https://www.google.com/">https://www.google.com/</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-10-04	1	<a href="https://l.messenger.com/">https://l.messenger.com/</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-10-04	1	<a href="https://www.google.co.id/">https://www.google.co.id/</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-10-09	1	<a href="https://scholar.google.com/scholar?as_ylo=2019&amp;eq...">https://scholar.google.com/scholar?as_ylo=2019&amp;eq...</a>	The Record Management: Upcoming Challenges	Baru	EDIT   HAPUS

**PLAGIARISME**  
turnitin

**TEMPLATE PENULISAN**  
W

**COLLABORATE WITH**  
IAPA

**TERBITAN TERKINI**  
139  
122  
112

**AUTHOR NOTICE**

Asnip

https://jurnal.unpad.ac.id/jmmp/author/index/completed

Berdasarkan Penulis  
Berdasarkan Judul  
Jurnal Lain  
Kategori

UKURAN HURUF  
A A A

<input type="checkbox"/>	2023-10-09	1	<a href="https://scholar.google.com/scholar?as_ylo=2019&amp;q...">https://scholar.google.com/scholar?as_ylo=2019&amp;q...</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS
<input type="checkbox"/>	2023-10-12	1	<a href="https://scholar.google.com/scholar?hl=en&amp;as_sdt=...">https://scholar.google.com/scholar?hl=en&amp;as_sdt=...</a>	The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services	Baru	EDIT   HAPUS

1 - 8 of 8 Item

Terbit Diabaikan Hapus Pilih semua

Indexed on:

Google ISJD indonesia OneSearch CrossRef  
BASE BASE Academic Search Engine WJEC WorldCat GARUDA  
MENDELEY Academic Resource Index ResearchBib Dimensions  
sinta HARVARD LIBRARY Universitas Leiden  
UNIVERSITY OF

**AUTHOR NOTICE**

PDF ETHICAL STATEMENT  
PDF AUTHORSHIP AGREEMENT  
PDF COPYRIGHT TRANSFER AGREEMENT

**PENULIS**

Naskah

- Aktif (0)
- Asnip (1)
- Penyerahan Naskah Baru

**BAHASA**

Bahasa Indonesia

Ubah

**INFORMASI**

- Untuk Pembaca
- Untuk Penulis
- Untuk Berhenti Menerima

ENG US 06:08 29/10/2023

# rm\_qb

*by itsme ay*

---

**Submission date:** 27-Jan-2023 01:38PM (UTC+0700)

**Submission ID:** 2000390344

**File name:** rm\_qb.docx (95.53K)

**Word count:** 5587

**Character count:** 32835

## The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services

20

### Abstract

The purpose of this research is to look into record management as a potential groundwork for improving public services. Furthermore, this research could assist government agencies in understanding the significance of proper record management in the public sector. The literature review arranges a variety of national and international articles on record management in the public sector. Based on an analysis of the value of record management and lessons learned from previous difficulties, this study forecasts some upcoming record management challenges. These include the high volume of documents recorded and how it stored, maintained, and protected; decentralized system by agencies; limited resources support including lack of capabilities staff and minimum quality of information and communications technology (ICT) and funding. Additionally, this analysis discovered that record management in public services has some supporting components. It consists of highly skilled trained personnel; proper standardization; and legal framework; well-developed ICT centralized system.

**Keyword:** *record management; public services; public management*

### Introduction

The government has undertaken a wide range of initiatives to improve public services, such as digitizing public services (Jehan & Alahakoon, 2020; Lindgren et al., 2019; Stojanovska-Stefanova et al., 2020), consolidating one stop services (Akib & Ihsan, 2017; Klierova & Kutik, 2017; Tambouris, 2001; Tambouris & Wimmer, 2005), expanding proper inclusive public services (Kaeding et al., 2017; Ned & Lorenzo, 2016). However, there are a few things that are frequently overlooked in the management of public services, the most notable of which is the way to manage the many different types of service data that are provided to citizens. This is a problem because the management of public services is a complex endeavor. As of right now, there are a variety of difficulties with record management that relate to the public sector's service delivery. Lost documents (Khusna, 2017), insufficient and inaccurate records (P. Ngulube, 2000), errors on websites, missing data, and all-inclusive needs that are not recorded as a result of a lack of digital literacy are all factors that contribute to the fact that data are not integrated.

The management of records in the public sector is an essential responsibility of preserving the legal rights of citizens and ensuring that all individuals are afforded fair and equitable access to the services provided by the government. By properly managing the records that are kept by the government, it is possible to ensure that critical information does not get lost or destroyed, and that citizens have access to the information they need to exercise their rights and access government services. This can also ensure that citizens have the information they need to exercise their rights and access government services. Thus, it can be accomplished by ensuring proper record management. It is

essential to have efficient record management not only for the benefit of the public, but also for the benefit of auditors and any other personnel who are involved in the process (Ngoepe & Ngulube, 2014). The realm of record management within the context of public management has also seen significant progress in recent years, paralleling the rapid development of digitalization in the context of public management. As a result, the primary focus of this analysis will be on the importance of record management in improving public services, as well as the difficulties encountered and supporting components of record management in public service. Therefore, in the future, it is hoped that this review will be able to provide an overview of the essential requirements to improve recording management in order to improve public services.

