

INTISARI

**Layanan dan Akses Arsip
Di Bagian Akademik dan Kemahasiswaan
Fakultas Hukum, Universitas Gadjah Mada
sebagai Wujud *Good Services Oriented***

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PROGRAM STUDI KEARSIPAN

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Laporan Tugas Akhir berjudul “Layanan dan Akses Arsip Di Bagian Akademik dan Kemahasiswaan Fakultas Hukum, Universitas Gadjah Mada sebagai Wujud *Good Services Oriented*” menjelaskan tentang alur dan proses akses *personal file* mahasiswa di Bagian Akademik dan Kemahasiswaan. Penyediaan layanan dan akses arsip kepada mahasiswa merupakan bentuk pelayanan prima dan bersifat publik. Layanan dan akses arsip bersifat tertutup dan hanya dapat diakses dengan izin dari Kepala Bagian Akademik dan Kemahasiswaan.

Metode pengumpulan data yang digunakan dalam penulisan Laporan Tugas Akhir meliputi 3 metode. Pertama, observasi partisipatif yaitu pengamatan dan praktik kerja dilakukan secara langsung. Kedua, wawancara tidak terstruktur yaitu wawancara yang tidak berpedoman kepada draft wawancara dan tidak terikat waktu, hal tersebut bertujuan agar pertanyaan dapat dikembangkan sesuai dengan situasi dan tidak terpaku pada draft wawancara. Ketiga, studi pustaka metode ini dilakukan secara manual dengan pencarian informasi pada buku konvensional dan studi pustaka elektronik dengan pencarian jurnal, *e-book*, dan produk hukum yang masih memiliki keterkaitan dengan tema Laporan Tugas Akhir penulis.

Layanan dan Akses Arsip di Bagian Akademik dan Kemahasiswaan Fakultas Hukum telah berjalan dengan baik melalui kebijakan dan pertimbangan pelayanan yang sederhana namun dapat berjalan efektif dan efisien. Akan tetapi masih terdapat kendala terkait standar operasional prosedur dalam layanan dan akses arsip yang masih belum sesuai dengan standar operasional prosedur layanan dan akses arsip yang tertulis pada produk hukum yang mengatur tentang layanan dan akses arsip. Kendala ini diantaranya belum adanya formulir peminjaman, terbatasnya petugas yang bekerja dalam pelayanan arsip, serta ruang penyimpanan yang kurang sesuai dengan peraturan.

Kata kunci : akses arsip, *good services*, dan layanan arsip

ABSTRACT

Archive Services and Access at Academic and Student Affairs Faculty of Law, University of Gadjah Mada as Good Services Oriented

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**ARCHIVAL SCIENCE
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Final Project Report entitled "Service and Access Archives in the Academic and Student Affairs Faculty of Law, Gadjah Mada University as a Form of Good Services Oriented" explains the flow and process of personal file access for students in the Academic and Student Affairs. Provision of services and archive access to students is a form of excellent and public service. Archive services and access are closed and can only be accessed with permission from the Head of Academic and Student Affairs.

Data collection methods used in writing the Final Project Report include 3 methods. First, participatory observation that is observation and work practices are carried out directly. Second, the unstructured interview is an interview that is not guided by the draft interview and is not bound by time, it is intended that questions can be developed according to the situation and not fixed on the draft interview. Third, library research on this method is done manually by searching information on conventional books and electronic library studies by searching journals, e-books, and legal products that still have a connection with the theme of the Final Report of the author.

Archive Services and Access in the Academic and Student Affairs of the Faculty of Law has run well through policies and considerations of services that are simple but can run effectively and efficiently. However, there are still constraints related to operational procedure standards in the service and access to *records* which are still not in accordance with the operational standards in the service procedures and access to *records* written on the legal products governing the services and access to the *records*. These constraints include the absence of loan forms, the limited the limited staff who work in archival services, and storage space that is not in accordance with regulations.

Keywords: archive access, archive services, and good services