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Evaluation of University Records Management at Universitas Gadjah Mada: Systems, Applications, and Repository Diversity

INTISARI

Pengelolaan arsip elektronik yang efektif menjadi aspek krusial dalam mendukung tata kelola perguruan tinggi yang modern dan akuntabel. Penelitian ini bertujuan untuk mengevaluasi pengelolaan arsip elektronik di Universitas Gadjah Mada (UGM), serta mengidentifikasi tantangan dan solusi yang dihadapi oleh berbagai fakultas. Metode yang digunakan dalam penelitian ini adalah kualitatif komparatif, dengan mengumpulkan data melalui wawancara mendalam dan analisis dokumen dari beberapa fakultas yang memiliki sistem pengelolaan arsip elektronik yang berbeda. Hasil penelitian menunjukkan bahwa pengelolaan arsip elektronik di UGM masih beragam di tiap fakultas. Beberapa fakultas, seperti Fakultas Ilmu Budaya dan Fakultas Peternakan, masih mengandalkan metode manual atau aplikasi terbatas, sementara fakultas lain seperti Fakultas Farmasi, Fakultas Ekonomika dan Bisnis, dan Fakultas Teknologi Pertanian telah mulai mengembangkan sistem berbasis teknologi yang lebih terorganisir. Tantangan utama yang dihadapi adalah keterbatasan sumber daya manusia, risiko keamanan data, serta integrasi sistem yang belum optimal. Penelitian ini merekomendasikan pengembangan sistem pengelolaan arsip elektronik yang lebih terintegrasi di seluruh fakultas, pelatihan berkelanjutan bagi staf pengelola arsip, serta langkah-langkah untuk meningkatkan perlindungan data arsip dan pemusnahan arsip yang aman. Penerapan rekomendasi ini diharapkan dapat meningkatkan efisiensi, keamanan, dan efektivitas pengelolaan arsip elektronik di UGM, serta dapat menjadi referensi bagi fakultas lain yang ingin mengoptimalkan pengelolaan arsip elektronik mereka.

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ABSTRACT

Effective electronic records management is a crucial aspect in supporting modern and accountable university governance. This study aims to evaluate electronic records management at Universitas Gadjah Mada (UGM). Employing a comparative qualitative approach, this research investigates the challenges and

KEY WORDS

data security, Electronic records management, record management challenges, record management system, Universitas Gadjah Mada

solutions encountered by various faculties in managing electronic records. Data collection involved in-depth interviews and document analysis across several faculties with diverse electronic records management systems. The findings reveal significant variability in electronic records management practices among UGM faculties, ranging from manual methods and limited applications in faculties such as Cultural Sciences and Animal Science, to more structured technology-based systems in faculties like Pharmacy, Economics and Business, and Agricultural Technology. Key challenges identified include limited human resources, data security vulnerabilities, and suboptimal system integration. This study recommends the development of an integrated electronic records management system, continuous training for records personnel, and enhanced measures for data protection and secure record disposal. The implementation of these recommendations is expected to enhance the efficiency, security, and effectiveness of electronic records management at UGM, providing a valuable reference for other faculties that seeking to optimize their electronic records management practices.

INTRODUCTION

Background

Electronic records are digital repositories that facilitate the systematic storage, preservation, and retrieval of various forms of information. Digital repositories ensure long-term preservation of informational assets, rendering them accessible for future research and scholarly reference (Santos-Flores, 2024). In an institutional framework, electronic records play a crucial role in ensuring the preservation and accessibility to invaluable data required for various purposes, including research initiatives, accreditation processes, and knowledge management. In addition, electronic records enhance administrative efficiency by streamlining the location, management, and dissemination of information rapidly and securely.

The main functions of electronic records can be delineated through several key aspects that underlie their functionality. *Firstly*, electronic records serve as a vital mechanism for knowledge preservation, safeguarding essential data from possible loss and ensuring the long-term accessibility of institutional

knowledge (Zahara & Salim, 2022). *Secondly*, electronic records optimize information accessibility, providing a platform that enables expedited information retrieval, which is particularly crucial in research and quality management within academic environment (Lazarenko et al., 2022; Parmar & Nagi, 2022). *Thirdly,* digital repositories augment global dissemination, amplifying the visibility and impact of research outcomes and enabling wider access to scientific and educational information (Lazarenko et al., 2022). Consequently, electronic records assume a critical role in supporting the continuity and effectiveness of institutional activities in the digital age.