## **Literature Review**

### ***Record Management***

Around the year 1985, (Scott, 1959) began the discussion about record management, since the mid- to late- 1990s, there has been an increase in the amount of scientific research and attention in record management (Wright, 2013). When the paths in both records management and information technology started to fade, and when many sectors started to realize the difficulties of managing electronic documents, then they started to consider corporate records and document-management systems (ERDMS), the timing of this development was perfect (Cumming & Findlay, 2010; Lappin, 2010; Wright, 2013). According to (Dikopoulou & Mihiotis, 2012), the function of record management systems in public services context is managing and store official documents in a way that ensures the documents' content, context, and structure are unchangeable. These systems also manage and store the documents. Therefore, he mentioned that although information, document, records, and repository management systems may exist side by side, they cannot be used in place of one another.

Documenting business procedures, decisions, and transactions can all be accomplished through records management, which provides a systematic control over records (Wright, 2013). In addition to this, (P. Ngulube, 2000; Patrick Ngulube & Tafor, 2006) mentioned that in order to create, maintain, utilize, and dispose of documents economically and efficiently throughout the course of their entire life cycle, records management is involved (International Council on Archives, 1984). As a cycle, to provide better understanding (Sprehe, 2000) giving the stage of record management, commencing with the record's manufacture, receipt of the record, the maintenance of the record, the use of the record by the agency, the disposal of the record, the preservation of the record, and access to the record. Management of records is typically mandated by law in settings that are subject to stringent compliance standards, such as the public sector (Wright, 2013).

### **Methods**

The goal of the literature review conducted for this study was to provide an opportunity to investigate relevant research that had been conducted on topics comparable

to those being researched at the time. The meaning "literature review" refers to a written summary drawn from journal articles, books, and other documents that detail earlier and more recent ideas and facts; the subject and document needed are literature reviews (Creswell, 2014). All the articles that discuss record management in the context of public services, the public sector, or government may be found in the scopus database. Our review of the literature revealed that discussions on record management in public services are still mostly focused on identification in various countries partially. In order to better manage records, it is necessary to look at the issues that record management will face in the future. We examine and choose a title that is relevant to the content and fits the topic of this article (Sajida & Ranjani, 2020). The outcomes of the acquisition and selection are next examined using the descriptive analysis approach, which entails summarizing the facts before they are translated into analysis to guarantee adequate insight into the problem as well as presentation of the facts.

## **Results and Discussion**

### ***Importance of Record Management in Public Services***

Some researchers have previously investigated the issues surrounding record management in the public service. In this section, we classify some of the benefits that were mentioned about it. First, when looking at the entire system, management of records in the public sector is necessary for the effective operation of government institutions, as well as for maintaining openness, accountability, and good governance (Mojapelo & Ngoepe, 2021). On the other hand, inadequate record management can be a barrier to the successful implementation of good governance (Osebe et al., 2018). It is possible to track the actions and decisions of government officials and agencies if the records of the government are managed in an appropriate manner, and it is also possible to hold them accountable for their actions. According to Goodman (2004), an efficient infrastructure for records administration is important for all areas of successful development, including governance, financial systems that are both efficient and responsible, a legal system that is fair, and human rights that can be enforced (Osebe et al., 2018). As a result, this can help to prevent instances of corruption and poor management, and it can also help to ensure that officials in the government are held to the highest possible ethical standards.

Focusing on the public service, proper management of government records can help to ensure that important information is preserved for future generations and is easily accessible to the public. (Swan et al., 2002) listed some benefits regarding to the importance of records management, including; greater ability to explain and give evidence of an organization's activities and choices; better management of evidence-related risks; higher effectiveness and efficiency because relevant and timely information is available; increased compliance with legal and societal requirements; increased information sharing, organizational memory retention, and access. By properly managing government records, it is possible to quickly and easily retrieve important information when it is needed, which can help to improve decision making and reduce delays. In the public sector, having an effective record management strategy is crucial to following it



can help to ensure compliance with laws and regulations mandates (Dikopoulou & Mihiotis, 2012). Since, government records are subject to various laws and regulations, such as freedom of information laws, data privacy laws, and records retention laws.

In the context of local government, record management also matters for cities, and municipalities as it helps to ensure the proper functioning of these entities by providing a systematic way to store, retrieve, and manage important information. Despite having limited financial resources, local governments are required to provide citizens access to public records such as judicial proceedings, deeds, marriage certificates, birth and death certificates, and other such documents (Parrish & Courtney, 2007). As part of the national governments, Local government officials often need to share information and collaborate with other departments, agencies, and organizations. Good record management system makes it easy for officials to share and access information, promoting efficient communication and collaboration. Thus, the efficiency of the development initiatives is certain to suffer if sufficient records are not kept. Records that are handled effectively guarantee that officials of the government make choices based on information that has been correctly documented (Osebe et al., 2018), through understanding the community's past record and for making informed decisions in the future.

Nowadays, as we are on the digitalization age, the needs in efficient and effective record management increased. Before the government 2.0, in the traditional era, after the original document is photocopied, the copies of the photocopy that include sensitive information are marked with a black marker, and finally, the photocopies of the photocopy that contain the marked-up copies are duplicated once more and sent to the agencies (Parrish & Courtney, 2007). Records were primarily stored on physical media, such as paper, microfilm, and magnetic tapes, and were managed manually, using paper-based filing systems and index cards. In contrast, the difference record management in government traditionally and in the digital era is significant, as advances in technology have greatly impacted the way records are managed and preserved. In the digital era, records are primarily stored electronically, using digital storage devices and online platforms (Franks, 2010; Nguyen et al., 2014). Electronic record management systems have replaced manual systems and have made it possible to automate many record management tasks, such as document storage, retrieval, and destruction. This has greatly improved the efficiency and effectiveness of record management in government.

