Journal of Information Systems and Informatics
Vol. 6, No. 3, September 2024 e-ISSN: 2656-4882 p-ISSN: 2656-5935
DOI: 10.51519/journalisi.v6i3.860 Published By DRPM-UBD

Designing a Records Management System for Amil Zakat Institutions using an Assignment Approach

Hanifah Permatasari[1], Agustina Srirahayu[2]

[1,2] Information System Departement, Universitas Duta Bangsa, Surakarta, Indonesia
Email: [1]hanifah_permatasari@udb.ac.id, [2]agustina@udb.ac.id

Abstract

In the digital era, effective archive management and performance reporting are essential for organizations, especially Lembaga Amil Zakat (LAZ) which has a great responsibility towards accountability and transparency. This research aims to design a Management Information System (SIM) to manage archives and performance reports with the assignment method, tailored to the needs of management in LAZ so that data management is more efficient and integrated. The method used is Rapid Application Development (RAD) which consists of three stages: Requirements Planning, Design, and Implementation. This research resulted in a SIM design with access divided into three levels of management, namely top level management, lower level management, and technical level management. Top level management plays a role in assigning tasks as well as monitoring the progress of tasks, middle level management assigns and monitors tasks as well as receiving and editing tasks, while technical level management only plays a role in collecting tasks. Centralized task collection will make it easier for LAZ to manage and search for important documents, archives, and reports. LAZ can use this design in answering the challenge of managing document data in the form of archives and performance reports that support zakat accountability, as well as contributing to the development of SIM for non-profit organizations.

Keywords: Management Information System, Archive and Performance Reporting, Non-Profit Organization Data Management

1. INTRODUCTION

Records management and performance reporting in Lembaga Amil Zakat (LAZ) plays an important role in maintaining accountability and transparency, which is crucial to maintain public trust. As an institution responsible for the receipt and distribution of public funds, LAZ must ensure that every zakat, infaq, and sadaqah transaction is recorded in detail and accurately [1]. Record keeping includes documentation of fund receipts, distribution allocations, and performance reporting that illustrates the effectiveness of channeling funds to recipients in need. These documents serve as evidence of operational responsibility, provide clarity on how funds are processed and distributed, and ensure that every action is

in accordance with sharia regulations and policies. With good record-keeping, LAZ can not only manage resources more efficiently, but also provide comprehensive and transparent reports to donors and related parties, thus strengthening public trust in the organization [2],[3].

In creating reports, this institution faces challenges in managing data efficiently and accurately, especially in tasks involving various parts of the organization. A legitimate LAZ has multiple divisions, each responsible for ensuring that the collection, utilization, and reporting of zakat funds are conducted accountably. As a non-profit organization, LAZ has the responsibility to ensure its accountability by presenting comprehensive and integrated reports on its performance [4], [5]. Each division is responsible for collecting and presenting performance data periodically, which includes various types of reports in different document formats. This data collection is carried out either collectively or independently by each division, and all the information must be categorized according to access rights aligned with the organizational structure.

The main challenge in managing records and performance reports at LAZ lies in the complexity of organizing and integrating data from various sources and formats, especially when adhering to strict accountability and transparency standards. Additionally, the diversity of documents produced by different divisions, both in format and type of reports, increases the difficulty of unifying and managing records efficiently. Each document must be aligned with access rights corresponding to the organizational structure, which means data management must be carried out with a high level of precision to prevent unauthorized access and ensure that only authorized personnel can view or edit specific information.

To address these challenges, a Management Information System (MIS) for Records and Performance Reports is needed. This system should not only help the organization manage and document records but also ensure that the information generated by each division is easily accessible and well-maintained over time. An MIS can facilitate the cataloging of documents, ensuring that the information collected by each division is easy to find and remains of high quality [6]. Additionally, the MIS also allows each division to navigate the records efficiently, thereby enhancing overall accessibility [7].

Most research on the design or development of Management Information Systems (MIS) for records and performance reports focuses on for-profit organizations [8]–[11], government agencies [12], [13], educational institutions [14]–[17], dan hospitals. In contrast, research on non-profit organizations like LAZ is very limited. Previous studies have successfully developed a centralized file management system prototype for LAZ, which facilitates the management of files

by each division within the organization [4]. However, the prototype was not well-suited to the division assignment approach used by LAZ. This is because the prototype did not provide the flexibility for each division to organize and upload files according to the specific needs of their tasks.