Electronic and non-electronic records exhibit distinct differences in terms of format, accessibility, and management practices. Electronic records leverage digital systems to store, retrieve, and manage records, allowing expedited and efficient access through server or cloud-based storage (Markovets & Zhezhnych, 2024). In contrast, non-electronic records rely on physical documentation, necessitating manual handling and storage, which renders them comparatively inefficient and labour-intensive (Cindy Noviyanti & Diva Nabilah Febyona, 2024). The migration of analog rcords to electronic formats significantly enhances efficiency and accessibility, as evidenced by various studies highlighting the advantages of electronic recording systems in facilitating seamless sharing and collaboration (Abdurrahman, 2024). Meanwhile, non-electronic records often encounter accessibility challenges due to physical limitations and the time required for document retrieval (Boiko, 2024). Consequently, the adoption of electronic records not only optimizes information management efficiency but also promotes advancements in broader and more rapid access to information.

The management of electronic records presents distinct challenges compared to physical records, primarily due to technological, organizational, and preservation-related issues. The shift to digital formats requires the development of novel strategies and frameworks to ensure effective management and preservation of electronic records. A significant challenge is technological obsolescence; wherein digital media are susceptible of rapid technological advancement that can render their formats and storage systems obsolete. To mitigate the risk of losing access to historical records, continuous data migration to current technologies is essential (Da Silva, 2024). Furthermore, the preservation and storage of electronic records require specialized attention necessitating a controlled environment to minimize risks

such as data degradation and unauthorized access (Ruiz et al., 2024). The absence of standardized digital preservation practices can lead to inconsistent management and potential loss of valuable information (Larin, 2024).

Another challenge is organizational issues, as many institutions struggle with inadequate funding and insufficiently trained personnel to effectively manage e-resources (Umap & Jani, 2024). In addition, the absence of a comprehensive policy and framework for electronic document management exacerbates the difficulty in establishing best practices in their management (Okhrimenko & Fedoruk, 2024). Therefore, it is imperative for institution to develop explicit policies and strategies to address these challenges and ensure the optimal preservation of electronic records.

Universitas Gadjah Mada (UGM) boasts a complex organizational structure consisting of various faculties, schools, directorates, units, bureaus, and offices, each with distinct administrative and academic functions. The university's 18 Faculties and 2 school units generates a diverse array of electronic records covering academic, research, administrative, financial, and other documentations. In addition, directorates such as the Directorate of Education and Teaching, Directorate of Research, and Directorate of Information Technology (DTI) require robust electronic records management systems. As the entity responsible for implementing Information technology policies and developing information systems, Directorate of Information Technology plays pivotal role in managing IT infrastructure, ensuring security, and providing IT services across the UGM community. Furthermore, the UGM archive institution can collaborate with DTI to design and implement electronic record management applications tailored to specific needs.

The multiplicity of work units within UGM likely results in a lack of uniformity in electronic records storage systems and methodologies, encompassing variations in platforms, metadata standards, access policies, and storage capacity. This diversity can lead to data fragmentation, integration challenges between units, and difficulties in ensuring the security and sustainability of records management. Therefore, an in-depth study is warranted to investigate the electronic records management practices across various UGM work units to formulate a more integrated and efficient solution that addresses these challenges.

Previous research has highlighted various facets of digital records management in higher education, including the implementation of records digitization to enhance the quality of administrative services (Arafat et al.,

2025), the effectiveness of training and mentoring programs records management personnel (Mawardi Mawardi & Ulil Albab, 2025), and factors influencing the adoption of cloud repositories, such as "SIMPAN UGM" at Universitas Gadjah Mada (Setyawan & Ratminto, 2023). However, a notable research gap exists in examining the diversity of electronic records management systems and storage challenges at the faculty level within a single university. This research aims to address this gap by investigating electronic records management practices at the faculty level within UGM, identifying associated challenges, and developing strategic recommendations for building a more efficient, integrated, and sustainable electronic records management system.