### ***Past and Upcoming Challenges***

Several challenges in record management have been faced by government in many countries before. Especially in developing countries, (P. Ngulube, 2000) found the past problem that faced by Zimbabwe in managing the records in the public services includes involves unlawful access; mutilation or use of documents for illicit purposes, refusing access and usage; unauthorized deletion of documents; lack of record protection; smoking in record offices; improper disclosure, and mismanagement. This is also stated by (Sprehe, 2000) who mentioned that agencies face managerial, technological,

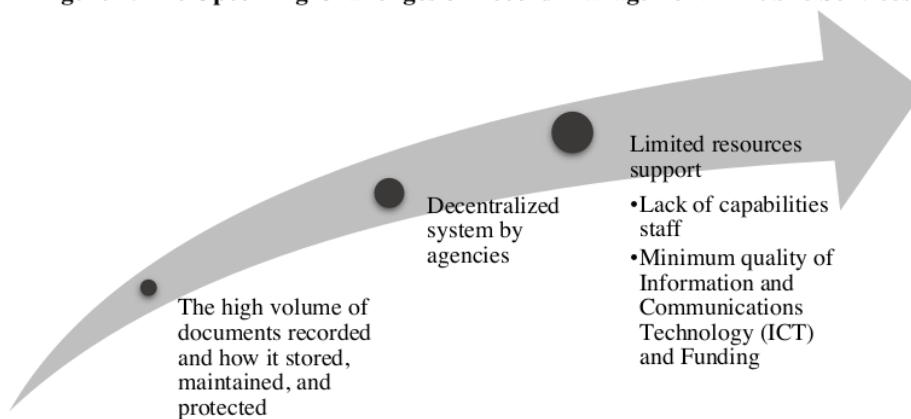
implementation, and definitional hurdles while creating and maintaining an electronic records management procedure. Governments have been struggled with maintaining accurate and up-to-date records due to inadequate record keeping systems. This can lead to lost or missing records, making it difficult for officials to access important information. In Botswana, past challenges in improving e-record management included lack of support and recognition for effective records management; public officials and decision makers not understanding the value of records management; lack of or deficiencies in legislation, policies, and standards; technology obsolescence, insufficient training, and poor electronic record preservation (Lipchack & McDonald, 2003; Moloji & Mutula, 2007). Public sector has so many multi-sectors that interconnected, and usually it has different record keeping systems and protocols in place, making it difficult to share and access information across different departments and agencies. Others, professionals, run into substantial challenges while trying to manage the records that have been entrusted to them as stewards. It might be challenging to recruit staff members who possess the necessary knowledge and skills to support tasks related to record management. Nevertheless, one of the factors contributing to this difficulty is ineffective recruiting tactics (Duffus, 2017). This problem worse with the lack adequate training in record management, leading to improper storage and handling of records, which can lead to damage or loss of important information.

As we identified the past challenges of record management, we also predict there will be some of challenges faced in improvement of record management in the future. First, it is about the sheer volume of forms and records that need to be archived and maintained. Government agencies generate and receive a vast amount of information daily, making it difficult to keep track of everything and ensure that it is properly stored and organized. Meanwhile, government agencies often have limited storage space, which can make it difficult to store physical records. This can be especially challenging for older records that may take up more space. Compliance with government document preservation and accessibility rules is another issue. This can include requirements for how long certain records must be kept, as well as rules for how they can be accessed and used. Electronic records can be more vulnerable to loss or damage than paper records, and they may also require specialized software and equipment to access and use. Thus, it becomes a challenge to manage, maintaining and preserving digital records, “unstructured” data such as e-mails, letters, handwritten notes and reports (Barrett, 2007). Then, also there is the need to protect sensitive or confidential information contained in government records. Although openness made it simpler for the public to acquire information, it did not come without any associated risks (Parrish & Courtney, 2007). This can include personal information about individuals, as well as classified or proprietary information that must be kept secure to protect national security or other interests.

In addition, government agencies are often decentralized, with different departments and divisions responsible for their own records. This can make it difficult to

establish consistent standards and procedures for record management across the agency. A problem that is connected to this is the lack of communication and coordination that exists between the many government entities, which may make it challenging to both access and exchange documents when they are required. Another obstacle is the lack of funding for record management in government agencies. Many government agencies are underfunded and overworked, which can make it difficult for them to devote the resources necessary to properly maintain and store records. Other major issues is the lack of trained staff in government agency (Ambira et al., 2019; Ipinge & Nengomasha, 2018). There is a possibility that personnel do not possess the knowledge or abilities required to effectively manage and preserve records, which might result in mistakes and omissions. Lastly, changes in technology can also present obstacles for record management in government agencies. As technology evolves, agencies may need to adapt and update their systems and procedures to keep pace with these changes. This can be a significant undertaking and require significant resources to implement.

