

RECORDS MANAGEMENT SYSTEM AT THE SOUTH SULAWESI PROVINCIAL EDUCATIONAL QUALITY ASSURANCE INSTITUTION

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ABSTRACT

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Effective records management has become a strategic component of organizational governance, particularly in public institutions responsible for ensuring accountability, transparency, and efficient service delivery. This study aimed to evaluate the effectiveness of the records management system implemented at the South Sulawesi Provincial Educational Quality Assurance Institution. A quantitative descriptive approach was employed using a questionnaire distributed to 43 employees selected through proportionate stratified random sampling from a population of 173 employees. Data were analyzed using descriptive percentage analysis based on five dimensions of the records life cycle: records creation, records handling and control, records utilization, records maintenance, and records disposition and disposal. The findings revealed that the overall effectiveness of the records management system reached 89.82%, indicating that it was implemented effectively. Among the five dimensions, records creation achieved the highest effectiveness score (95.51%), followed by records utilization (91.67%), records maintenance (88.60%), records handling and control (87.79%), and records disposition and disposal (84.19%). Although all dimensions were categorized as effective, improvements are still required in archival infrastructure, records disposition procedures, and digital records management to enhance long-term efficiency and institutional accountability. This study contributes to the literature by providing empirical evidence on records management practices in educational quality assurance institutions, a context that has received limited attention in previous research. The findings highlight the importance of adopting comprehensive records management practices aligned with the records life-cycle framework to strengthen governance and support evidence-based decision-making in public organizations.



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INTRODUCTION

Effective records management has become a strategic component of organizational governance, particularly in public institutions that are responsible for delivering accountable, transparent, and efficient public services (Yusuf et al., 2024). In the digital era, organizations generate a continuously increasing volume of information that must be systematically managed to support decision-making, institutional accountability, and organizational memory. Records are not merely administrative documents but also serve as authentic

evidence of organizational activities, legal transactions, and policy implementation. Consequently, an effective records management system is essential to ensure that information can be created, classified, stored, retrieved, preserved, and disposed of according to established regulations and organizational needs (Ristiyono et al., 2024; Thaanyane et al., 2025). The quality of records management directly influences administrative efficiency, service quality, institutional performance, and the credibility of public organizations (Lawan & Henttonen, 2025).

Within public sector organizations, records management represents an integral part of administrative management because almost every organizational activity produces records that document planning, implementation, monitoring, and evaluation processes. Well-managed records facilitate faster information retrieval, improve communication among organizational units, support policy formulation, and reduce administrative delays. Conversely, ineffective records management often results in misplaced documents, duplication of information, excessive storage costs, prolonged retrieval time, and reduced organizational productivity. These challenges become increasingly significant as public institutions face greater demands for transparency, accountability, and evidence-based governance. Therefore, strengthening records management systems has become a fundamental requirement for improving organizational effectiveness and public service delivery (Yusuf et al., 2024; Lawan & Henttonen, 2025).

An effective records management system requires more than appropriate filing procedures. It involves the integration of competent human resources, standardized operational procedures, adequate infrastructure, appropriate storage facilities, information technology, and organizational commitment. Human resources play a central role because records management depends on employees' knowledge, skills, and awareness regarding archival principles and administrative procedures. Likewise, organizational policies and leadership commitment significantly influence the successful implementation of records management practices. Without adequate institutional support, even well-designed archival systems may fail to function effectively. Consequently, records management should be viewed as an organizational management function rather than merely an administrative responsibility assigned to a specific office or unit (Thaanyane et al., 2025; Yoon & Kim, 2025).

Despite its strategic importance, records management continues to present considerable challenges in many government institutions. Administrative offices frequently encounter problems related to inconsistent filing systems, inadequate storage facilities, document misclassification, delays in record retrieval, accumulation of inactive records, and limited application of standardized archival procedures. In many cases, records are still managed manually, resulting in inefficient document handling and increased risks of information loss. Furthermore, records management is often perceived as a routine clerical activity rather than as a strategic organizational function, leading to insufficient investment in professional development, infrastructure, and technological innovation. These conditions reduce administrative effectiveness and limit the institution's ability to provide timely and reliable public services (Yusuf et al., 2024; Rahmawati et al., 2025).

