

Improving the Quality of Archive Arrangement and Maintenance on the Quality of Service in the Library of the Faculty of Social and Political Sciences, Surabaya State University

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ABSTRACT

Keywords:

Archives Management,
Archives Maintenance,
Service Quality

Research aims to investigate the effect of archive arrangement and maintenance on service quality at Surabaya State University (Unesa). Using a quantitative approach with a population of FISIPOL students, this study took the entire population as a sample. Questionnaires are used for data collection and analyzed by Partial Least Square (PLS) analysis using the Smart PLS program 3.0. The findings state that archive arrangement and maintenance have a significant impact on service quality at the FISIPOL Unesa Library. This finding emphasizes the importance of good archive management as a supporting factor for improving services to library users..

BACKGROUND

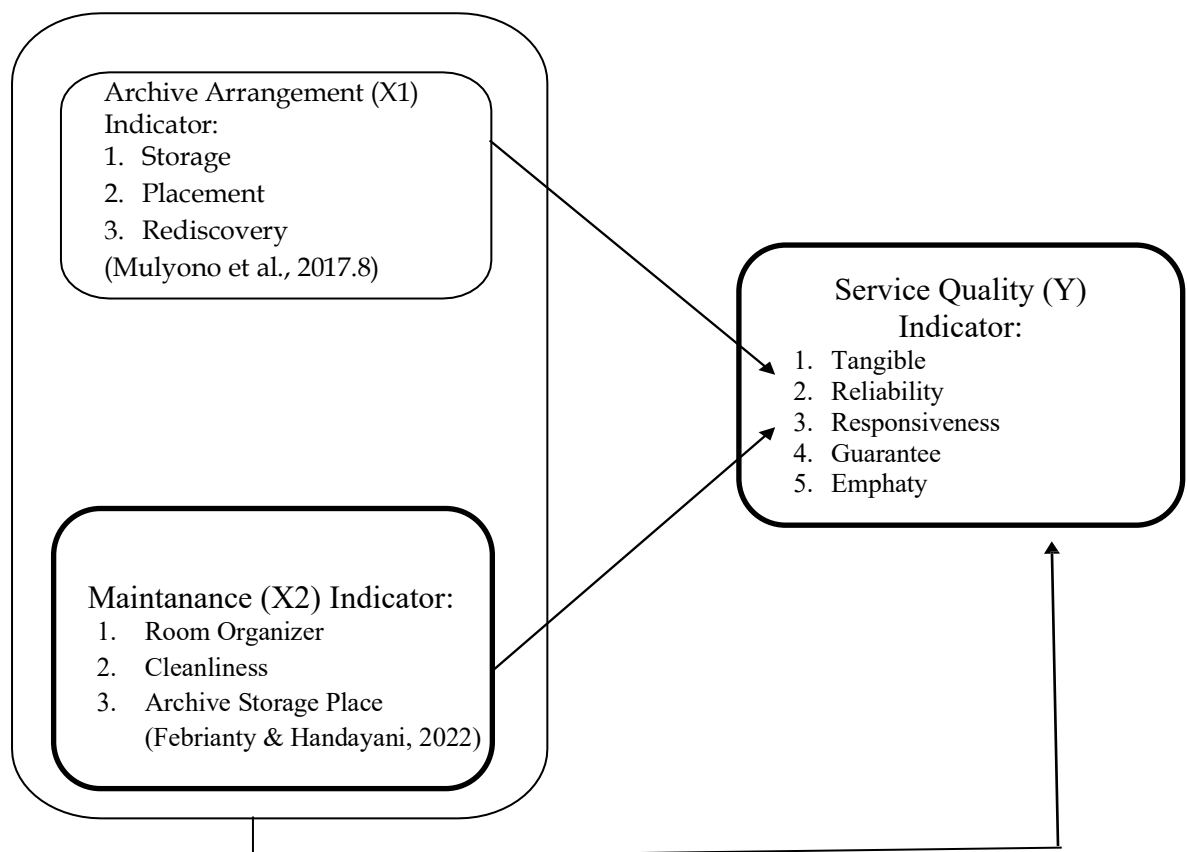
Organizations or agencies in implementing activity programs are required to be effective and efficient in order to achieve goals effectively and efficiently. One important factor is smooth administration, which according to Gie consists of eight elements, namely organization, management, relationship management, personnel, finance, supplies, administration, and representation (Gie, 2020). This research focuses on the elements of administration, especially archiving, which includes storing documents or documents as a memory center and source of information (Amsyah, 2020., Mulyono, 2020).