**Figure 1. The Upcoming Challenges of Record Management in Public Services**



*Source: Results of Analysis, 2022*

### ***Supporting Components of Record Management in Public Services***

After analyzing the upcoming challenges, we investigate the areas in which we should focus our efforts to achieve superior record management in public service. In the first place, this issue is about standardizing the record management system. It is necessary to have several distinct components to build better archive and record management in public services. One of these components is the establishment and execution of defined policies and processes for maintaining records. The international standard for records management is ISO 15489, along with the technical report that accompanied it, were both published in October of 2001 (ISO, 2001; Swan et al., 2002). AS 4390 was rendered obsolete when Standards Australia decided to adopt ISO 15489 as the new Australian Standard back in February of 2002. The majority of AS 4390's primary components are carried over into ISO 15489. The most noticeable shift is one that has occurred

structurally. The global standard is divided into two parts: the standard, which explains the broad principles of records management, and the technical report, which provides advice that is more precise and actionable. Both of these components are considered to be equally important (Swan et al., 2002).

According to (ISO, 2001), to be efficient and effective, a record management system must have certain characteristics: reliability and quality (the continuous and regular operation in accordance with responsible procedures); morality (the ensuring of no unauthorized access and no destruction, alteration, or removal of records); community, regulatory, and corporate norms; universality (resulting from the complete range activities of organization or section of it); methodical (Business and records systems should be designed and operated methodically) (Dikopoulou & Mihiotis, 2012). The International Organization for Standardization (ISO) (15489:2015) places an emphasis on the significance of records management to governance. Despite the fact that the practice of records management has not gained appropriate support in many developing countries (Osebe et al., 2018; World Bank, 2010). In many developed countries, managing electronic archives may assist e-government and help the government adopt it, improving public service quality. When electronic archives are managed legally, the government may deploy e-government (Harisanty & Anugrah, 2022). This suggestion will ensure how records should be created, stored, and used, as well as procedures for managing and preserving records over the course of time. The government could also develop or adopt a more effective agenda, such as conducting regular reviews and audits as well as assessments of record management practices. This may assist to ensure that they maintain their relevance and aligned with current laws and regulations, as well as highlight opportunities for development and guarantee that records are handled in a manner that is both compliant and effective. Standardization will ensure that records are managed consistently across all departments and agencies, which will make it much simpler to share and access records when they are required.

Then there is need for a system that is centralized and integrated. According to (Clark, 1998), a centralized project approach helps support the appropriate management of records in the Berkshire County Council. As was mentioned earlier, government agencies are frequently decentralized, which creates difficulties in the record management system. As a result of this, it is necessary to establish a centralized repository for records, in addition to a method for organizing and arranging records in a way that makes them simple to retrieve. This may be helpful in ensuring that individuals have simple access to the information they need to make use of the public services that are available to them. This act could be carried out by establishing a single physical location for the records management operation within the organization, developing a single policy, and forming a single group of people who are responsible for carrying out the activities that are associated with records management. In other words, the records that are of interest to a significant number of workers in general are consolidated in one area and are under the control of the manager of organizational records (Ngoepe, 2016).

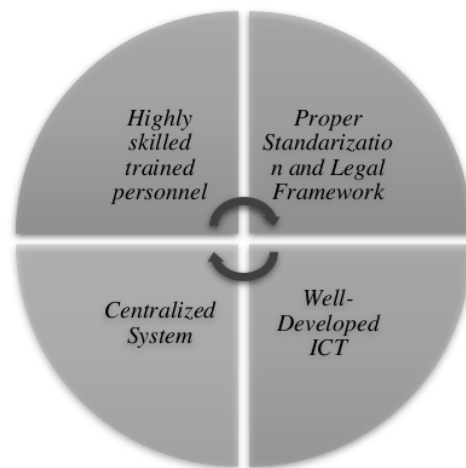
The provision of ongoing training for the staff is the next step. In addition to recommending the use of a centralized system, (Clark, 1998) mentioned the importance of providing employees with training in record-keeping and record management as a potential means of facilitating effective record management. By providing training to staff on the policies, procedures, and technologies related to record management, you can ensure that personnel have the competence and capabilities that necessary in managing and use records in an appropriate manner. The staff will be able to better assist citizens in locating the information they require with the help of this. As mentioned before that records management is like a cycle, people who handle records over their whole life cycle should probably have the kind of specific knowledge that can only be learned via years of schooling. According to Titus (1947) in (P. Ngulube, 2000) this profession refers to "a small number of folks" who are in possession of "some exceptional talent" and are able to "perform that role in society better than the typical person". This observation assumes that become a professional records manager, one must first acquire the necessary skills through the completion of some kind of specialized training. This assumption is implicit in the observation (P. Ngulube, 2000). Moloi & Mutula (2007) also suggests some capacity development method to enhance staff capability to effectively compete in an electronic environment by way of overseas connections, short courses, in-house coaching, and online learning. These options are presented as potential ways to implement this strategy. This is in relation to the problem of their not being enough training.

Record management in public services is dependent upon the development of strong information and communications technology (ICT) systems. These systems are key supporting components. The communities of practitioners and records managers all over the globe have reached an agreement that a variety of issues are linked with the administration of electronic documents. These discussions covered topics such as the distinction between records and information, the organization of record-keeping schemes, the participation of professionals in the design of these systems, the analysis of digital records, the explanation of documents, the accessibility of electronic documents, and the long-term restoration of records (Meijer, 2001). The government might start investing in appropriate technologies to facilitate record management and provide full financial support for such investments. This may include digital storage solutions and electronic records management systems, both of which are designed to increase operational efficacy while simultaneously lowering the likelihood of data loss. The usage of digital preservation technologies might then be implemented by government entities to maintain the accessibility of digital documents. Examples of preservation strategies include format migration, backups, and other similar practices. Only if a company has the appropriate tools and infrastructure will it be able to effectively manage its electronic data. ICTs are very required when it comes to the management of electronic records in their entirety. Since this is the case, the ICT infrastructure resources that are available at the agencies decide whether or not they are able to support the management of an efficient electronic records management program (Chaputula, 2022). Realizing that the kind of software

program impacts both the risks and the possibilities for preserving records to guarantee accountability is also feasible reasons in which this information and communications technology system should be improved (Meijer, 2001).

