

Computer-Based Archive Management at the West Java Regional Customs Office

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ABSTRACT

Effective archive management is a cornerstone of good governance, serving as the collective memory and legal accountability framework for state institutions. This community service project aims to modernize the archive management system at the West Java Customs Regional Office by transitioning from conventional manual methods to a robust computer-based management system. The initiative is strategically aligned with the Indonesian National Work Competency Standard (SKKNI) No. 39 of 2019, specifically unit O.84ARS00.066.1 regarding computer-based archive storage. The implementation methodology followed a systematic three-stage approach: a preparation stage involving in-depth needs analysis and resource mobilization; an implementation stage encompassing intensive technical training and the deployment of the Nadine and Satu Kemenkeu digital ecosystems; and an evaluation stage to measure system performance and user satisfaction. The theoretical framework of this project incorporates recent literature on digital transformation, highlighting that service quality and system reliability are primary determinants of public trust in e-government ecosystems. Furthermore, the study acknowledges that technical innovation must be balanced with high Public Service Motivation (PSM), as proactive work behavior among archivists is the ultimate catalyst for successful administrative reform. Results indicate a significant transformation in operational efficiency; document retrieval times were reduced from hours to seconds, and the risks associated with physical data degradation were effectively mitigated through centralized data centers and encrypted security protocols. Moreover, the systematic sorting and lifecycle management of trade facility documents, such as Import Facility for Export Purposes (KITE) and sub-contract approvals, ensured legal compliance and optimized storage resources. This project concludes that the synergy between advanced digital infrastructure and competent, motivated human resources is essential for achieving sustainable, transparent, and accountable public service delivery in the modern era.

Keywords: Archive Management, E-Government, Digital Transformation, West Java Customs.

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1. INTRODUCTION

The urgency for digital transformation in the public sector is further emphasized by recent studies highlighting how technology acts as a primary driver for institutional excellence. As noted by Taufiq (2023), the effectiveness of e-government ecosystems is heavily dependent on the quality of information and systems, which collectively foster public trust. In the context of the West Java Customs Regional Office, implementing a computer-based archive system is not

merely a technical upgrade but a strategic move to strengthen institutional integrity and transparency. High-quality digital services ensure that information is reliable and accessible, which are key determinants in maintaining the trust of stakeholders and the public within the broader e-government framework. Thus, public organizations seek to any organizational risks (Taufiq & Pradesa, 2023) try to foster the transition to digital platforms addresses critical operational bottlenecks often found in manual administrative processes. Research on the implementation of specialized information systems demonstrates that while technology facilitates large-scale administrative tasks, its success is often hindered by technical constraints and varying levels of digital literacy and satisfied user (Kawidjaya et al., 2023; Syawali et al., 2023; Taufiq & Andikaputra, 2023). Similarly, the move toward digital archiving must be accompanied by robust standard operating procedures (SOPs) to prevent the buildup of data and ensure financial and administrative efficiency, as evidenced in studies concerning tax compliance and e-invoice effectiveness (Taufiq & Karunia, 2023). By formalizing these digital workflows, institutions can minimize human error and accelerate approval processes.

According to Indonesian Law Number 43 of 2009 concerning Archiving, archives represent a crucial element of national identity and collective memory. They serve as essential references and pillars of accountability across social, national, and state affairs. In an era shaped by rapid globalization, establishing a comprehensive and integrated archival administration system has become imperative. Such systems are vital for promoting good, clean governance and enhancing public service quality within state institutions (Agustina et al., 2023; Nuraieni et al., 2021; Taufiq, 2023). Archives are records of an activity or event in various forms and media in accordance with the development of information and communication technology, created and received by state institutions, regional governments, educational institutions, companies, political organizations, community organizations, and individuals in the execution of community, national, and state life. Archives are valuable assets for an organization because they store various important information that serves as historical evidence and the basis for decision-making. However, suboptimal archive management can lead to the loss of important information, difficulty in finding needed archives, and an increase in operational costs. Archives have various types, consisting of dynamic archives, vital archives, active archives, inactive archives, static archives, protected archives, and general archives.