Research Questions

This research seeks to conduct an in-depth examination of electronic records management practices at Universitas Gadjah Mada (UGM), focusing on the practices implemented at the faculty level. Various aspects related to electronic records management, challenges faced, and strategies implemented by the faculty to overcome these obstacles will be analyzed. Based on these objectives, this research formulates four research questions as follows:

1. How is the management of electronic records of faculties at UGM in general?
2. What are the main challenges in managing electronic records at UGM?
3. What are the strategies to overcome the obstacles of electronic records management at UGM?
4. What are the expectations of the faculty for electronic records management at UGM?

Theoretical Framework

The initial phase of this research focuses on identifying challenges confronting electronic records management at Universitas Gadjah Mada (UGM). Based on preliminary interviews with 10 faculty staff members, infrastructure and resources emerged as primary factors influencing electronic records management. The utilization of diverse systems and storage solutions across various units at UGM causes incoherence in records management, thereby hindering data integration between units. Furthermore, the varying levels of competency among archivists also affects the quality of record management, compounded by limited budgetary allocation and technical support for maintaining existing systems.

Universitas Gadjah Mada (UGM) has implemented an Integrated Information System, known as Simaster, which encompasses modules including personnel, financial, cooperation, and correspondence management. However, despite its comprehensive scope, Simaster

has not fully incorporated electronic archiving capabilities, particularly in terms of electronic record classification and filing. While, Simaster is widely utilized by UGM academic community, it has not been designed or optimized for electronic records management.

Effective records management is crucial in the university environment, as records serve as a vital component of an institution heritage, collective memory and evidence with significant legal and historical value. The main objective of university records management is to ensure the accuracy and consistency recording, storing, maintaining, and disposing archives in accordance with relevant laws and policies (Setyawan et al., 2024).

This research will conduct a comprehensive analysis of electronic records management at UGM by examining the management systems employed across various units. This research will focus on assessing the level of integration among these systems, as well as analyzing the discrepancies in platforms and software utilized. The lack of alignment between systems in each unit can hinder records retrieval and inter-unit coordination. This research aims to propose a strategic framework for electronic records management at UGM, which involves steps to integrate records management systems across units. The researcher will consider using one integrated record platform that can facilitate the search and management of records.

METHOD

This study aims to investigate and gain a deeper understanding of electronic records management practices within the faculty environment at Universitas Gadjah Mada. Employing a comparative qualitative approach, this research aims to provide an in-depth picture of the electronic record management practices across various faculty. The comparative qualitative research design enables an in-depth exploration of the meanings associated with electronic record management, as conveyed through the experiences and views of respondents. This approach is particularly suited to this study, as it allows for the capture of subjective aspects that may not be

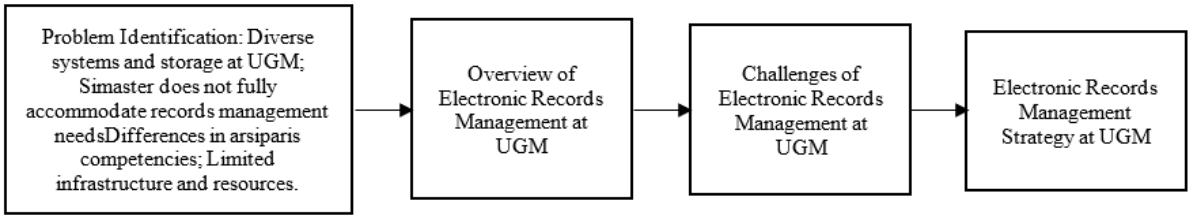

Figure 1. Theoretical Framework
Source: Researcher Analysis, 2025

quantifiable, and allows respondents to freely express their experiences and perceptions.

This study employed an open-ended questionnaire as the primary data collection technique, which involved written interviews with the heads of faculty administration offices at Universitas Gadjah Mada. A total of 13 faculties participated in the study, providing a diverse representation of electronic records management practices. However, this study was limited by the availability of some faculty staff, who had limited time to provide data. The selection of the head of the administration office as key informants was strategic, given their direct involvement and expertise in record management at the faculty level, encompassing both policy implementation and daily practices.

The comparative analysis technique was employed in this study to examine electronic record management practices across 13 faculties at UGM. Data from open-ended questionnaires were grouped based on faculty and analyzed by identifying the main themes, differences and similarities between faculties, including success factors and challenges. The analysis revealed trends, best practices in electronic record management, providing insights and recommendations for improving record management standards. By employing this approach, this study aims to contribute significantly to the understanding of electronic record management challenges and practices across the faculties at Universitas Gadjah Mada. The findings of this study can inform the development of more effective and efficient electronic record management policies in the future.