Therefore, this study will design a Records and Performance Reporting Management Information System (MIS) that aligns with the division assignment approach. Each division at LAZ will be able to specify which records and performance reports to store, thereby facilitating the effective tracking and management of important reports across the organization.

2. METHODS

This research employs the Rapid Application Development (RAD) methodology, which consists of several stages: Requirements Planning, Design, and Implementation [18]. However, because this research focused on design, the research only continued until the Design phase as can be seen in Figure 1.

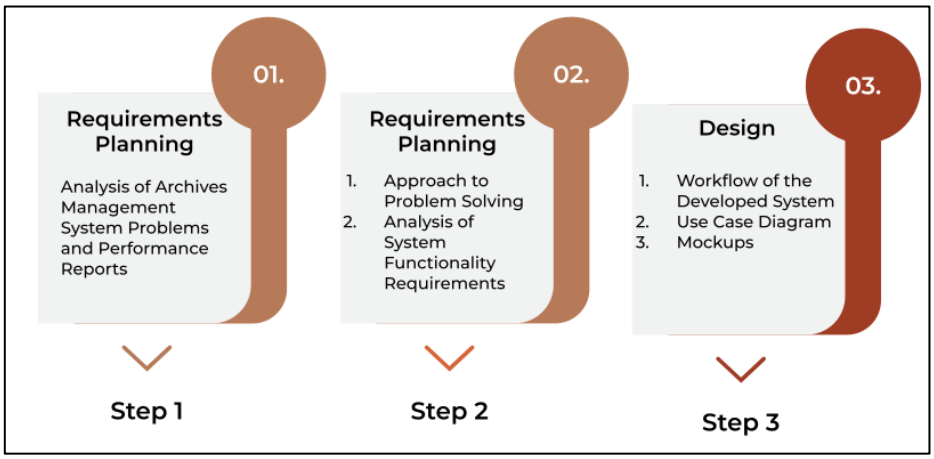

Figure 1. Research stage

The Rapid Application Development (RAD) method was chosen because it allows system development to be quickly and easily customized according to user needs [19]. In this study, the design created to manage archives and performance reports needed to be immediately tested and improved based on user feedback. RAD allows the creation of prototypes that can be directly viewed and evaluated by users, so they can suggest improvements before finalizing the design. In this way, the system design can be developed more flexibly and efficiently, while ensuring the end result meets the desired needs.

p-ISSN: **2656-5935** http://journal-isi.org/index.php/isi e-ISSN: **2656-4882**

The first step, namely Requirements Planning, is the identification and analysis of problems in the management of archive management and ongoing performance reporting. This stage is carried out to understand the challenges, inefficiencies, or obstacles faced by the system. Fishbone diagrams are used as a method to understand the problems and their root causes in the archive management and performance reporting system. The results will be the basis for the Functional Requirements Analysis (Step 2) to determine what functionality is needed by LAZ to reduce or eliminate these problems and improve the effectiveness of the system as a whole. After analyzing the problem, an analysis is carried out on how and in what way the problem is solved. This phase involves developing strategies, discussing with stakeholders about potential solutions or selecting methods that allow us to overcome system inefficiencies. Once a method for solving the problem is found, the next stage will be described into the functional requirements of the system. This description includes what the system needs to do to meet its objectives effectively, as well as ensuring that each user in the system has the right access and role.

After the analysis is done, the next stage is to design the system (Step 3). First, the system workflow design is designed to visually illustrate how information flows through the archive management and performance reporting system, and outlines each task of each actor. Next, a Use Case Diagram is designed to illustrate how different system users can interact with the system to achieve their goals, and to ensure that all roles and access to the system have been well designed. Finally, a Mockup is created as a visual prototype of the system's user interface, which provides stakeholders with a clear illustration of the appearance and functionality needs of the system before development begins.

3. RESULTS AND DISCUSSION

3.1 Requirements Planning

3.1.1 Fishbone Analysis

In this analysis, we outline the issues of the records and performance reporting management system using a Fishbone Diagram. Below are the reasons why Lembaga Amil Zakat requires a management information system to handle these challenges.

a) Method
   The lack of standardized procedures in record management results in inconsistency in organization and handling, compounded by the often poorly documented archiving processes. This makes it difficult to track the necessary documents and reports.
b) Man

Human errors in archiving, such as misplacing documents or incorrect data entry, frequently occur due to the large number of staff from various divisions involved. This complicates record management, especially in distinguishing between final documents, revisions, and others. Unclear distribution of data and information further exacerbates the issue, often leading to requests for data that has already been provided but is lost. This ultimately hinders the efficiency of record management.

c) Machines
Most LAZ organizations use manual or technology-based record management systems with numerous limitations, particularly regarding data centralization and distribution. These systems are often inefficient for supporting archiving tasks because they are not well-integrated, resulting in scattered data across various locations and making it difficult to access information simultaneously.

d) Material
Physical records are prone to damage or loss, either due to suboptimal storage conditions or human error. This issue is exacerbated by the difficulty in accessing certain records because of poorly organized storage.