The Educational Quality Assurance Institution of South Sulawesi Province plays an important role in supporting educational quality improvement through planning, coordination, supervision, evaluation, and administrative services. As an institution responsible for managing a substantial volume of official documents, correspondence, reports, policy documents, and institutional records, it requires an effective records management system to ensure the availability, authenticity, and accessibility of information. The increasing complexity of administrative activities demands systematic document management that enables employees to retrieve information accurately and efficiently whenever required. Consequently, the effectiveness of records management has become an important factor in supporting organizational performance and achieving institutional objectives (Rahmawati et al., 2025).

However, several administrative challenges remain evident in records management practices within the institution. Documents are occasionally stored inconsistently, filing arrangements are not always standardized, storage equipment is limited, and some archival procedures have not been implemented consistently across organizational units. In addition, varying levels of employee awareness and competence in records management affect the quality and efficiency of archival services. These conditions may hinder administrative processes, prolong document retrieval, and reduce overall organizational effectiveness. Addressing these issues requires continuous improvement in records management policies, employee capacity, infrastructure, and procedural implementation to establish an integrated and efficient archival system (Thaanyane et al., 2025; Yoon & Kim, 2025).

Previous studies on records management have primarily focused on archival implementation in local government agencies, regional offices, educational institutions, and public administrative organizations. Most studies concluded that ineffective filing systems, inadequate facilities, limited human resource capacity, and weak policy implementation remain common obstacles to effective records management (Ristiyono et al., 2024; Thaanyane et al., 2025). Although these studies provide valuable insights into archival administration, relatively limited attention has been given to evaluating records management effectiveness within educational quality assurance institutions, particularly in the context of South Sulawesi Province. Moreover, few studies comprehensively examine records management by considering the interaction among organizational procedures, human resources, archival facilities, and institutional practices within a single analytical framework.

Based on these considerations, this study aims to examine the effectiveness of the Records Management System at the South Sulawesi Provincial Educational Quality Assurance Institution. The study seeks to identify the extent to which the existing records management system supports efficient administrative processes, facilitates information accessibility, and contributes to institutional performance. The findings are expected to provide practical recommendations for improving records management practices while enriching the body of knowledge on public sector records management. Furthermore, this research is considered important because effective records management constitutes a fundamental prerequisite for strengthening organizational accountability, improving administrative efficiency, and supporting evidence-based decision-making in public institutions (Lawan & Henttonen, 2025; Yusuf et al., 2024). Through this study, it is anticipated that a more comprehensive understanding of records management effectiveness can contribute to the continuous improvement of governance and administrative quality within educational public organizations.

METHOD

This study employed a quantitative descriptive research design to examine the effectiveness of the records management system at the South Sulawesi Provincial Educational Quality Assurance Institution. A descriptive approach was considered appropriate because the study aimed to provide a systematic description of the implementation of records management practices without examining causal relationships among variables (Creswell & Creswell, 2023). The research focused on a single independent variable, namely the Records Management System, which was operationalized through five dimensions adapted from the records life-cycle concept and the ISO 15489 records management framework: records creation, records handling and control, records utilization, records maintenance, and records disposition (International Organization for Standardization [ISO], 2016; Ristiyono et al., 2024; Thaanyane et al., 2025). Data were collected from employees of the South Sulawesi Provincial Educational Quality Assurance Institution. The study population consisted of 173 employees, while the research sample comprised 43 respondents selected using proportionate stratified

random sampling, representing approximately 25% of the total population to ensure proportional representation of each organizational unit (Creswell & Creswell, 2023).