DISCUSSION

1. Electronic records management across faculties at UGM

The management of electronic records across various faculties at Universitas Gadjah Mada exhibits a notable diversity in approaches and systems employed, particularly in the context of electronic filing system. A comparative analysis reveals that the Faculty of Cultural Sciences lacks a specialized application for electronic record management, instead relying on manual works completed by staff in their respective work units by scanning documents or storing records in hardcopy form. In contrast, the Faculty of Pharmacy has implemented the E-Service system, which facilitates structured electronic records through the assignment of classification code and organization of records within a virtual filing system, grouped according to the classification.

Meanwhile, the Faculty of Agriculture faces several challenges in managing electronic records, including vulnerability to hacking, data breaches, and difficulties in ensuring secure record destruction. In addition, hardware failure and cyberattacks pose risk of data loss. In contrast, the Faculty of Geography employs a more structured electronic record management, utilizing applications such as Simaster UGM and Google Drive. Electronic records are stored on both platforms, with Simaster UGM Admin facilitating the retrieval of outgoing letter numbers, without comprehensively covering the electronic records themselves.

The Faculty of Postgraduate School also confronts similar challenges. In this faculty, the implementation of electronic record management is still partial and fragmented, with digital records used for correspondence at the KPTU level, while study programs manage their documents separately. Although the record centre in this faculty manages old records, no specialized application is used for storage. Similarly, the Faculty of Animal Husbandry lacks a dedicated application for electronic record management, with employees storing and creating records within their respective work units.

The Vocational School and the Faculty of Economics and Business have implemented effective electronic record management systems. The Vocational School utilizes Google Drive and creating link-based letter numbering, enabling easy record retrieval in PDF format. The Faculty of Economics and Business employs a specialized application, SINTESIS (Integrated Information System for Economics and Business), to manage and store electronic records.

The Faculty of Medicine, Public Health, and Nursing (FKKMK) currently manages electronic records without a specialized application, relying on Microsoft Office 365 and Google Spreadsheets provided by UGM for record storage. In contrast, the Faculty of Agricultural Technology has implemented a more integrated approach to electronic record management, utilizing platforms like Simaster, cloud storage such as Google Drive and Microsoft OneDrive, and local storage on external hard drives.

The Faculty of Social and Political Sciences (FISIPOL) utilizes a web-based data center for managing inactive records, accessible to limited educational staff. The FISIPOL IT team manages the "Alfresco" data center, where electronic records are stored. The Faculty of Psychology employs Integrated Information System (SIT) and the QNAP cloud server for electronic record management, ensuring secure storage of records within the application.

The Faculty of Law has initiated electronic record management by transferring record media and developing a database for electronic record storage using Diska.ugm.ac.id. This pioneering effort is expected to evolve into a comprehensive record system accessible to all faculty academicians.

In conclusion, while several faculties at Universitas Gadjah Mada (UGM) have implemented advanced electronic record management system, others still rely on manual or limited approaches. This disparity highlights the need for further development of electronic record management applications and storage systems across faculties at UGM, particularly in the context of electronic filing system.

2. The main challenges faced in managing electronic records of the faculty at UGM

The implementation of electronic record management across various faculties at Universitas Gadjah Mada is confronted with multifaceted challenges that affect the efficiency and effectiveness of the archival system. Within the Faculty of Cultural Sciences, the main challenges stems from the unavailability of specialized archival personnel equipped to proficiently manage records. In addition, the faculty requires a more integrated record management system to streamline record administration and retrieval processes. Additionally, there is an essential need for training initiatives focused on record classification and disposal methodologies to mitigate the accumulation of unmanaged records.

The Faculty of Pharmacy encounters challenges pertaining to record management within the E-Service system, which is not comprehensively grounded in archival principles. Notably, essential features, such as record classification are less optimal, and the system lacks integration with other platforms, including Simaster Persuratan. Similarly, the Faculty of Agriculture confronts analogous issues, particularly concerning data security threats such as hacking and potential breaches of vital information. In addition, ensuring the permanent destruction of records and mitigating the risk of data loss due to technical failures or cyber-attacks pose significant challenges.