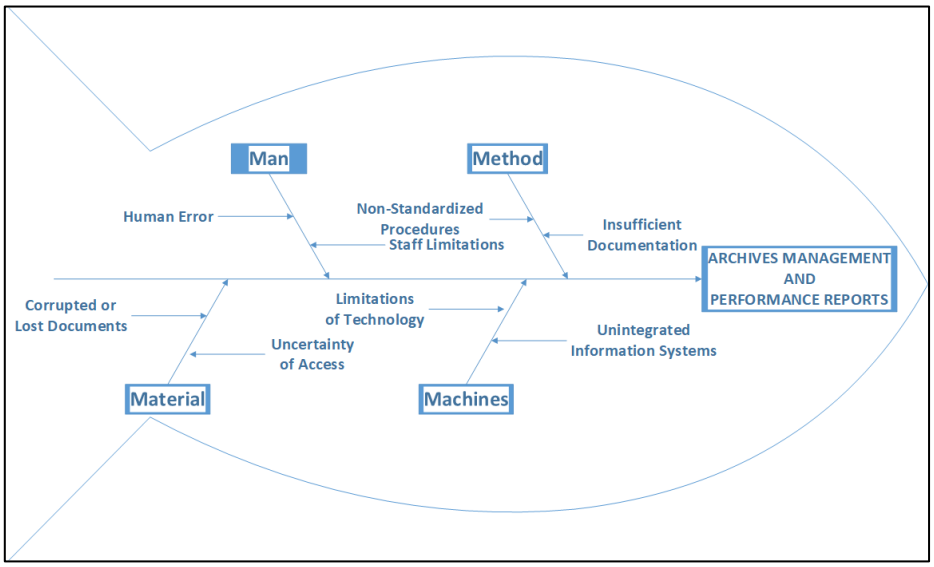

Figure 2. Fishbone Analysis

3.1.2 Approach to Problem Solving

A task assignment system is the solution for centralized management of records and performance reports at LAZ. A structured assignment system allows for more

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effective management and control of all records and performance reports. It designates who is responsible for each task, making it clear what each person needs to do and manage. By assigning responsibilities to the right individuals, the risk of loss or confusion is minimized. The task assignment method facilitates tracking and reviewing work because each step is clearly recorded. A well-designed task assignment system ensures that all processes are more organized and controlled, simplifying the management of records and performance reports. The requirements for the task assignment system are detailed in Table 1.

Table 1. Description of Problem Solving

No	Problem Solving	Description
1	Task Assignment System as a Centralized Solution	Various departments within LAZ (Lembaga Amil Zakat) are connected to a central task assignment system. This system serves as a central control hub, managing records and performance reports from different divisions within LAZ.
2	Structured Task Assignment	There is a structured process of task assignment from top-level management to middle management and then to technical management. Structured task assignment facilitates more effective management and control of records and performance reports, with each division clearly understanding their role.
3	Responsibility Assignment	Displays a list of tasks with the names of individuals responsible for each task. The assignment process identifies who is accountable for each task, ensuring that all tasks are managed effectively.
4	Ease of Assignment Method	Allows a team member to clearly view the task list. The assignment method helps everyone understand their responsibilities and what they need to manage, reducing confusion and improving efficiency.
5	Archive and Report Management	Ensures that archives and reports are managed under the supervision of the appropriate individuals. Proper management by designated personnel reduces the risk of document loss or confusion.
6	Monitoring and Work Review	Displays a dashboard with task status indicators. The assignment method facilitates monitoring and reviewing work by clearly displaying the status of each task.
7	Organized and Controlled Processes	Ensures that the archiving process is well-organized with a smooth workflow. A well-implemented assignment system makes all processes more orderly and controlled, simplifying the management of archives and performance reports.

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3.1.3 Analysis of System Functional Requirements

Based on the problem analysis and problem-solving analysis, this section will describe the features required for each access level. The list of functional requirements can be found in Table 2.