Since the advent of cloud computing, significant developments in technology have brought about significant shifts in the administration and disposal of data (Shibambu & Marutha, 2022). Computing in the cloud has made it possible to create a virtual storage channel, which means that the government may now store documents on the cloud and yet enjoy the benefits of limitless access. As a consequence of this, the government needs to set up an infrastructure for cloud storage in order to make digital records universally available, as well as to simplify the process by which individuals can access data in a way that is convenient for them. In other words, the government needs to create a cloud. In addition, it is possible for the government to divide and classify records in accordance with e-mail systems, database management systems, individual software for the creation of office documents, web technology systems, and "smart" systems in order to fulfill the prerequisites of the public sector's internal needs (Meijer, 2001). Therefore, conducting this data analytics should also be done to give insights and make decisions based on data. Using these technologies, government organizations are better able to examine records, discover patterns and trends, and use this knowledge to impact policy-making. Making breakthroughs in security that may protect papers from being hacked by hackers or taken by identity thieves to abuse their prey is also crucial (Parrish & Courtney, 2007). Records can be protected from illegal access using a variety of technologies, including encryption, biometrics, and others.

**Figure 2. Supporting Components of Record Management in Public Services**



*Source: Results of Analysis, 2022*

## Conclusion

The results of an earlier research on record management have provided us with important insights into the relevance of record management in the process of improving public services. In particular, to promote services that are accountable to the public and transparent as a foundational principle in the achievement of good governance. The difficulties that have been experienced in the past in a number of countries with regard to record management can also serve as a source of valuable lessons for governments that wish to enhance the record management practices of their respective agencies. Then, alongside the progression of technology, in this age of digitalization, the difficulties associated with record management are also becoming an increasingly diverse range of problems. We anticipate that in the not-too-distant future, there will be a greater volume of documents recorded as a result of the growing number of residents and the wide range of requirements posed by citizens. Therefore, it is essential to have the ability to plan out how the management of these records is going to be carried out. The proliferation of new technologies brings with them concerns regarding digital security as an implication of information disclosure. This is a problem that will need to be taken into consideration in the process of record management in the future.

The supporting components of record management in public services have been identified as a result of our further analysis. The establishment of comprehensive standardization and legal formalities, as well as efforts to increase the capacity and capability of human resources through training for staff responsible for record management, are key components in this aspect. Not only that, but an integrated system that makes it easier for the general public to invest in the development of highly qualified information and communications technology also plays an important part in the correct administration of records. where each of these components is intertwined with the others and cannot exist without the others. As a result, this research has limitations; our review seeks to synthesize previous research and discovered that the issue of record management in the public sector has not been widely reviewed. Further research will be able to develop studies on this topic in the future by conducting empirical research and expanding the database resources used.

## References

- Akib, H., & Ihsan, A. (2017). Bureaucratic reform in public service: A case study on the one stop-integrated service. *Mediterranean Journal of Social Sciences*, 8(2), 253.
- Ambira, C. M., Kemoni, H. N., & Ngulube, P. (2019). A framework for electronic records management in support of e-government in Kenya. *Records Management Journal*, 29(3), 305–319. <https://doi.org/10.1108/RMJ-03-2018-0006>
- Barrett, P. (2007). A Matter of Record: Document Management as Part of Good Corporate Governance, Risk Management and Decision-Making. *Practice*, 15(3), 31–50. <https://doi.org/10.1080/09503150308416925>

- Chaputula, A. H. (2022). E-records management practices in public universities: a developing country perspective. *Records Management Journal*, June. <https://doi.org/10.1108/RMJ-06-2021-0027>
- Clark, G. (1998). A Social Services Department and Local Government Reorganisation: A records management project. *Journal of the Society of Archivists*, 19(2), 189–197. <https://doi.org/10.1080/00379819809514437>
- Creswell, J. W. (2014). Research design: Qualitative, quantitative, and mixed methods approaches. 4th Edition. In *SAGE Publication* (4th Editio).
- Cumming, K., & Findlay, C. (2010). Digital recordkeeping: are we at a tipping point? *Records Management Journal*, 20(3), 265–278.
- Dikopoulou, A., & Mihiotis, A. (2012). The contribution of records management to good governance. *TQM Journal*, 24(2), 123–141. <https://doi.org/10.1108/17542731211215071>
- Duffus, K. (2017). *Recruitment of records management practitioners in Jamaica's public sector and its implications for professional practice*.
- Franks, P. C. (2010). How federal agencies can effectively manage records created using new social media tools. *Washington, DC: IBM Center for the Business of Government*, 8.
- Goodman, S. K. (2004). Records continuum model in context and its implication for archival practice. *Journal of the Society of Archivists*, 22(1), 34–45.
- Harisanty, D., & Anugrah, E. P. (2022). Legality of electronic archive management in realizing Indonesia E-government. *Digital Library Perspectives*, 38(1), 88–103. <https://doi.org/10.1108/DLP-12-2020-0123>
- International Council on Archives. (1984). *Dictionary of Archival Terminology*. London: K.G. Saur Muchen.
- Ipinge, A., & Nengomasha, C. T. (2018). An investigation into the records management profession in the public service of Namibia. *Information and Learning Science*, 119(7–8), 377–388. <https://doi.org/10.1108/ILS-11-2017-0123>
- ISO. (2001). *Information and Documentation ± Records Management ISO 15489*. International Standards Organization, Geneva.
- Jehan, S. N., & Alahakoon, M. U. I. (2020). Digitalization of public services—an input output logit analysis. *Applied System Innovation*, 3(4), 56.
- Kaeding, J., Velasquez, D. L., & Price, D. (2017). Public libraries and access for children with disabilities and their families: A proposed inclusive library model. *Journal of the Australian Library and Information Association*, 66(2), 96–115.
- Khusna, K. (2017). Pengembangan Dimensi Empati sebagai Upaya Peningkatan Kualitas Pelayanan Publik di Kantor Kecamatan Gubeng Surabaya. *Matra Pembaruan: Jurnal Inovasi Kebijakan*, 1(3), 177–188.
- Klierova, M., & Kutik, J. (2017). One Stop Government-Strategy of Public Services for