The Faculty of Geography encounters complex challenges in managing electronic records, including the decentralization of record storage, wherein records are dispersed across multiple individual accounts, thereby rendering them inaccessible upon the retirement of the account owner. The issue of data loss is exacerbated by format obsolescence, where records in old formats become unreadable on contemporary devices. In addition, the legality of electronic records poses a

significant challenge, as conventional records continue to hold higher legal value, while the authenticity of electronic records is susceptible to manipulation. The destruction of electronic records also presents a formidable task, as ensuring their complete eradication proves to be difficult.

The Faculty of Postgraduate School encounters significant challenges which lies in the lack of an adequate record storage system, which results in prolonged record discovery process. In addition, the faculty is hindered by limited storage capacity, highlighting the imperative need for a more efficient information system. Similarly, the Faculty of Animal Husbandry encounters suboptimal centralization of electronic record management, resulting in limited access to records for leaders and related employees.

The Vocational School confronts a significant challenge of inadequate human resources dedicated to record management. The only record manager, who has additional responsibilities, faces considerable constraint in digitizing records which requires extra time allocation. In addition, the limited storage capacity poses a substantial issue, compelling record managers to undertake external backups when Google Drive storage reaches maximum capacity. In contrast, in the Faculty of Economics and Business, the primary challenge lies in the security and protection of record data, as well as imperative to remain synchronized with technological developments in electronic record management.

The Faculty of Medicine, Public Health, and Nursing (FKKMK) confronts similar challenges, particularly the absence of a centralized storage system provided by UGM. Consequently, the faculty oversees independent record management utilizing existing applications, however, limited storage capacity and difficulty in record retrieval persist. The lack of systematic storage system results in difficulty and time-intensive endeavour in record retrieval. Meanwhile, the Faculty of Agricultural Technology, the main challenge stems from its reliance on internet connectivity for cloud storage synchronization and the associated risk of data inaccessibility in the event of system or computer device malfunction.

The Faculty of Social and Political Sciences encounters challenges in electronic record management, particularly related to the lack of socialization regarding the utilization of the new data centre system. This inadequate dissemination hinders users' ability to leverage the system optimally for internal administration purposes. In contrast, the Faculty of Psychology confronts challenges in record

accessibility, particularly the need for seamless access outside the UGM network. Additional challenges include ensuring data security and addressing the scarcity of human resources with requisite technical expertise. Furthermore, effective record management necessitates accuracy and comprehensiveness in regards of metadata management.

The Faculty of Law is in pioneering stage of electronic record management, encountering significant challenges in migrating record media across different technological generation. Furthermore, the system, which is still in embryonic stage of development, exacerbates these challenges, with a primary concern being the creation of an efficient and accessible record management system that caters to the need of all faculty academicians.

Thus, the main challenges confronting these faculties include human resource issues, the absence of an integrated and secure system, and limited storage capacity, all of which impede the efficient management of electronic records. Advancements in technology are anticipated to mitigate these challenges through the implementation of a more organized and integrated system.

3. Strategies to overcome obstacles in managing electronic records across the faculties at UGM

Research findings indicate that various faculties at Universitas Gadjah Mada employ different approaches to overcoming electronic record management challenges, tailored to their respective needs and circumstances. However, despite the shared core duties and functions rooted in the *Tri Dharma Perguruan Tinggi* serving as record generating source, a university-level policy to harmonize these differences is currently lacking.

At the Faculty of Cultural Sciences, key strategies have been to enhance electronic record management, including the development of an integrated system, record digitization, and implementing classification and reduction system. Furthermore, the Faculty acknowledges the importance of designating specialized personnel to oversee records management, thereby ensuring more effective operations.

Meanwhile, the Faculty of Pharmacy addresses electronic record management challenges through collaborative efforts with the IT department to identify systemic issues and develop long-term solutions. This partnership aims to to enhance the quality of electronic record management, ensuring optimal performance and adherence to established standards.

At the Faculty of Agriculture, the primary challenges concern on data security threats and the complexities of ensuring permanent record destruction. In response, the faculty prioritizes

strengthening the protection of critical data and implementing an effective record destruction process to mitigate the risk of data breaches that could potentially harm the institutions.

