

ABSTRAK

NURUL HIKMAH NPM : 2022152, Judul “**MANAJEMEN ARSIP INDUK LANGGANAN PADA PT. PERUSAHAAN LISTRIK NEGARA (PERSERO) UNIT LAYANAN PELANGGAN BUNTOK KABUPATEN BARITO SELATAN**” di bawah bimbingan Ibu Ramona Handayani S.Pd, M.A sebagai pembimbing I dan Bapak Gusti Muhammad Hidayatullah S.Sos, M.AP sebagai pembimbing II.

Penelitian ini dilatarbelakangi pentingnya pengelolaan Arsip Induk Langganan (AIL) dalam menunjang pelayanan administrasi pelanggan pada PT PLN (Persero) ULP Buntok. Namun, masih terdapat kendala berupa keterbatasan fasilitas penyimpanan, penumpukan dan kehilangan arsip lama, kondisi fisik arsip yang kurang terawat, serta belum optimalnya digitalisasi dan penyusutan arsip. Kondisi tersebut menyebabkan pengelolaan AIL belum berjalan optimal.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif. Sumber data diperoleh melalui data primer dan data sekunder dengan teknik penentuan informan menggunakan *purposive sampling*. Informan dalam penelitian ini berjumlah 10 orang pegawai PT PLN (Persero) ULP Buntok Kabupaten Barito Selatan. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Teknik analisis data menggunakan reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa manajemen Arsip Induk Langganan (AIL) pada PT PLN (Persero) ULP Buntok masih tergolong kurang baik. Dari 13 indikator yang diteliti, terdapat 3 indikator berkategori baik, yaitu proses pembuatan arsip, penerimaan arsip masuk, dan pemanfaatan arsip; 4 indikator berkategori cukup baik, yaitu pencatatan arsip, penilaian arsip, pemindaian arsip inaktif, dan pemusnahan/penyimpanan permanen; serta 6 indikator berkategori kurang baik, yaitu sistem penyusunan arsip, waktu untuk menemukan arsip, penemuan arsip, penyimpanan arsip, perawatan fisik arsip, pengamanan arsip. Faktor pendukung dalam pengelolaan arsip antara lain adanya penggunaan sistem digital, kesadaran pegawai terhadap pentingnya arsip, serta tersedianya lemari dan tempat penyimpanan arsip. Faktor pendukung meliputi adanya penggunaan sistem digital dalam pengelolaan arsip, adanya kesadaran pegawai terhadap pentingnya arsip, tersedianya lemari dan penyimpanan arsip, adanya upaya digitalisasi arsip. Faktor penghambat meliputi banyak arsip menumpuk dan belum tertata dengan optimal, proses temu kembali masih lambat, ada arsip yang hilang atau rusak, digitalisasi arsip belum optimal, serta belum terlaksananya penyusutan arsip secara rutin.

Kesimpulan penelitian menunjukkan bahwa Manajemen Arsip Induk Langganan (AIL) pada PT PLN (Persero) ULP Buntok Kabupaten Barito Selatan masih kurang baik dan perlu ditingkatkan, terutama dalam penataan, pemeliharaan, digitalisasi, dan penyusutan arsip. Saran kepada Manager adalah menetapkan kebijakan serta meningkatkan pelatihan dan kompetensi pegawai dalam pengelolaan dan digitalisasi arsip. Kepada pegawai diharapkan meningkatkan ketelitian, kedisiplinan, dan koordinasi serta memanfaatkan sistem digital secara optimal agar pengelolaan dan penemuan kembali arsip lebih cepat dan tepat.

ABSTRACT

NURUL HIKMAH NPM: 2022152, entitled “**MANAGEMENT OF CUSTOMER MASTER RECORDS AT PT. PERUSAHAAN LISTRIK NEGARA (PERSERO), BUNTOK CUSTOMER SERVICE UNIT, SOUTH BARITO REGENCY**” was conducted under the supervision of Ramona Handayani, S.Pd., M.A., as the first supervisor, and Gusti Muhammad Hidayatullah, S.Sos., M.AP., as the second supervisor.

This research was motivated by the importance of managing Customer Master Records (Arsip Induk Langganan/Ail) in supporting customer administrative services at PT PLN (Persero) ULP Buntok. However, several problems were still encountered, including limited storage facilities, accumulation and loss of old records, poorly maintained physical records, and suboptimal digitization and records disposition. These conditions have resulted in the management of Customer Master Records not yet being optimal.

This study employed a qualitative approach with a descriptive research design. Data sources consisted of primary and secondary data, with informants selected using purposive sampling. The informants consisted of 10 employees of PT PLN (Persero) ULP Buntok, South Barito Regency. Data were collected through observation, interviews, and documentation. Data analysis was conducted through data reduction, data presentation, and conclusion drawing.

The results showed that the management of Customer Master Records at PT PLN (Persero) ULP Buntok was still categorized as **poor**. Of the 13 indicators examined, 3 indicators were categorized as good, namely record creation, receipt of incoming records, and record utilization. Four indicators were categorized as fairly good, namely record registration, record appraisal, scanning of inactive records, and record destruction/permanent preservation. Meanwhile, 6 indicators were categorized as poor, namely record arrangement, record retrieval time, record retrieval, record storage, physical record maintenance, and record security.

Supporting factors in records management include the use of digital systems, employees' awareness of the importance of records, the availability of filing cabinets and storage facilities, and efforts to digitize records. Meanwhile, inhibiting factors include the accumulation of records that have not been optimally organized, slow retrieval processes, lost or damaged records, suboptimal digitization, and the absence of routine records disposition.

The study concludes that the management of Customer Master Records at PT PLN (Persero) ULP Buntok, South Barito Regency, is still poor and needs improvement, particularly in record arrangement, maintenance, digitization, and disposition. It is recommended that the Manager establish policies and improve employee training and competencies in records management and digitization. Employees are also expected to improve their accuracy, discipline, and coordination and to utilize digital systems optimally so that records management and retrieval can be carried out more quickly and accurately.