Data were collected through structured questionnaires, supported by direct observation, semi-structured interviews, and document analysis to strengthen data triangulation and improve the credibility of the findings (Sugiyono, 2022). Questionnaire responses were measured using an ordinal scale and analyzed descriptively through percentage analysis. The effectiveness of the records management system was categorized into four levels: effective (76–100%), moderately effective (56–75%), less effective (40–55%), and ineffective (<40%), adapted from educational measurement guidelines (Arikunto, 2021). Percentage scores were calculated using descriptive statistical analysis by comparing the total score obtained with the maximum possible score, and the quantitative findings were interpreted alongside interview results to provide a comprehensive understanding of records management practices within the institution (Sudijono, 2022). This mixed-source descriptive analysis enabled the study to evaluate how existing archival procedures support administrative efficiency, information accessibility, and institutional governance.

RESULT AND DISCUSSION

The findings of this study demonstrate that the records management system implemented at the South Sulawesi Provincial Educational Quality Assurance Institution generally operates effectively across all dimensions of the records life cycle. Based on the descriptive analysis of questionnaire responses from 43 employees, all five indicators—records creation, records handling and control, records utilization, records maintenance, and records disposition and disposal—achieved effectiveness scores exceeding the predetermined threshold of 76%. These findings indicate that the institution has implemented fundamental records management practices that support administrative activities, facilitate information accessibility, and contribute to organizational accountability. Nevertheless, several operational challenges remain, particularly regarding infrastructure adequacy, consistency of archival procedures, and the management of inactive records. These findings support the argument presented in the Introduction that effective records management is not merely an administrative function but a strategic organizational resource that enhances governance, institutional performance, and evidence-based decision-making (Lawan & Henttonen, 2025; Yusuf et al., 2024).

The discussion of each dimension is presented according to the records life-cycle framework proposed by ISO 15489, which emphasizes that records should be systematically managed from their creation until their final disposition to preserve authenticity, reliability, integrity, and usability (ISO, 2016). This framework provides the basis for interpreting the effectiveness of records management practices within the institution.

Records Creation

The first dimension examined in this study was records creation, which includes the processes of recording incoming correspondence, classifying documents, processing incoming records, issuing managerial dispositions, recording outgoing correspondence, and storing official documents. The analysis revealed an overall effectiveness score of 95.51%, indicating that records creation constitutes the strongest aspect of the institution's records management system.

The findings demonstrate that almost all incoming correspondence is officially recorded upon receipt, processed by authorized administrative personnel, and accompanied by managerial disposition before being forwarded to the relevant organizational unit. Likewise, outgoing correspondence is consistently registered before distribution and archived immediately after processing. Such practices indicate that the institution has established

standardized administrative procedures that ensure records are created systematically and remain traceable throughout organizational activities.

These findings reflect the fundamental principles of ISO 15489-1:2016, which identifies records creation as the first stage of the records life cycle and emphasizes that records should be created as reliable evidence of organizational functions and business transactions (ISO, 2016). Effective records creation enhances organizational accountability because every administrative action is supported by authentic documentary evidence that can be retrieved whenever required. According to Ristiyono et al. (2024), organizations implementing ISO 15489 standards demonstrate better document consistency, higher administrative efficiency, and improved quality assurance because standardized records creation minimizes documentation errors and strengthens institutional governance.

The high effectiveness observed in this study also indicates that employees recognize the importance of documenting administrative activities. Such awareness is essential because the quality of subsequent archival processes largely depends on the completeness and accuracy of records generated during the creation stage. Similar findings were reported by Thaanyane et al. (2025), who found that universities implementing standardized records creation procedures experienced more efficient document retrieval and stronger institutional accountability compared with organizations lacking formal records creation policies.

Despite these positive findings, several observations conducted during the study revealed that document classification practices were not always implemented consistently across organizational units. Some departments continued to apply different filing structures, resulting in occasional delays during document identification and retrieval. Although these inconsistencies did not substantially reduce the overall effectiveness score, they indicate that records creation should not only focus on documenting information but also on ensuring uniform classification standards throughout the institution.