Table 2. System Functional Requirements

No	Actor	Code	Description
1	Top Level Management	1.1.	The system must be able to add tasks for Middle Management by providing an interface to enter task details and assign those tasks to Middle Management.
		1.2.	The system must be able to display the progress of tasks assigned to Middle Management by providing a dashboard that shows the current status of the assigned tasks.
		1.3.	The system must be able to cancel tasks by allowing Top Level Management to delete or change the task status to canceled from the task interface.
		1.4.	The system must be able to search for documents by providing a search function that supports keyword use and category filters.
		1.5.	The system must be able to authenticate Top Level Management by providing a login feature that requires valid credentials (username and password).
		1.6.	The system must be able to send notifications to Top Level Management informing them about task completion or resubmission by Middle Management.
		1.7.	The system must be able to search for tasks by providing a search feature that allows Top Level Management to locate tasks.
2	Middle Level Management	2.1.	The system must add tasks for Technical Management by providing an interface to enter task details and assign them to Technical Management members.
		2.2.	The system must accept and submit tasks by providing a feature to receive tasks from Middle Management or submit completed tasks to them.
		2.3.	The system must revise and return tasks by allowing Middle Management to make changes to received tasks and return them after revision.
		2.4.	The system must display the progress of tasks assigned to Technical Management by providing a dashboard or report that shows the status of tasks given to Technical Management members.
		2.5.	The system must cancel tasks by allowing Middle Management to change the task status to canceled if necessary.

No	Actor	Code	Description
		2.6.	The system must search for documents by providing a search feature that supports keywords and filters.
		2.7.	The system must send notifications to Middle Management by providing a notification system that communicates important information about tasks and their statuses.
		2.8.	The system must search for existing tasks by providing a search feature to find tasks based on specific criteria.
3	Technical Management	3.1.	The system must allow receiving and submitting tasks by providing a feature to accept tasks from Middle Management and submit completed task results.
		3.2.	The system must enable revising and returning tasks by allowing Technical Management members to make changes to received tasks and return them after revision.
		3.3.	The system must display task status by providing an interface that shows whether tasks are in progress, pending, or completed.
		3.4.	The system must search for documents by providing a search feature that supports keywords and filters.
		3.5.	The system must send notifications to Technical Management by providing a notification system that delivers information about new tasks or updates.
		3.6.	The system must search for existing tasks by providing a search feature that allows Technical Management members to find tasks based on various criteria.

3.2 Design

3.2.1 Workflow of the Developed System

Based on the previous analysis, Figure 3 illustrates the relationships between management levels and their roles within the system.

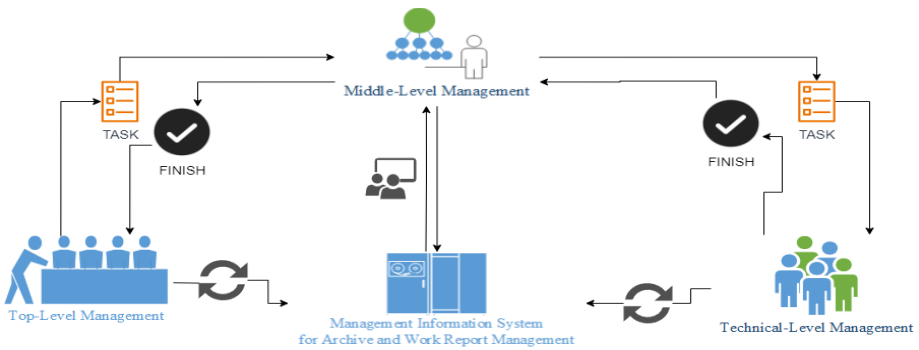

Figure 3. Workflow diagram

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3.2.2 Use Case Diagram

Based on the workflow diagram, use cases can be developed to illustrate the interactions between actors and the system specifically.

