

INTISARI

PEMANFAATAN *COMMERCIAL RECORD CENTER* DALAM MANAJEMEN DOKUMEN PERUSAHAAN OLEH DIRECTORATE COMPLIANCE PT SAMUDERA INDONESIA Tbk

**Hasna Aliya Ady
20/464017/SV/18336**

**Program Studi Pengelolaan Arsip dan Rekaman Informasi
Sekolah Vokasi
Universitas Gadjah Mada**

Proyek akhir ini menganalisis manajemen dokumen perusahaan Directorate Compliance PT Samudera Indonesia Tbk yang memanfaatkan *Commercial Record Center* (CRC). Aspek yang dibahas dalam Proyek Akhir ini mengenai kesesuaian standar pengelolaan dokumen perusahaan milik Directorate Compliance yang dilakukan oleh CRC berdasarkan teori pengelolaan arsip di record center yang dikemukakan oleh Teri. J. Mark sebagai bagian dari layanan jasa yang ditawarkan. Proyek Akhir ini juga menyusun identifikasi analisis SWOT atau kekuatan (*strengths*), kelemahan (*weakness*), dan peluang (*opportunities*), serta ancaman (*threats*). Penelitian dilakukan dengan menggunakan metode penelitian kualitatif deskriptif analitis. Data dalam penelitian ini dikumpulkan melalui observasi partisipatif, wawancara terstruktur, dan studi dokumentasi. Observasi partisipatif dilakukan dengan terjun langsung dalam proses pemanfaatan CRC yang dilakukan Directorate Compliance. Wawancara terstruktur dilakukan dengan pegawai Directorate Compliance dan asisten manager dari *Commercial Record Center*. Studi dokumentasi dilakukan dengan menganalisis artikel jurnal, buku, dan peraturan perundang-undangan serta dokumen perusahaan terkait dengan pemanfaatan CRC. Hasil penelitian ini menunjukkan bahwa penggunaan *inhouse* record center dengan fasilitas tidak memadai dapat merusak fisik dokumen perusahaan sehingga tahun 2013 Directorate Compliance memutuskan untuk memanfaatkan CRC sebagai pengelola dokumen perusahaan mereka. Melalui analisis manajemen dokumen perusahaan di record center, dapat diketahui bahwa pengelolaan dokumen perusahaan milik Directorate Compliance di CRC telah sesuai dengan standar teori pengelolaan arsip di record center. Hasil analisis SWOT menunjukkan terdapat 3 kekuatan CRC yaitu memberikan manajemen dokumen perusahaan yang profesional, penghematan biaya operasional dan jaminan keamanan pada fisik dan informasi dokumen; 2 peluang yaitu penawaran teknologi terbaru dan asuransi; 3 kekurangan yaitu risiko keterlambatan akses arsip, risiko kebocoran informasi dan adanya biaya layanan tambahan; 2 tantangan yaitu kebocoran data dan layanan jasa yang diberikan dapat berubah sesuai dengan persaingan bisnis yang dijalani oleh CRC.

Kata kunci : *Commercial Record Center, dokumen perusahaan, Layanan Jasa Kearsipan, Analisis SWOT.*

ABSTRACT

UTILIZATION OF COMMERCIAL RECORD CENTER IN THE MANAGEMENT OF CORPORATE DOCUMENTS BY DIRECTORATE COMPLIANCE PT SAMUDERA INDONESIA Tbk

Hasna Aliya Ady
20/464017/SV/18336

Archives and Records Management Study Program
Vocational College
Universitas Gadjah Mada

This final project analyzes the corporate document management of PT Samudera Indonesia Tbk's Compliance Directorate that utilizes the Commercial Record Center (CRC). The aspects discussed in this Final Project are the suitability of the Compliance Directorate's corporate document management standards carried out by CRC based on the theory of records management in record centers proposed by Teri. J. Mark as part of the services offered. This Final Project also compiles the identification of SWOT analysis or strengths, weaknesses, opportunities, and threats. The research was conducted using analytical descriptive qualitative research method. Data in this study were collected through participatory observation, structured interviews, and documentation studies. Participatory observation was carried out by going directly to the CRC utilization process carried out by the Compliance Directorate. Structured interviews were conducted with Directorate Compliance employees and the assistant manager of the Commercial Record Center. Documentation studies were conducted by analyzing journal articles, books, and laws and regulations as well as corporate documents related to CRC utilization. The results of this study show that the use of inhouse record centers with inadequate facilities can damage the physical documents of the company so that in 2013 Directorate Compliance decided to utilize CRC as their corporate document manager. Through the analysis of corporate document management at the record center, it can be seen that the management of corporate documents belonging to Directorate Compliance at CRC has been in accordance with the standard theory of records management at the record center. The results of the SWOT analysis show that there are 3 strengths of CRC, namely providing professional corporate document management, operational cost savings and security guarantees on physical and document information; 2 opportunities, namely offering the latest technology and insurance; 3 disadvantages, namely the risk of delays in records access, the risk of information leakage and additional service costs; 2 challenges, namely data leakage and services provided can change according to the business competition by CRC.

Keywords: *Commercial Record Center, corporate documents, archival services, SWOT Analysis.*