- Citizens and Businesses in Slovakia. *Administration & Public Management Review*, 28.
- Lappin, J. (2010). What will be the next records management orthodoxy? *Records Management Journal*, 20(3), 252–264.
- Lindgren, I., Madsen, C. Ø., Hofmann, S., & Melin, U. (2019). Close encounters of the digital kind: A research agenda for the digitalization of public services. *Government Information Quarterly*, 36(3), 427–436.
- Lipchack, A., & McDonald, J. (2003). *E-government and e-records: e-records readiness capacity building*. discussion paper.
- Meijer, A. (2001). Electronic records management and public accountability: Beyond an instrumental approach. *Information Society*, 17(4), 259–270. <https://doi.org/10.1080/019722401753330850>
- Mojapelo, M., & Ngoepe, M. (2021). Contribution of Auditor-General South Africa to Records Management in the Public Sector in South Africa. *New Review of Information Networking*, 26(1–2), 33–49. <https://doi.org/10.1080/13614576.2019.1608573>
- Moloi, J., & Mutula, S. (2007). E-records Management in an E-government Setting in Botswana. *Information Development*, 23(4), 290–306. <https://doi.org/10.1177/0266666907084765>
- Ned, L., & Lorenzo, T. (2016). Enhancing the public sector's capacity for inclusive economic participation of disabled youth in rural communities. *African Journal of Disability*, 5(1), 1–9.
- Ngoepe, M. (2016). Records management models in the public sector in South Africa: Is there a flicker of light at the end of the dark tunnel? *Information Development*, 32(3), 338–353. <https://doi.org/10.1177/0266666914550492>
- Ngoepe, M., & Ngulube, P. (2014). The need for records management in the auditing process in the public sector in south africa. *African Journal of Library Archives and Information Science*, 24(2), 135–150.
- Ngulube, P. (2000). Professionalism and ethics in records management in the public sector in Zimbabwe. *Records Management Journal*, 10(3), 161–173. <https://doi.org/10.1108/EUM0000000007262>
- Ngulube, Patrick, & Tafor, V. F. (2006). The management of public records and archives in the member countries of ESARBICA. *Journal of the Society of Archivists*, 27(1), 57–83. <https://doi.org/10.1080/00039810600691288>
- Nguyen, C., Stockdale, R., Scheepers, H., & Sargent, J. (2014). Electronic records management - An old solution to a new problem: Governments providing usable information to stakeholders. *International Journal of Electronic Government Research*, 10(4), 94–116. <https://doi.org/10.4018/ijegr.2014100105>
- Osebe, R., Maina, J., & Kurgat, K. (2018). Records management practice in support of governance in the county governments of Kenya, a case of Nyamira County. *Records Management Journal*, 28(3), 293–304. <https://doi.org/10.1108/RMJ-06-2018-0017>

- Parrish, J. L., & Courtney, J. F. (2007). Electronic records management in local Government agencies: The case of the clerk of courts office in lake county Florida. *Information Systems Management*, 24(3), 223–229. <https://doi.org/10.1080/10580530701404272>
- Sajida, S., & Ranjani, R. (2020). Examining the Internet Quota Subsidy Policy in Indonesia. *Iapa Proceedings Conference*, 19, 298. <https://doi.org/10.30589/proceedings.2020.411>
- Scott, E. C. (1959). Records Management in the Federal Government. *Canadian Public Administration*, 2(1), 38–48. <https://doi.org/10.1111/j.1754-7121.1959.tb00536.x>
- Shibambu, A., & Marutha, N. S. (2022). A framework for management of digital records on the cloud in the public sector of South Africa. *Information Discovery and Delivery*, 50(2), 165–175. <https://doi.org/10.1108/IDD-10-2020-0128>
- Sprehe, J. T. (2000). Integrating records management into information resources management in U.S. government agencies. *Government Information Quarterly*, 17(1), 13–26. [https://doi.org/10.1016/S0740-624X\(99\)00022-2](https://doi.org/10.1016/S0740-624X(99)00022-2)
- Stojanovska-Stefanova, A., Aleksoski, O., & Magdinceva Sopova, M. (2020). E-government and digital public services: The Macedonian case of digitalization. *SocioBrains, International Scientific Refereed Online Journal with Impact Factor*, 7(74), 35–52.
- Swan, K., Cunningham, A., & Robertson, A. (2002). Establishing a high standard for electronic records management within the Australian public sector. *Records Management Journal*, 12(3), 79–86. <https://doi.org/10.1108/09565690210454761>
- Tambouris, E. (2001). An integrated platform for realising online one-stop government: the eGOV project. *12th International Workshop on Database and Expert Systems Applications*, 359–363.
- Tambouris, E., & Wimmer, M. (2005). Online one-stop government: a single point of access to public services. In *Electronic government strategies and implementation* (pp. 115–144). IGI Global.
- Titus, H. H. (1947). *Ethics for today* (2nd Editio). New York: American Books Company.
- World Bank. (2010). *Managing records for effective service delivery and public accountability in development: an introduction to the core principles for staff of the World Bank and its partners*. IRMT, London.
- Wright, T. (2013). Information culture in a government organization: Examining records management training and self-perceived competencies in compliance with a records management program. *Records Management Journal*, 23(1), 14–36. <https://doi.org/10.1108/09565691311325004>