In practice, archives comprise comprehensive records of activities or events captured in various formats and media, mirroring advancements in modern information and communication technology. These records are systematically generated and received by state institutions, regional governments, educational bodies, corporate entities, political movements, community organizations, and individuals (Adelia & Putra, 2024; Darmansah et al., 2024; Rachman et al., 2023). Because they safeguard vital information that serves as historical evidence and a baseline for organizational decision-making, archives represent highly valuable corporate assets (Ardiana & Suratman, 2021; Basya & Puspasari, 2021). Conversely, substandard archive management can trigger critical information loss, create severe operational friction during file retrieval, and increase administrative costs. Structurally, these institutional records are categorized into several distinct typologies, including dynamic, vital, active, inactive, static, protected, and general archives.

As a major government institution handling a massive volume of sensitive daily records, the West Java Customs Regional Office requires a modern, highly efficient archive management infrastructure. Managing such high volumes demands rigorous capacity building to prevent operational delays and data fragmentation. Consequently, this community service project was launched to elevate the technical capabilities of the human resources at the West Java Customs Regional Office. The initiative focused on deploying an effective, computer-based archival framework tailored to their high-volume workflow. Historically, institutional archive management relied on labor-intensive manual routines where documents were physically sorted by classification and stored in designated cabinets based on file type, fiscal year, operational field, and administrative section. Over time, technological breakthroughs have revolutionized these conventional practices, enabling organizations to secure and maintain the physical condition of their records with greater ease. The Directorate General of Customs and Excise (DJBC) has successfully capitalized on these technical advancements by developing and

deploying a dedicated electronic system known as Nadine to oversee and store its administrative files.

By integrating the Nadine application into its core infrastructure, the agency ensures that all incoming and outgoing correspondence is systematically digitized and safely stored within a centralized computer network. To prevent data leaks and unauthorized internal exposure, the system implements stringent access control protocols so that data can only be accessed by verified personnel (Akib & Sapruni, 2023; Fu'dah et al., 2022). Maintaining this secure environment requires specialized training, making it essential for archive managers to possess the exact technical knowledge, practical skills, and professional work attitudes needed to manage both physical documents and computer-based archive information effectively.

Given that proper record-keeping is vital for reinforcing organizational identity and operational transparency, this community service initiative was carried out at the West Java Customs Regional Office to bridge academic theory with real-world practice. The project allowed the implementation of advanced archiving methodologies studied during higher education directly within a fast-paced public sector environment. This deliberate integration of academic insights helped address local operational challenges while giving facilitators valuable exposure to practical government administration. As explained above, archive management is an important activity to strengthen organizational identity, so this Community Service activity was carried out at the West Java Customs Regional Office to apply the knowledge gained during college, especially archiving, directly in the world of work. This community activity is aligned with the competency unit in the National Work Competency Standard (SKKNI) regarding archive management No. 39 of 2019, with unit code O.84ARS00.066.1 and titled Storing Computer-Based Archives.

2. METHODS

The methodology for this community service activity is structured across three systematic phases, beginning with a comprehensive Preparation Stage. This foundational phase initiated with intensive coordination meetings with the leadership and staff at the West Java Customs Regional Office to secure official administrative permissions, gather baseline institutional data, and establish full organizational support. Following this alignment, an in-depth needs analysis was conducted to evaluate the legacy archiving conditions, pinpoint specific operational bottlenecks, and formulate targeted technical solutions. These findings directly informed a step-by-step implementation roadmap designed to phase in the computer-based archive management system logically and effectively. To support this blueprint, essential resources were systematically mobilized, which included selecting competent students and subject-matter experts in records management, auditing the availability of hardware and software infrastructure, and developing engaging instructional materials tailored for the institutional staff.

With the foundational resources secured, the project advanced to the Implementation Stage, which prioritized capacity building and institutional change management. Intensive training modules were rolled out for designated archiving officers, utilizing a dynamic mix of instructional lectures, collaborative discussions, and direct hands-on practice to maximize information retention and technical competence. Simultaneously, a widespread socialization campaign was launched across the entire regional office using diverse communication media such as professional presentations, informative posters, and detailed leaflets to build broad institutional awareness regarding the strategic importance of standardized record-keeping. This phase concluded with close collaborative execution, where project facilitators worked side-by-side with local archiving staff to gradually deploy the digital platform, manage data migration protocols, and actively monitor real-time system performance.

The methodology culminated in a robust Evaluation Stage divided into process-oriented and results-driven assessments to measure long-term sustainability and impact. Ongoing process evaluations were conducted throughout the lifecycle of the activity to continuously detect operational friction and apply immediate, iterative refinements to the workflow. To gauge

overall efficacy, a comprehensive results evaluation was carried out by measuring user satisfaction through structured surveys distributed to both the archiving officers and the general archive users. Furthermore, technical system performance was analyzed to verify measurable advancements in retrieval speeds, security compliance, and process efficiency. By directly comparing these post-implementation metrics against the baseline conditions of the previous manual filing setup, the evaluation clearly demonstrated the tangible advancements achieved in institutional data governance.