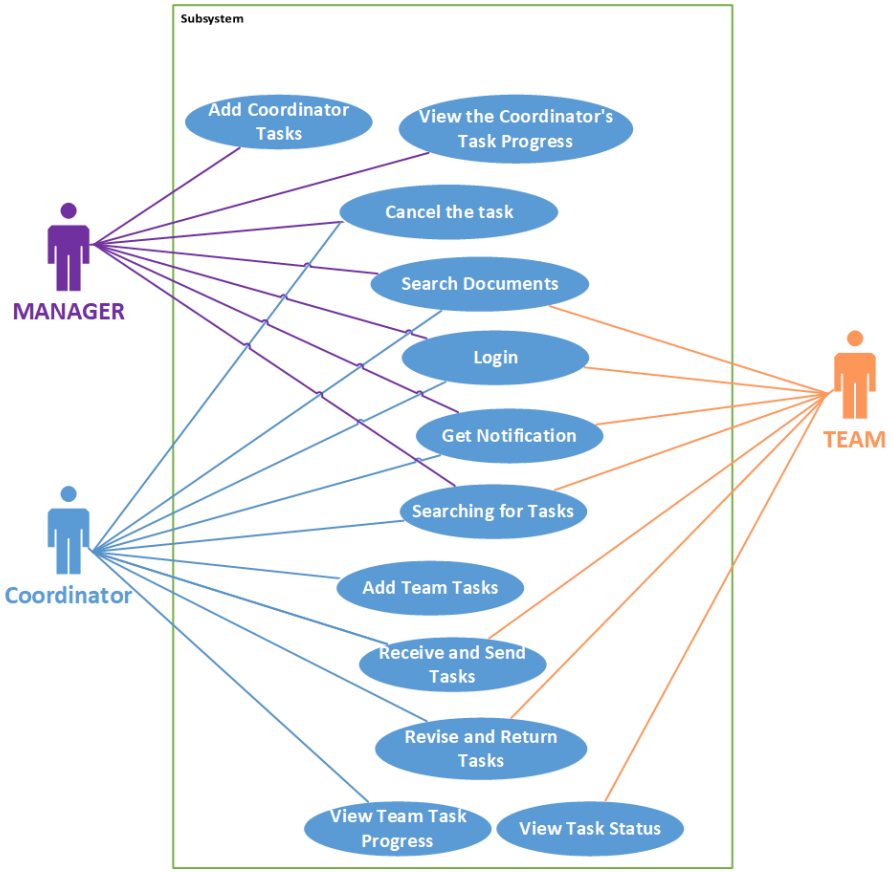

Figure 4. Use case diagram

Table 3. Actor Identification

No	Actor	Description
1	Manager	The executive-level actor assigns tasks to the coordinator of each field and monitors the progress of the tasks assigned.
2	Coordinator	The actor whose level is below the manager has several people in the team, receives tasks from the manager, and assigns tasks to the team.
3	Team	This actor is at the most technical level, so they only receive tasks from the coordinator and complete them.

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Table 4. Use Case Identification

No	Use Case	Actor	Description
1	Add Coordinator Task	Manager	This use case describes how a Manager adds a new task assigned to a Coordinator. The Manager inputs the details of the task that needs to be completed by the Coordinator.
2	View the Coordinator's Task Progress	Manager	This use case allows the Manager to monitor and view the progress of tasks assigned to the Coordinator. The Manager can see the task's status, whether it is in progress, delayed, or completed.
3	Cancel the Task	Manager, Coordinator	This use case describes the ability of both the Manager and Coordinator to cancel a task that has been assigned. Either the Manager or the Coordinator can cancel a task if it is deemed no longer relevant or if priorities have changed.
4	Search Document	Manager, Coordinator, Team	This use case involves searching for relevant documents by the Manager, Coordinator, or Team members. Users can use the search function to find documents needed to complete their tasks.
5	Login	Manager, Coordinator, Team	This use case describes the login process for the Manager, Coordinator, and Team members to access the system. Each user must enter valid credentials to gain access to features appropriate to their role.
6	Get Notification	Manager, Coordinator, Team	This use case describes receiving notifications by the Manager, Coordinator, and Team members. Notifications may contain information about new tasks, task status updates, or other important messages.
7	Searching for Tasks	Manager, Coordinator, Team	This use case allows the Manager, Coordinator, and Team members to search for specific tasks within the system. This function is useful for finding ongoing tasks or tasks that require attention.
8	Add Team Tasks	Coordinator	This use case describes the process by which the Coordinator adds new tasks for Team members. The Coordinator defines the tasks that need to be completed by the team and sets their priorities.
9	Receive and Send Tasks	Coordinator, Team	This use case involves the process of receiving tasks by the Coordinator or Team members and then sending completed tasks. The Coordinator and Team collaborate in a workflow that involves receiving and delivering tasks.
10	Revise and Return Tasks	Coordinator, Team	This use case describes the ability of the Coordinator and Team members to revise tasks

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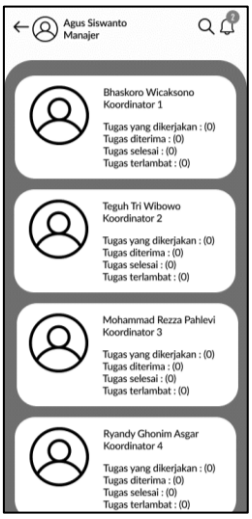
No	Use Case	Actor	Description
			that have been received and then return them. This process is important when submitted tasks require changes or corrections before being considered complete.
11	View Team Task Progress	Coordinator	This use case allows the coordinator to view the progress of tasks assigned to Team members. The coordinator can monitor whether tasks are on schedule or need intervention.
12	View Task Status	Team	This use case describes Team members viewing the status of their tasks. Team members can check whether their tasks are in progress, delayed, or completed, and receive the latest updates on the tasks they are working on.