ORIGINALITY REPORT

9%

SIMILARITY INDEX

6%

INTERNET SOURCES

6%

PUBLICATIONS

1%

STUDENT PAPERS

PRIMARY SOURCES

1	J. Moloi. "E-records Management in an E-government Setting in Botswana", Information Development, 11/01/2007 Publication	1%
2	The TQM Journal, Volume 24, Issue 2 (2012-02-25) Publication	1%
3	<a href="http://www.emeraldinsight.com">www.emeraldinsight.com</a> Internet Source	1%
4	<a href="http://journals.sagepub.com">journals.sagepub.com</a> Internet Source	1%
5	<a href="http://repository.unam.edu.na">repository.unam.edu.na</a> Internet Source	1%
6	<a href="http://uir.unisa.ac.za">uir.unisa.ac.za</a> Internet Source	1%
7	Records Management Journal, Volume 12, Issue 3 (2006-09-19) Publication	<1%
8	<a href="http://www.ajol.info">www.ajol.info</a> Internet Source	<1%

9	<a href="http://www.researchgate.net">www.researchgate.net</a> Internet Source	<1 %
10	Submitted to CSU, San Jose State University Student Paper	<1 %
11	Submitted to Institute of Development Management Student Paper	<1 %
12	Submitted to Queen Margaret University College, Edinburgh Student Paper	<1 %
13	PAT BARRETT. "A Matter of Record: Document Management as Part of Good Corporate Governance, Risk Management and Decision- Making", Australian Accounting Review, 2007 Publication	<1 %
14	<a href="http://pdfs.semanticscholar.org">pdfs.semanticscholar.org</a> Internet Source	<1 %
15	<a href="http://eprints.hud.ac.uk">eprints.hud.ac.uk</a> Internet Source	<1 %
16	<a href="http://hdl.handle.net">hdl.handle.net</a> Internet Source	<1 %
17	<a href="http://vital.seals.ac.za:8080">vital.seals.ac.za:8080</a> Internet Source	<1 %
18	<a href="http://www.gssrr.org">www.gssrr.org</a> Internet Source	<1 %

- |    |   |      |
|----|---|------|
| 19 | Amos Shibambu, Ngoako Solomon Marutha. "A framework for management of digital records on the cloud in the public sector of South Africa", Information Discovery and Delivery, 2021<br>Publication   | <1 % |
| 20 | de.slideshare.net<br>Internet Source  | <1 % |
| 21 | ijmaberjournal.org<br>Internet Source   | <1 % |
| 22 | researchspace.ukzn.ac.za<br>Internet Source   | <1 % |
| 23 | www.diva-portal.org<br>Internet Source  | <1 % |
| 24 | Annastasia Ipinge, Cathrine Tambudzai Nengomasha. "An investigation into the records management profession in the public service of Namibia", Information and Learning Science, 2018<br>Publication | <1 % |
| 25 | Mpho Ngoepe. "Records management models in the public sector in South Africa", Information Development, 2014<br>Publication   | <1 % |
| 26 | Rodger Osebe, Jane Maina, Kibiwott Kurgat. "Records management practice in support of   | <1 % |

# governance in the county governments of Kenya, a case of Nyamira County", Records Management Journal, 2018

Publication

---

---

Exclude quotes      Off

Exclude matches      Off

Exclude bibliography      On

## Revision Summary

### Entitled “The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services”.

Reviewers' Comments	Authors' Response
<b>Reviewer A</b>	
<p>1. In the introductory part, the urgency of research needs to be clarified in terms of factual problems why this research is important, including by giving real examples of problems caused by inadequate records management. In addition, it is necessary to emphasize the connection with what theoretical contributions in the field of public administration want to strengthen through this research. For example, what kind of strengthening of public services through the contribution of this research.</p>	<p>We have explained this urgency and the problem regarding record management in the introduction:</p> <p>“By properly managing the records that are kept by the government, it is possible to ensure that critical information does not get lost or destroyed, and that citizens have access to the information they need to exercise their rights and access government services. This can also ensure that citizens have the information they need to exercise their rights and access government services. Thus, it can be accomplished by ensuring proper record management. It is essential to have efficient record management not only for the benefit of the public, but also for the benefit of auditors and any other personnel who are involved in the process (Ngoepe &amp; Ngulube, 2014)...</p> <p>As of right now, there are a variety of difficulties with record management that relate to the public sector's service delivery. Lost documents (Khusna, 2017), insufficient and inaccurate records (Ngulube, 2000), errors on websites, missing data, and all-inclusive needs that are not recorded as a result of a lack of digital literacy are all factors that contribute to the fact that data are not integrated.”</p> <p>But to deliver more extensive explanation, here we added this statement:</p> <p>“Moreover, the effects of poor record management can be detrimental to society. According to the report from the United Kingdom's Office of the Ombudsman, there</p>