Good archive management supports internal and external services, but in many institutions, archiving is still considered a trivial job that does not require special skills (Abu Bakar, 2021). As a result, the quality of archival services is often neglected. Conditions at the Faculty of Social and Political Sciences Library, Surabaya State University, show problems such as outdated reference collections (published in the 1980s), a labeling system that is not yet separated by study program, and less than optimal staff service in terms of punctuality, friendliness, and agility in assisting with reference searches.

Archiving is not simply about storing documents; it requires a structured system, adequate facilities, and skilled staff to ensure archives are durable and easily found when needed. Human resources are a key determinant of successful archive management, even when facilities and infrastructure are readily available. Previous research by Dhameria & Imam examined the impact of archive maintenance and organization on performance or service quality, partly mediated by organizational commitment (Dhameria & Ghazali, 2020). However, this research is different because it directly examines the influence of the

arrangement and maintenance of archives on the quality of services at the Unesa FISIPOL Library, which has never been done before.

Based on this background, the researcher can formulate the following problems: (1) Is there an influence of archive arrangement (X1) on the quality of service (Y) at the FISIPOL Library, Surabaya State University? and (2) Is there an influence of archive maintenance (X2) on the quality of service (Y) at the FISIPOL Library, Surabaya State University? so that the correlation between the two can be described in the following diagram:



1.1. Hypothesis

A hypothesis is a temporary answer to a problem, that is proven by data [6]. Following are several study hypothesis:

H1: Archive arrangement has a significant influence on the quality of service at the Faculty of Social and Political Sciences Library, Unesa.

H2: Archive maintenance has a significant impact on the quality of service at the Faculty of Social and Political Sciences Library, Unesa.

METHODOLOGY

This aim used a quantitative approach. The population was all students of the Faculty of Social and Political Sciences, Surabaya State University. Sampling was conducted non-randomly over 10 working days with 10 respondents per day, resulting in a total of 100 samples.

The research variables consist of:

Dependent variable (Y): Service quality, with indicators of tangible, reliability, responsiveness, assurance, and empathy [7]

Independent variable (X):

Archive arrangement (X1): storage, placement, retrieval [3]

Archive maintenance (X2): room arrangement, cleanliness, archive storage location (9)

Data collection was carried out through a 5-point Likert scale-based questionnaire (1 = strongly disagree, 5 = strongly agree) and structured interviews with student library users.

Data analysis using Structural Equation Modeling (SEM) assisted by SmartPLS 3.28. The analysis procedure includes:

- a. Outer Model Evaluation: convergent validity (loading factor > 0.50), discriminant validity (AVE > 0.50 , cross loading), composite reliability (> 0.70), and Cronbach Alpha (> 0.60) [10]
- b. Inner Model Evaluation: R^2 value to measure the strength of the model (0.75 = strong; 0.50 = moderate; 0.25 = weak) [10] [16]
- c. Hypothesis Test: the relationship is significant if the t-statistic > 1.96 ; the direction of the relationship is seen from the original sample value.

Method framework in research

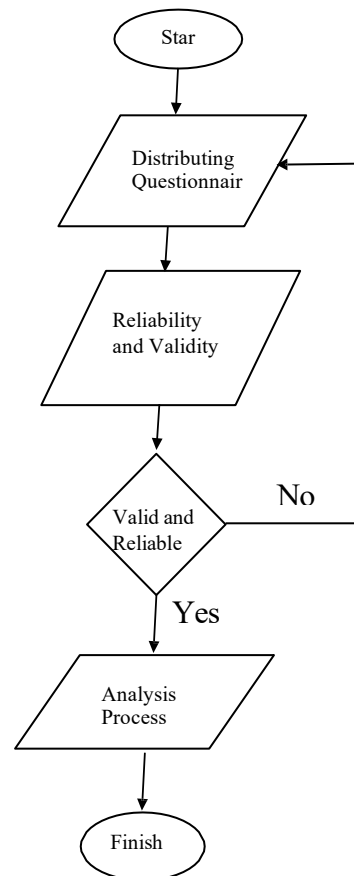


Figure 2 Research Flow

Results and Discussion

3. Result of Research Implementation

3.1 Descriptive Analysis of Respondent Characteristics

Descriptive analysis of respondent characteristics is the process of describing the characteristics or traits of respondents involved in the research.