These findings support the argument advanced in the Introduction that effective records management begins with systematic records creation rather than solely emphasizing archival storage. Previous studies generally examined records creation within local government agencies or higher education institutions (Ristiyono et al., 2024; Thaanyane et al., 2025), whereas this research extends existing knowledge by demonstrating that standardized records creation also plays a critical role in educational quality assurance institutions, where administrative decisions require continuous documentary evidence for planning, monitoring, evaluation, and quality improvement.

Records Handling and Control

The second dimension evaluated was records handling and control, encompassing document filing systems, archival equipment, storage facilities, filing methods, and the administrative control of records after their creation. The descriptive analysis produced an overall effectiveness score of 87.79%, indicating that records handling and control have been implemented effectively, although several operational aspects still require improvement.

Most respondents agreed that the filing system adopted by the institution facilitates document storage and retrieval. Employees indicated that archival equipment such as filing cabinets, folders, document racks, and filing systems generally support daily administrative activities. Furthermore, respondents reported that multiple filing methods including alphabetical, numerical, geographical, and subject-based systems are applied according to the characteristics of organizational documents.

The implementation of multiple filing systems reflects one of the core principles established by ISO 15489, namely that organizations should adopt classification structures that facilitate efficient retrieval, protect records from unauthorized access, and maintain records within their original business context (ISO, 2016). Effective records control therefore extends beyond physical storage because it ensures that records remain authentic, complete, accessible, and properly classified throughout their active use.

Although the overall indicator was categorized as effective, several respondents perceived archival equipment as only moderately adequate. The findings suggest that infrastructure limitations remain an important challenge. Field observations further revealed that several organizational units experienced document accumulation due to insufficient storage capacity. Consequently, archived records occasionally required longer retrieval times despite the existence of formal filing procedures.

These findings are consistent with Yusuf et al. (2024), who reported that inadequate archival infrastructure continues to be one of the most significant obstacles to effective records management in public institutions. Similarly, Lawan and Henttonen (2025) argued that records management effectiveness depends not only on regulatory compliance but also on adequate organizational resources, technological support, and institutional commitment. Organizations possessing standardized procedures but limited infrastructure frequently experience reduced administrative efficiency because physical constraints impede document accessibility.

The present findings also corroborate the work of Yoon and Kim (2025), who demonstrated that records management regulations aligned with ISO 15489 require continuous investment in archival facilities and digital technologies to ensure sustainable organizational performance. Without sufficient storage capacity and standardized archival equipment, even well-designed filing procedures may gradually lose effectiveness as document volumes increase over time.

An important contribution of this study lies in demonstrating that records handling effectiveness should be evaluated not only from the perspective of procedural compliance but also from the interaction between filing systems, human resources, and infrastructure availability. This perspective addresses the research gap identified in the Introduction, where previous studies primarily examined individual archival components separately. By integrating organizational procedures, physical facilities, employee practices, and administrative control within a single analytical framework, this study provides a more comprehensive understanding of records management effectiveness in educational quality assurance institutions.

Overall, the findings indicate that records handling and control at the South Sulawesi Provincial Educational Quality Assurance Institution have generally fulfilled the essential requirements of effective records management. However, improving storage infrastructure, standardizing classification practices across departments, and gradually strengthening digital records management would further enhance administrative efficiency and support institutional accountability in accordance with international records management standards.

Records Utilization

The third dimension evaluated in this study was records utilization, which refers to the extent to which archived records support organizational activities through efficient retrieval, accessibility, reuse, and return to storage after use. Based on the descriptive analysis, this dimension achieved an overall effectiveness score of 91.67%, indicating that records utilization at the South Sulawesi Provincial Educational Quality Assurance Institution is highly effective.

