

Strategi Peningkatan terhadap Penggunaan Aplikasi Arsip Digital di Badan Siber dan Sandi Negara = Strategy for Improving the Use of Digital Archive Applications at the National Cyber and Crypto Agency (BSSN)

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Abstrak

Badan Siber dan Sandi Negara (BSSN) sebagai salah satu lembaga pemerintah masih belum menerapkan digitalisasi arsip melalui Sistem Informasi Kearsipan Dinamis Terintegrasi (SRIKANDI) sebagai salah satu aplikasi umum yang wajib digunakan oleh instansi pemerintah. Penelitian ini bertujuan untuk mengidentifikasi faktor-faktor yang menyebabkan SRIKANDI masih belum diterapkan secara menyeluruh di BSSN serta memberikan rekomendasi strategi peningkatan terhadap penggunaan aplikasi arsip digital di BSSN dengan mengintegrasikan model penerimaan yaitu DeLone and McLean dan dua variabel pada model Unified Model of Electronic Government Adoption (UMEGA) yaitu Social Influence dan Commitment from Leadership. Dengan menggunakan Partial Least Squares Structural Equation Modelling (PLS-SEM) pada 138 respons valid pegawai BSSN, didapatkan hasil bahwa 7 faktor memiliki pengaruh pada penerapan SRIKANDI di BSSN yaitu manfaat bersih (dampak organisasi dan individual), komitmen dari pimpinan, pengaruh sosial, kualitas layanan, kualitas sistem, penggunaan, serta kepuasan pengguna. Penelitian dilanjutkan dengan teknik open coding untuk mendapatkan rekomendasi strategi peningkatan berdasarkan hasil uji hipotesis yang valid. Terdapat 23 rekomendasi strategi peningkatan yang dikelompokkan ke dalam aspek people, process, dan technology. Penelitian ini memberikan implikasi kepada BSSN (aspek people dan process) berupa strategi peningkatan penggunaan aplikasi arsip digital serta memberikan implikasi kepada ANRI (aspek technology) berupa rekomendasi pengembangan aplikasi SRIKANDI.

.....Integrated Dynamic Archival Information System (SRIKANDI) has become one of the mandatory public applications for government agencies to implement the National Electronic Government System or smart government. The National Cyber and Crypto Agency (BSSN), as a government agency, has not yet implemented digital archiving through SRIKANDI. This is based on the low value of the BSSN SPBE index in 2023, especially in the field of archiving, coupled with the policy of relocating the capital city (IKN) to be implemented in 2024. This study aims to identify the factors that cause SRIKANDI to not be implemented comprehensively at BSSN and to provide recommendations for optimizing the implementation of digital archives at BSSN by integrating the DeLone and McLean acceptance model with two variables in the Unified Model of Electronic Government Adoption (UMEGA), namely Social Influence and Commitment from Leadership. Using Partial Least Squares Structural Equation Modeling (PLS-SEM) on 138 valid responses from BSSN employees, it was found that 7 factors have an influence on the implementation of SRIKANDI at BSSN, namely net benefits (organizational and individual impacts), commitment from leadership, social influence, service quality, system quality, usage, and user satisfaction. The research was continued using the open coding technique to obtain recommendations for optimization strategies based on the results of valid hypothesis tests. There are 23 recommendations for optimization strategies grouped into people, process, and technology aspects. This research has implications for BSSN (people and process

aspects) in the form of strategies for optimizing the implementation of digital archives so that the BSSN SPBE index value is achieved by increasing the use of SRIKANDI and can implement smart government in IKN and provide implications for ANRI (technology aspects) in the form of recommendations for the development of the SRIKANDI application.