1. Descriptive Analysis of Characteristics by Gender

Table 1 Descriptive Test of Characteristics by Gender

Gender	Frequency	%
Man	54	54
Female	46	46
Total	180	100,0

According to the table, the majority of respondents were male, namely 54 people (54%), while the rest were women, amounting to 46 people (46%). This can be interpreted as meaning that the sample was mostly male.

2. Descriptive Analysis of Characteristics by Age

Table 2 Descriptive Test of Characteristics by Age

Age	Frequency	%
< 19 Years	17	17
19 – 20 Years	21	21
21 – 22 Years	17	17
23 – 24 Years	27	27
> 24 Years	18	18
Total	180	100,0

According to the table, the majority of respondents were aged 23-24 years, namely 27 people (27%). Respondents aged 19-20 years were 21 people (21%), while respondents aged > 24 years were 18 people (18%). While the remaining respondents were aged < 19 years, 21-22 years with a total of 17 people (17%). This can be interpreted that the majority of the sample is aged 23-24 years.

3.2 Outer Model Testing

The external model aims to evaluate the relationship between indicator variables and constructs. [11]:

1) *Convergent Validity*

Table 3 Uji Validitas (Convergent Validity)

Variable	Item	Original sample	P-Values	Note
Archive Arrangement (X1)	X1.1.1	0,886	0,000	Valid
	X1.1.2	0,910		
	X1.2.1	0,848		
	X1.2.2	0,846		
	X1.3	0,803		
Archive Maintenance (X2)	X2.1	0,828	0,000	Valid
	X2.2	0,825		
	X2.3	0,836		
Service Quality (Y)	Y.1.1	0,815	0,000	Valid
	Y.1.2	0,738		
	Y.2.1	0,685		
	Y.2.2	0,836		
	Y.3.1	0,809		
	Y.3.2	0,860		
	Y.4.1	0,791		
	Y.4.2	0,736		
	Y.5.1	0,713		
	Y.5.2	0,826		

Variable	Item	Original sample	P-Values	Note
	Y.5.3	0,710		

The findings indicate that all indicators have convergent validity values exceeding 0.50, confirming that they are valid.

2) Discriminant Validity

Table 4 Cross Loadings

Item	Archive Arrangement (X1)	Archive Maintenance (X2)	Service Quality (Y)
X1.1.1	0,886	0,686	0,746
X1.1.2	0,910	0,768	0,777
X1.2.1	0,848	0,582	0,621
X1.2.2	0,846	0,580	0,619
X1.3	0,803	0,730	0,601
X2.1	0,637	0,828	0,502
X2.2	0,576	0,825	0,486
X2.3	0,707	0,836	0,709
Y.1.1	0,603	0,613	0,815
Y.1.2	0,587	0,663	0,738
Y.2.1	0,432	0,486	0,685
Y.2.2	0,663	0,658	0,836
Y.3.1	0,622	0,475	0,809
Y.3.2	0,650	0,587	0,860
Y.4.1	0,708	0,497	0,791
Y.4.2	0,585	0,456	0,736
Y.5.1	0,531	0,435	0,713
Y.5.2	0,747	0,662	0,826
Y.5.3	0,532	0,408	0,710

The results indicate that each indicator has the highest cross-loading value on its respective construct, confirming that the indicators meet the required validity criteria

Table 5 Average Extracted Variance

Variabel	AVE
Archive Arrangement (X1)	0,739
Archive Maintenance (X2)	0,688
Service Quality (Y)	0,603

The AVE value shows valid results because the value is > 0.5 .

3) Composite Reliability

Tabel 6 Composite Reliability

Variabel	Composite Reliability
Archive Arrangement (X1)	0,934
Archive Maintenance (X2)	0,869
Service Quality (Y)	0,943

The composite reliability values for all variables exceed 0.70, so all constructs reliabel

4) Cronbach Alpha

Tabel 7 Cronbach Alpha

Variabel	Cronbach Alpha
Archive Arrangement (X1)	0,911
Archive Maintenance (X2)	0,780
Service Quality (Y)	0,934

All variables have composite reliability values above 0.70, demonstrating that the constructs reliabel

3.3 Inner Model Testing

The model displays the relationships between the study constructs [11]