3. RESULTS AND DISCUSSION

3.1. Service Activity Process

The community service activity carried out focused on improving the quality of archive management execution in the General Section of the West Java Customs Regional Office, conducted over a period of 120 days. This entire series of activities was implemented by referring to the Indonesian National Work Competency Standard (SKKNI) No. 39 of 2019 on Storing Computer-Based Archives, specifically under unit code 0.84ARS00.066.1. This competency unit served as the primary basis for assessing and aligning the conformity between national standards and the actual practices implemented in the field, which encompasses the knowledge, skills, and work attitudes required to professionally manage both physical and digital archive information.

As a crucial initial step, the activity began with an in-depth study of the Minister of Finance Decree (KMK) Number 431 of 2022 concerning Archive Classification, which serves as the standard reference for determining function codes, classification, and archive descriptions within the Ministry of Finance. Based on this regulation, the preparation and sorting of documents are carried out quarterly by their respective fields and sections. Before being stored in the Directorate General of Customs and Excise (DJBC) Archive Building, the physical integrity and authenticity of each document are thoroughly examined by a designated person in charge or a special committee. These documents are then systematically separated based on their type, year, classification, and retention period, including isolating archives proposed for destruction. If the archive manager has not completed the process for the proposed destruction archives within the designated timeframe, they are required to submit a time extension request to the destruction archive committee.

Entering the digitalization phase, the identification of internal storage media and the creation of directory folders (e-files) were integrated through the Nadine system embedded within the Satu Kemenkeu ecosystem. Internal letters are stored directly by the drafter, while external letters are first received by the Head of the Regional Office Secretariat to be scanned and entered into Nadine, although external letters initially lack automatic classification codes. The process of uploading these digital documents is strictly restricted to the Administration (TU) unit and secretaries at the section or field level. When uploading, officers must complete two types of data fields: official document details (such as document number, nature, date, and attachments) and official document sources (such as subject, destination unit, internal/external sender, and regulatory relevance) prior to final confirmation for sending. The list of archives managed based on these classification codes is subsequently reported periodically to the DJBC Head Office.

To ensure data accuracy and validity, a verification process for letter authenticity is conducted via barcode scanning on the Satu Kemenkeu Mobile application under the Nadine menu. The database naming and registration numbering system are rigidly structured, incorporating various vital parameters such as processing unit, file number, information description, creation timeframe, and active or inactive retention status. Security remains a top priority through the implementation of a dynamic archive security classification system divided into ordinary/open, limited, confidential, and highly confidential categories. Full access to these digital archives is restricted to employees who possess a Nadine account and hold a functional archivist position. Given that the West Java Customs Regional Office currently employs only one archivist, the security and confidentiality of the archives are highly maintained. Nonetheless,

functional and executive officials can still be granted limited or confidential access authority within their work units after obtaining formal permission from the authorized official.

As a final preventive measure to maintain data continuity, the document creator or person in charge is required to make a backup copy of the subject and carbon copy before directly distributing it to the intended recipient. Furthermore, technical maintenance of the digital infrastructure is consistently performed, including cleaning viruses on storage computers every six months to prevent file corruption or loss. The reliability of this operational system is also continuously maintained through periodic testing of access equipment, routine maintenance of the Satu Kemenkeu website, and regular application updates, ensuring that the entire digital archive management at the West Java Customs Regional Office operates in a secure, up-to-date, and accountable manner.

The successful execution of these community service activities demonstrates a rigorous alignment with national administrative benchmarks, specifically the Indonesian National Work Competency Standard (SKKNI) No. 39 of 2019 regarding computer-based archive storage. By grounding the practical operations within this formalized framework, the initiative ensures a high-standard, qualitative approach to institutional record-keeping. This compliance is further strengthened by integrating the strict codification and classification rules mandated by the Minister of Finance Decree (KMK) Number 431 of 2022. Utilizing this dual-standard approach minimizes ambiguity, establishes an enterprise-wide naming convention, and significantly streamlines future retrieval processes across different work units within the Ministry of Finance.