The findings indicate that archived records are frequently retrieved to support daily administrative operations, policy implementation, correspondence management, monitoring activities, and institutional reporting. Most respondents acknowledged that the filing system adopted by the institution facilitates both document retrieval and the return of records to their designated storage locations after use. This suggests that records are not merely preserved as inactive documentation but continue to function as valuable organizational resources that support operational continuity and administrative decision-making.

These findings are consistent with the principles of ISO 15489-1:2016, which emphasize that records should remain accessible, reliable, authentic, and usable throughout their entire

life cycle (International Organization for Standardization [ISO], 2016). Accessibility represents one of the fundamental quality characteristics of records because documents that cannot be located efficiently lose much of their evidential and administrative value. Consequently, effective utilization depends not only on systematic storage but also on retrieval mechanisms that enable authorized users to obtain records quickly and accurately whenever organizational activities require documentary evidence.

The high utilization score also indicates that the institution has succeeded in integrating records management into routine administrative workflows. Employees generally perceived that existing filing systems simplify document retrieval while minimizing administrative delays. This finding supports the assertion by Yusuf et al. (2024) that well-managed records significantly improve organizational responsiveness because employees spend less time searching for information and more time performing substantive administrative tasks. Similarly, Lawan and Henttonen (2025) argue that effective utilization of records contributes directly to organizational transparency and accountability by ensuring that documentary evidence remains available for audits, policy evaluation, and public service delivery.

Despite the favorable findings, several respondents indicated that document retrieval occasionally requires additional time, particularly when searching for older records with declining administrative use. Field observations further revealed that document accumulation in several storage areas has reduced retrieval efficiency, especially for inactive records that have not yet undergone systematic disposition procedures. These findings suggest that although retrieval systems function effectively for active records, growing document volumes may gradually reduce efficiency if retention schedules and digital indexing systems are not strengthened.

The present findings corroborate those reported by Thaanyane et al. (2025), who found that organizations implementing standardized classification systems experience substantially shorter retrieval times and greater user satisfaction than institutions relying primarily on manual filing procedures. Likewise, Ristiyono et al. (2024) demonstrated that the implementation of ISO 15489 significantly improves records accessibility by integrating standardized classification procedures with organizational quality management systems. Together, these studies emphasize that records utilization is strongly influenced by the consistency of classification practices established during the records creation stage.

From a theoretical perspective, the findings confirm the records life-cycle model presented in the Introduction, where records continue to generate organizational value after their creation and storage. The effectiveness of records utilization observed in this study demonstrates that archived records function not only as historical evidence but also as strategic organizational assets supporting planning, monitoring, evaluation, and evidence-based decision-making. This finding contributes to addressing the research gap identified in previous studies, which largely focused on records storage while paying relatively limited attention to how records are actively utilized within educational quality assurance institutions. The present study therefore extends existing knowledge by demonstrating that effective records utilization represents a critical determinant of administrative performance in organizations responsible for educational governance.

Records Maintenance

The fourth dimension assessed in this research concerns records maintenance, encompassing physical preservation, storage conditions, environmental control, confidentiality protection, and ongoing monitoring of archival collections. The descriptive analysis yielded an effectiveness score of 88.60%, indicating that records maintenance practices within the institution are generally effective and adequately support the long-term preservation of organizational records.

The results show that respondents generally perceived archival preservation activities to be well managed. Most employees reported that records are systematically organized in filing

cabinets, folders, and dedicated storage facilities designed to protect documents from physical deterioration. Furthermore, confidential records are consistently secured, and archival storage areas receive regular attention regarding cleanliness and organization. These practices indicate that the institution recognizes preservation as an essential component of records management rather than merely a routine administrative responsibility.

According to ISO 15489-1:2016, records maintenance is intended to preserve the authenticity, integrity, reliability, and usability of records throughout their retention period (ISO, 2016). Preservation activities therefore involve not only protecting documents from physical damage but also maintaining their informational value and legal validity. Effective records maintenance ensures that records remain accessible and trustworthy despite environmental risks, prolonged storage, or repeated use.