The Faculty of Geography, on the other hand, employs several strategies to address electronic record management challenges. These include migrating data to contemporary system and converting records to modern formats to ensure storage continuity. In addition, the faculty conduct regular data backups and ensure a systematic approach to destroying unnecessary records, thereby preventing redundancy.

The Postgraduate School has implemented a strategy, involving the appointment of a person in charge (PIC) for digital record storage, enhancing organized access and facilitating record management at the KPTU level. Currently, records are stored in computer folders, organized by unit and marked by year of entry, serving as a temporary solution until more effective record management system is established.

The Faculty of Animal Husbandry is currently planning to centralize electronic records, aiming to improve record accessibility for various stakeholders. This approach is expected to enhance efficiency and streamline record retrieval across faculties.

The Vocational School addresses human resource constraints by recruiting part-time workers, including archiving students and high school interns. In addition, they mitigate storage limitations by backing up Google Drive records to external hard disks. The faculty also utilizes the SIMASTER application to manage correspondence records, streamlining digital record-keeping processes.

The Faculty of Economics and Business prioritizes the development of technology-driven record management solution, staying up-to-date to the latest advancement and creating application to enhance efficiency. In addition, the faculty emphasizes upskilling its human resources to ensure staff possess adequate expertise in managing electronic records effectively.

The Faculty of Medicine, Public Health, and Nursing (FKKMK) leverages applications, such as Office 365 and Google Spreadsheet, to store electronic records, facilitating faster and more efficient record retrieval while overcoming storage limitations.

The Faculty of Agricultural Technology relies on cloud storage for record-keeping, acknowledging the limitation of internet dependency. To mitigate this, they ensure synchronized documents for offline access.

The Faculty of Social and Political Sciences establishes close collaboration with the IT team to enhance the utilization of information technology in electronic

record management. This partnership aims to ensure more effective and efficient record-keeping management.

The Faculty of Psychology has implemented electronic record management strategies, including continuous training for human resources to keep up with technological advancement and effectively manage electronic records. In addition, strict access controls are implemented to safeguard records against data breaches, conduct regular data backups to prevent loss, and prioritize using sustainable file formats to ensure long-term record accessibility.

The Faculty of Law, currently developing its electronic record system, is addressing challenges by gradually transferring media for student personal file records and temporarily utilizing Google Spreadsheet as a storage solution. This interim approach aims to maintain efficient record management while awaiting a more comprehensive system. Thus, the diverse strategies employed by various faculties demonstrate thoughtful efforts to overcome electronic record management challenges, reflecting an awareness of the significance of organized and efficient record management in the digital era by leveraging information technology, enhancing human resources, and developing integrated system.

4. Faculty expectations for electronic record management within UGM

The research highlights that various faculties at Universitas Gadjah Mada (UGM) have distinct approaches and expectations in managing electronic records, yet share a common of developing a more integrated, secure, and efficient system.

The Faculty of Cultural Sciences envisages UGM developing an integrated record system that consolidates data across faculties. They also emphasize the importance of comprehensive education on record management, including record reduction and classification mechanism. Furthermore, the faculty advocates for synergy between faculty and university-levels record management to enhance coordination and efficiency.

The Faculty of Pharmacy advocates for policies that support systematic electronic record management across work units, covering creation to disposal of records. Such policy would standardize procedure, ensuring smoother and more organized record management practices.

The Faculty of Agriculture envisions a sustainable digital transformation that enhances efficiency in time, costs, and storage for conventional records. Additionally, they prioritize robust data security and storage safeguard

against hacking, ultimately supporting informed decision-making based on accurate data.

The Faculty of Geography expects to create an integrated and centralized electronic archiving system at UGM, facilitating better control, security and storage of records. They also advocate for the preparation of specific regulations on electronic record management to ensure uniformity and support informed decision-making across the university.

The Faculty of Postgraduate School aspires to develop a university-wide integrated record application or information system. This would enable more efficient and structured digital record management across the institution.

The Faculty of Animal Husbandry hopes UGM will implement a shared application for electronic record management across all work units. This would streamline access and management of records, promoting efficiency and consistency throughout the university.

The Vocational School assesses SIMASTER UGM as beneficial integrated management system for digital record keeping. They suggest establishing standards for an archiving system to serve as centralized platform for integrated electronic record management, thereby enhancing efficiency for record managers.

