

Transition from Conventional to Digital Administration Through SRIKANDI Application Implementation

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ABSTRACT

Digital transformation in government administration encourages a shift from conventional paper-based administrative processes toward integrated digital systems. One of the applications developed to support this transition is the Integrated Dynamic Archival Information System (SRIKANDI). This study aims to analyze the transition from conventional to digital administration through the implementation of the SRIKANDI application at the Office of Community and Village Empowerment of South Sumatra Province. This study employs a qualitative descriptive approach. Data were obtained through preliminary observation and documentation, while the analysis focuses on the implementation process based on communication, resources, disposition, and bureaucratic structure. The findings indicate that SRIKANDI began to be implemented in January 2025, replacing the previously conventional archival administration system based on physical documents and agenda books. During January–February 2025, 20 official documents consisting of incoming and outgoing correspondence were processed through SRIKANDI. The transition demonstrates an initial shift toward digital administration, particularly in the management of official correspondence. However, the implementation process still faces challenges related to employees' understanding of the application, limited comprehensive training, and supporting technological infrastructure. The study concludes that the transition to digital administration through SRIKANDI is not merely a technological change but also an organizational process requiring human resource readiness, effective communication, adequate infrastructure, and institutional support.

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Introduction

Digital transformation has become an important characteristic of the development of public administration. The utilization of information technology is no longer limited to providing supporting facilities for organizational activities but has developed into an instrument for transforming government work processes. This transformation can be observed through the shift from conventional administration, which relies heavily on physical documents, toward electronic administration, in which information can be managed, distributed, and stored digitally.

In government administration, digitalization has strategic significance because administrative processes constitute an integral part of organizational functions. The management of correspondence, documents, dispositions, and archives through conventional methods requires physical space, manual recording, and relatively lengthy document retrieval processes. These conditions encourage government institutions to develop electronic administrative systems as part of broader administrative reform and digital governance.

One form of digitalization in government administration is the Integrated Dynamic Archival Information System (SRIKANDI). SRIKANDI was developed as a general application for dynamic records management and constitutes one component of the implementation of Electronic-Based Government Systems. The application is intended to support the electronic management of official documents and dynamic records, allowing administrative processes to become more integrated.

The implementation of SRIKANDI is also closely related to national policies concerning electronic government. Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems provides an important foundation for the development of digital government. In addition, Ministerial Regulation and related national policies concerning dynamic records management provide institutional support for the implementation of SRIKANDI.

The implementation of SRIKANDI does not merely change the medium of archival storage from physical to digital. It also changes administrative workflows because the processes of creating, sending, receiving, disposing, verifying, signing, and storing documents can be carried out through an electronic system. Therefore, successful implementation is strongly influenced by organizational readiness and the capacity of employees who operate the application.

Previous studies have shown that SRIKANDI can provide benefits for administrative digitalization, although its implementation has not always been optimal. Ramudin and Satria analyzed the usability of SRIKANDI within the National Archives of the Republic of Indonesia and emphasized the importance of continuous evaluation to ensure that the application can be effectively implemented. Other studies have also highlighted regulatory and institutional aspects of SRIKANDI implementation.

Research conducted in Central Sulawesi found that SRIKANDI implementation was not yet optimal because conventional paper-based systems were still used alongside the application. The study also found that socialization and technical guidance had been conducted, while adaptation was still constrained by internet connectivity.

Research conducted in Kupang City analyzed SRIKANDI implementation using the Edwards III framework, consisting of communication, resources, disposition, and bureaucratic structure. The findings demonstrate that application implementation is influenced by various organizational and technical factors, indicating that the availability of an application alone is insufficient to ensure successful implementation.

Other research concerning SRIKANDI implementation also demonstrates the importance of technological infrastructure, hardware, software, internet networks,

financial resources, responsible organizational units, and human resource development. Therefore, the implementation of digital applications requires comprehensive organizational support.