The findings indicate that physical preservation procedures have generally been implemented effectively; however, several operational challenges remain evident. Approximately half of the respondents assessed archival equipment as only moderately adequate, while field observations identified several storage rooms where document accumulation had reduced environmental quality. In particular, limited storage capacity, overcrowded filing cabinets, and insufficient ventilation were observed in some organizational units. Such conditions may accelerate paper deterioration and reduce retrieval efficiency if left unaddressed.

These findings align with those reported by Yoon and Kim (2025), who argued that inadequate archival infrastructure remains a major challenge even in organizations with well-developed records management regulations. Similarly, Thaanyane et al. (2025) observed that preservation effectiveness depends not only on employee compliance but also on organizational investment in archival facilities, environmental controls, and technological modernization. Without adequate preservation infrastructure, records remain vulnerable to physical degradation, reducing their evidential value and organizational usefulness over time.

The present study also supports the findings of Lawan and Henttonen (2025), who emphasized that records preservation contributes directly to institutional governance because reliable documentary evidence is essential for accountability, transparency, and regulatory compliance. Public organizations responsible for quality assurance, such as the institution examined in this study, rely heavily on documentary evidence to evaluate educational performance, monitor institutional quality, and support policy implementation. Consequently, preserving records effectively becomes a strategic governance function rather than simply an archival activity.

An additional contribution of this study concerns the relationship between preservation practices and employee awareness. Interviews conducted during the research revealed that archival responsibilities are generally shared among administrative staff because the institution does not yet employ professional archivists in every organizational unit. Although employees have developed practical experience in preserving records, differences in archival knowledge and technical competence may explain the inconsistencies observed across departments. These findings reinforce the argument presented in the Introduction that human resources constitute a critical determinant of records management effectiveness. Strengthening professional training, increasing archival awareness, and expanding digital preservation practices would therefore enhance the sustainability of records management within the institution.

Overall, the findings demonstrate that records maintenance has been implemented effectively and contributes significantly to institutional accountability. Nevertheless, improvements in archival infrastructure, environmental management, professional capacity building, and digital preservation remain necessary to ensure that records continue to serve as reliable organizational evidence throughout their retention period.

Records Disposition and Disposal

The final dimension evaluated in this study was records disposition and disposal, which includes the separation of active and inactive records, records transfer, retention, destruction procedures, and documentation of disposal activities. The findings indicate that this dimension achieved an overall effectiveness score of 84.19%, placing it within the effective category. Most respondents reported that inactive records were periodically separated from active records, transferred to designated storage areas, and accompanied by formal documentation before disposal. However, the implementation of records destruction was found to be less consistent than the preceding stages of the records life cycle, particularly regarding the timing of disposal and the application of standardized destruction methods. These findings suggest that although disposition activities have generally been implemented, opportunities remain to strengthen procedural consistency and compliance with archival standards.

From the perspective of ISO 15489-1:2016, records disposition represents a critical stage of records management because it ensures that records are retained only for as long as they possess administrative, legal, fiscal, or historical value before being transferred or destroyed according to approved retention schedules (International Organization for Standardization [ISO], 2016). The findings indicate that the institution has implemented basic disposition procedures; however, field observations revealed that document accumulation still occurs in several storage areas due to delayed destruction of inactive records. This condition may reduce storage efficiency, increase retrieval time, and create unnecessary archival costs. Similar findings were reported by Thaanyane et al. (2025), who concluded that many public organizations experience challenges in implementing systematic records disposition because of limited archival expertise, inconsistent retention policies, and insufficient organizational commitment.