The Faculty of Economics and Business expects for an integrated and centralized information system for record management across the university. Additionally, they recommend ongoing training for record personnel to enhance their skills and keep pace with evolving demands.

The Faculty of Medicine, Public Health, and Nursing (FKKMK) aspires that the University will provide requisite knowledge and scientific facilities pertaining to electronic record management, adhering to prevailing standards. Furthermore, it is expected that an efficient system to facilitate systematic record storage will be developed, thereby enhancing accessibility and retrieval process to pertinent records.

The Faculty of Agricultural Technology express a necessity for expanded electronic record storage capacity to accommodate the increasing demand for documents retention. In addition, they advocate for a secure cloud-based backup alternative to ensure data protection. The faculty also recommends that the university issue an official directive promoting the use of a standardised system, such as DMS Simaster or institutional email for record management across all work units. This, they argue, would enhance efficiency and security, mitigating the risk associated with incongruent application, such as WhatsApp.

The Faculty of Social and Political Sciences underscores the need for increased awareness of the importance of

implementing professional and efficient electronic record management practices. Furthermore, they advocate for regular evaluations to ensure the integrity, confidentiality and security of electronic records within UGM, thereby safeguarding institutional data assets.

The Faculty of Psychology emphasizes the critical importance of ensuring the security and protection of electronic record data, while also prioritizing ease and rapidity of accessibility. Additionally, they stress the need for a robust storage system that supports long-term compliance to pertinent regulatory requirements.

Finally, the Faculty of Law recommends that the development of electronic record management at UGM can be aligned with existing institutional systems, such as SIMASTER, ELOK, and SIKI, to facilitate standardized implementation across all units. In addition, they propose providing specialized training on electronic record management for archivists and record officers within the UGM community.

The collective aspirations of various faculties at UGM underscore the imperative for a more integrated, secure, and efficient electronic record management system. By implementing a cohesive system, providing continuous training initiatives, and establishing clear policies, UGM can potentially enhance its electronic records management practices, ultimately supporting streamlined administrative processes and academic endeavours in the future.

CONCLUSION

This study reveals that electronic records management practices at Universitas Gadjah Mada (UGM) exhibit significant diversity across faculties, with most faculties utilizing specialized applications for this purpose. Although Simaster, UGM's integrated information system, features electronic correspondence module, it currently lacks the functionality to support a comprehensive electronic filing system. Notably, Simaster's administrative capabilities are limited, as it does not provide hierarchical administrator level for record management. Several faculties, such as the Faculty of Cultural Sciences and Animal Husbandry, continue to rely on manual methods or employ limited applications for record-keeping purposes. In contrast, faculties, such as Pharmacy, Economics and Business, and Agricultural Technology, have initiated the development of more structured technology-based systems for record management. However, the management of electronic records across UGM is hindered by challenges including limited human resources, data security vulnerabilities, and inadequate system

integration. Key obstacles faced by various faculties include insufficient storage capacity, ineffective metadata management, and the need for secure and structured record destruction practices. This study recommends that UGM implement a more integrated electronic record management system across faculties, leveraging applications that cater to the diverse needs of faculties, while ensuring robust data security standards. In addition, it emphasizes the importance of ongoing training for records management personnel, to improve their technical skills, particularly in utilizing advanced record management applications and understanding classification and disposal protocols.

To mitigate the risks of data breaches and loss, it is crucial to implement more robust measures for protecting record data, including regular data backups storage and utilizing systems equipped with advanced security features to safeguard critical faculty data. Furthermore, the development of a comprehensive and structured policy framework for electronic record management across UGM is essential. This framework should encompass standardized operating procedures (SOPs), long-term record preservation strategies, and regulations for secure destruction of electronic records. This research is essential in informing the development of an integrated electronic record management system at UGM, with the potential to enhance efficiency, security, and effectiveness in record-keeping practices. The findings and recommendations of this research can serve as a valuable reference for other faculties seeking to optimize their electronic record management systems, by identifying challenges and solutions implemented by faculties at UGM. Ultimately, the implementation of these recommendations is expected to support more streamlined and transparent administrative and academic processes, while minimizing the risks of data breaches and loss that could adversely impact the institution.

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