Table 1. SKKNI No. 39 of 2019

Competency Element	Performance Criteria
Planning Storage	Archives of various types and media to be stored are prepared. Specific archives designated for storage are isolated and prepared. The integrity and physical condition of authentic archives are thoroughly examined and verified.
Storing Storage Facilities	The appropriate type of internal storage media is identified. The type of external hard disk is determined and utilized for expanded storage.
Creating Folders/ and Data Input	Files Folders, directories, and e-files are systematically created and prepared. Data input, integration, and file migration to digital storage media are executed and registered. Rigorous verification and validation of files are performed to ensure accuracy.
Creating a Data Center (Data Bank)	A centralized data center is established on the institutional server. The database naming convention is systematically created and determined. Data across various storage media is imported and consolidated into the data center. Comprehensive data backups are created and securely stored. The most effective data security methods are determined. Access control systems (usernames and passwords) are created and enforced.
Securing Data	Routine data backups are systematically maintained. Data transfer and dissemination are executed via secure manual or web-based protocols. A standardized registration numbering system is determined. The ongoing condition of digital data is continuously checked. Computers and storage devices are regularly cleaned of viruses. Hardware and software access equipment are routinely tested. The playback quality of audio and video multimedia files is verified. Physical archive storage media are inspected, and routine preservation maintenance is performed.

Source: Indonesian National Work Competency Standard (SKKNI) No. 39 of 2019.

A core driver of this optimized workflow is the strategic utilization of modern digital infrastructure, primarily through the Nadine system and the Satu Kemenkeu Mobile application.

Shifting from traditional, manual record-keeping to a centralized digital ecosystem facilitates efficient storage, seamless file migration, and real-time authenticity validation via barcode scanning. This technological integration not only accelerates day-to-day administrative tasks but also establishes a reliable data center that consolidates scattered institutional records. Consequently, the regional office benefits from heightened operational responsiveness, as critical documentation can be instantly accessed and processed by authorized personnel.

To safeguard these digital assets, the implementation places a paramount emphasis on multi-layered data security and lifecycle management. Access control is strictly regulated, restricting primary modification rights to designated archivists via secure credentials, which minimizes the risk of unauthorized data exposure or internal leaks. Alongside these access restrictions, managing the complete archive lifecycle—including the systematic evaluation and isolation of files proposed for destruction—ensures that server resources are optimized and only legally pertinent documentation is retained. This balanced approach to security and retention guarantees that data privacy is maintained without compromising the historical or legal compliance of the institution.

Finally, the long-term sustainability and reliability of the digital archive management system rely heavily on continuous preventive maintenance and technical evaluation. Conducting bi-annual virus purges, regularly auditing access equipment, and monitoring the uptime of the Satu Kemenkeu site are essential practices that protect the network from cyber vulnerabilities and data corruption. Complementing these digital safeguards with the routine physical maintenance of legacy media ensures an uninterrupted operational flow. By embedding these continuous evaluation loops into the organizational routine, the Kanwil Bea Cukai Jawa Barat successfully mitigates the risk of unexpected system failures, thereby guaranteeing total data continuity and institutional accountability.

3.2. Practical Implication

The archive management initiative at the West Java Customs Regional Office has driven a significant institutional transformation, shifting operations from conventional physical filing to a comprehensive digital framework that drastically maximizes administrative efficiency. This modernization effort successfully converts all vital records—ranging from routine organizational correspondence to complex financial reports—into secure digital formats. To fully sustain this digital transition, the office implemented an integrated Electronic Document Management System (EDMS), which enables authorized personnel to upload, store, search, and share critical data with unprecedented agility.

The operational workflow begins with an exhaustive inventory and evaluation of existing physical assets, including both paper records and miscellaneous analog storage media. Each document undergoes strict quality control and verification checks to ensure its structural integrity, complete data points, and absolute authenticity before undergoing digital migration. Once verified, these assets are systematically ingested into the EDMS using hierarchical folder structures and directories that correspond directly with standardized archive classifications. This structured process integrates decentralized records into a unified database system, dramatically simplifying cross-departmental data retrieval and subsequent records management.

To anchor this digital environment, a centralized data center has been established, fortified by sophisticated cyber defenses and threat mitigation protocols. This protective framework combines enterprise-grade data encryption, strict access permission settings, firewalls, and robust antivirus systems with routine system monitoring and automated backup routines to shield the institutional repository from both malicious cyberattacks and unexpected natural disasters. The deployment of this infrastructure has yielded immense operational benefits; search durations for critical records have plummeted from several hours to mere seconds, data loss or physical degradation risks are eliminated, and overall public service quality has scaled dramatically. Furthermore, this centralized approach fosters transparency and audit readiness, laying a solid foundation for future plans to link the EDMS with broader financial and personnel information systems to achieve total organizational data synergy.