3.3 Mockups

The mockup design of the archive and performance report management information system includes an interface layout that represents each aspect of the use case diagram. This design visualizes the workflow and user interactions with the system, tailored to the specific needs of each role within the organization. The mockup includes annotations with codes indicating the role of each user: (M) for Manager, (C) for Coordinator, and (T) for Team, which helps clarify who is responsible for each function and how they interact with the system. The interface design highlights critical features such as task assignment, progress tracking, document search, and notification systems. This ensures that users can access and manage tasks and information according to their access rights, thus enhancing efficiency and accuracy in managing archives and performance reports.



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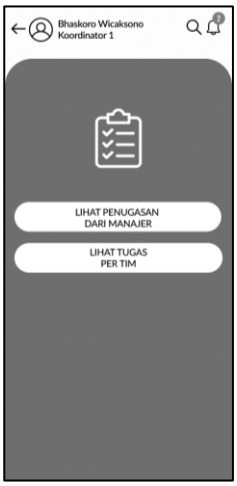
Vol. 6, No. 3, September 2024
p-ISSN: **2656-5935** http://journal-isi.org/index.php/isi e-ISSN: **2656-4882**

Figure 5. Login (M, C, T)

Figure 6. Dashboard Overview (M)



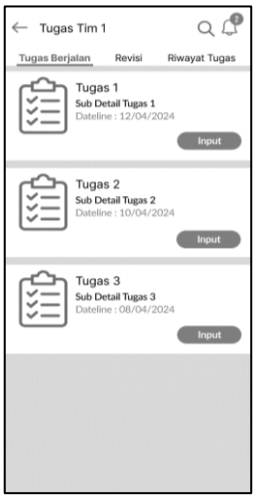
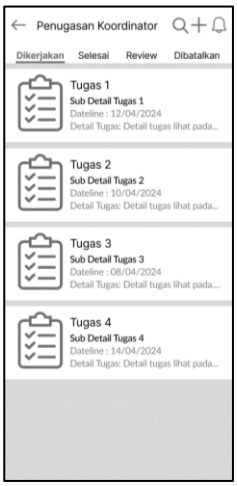


Figure 7. Dashboard Overview (C)

Figure 8. Dashboard Overview (T)

The design begins with the Login Screen interface, which allows Managers, Coordinators, and Team members to access the system using their credentials. The interface includes fields for username and password and a login button. After logging in, users are directed to the Dashboard Overview, which summarizes tasks and current status, including the latest notifications. Managers can then use the Task Management for Manager interface to add a Coordinator Task, where they input task details, select a Coordinator, and set a deadline.



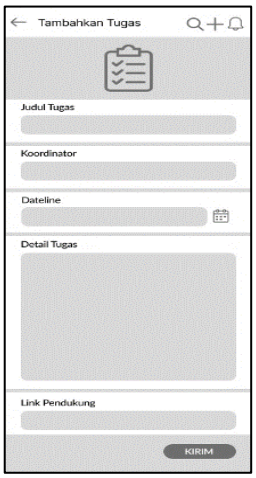


Figure 9. Task Management (M)

Figure 10. Add Coordinator Task (M)

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Managers can also view the Coordinator's Task Progress through a dashboard or progress table that displays the task status. Additionally, they can cancel the task if necessary and change the task status.

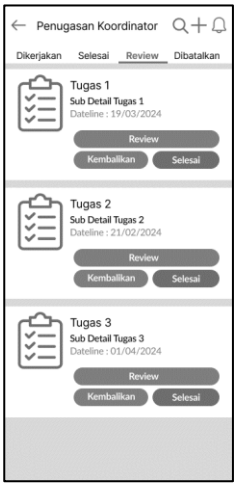

Figure 11. View the Coordinator's Task Progress (M)

Figure 12. Cancel the Task (M, C)

The coordinator uses the Task Management for Coordinator interface to add team tasks. This interface allows them to create tasks for the Team, enter task details, select team members, and set deadlines.