	<p>have been 191 reports of land-related complaints by 2022, the majority of which are related to the poor management of data and information by related parties (Cuffe, 2023). These issues lead to land ownership disputes.”</p> <p>“This study also could help to ensure compliance, enhance decision-making, improve operational efficiency, preserve institutional memory, and deliver satisfactory services to citizens. Since we are not only mapping the challenges, but also providing suggestions by identifying the supporting components to enhance better record management in public management practices.”</p>
<p>2. In terms of method, it is necessary to describe how literature is searched and analyzed, including the number of articles so that it is adequate as a method of studying literature.</p>	<p>We have added the explanation regarding this. We also provide better description how this source of study conducted:</p> <p>“Initially, we extracted data from the database using record management-related keywords. This preliminary stage uncovered 686 publications of various document types, languages, and topics. Next, data is filtered by only entering publications to which we have full access, resulting in 102 documents. In addition, we only included English-language articles that discussed record management applications in the public sector. At this point, 31 articles were identified, which were subsequently analyzed for this study.....</p> <p>We intend to provide a comprehensive comprehension of the topic by meticulously examining every aspect and shedding light on its fundamental principles and overarching findings.”</p>



<p>3. In discussing the importance of records management, it is also necessary to explain how to make records management a concern and how to manage it adequately</p>	<p>We have already explain this issue in sub-section in the discussion. But to make it more clear, I revised this sub-discussion from “Supporting Components of Record Management in Public Services” in to “Supporting Components for Enhanced Record Management in Public Services”.</p> <p>Because those section have been discussed how to make records management a concern and how to manage it adequately:</p> <p>“we investigate the areas in which we should focus our efforts to achieve superior record management in public service. In the first place, this issue is about standardizing the record management system. It is necessary to have several distinct components to build better archive and record management in public services. One of these components is the establishment and execution of defined policies and processes for maintaining records.....”</p>
--	---

**Reviewer B**

<p>1. This study has not mentioned what contribution of this study to development of public managerial practices. It would be better to do so.</p>	<p>We have already stated here “Therefore, in the future, it is hoped that this review will be able to provide an overview of the essential requirement to improve recording management in order to improve public services”</p> <p>But we added this statement to make it more clear and detailed:</p> <p>“This study also could help to ensure compliance, enhance decision-making, improve operational efficiency, preserve institutional memory, and deliver satisfactory services to citizens. Since we are not only mapping the challenges, but also providing suggestions by identifying the supporting components to enhance better record management in public management practices.”</p>
--	--

<p>2. (P. Ngulube, 2000). Check again what citation style uses in this journal. APA Style? this citation is inconsistent.</p>	<p>We have fixed this issue. Thanks for reminding.</p>
<p>3. It would be better to clearly mention your aim of study. Be consistent with the abstract.</p>	<p>We have revised the abstract in to this statement to make it more clear and also on the introduction part and conclusion:</p> <p>“This study investigates the significance of record management in enhancing public services, and identifies obstacles and supporting elements associated with effective record management in the public sector. Literature review from articles in the Scopus database on record management in the public sector.”</p>
<p>4. It would be better for authors to explore current development of the study of record management in relation to public service. Citing only one reference (Wright, 2013) is not enough to say there has been an increase in the amount of .....</p>	<p>We have added the references:</p> <p>“Also in 2018, a number of issues regarding record management in the public sector were raised by scholars in developing countries. Such as record management in local government in Kenya (Osebe et al., 2018), disaster management in Ghana (Asamoah et al., 2022), and public health record management in South Africa (Marutha &amp; Ngoepe, 2018). This includes Aziz et al. (2018) who raises the issue of electronic record management systems in Malaysia, and Ipinge &amp; Nengomasha (2018) that examines this topic from a professional and human resources perspective through investigating Namibian practices.”</p>
<p>5. It would be better for authors to show the way to examine the relevant topics with descriptive analysis approach.</p>	<p>We have added the explanation regarding this. We also provide better description how this source of study conducted:</p> <p>“Initially, we extracted data from the database using record management-related keywords. This preliminary stage uncovered 686 publications of various document types, languages, and topics. Next, data is filtered by only entering publications to which we have full access, resulting in 102 documents.</p>

	<p>In addition, we only included English-language articles that discussed record management applications in the public sector. At this point, 31 articles were identified, which were subsequently analyzed for this study.....</p> <p>We intend to provide a comprehensive comprehension of the topic by meticulously examining every aspect and shedding light on its fundamental principles and overarching findings.”</p>
<p>6. It would be better for authors to relate conclusion with the objective of this study. and also summarize findings about upcoming challenges.</p>	<p>We have revised the conclusion to be related with abstract and all the objective of this study in to this:</p> <p>“The results of an earlier research on record management have provided us with important insights into the significance or important role of record management in the process of improving public services.”</p> <p>We also added explanation regarding this:</p> <p>“Consequently, handling a large volume of documents and records, ensuring conformance with preservation and accessibility regulations, and managing and preserving digital records are among the future obstacles to record management in public management. Others include safeguarding sensitive information, establishing consistent standards across decentralized agencies, a lack of communication and coordination, inadequate funding and trained personnel, and adapting to technological changes.”</p>