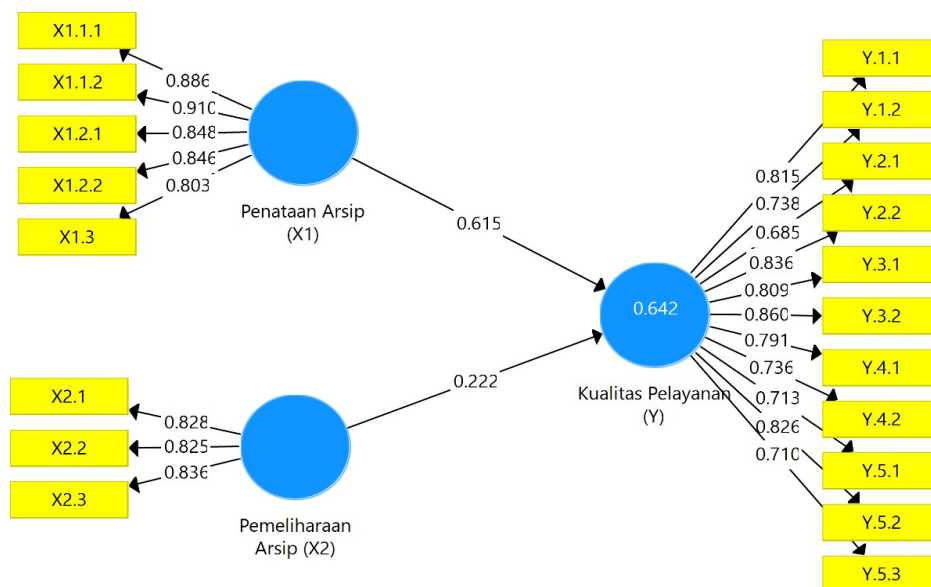


Figure 3. PLS Model

The findings indicate that the Service Quality variable (Y) is affected by the

variables Archive Management (X1) and Archive Maintenance (X2) which form a structural equation, namely

$$Y = 0,615 X1 + 0,222 X2$$

3.4 R Square Testing

Table 8 R-Square Value

	R Square
Service Quality (Y)	0,642

Archive Arrangement (X1) and Archive Maintenance (X2) explain 64.2% of the variance in Service Quality (Y), as indicated by an R² value of 0.642, placing the model in the moderate category

3.5 Hypothesis Test

Table 9 Hypothesis Test

Variable Relations	Original Sample	T Statistics	P Values	Note
Archive Arrangement (X1) -> Service Quality (Y)	0,615	5,357	0,000	Significant
Archive Maintenance (X2) -> Service Quality (Y)	0,222	2,028	0,043	Significant

4. Discussion

4.1 The Influence of Archive Arrangement on Service Quality

Archives arrangement has been shown to have a significant impact on service quality, with a t-stat of 5.357 (>1.96) and a positive correlation (Original Sample = 0.615). So the better the archive management will escalate the quality of service at the Unesa FISIPOL Library. This result inline with the findings of Alaqram & Agustina and Mursalin, who showed that archives arrangement has a positive effect on service quality. [18] [19].

4.2 The Influence of Archive Maintenance on Service Quality

Archive maintenance also significantly impacts service quality, with a t-stat of 2.028 (>1.96) and a positive correlation (Original Sample = 0.222). This indicates that optimal archive maintenance can improve service quality. This results inline with Yanis and Arafat et al., which demonstrated a positive influence of archive maintenance on service quality. [20] [21].

5. External Status

The conclusion of the study is:

1. Archives arrangement exerts a significant positive influence on the quality of service at the Faculty of Social and Political Sciences Library, Surabaya State University.

2. Archives Maintenance exerts a significant positive influence on the quality of service at the Faculty of Social and Political Sciences Library, Surabaya State University.

Meanwhile, suggestions from research include:

1. It is recommended that the management of the FISIPOL Library, Surabaya State University, pay attention to the archive arrangement process by utilizing digitalization to facilitate the archive arrangement process.
2. It is recommended that the management of the FISIPOL Library, Surabaya State University, pay attention to the archive maintenance process by changing physical archives to digital ones so as to enable faster and easier access and reduce the risk of damage.

6. Obstacles to Research Implementation

Several obstacles were found in the implementation of the research, including:

1. Time constraints required to obtain data in the field
2. The difficulty of adjusting the schedules between researchers and informants who will be researched

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