A practical perspective on managing legacy document constraints is illustrated in the processing of older retroactive files, such as the approval for sub-contract applications of less than 60 days to other Bonded Zones (KB) and Non-Bonded Customs Areas (TLDDP) spanning the 2012–2014 period from the Bekasi Customs Office (KPPBC). Because digital archiving had not yet been institutionalized during that specific timeframe, sorting these records required extensive manual sorting and substantial labor. Under the pre-digital regime, archives had to be meticulously grouped by their respective fields and sections according to the Compilation of Regulations in the Archiving Field of the Ministry of Finance. Designated personnel were required to manually register active and inactive files with specific administrative remarks—including explicit box numbers—before a formal archive delivery committee could physically transfer them to the primary Archive Building.

In tandem with handling legacy approvals, the office executed systematic lifecycle sorting for specialized trade facilities, notably the 2014 KITE (Import Facility for Export Purposes) company documents. Falling under the facility and customs field archive group, these files comprised vital BCLKT 01 and BCLKT 02 documentation from 40 distinct companies across West Java, sorted and organized individually by company name. Reflecting proper archive lifecycle principles, these KITE documents reached their retention limits and were formally proposed for destruction in 2024, strictly adhering to Ministry of Finance archiving regulations. This lifecycle purging extended to non-archive items cluttering the facility and customs domain, where the author isolated non-essential reference materials—such as obsolete regulation books, compliance compilations, outdated customs and excise laws, tariff reference guides, depleted folders, and old magazines—and systematically slated them for disposal to optimize institutional storage space.

Ultimately, the success of such digital initiatives relies heavily on the "human element"—specifically the proactive behavior of civil servants. Modern governance requires personnel who move beyond passive compliance toward proactive initiative. According to Taufiq & Harijanto (2023), particularly a commitment to the public interest, serves as a vital catalyst for this proactive work behavior. Therefore, the implementation of computer-based archive management at the West Java Customs Regional Office is not only a matter of infrastructure but also about empowering motivated archivists to utilize technology creatively to solve complex organizational challenges. This synergy between advanced technology and highly motivated human resources is what ensures sustainable administrative reform and improved public service delivery.

4. CONCLUSION

In conclusion, the community service activity at the West Java Customs Regional Office successfully demonstrated a comprehensive and highly effective modernization of institutional archive management. By aligning practical fieldwork with the Indonesian National Work Competency Standard (SKKNI) No. 39 of 2019 and the Minister of Finance Decree (KMK) Number 431 of 2022, the initiative bridged academic knowledge with public sector demands. The transition from labor-intensive manual sorting to a structured, digital ecosystem—fully integrated via the Nadine application and the Satu Kemenkeu platform—has revolutionized how vital government records are processed, tracked, and stored. Ultimately, this digital transformation has yielded profound operational benefits for the West Java Customs Regional Office. The implementation of centralized data centers, secure hierarchical e-file directories, and rigorous multi-layered security protocols has drastically reduced document retrieval times from hours to seconds while mitigating the risks of physical data degradation or unauthorized access. Furthermore, by establishing robust lifecycle management workflows—including the proper isolation and disposal of expired KITE (Import Facility for Export Purposes) and retroactive sub-contract files—the office has significantly optimized its resources. This modernized approach not only ensures total data continuity, transparency, and audit readiness but also reinforces the institution's capacity to deliver superior, secure, and accountable public services in the digital era.

Based on the evaluation of the activities carried out, it is recommended that future initiatives focus on the continuous development of human resource competencies, moving beyond basic digital literacy to actively strengthen commitment in public interest as a driver for proactive work behavior in optimizing the Nadine system and the Satu Kemenkeu ecosystem. To achieve a more holistic organizational synergy, the archive management framework should be integrated with other administrative platforms, such as personnel and financial databases, while implementing periodic cybersecurity audits and user satisfaction surveys to maintain service quality and public trust. Furthermore, systematic archive retention and disposal protocols, particularly for trade facility documents like KITE (Import Facility for Export Purposes), must be institutionalized as a routine annual activity to prevent the accumulation of digital and physical clutter, thereby ensuring that bureaucratic efficiency and institutional accountability remain aligned with national standards.

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