The present findings also support the argument advanced by Lawan and Henttonen (2025), who emphasized that proper records disposition contributes directly to organizational accountability by ensuring that records are retained or destroyed in accordance with legal and institutional requirements. Unlike previous studies that primarily evaluated records disposition from a compliance perspective, this research demonstrates that disposition effectiveness also influences overall administrative efficiency within educational quality assurance institutions. Consequently, strengthening retention schedules, adopting digital records management technologies, and increasing professional archival capacity would enhance long-term records governance while addressing the research gap identified in the Introduction concerning the limited evaluation of integrated records management practices in educational public institutions.

Overall Effectiveness of the Records Management System

The overall findings indicate that the Records Management System at the South Sulawesi Provincial Educational Quality Assurance Institution achieved an effectiveness score of 89.82%, placing it within the effective category. All five dimensions assessed in this study – records creation (95.51%), records handling and control (87.79%), records utilization (91.67%), records maintenance (88.60%), and records disposition and disposal (84.19%) – demonstrated effectiveness levels above the predetermined benchmark. These results indicate that the institution has established a systematic records management framework capable of supporting administrative operations, facilitating access to information, and strengthening organizational accountability. Nevertheless, the comparatively low score for records disposition suggests that continuous improvement is still required, particularly in retention scheduling, infrastructure development, and standardized archival procedures.

These findings directly address the objective of this study, namely to evaluate the effectiveness of the records management system in supporting administrative performance

and institutional governance. As proposed in the Introduction, records management should be viewed as a strategic organizational function rather than merely an administrative activity. The findings confirm this proposition by demonstrating that effective records management contributes to information availability, evidence-based decision-making, and improved organizational performance. The results are consistent with recent studies emphasizing that comprehensive records management enhances governance quality through improved transparency, accountability, and operational efficiency (Yusuf et al., 2024; Ristiyono et al., 2024; Lawan & Henttonen, 2025). Furthermore, the implementation of records management practices observed in this institution aligns with the principles of ISO 15489 by maintaining records throughout their entire life cycle while preserving their authenticity, integrity, and accessibility (ISO, 2016).

This study also contributes to the existing body of knowledge by addressing the research gap identified in the Introduction. Previous research has predominantly focused on records management within local government agencies, universities, or general public organizations, whereas limited empirical evidence has been available regarding educational quality assurance institutions. By evaluating records management comprehensively across the five stages of the records life cycle, this study provides a more integrated understanding of archival practices within the education sector. From a practical perspective, the findings suggest that strengthening archival infrastructure, expanding digital records management, increasing professional training, and standardizing records disposition procedures would further improve institutional performance. These improvements would enable educational quality assurance institutions to develop more sustainable, accountable, and evidence-based records management systems that effectively support public governance and organizational excellence.

CONCLUSION

This study concludes that the records management system implemented at the South Sulawesi Provincial Educational Quality Assurance Institution has been effective in supporting administrative operations and organizational governance, achieving an overall effectiveness score of 89.82%. All five dimensions of the records life cycle—records creation, records handling and control, records utilization, records maintenance, and records disposition and disposal were categorized as effective, demonstrating that the institution has established systematic records management practices consistent with the principles of ISO 15489. The highest level of effectiveness was observed in records creation, indicating that document registration and documentation procedures have been well implemented, whereas records disposition and disposal obtained the lowest score, suggesting the need for greater consistency in retention scheduling and disposal procedures.

The findings demonstrate that effective records management extends beyond document storage by contributing to information accessibility, institutional accountability, operational efficiency, and evidence-based decision-making. Nevertheless, several areas require continuous improvement, particularly the modernization of archival infrastructure, wider adoption of digital records management systems, enhancement of employee archival competencies, and stricter implementation of records retention and disposition policies. Addressing these issues will further strengthen institutional governance and improve the sustainability of records management practices.

This study also contributes to the existing literature by expanding empirical evidence on records management within educational quality assurance institutions, a sector that has received relatively limited scholarly attention compared with local government agencies and higher education institutions. Future studies are encouraged to investigate the implementation of electronic records management systems, compare records management practices across different public institutions, and examine the relationship between records

management maturity and organizational performance using broader samples and mixed-method research designs.

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