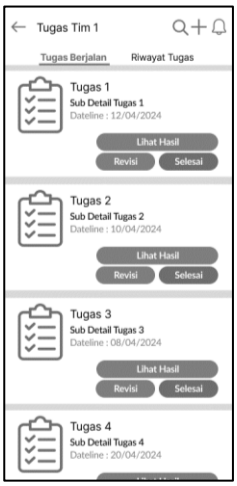

Figure 13. Task Management (C)

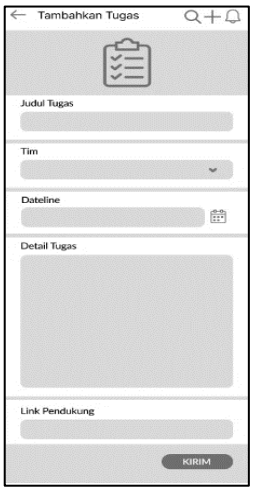

Figure 14. Add Team Tasks (C)

Additionally, the Coordinator can receive and send tasks, accept tasks from the Manager, send back the completed results, revise and return tasks with the option to make changes and send them back to the Team, and so on.

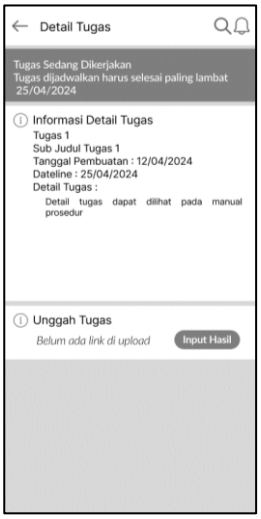

Figure 15. Receive and Send Tasks to Manager (C)

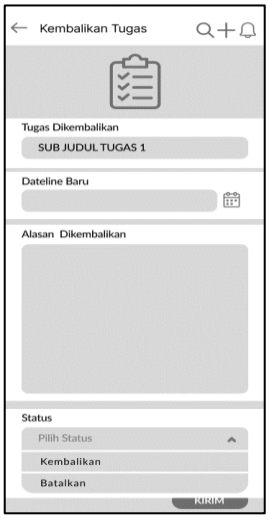

Figure 16. Revise and Return Tasks to Team (C)

The Task Management for Team interface allows the Team to receive and send tasks, accept assignments from the coordinator, and submit completed results. They can also view task status through a dashboard that displays the current status of ongoing tasks.

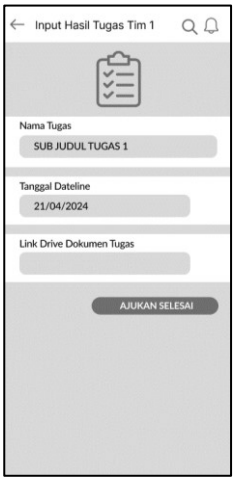

Figure 17. Receive and Send Tasks (T)

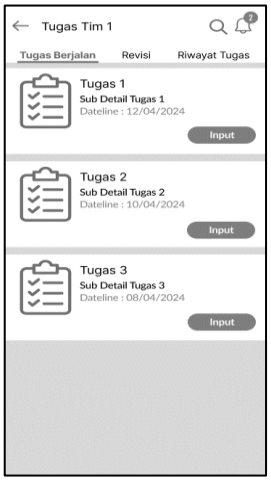

Figure 18. View Task Status (T)

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Regarding Document Management, the system offers features for searching documents and tasks, allowing Managers, Coordinators, and Team members to locate documents and tasks using a search bar and filters.

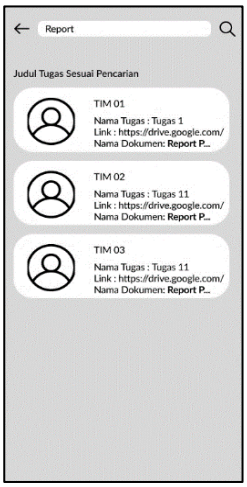

Figure 19. Search Document (M, C, T)

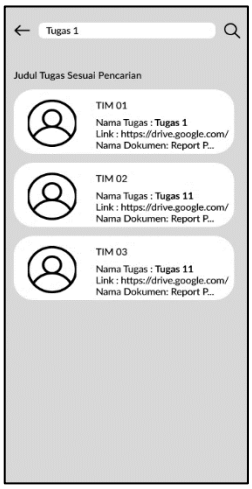

Figure 20. Searching for Tasks (M, C, T)

Finally, the Notification System provides Get Notification to inform users about new tasks, updates, or status changes through a notification panel that displays essential information.

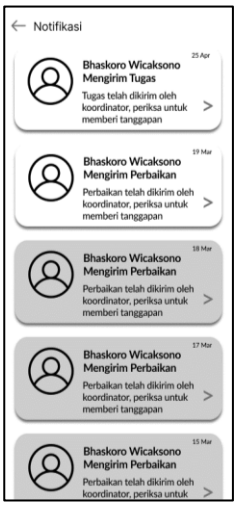

Figure 21. Notification 1

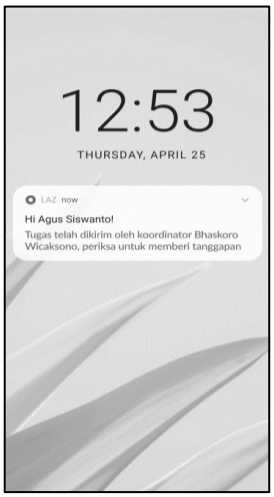

Figure 22. Notification 2

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With this system design, the performance of the previous system can be improved for the better. The prototype design produced from previous research has indeed been able to enable each division in the organization to manage files centrally, but in the process, it is less suitable in terms of coordination and monitoring of documents at LAZ [4]. This is due to the lack of flexibility in the prototype, where each division has not been able to organize and upload files according to the specific needs of each task. Coordination of document requests is still done outside the system, and the document upload process is done from bottom-up management. Meanwhile, the proposed design is superior in terms of performance because document requests are made within the system through assignments, making it easier to monitor which tasks have been fulfilled and which have not.

A major challenge for records management systems is the availability of server storage capacity. As the number of archives and documents stored increases, the need for storage space also increases significantly. This can be a problem if the server capacity is limited, as it can affect the speed of archive access and retrieval, as well as cause limitations in storing new documents [20]. In addition, storing a large number of archives also requires effective management, including backup and data security arrangements, so that stored documents remain protected and accessible at any time. If the server does not have sufficient capacity, the records management system may not be able to operate optimally, and the risk of data loss or disruption in document management may increase.

Storing documents in the form of Google Drive links can be a solution to overcome the problem of server storage capacity in the archive management information system design. By using Google Drive, the burden of file storage is shifted to the cloud, reducing the need for internal server capacity. In addition, Google Drive provides convenience in sharing and accessing documents, which can improve the efficiency of records management [21]. In the proposed system design, documents are uploaded via Google Drive, and what is entered into the system is the Google Drive link that has been shared with the organization's account. With this approach, internal server storage capacity can be saved, as files are not stored directly on the server, but rather managed in the cloud through Google Drive. The links shared into the system allow quick and easy access to necessary documents, without overloading the organization's storage infrastructure. Nonetheless, organizations must still manage server capacity effectively to ensure optimal performance.

4. CONCLUSION

This research successfully developed a Management Information System (MIS) specifically designed to enhance the management of archives and performance reports at Lembaga Amil Zakat (LAZ). The system, tailored to meet the needs of

various divisions within the organization, was developed using the Rapid Application Development (RAD) method with an assignment-based approach. This approach ensures a clear and structured distribution of tasks and responsibilities, making it easier for LAZ to manage records and generate performance reports efficiently. The system allows real-time tracking of task status, minimizing delays and preventing duplication of work, which is crucial in organizations with multiple divisions and staff. The design phase included detailed functional requirements, system workflows, use case diagrams, and user interface mockups, addressing the needs of three main actors: Managers (Top Level Management), Coordinators (Middle Level Management), and Teams (Technical Level Management). The main contribution of this research lies in providing a practical and systematic solution to the complexities of managing records and performance reports in LAZ. The developed system not only improves operational efficiency and accountability within LAZ but also has broader implications for other non-profit organizations facing similar challenges. The structured and efficient system design could help other non-profits enhance accuracy, transparency, and task management across different organizational levels. For future research, there are opportunities to explore the integration of advanced features such as automation in filing, data-driven analytics for performance evaluation, and early warning systems to prevent errors or delays. Additionally, different assignment approaches, such as adaptive or machine learning-based methods, could be explored to optimize task distribution and workload management further.

ACKNOWLEDGEMENT

The author would like to thank the Directorate of Research, Technology, and Community Service and the Ministry of Education, Culture, Research, and Technology Indonesia for providing support in the form of PDP scheme research funds in the implementation year 2024 and Universitas Duta Bangsa Surakarta for supporting the implementation of this research.

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