Although studies concerning SRIKANDI have increased, research focusing specifically on the transition from conventional administration to digital administration at the organizational level remains important. Such a perspective does not merely assess the effectiveness of an application but examines how administrative practices change following the introduction of a digital system.

This condition can also be observed at the Office of Community and Village Empowerment of South Sumatra Province. Before SRIKANDI was implemented, administrative management, particularly archival management, was still conducted conventionally using physical documents and agenda books. This condition created difficulties in terms of time efficiency and document retrieval and increased the risk of document loss or damage.

The Office of Community and Village Empowerment of South Sumatra Province began implementing SRIKANDI in January 2025 as a replacement for the previous conventional archival administration system. This implementation represented an initial stage in the transition from conventional administration toward digital administration.

Preliminary observation data indicate that during January–February 2025, 20 official documents consisting of incoming and outgoing correspondence were processed through the SRIKANDI application. This figure demonstrates that the application had begun to be incorporated into the organization's administrative activities.

However, the transition process was not entirely free from challenges. Preliminary observations indicate limitations in employees' understanding of the application's workflow and features. In addition, the lack of comprehensive training and internet connectivity issues represent factors that may hinder the digitalization process.

Based on these conditions, this study aims to analyze the transition from conventional to digital administration through the implementation of the SRIKANDI application at the Office of Community and Village Empowerment of South Sumatra Province. The study focuses on the implementation process, changes in administrative mechanisms, and supporting and inhibiting factors affecting the transition.

Method

This study employs a qualitative descriptive approach. The approach was selected because the study focuses on the implementation process of SRIKANDI and the changes in administrative mechanisms occurring within the organization.

The research was conducted at the Office of Community and Village Empowerment of South Sumatra Province. The location was selected because the organization began implementing SRIKANDI in January 2025 after previously relying on conventional administrative and archival procedures.

The data used in this article were obtained from preliminary observation and available documentation, particularly data concerning SRIKANDI implementation and the number of official documents processed during January–February 2025. These data are used as initial empirical evidence to describe the transition process.

The data were analyzed using the Edwards III implementation framework, consisting of four dimensions: communication, resources, disposition, and bureaucratic structure.

The research analysis process can be illustrated as follows:

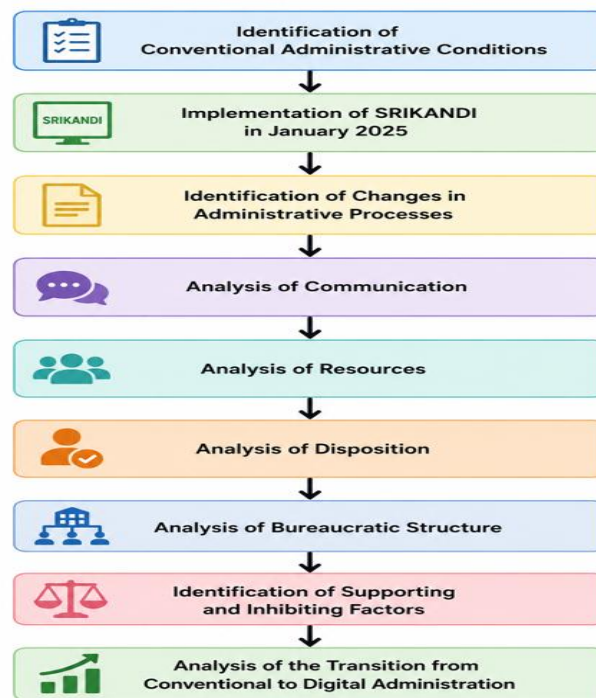


Figure 1. Analytical Flow of Administrative Transition Through SRIKANDI Implementation

Results and Discussion

1. Administrative Conditions Before SRIKANDI Implementation

Before SRIKANDI was implemented, administrative management, particularly archival management, at the Office of Community and Village Empowerment of South Sumatra Province was still conducted conventionally. Documents were stored in physical form, while administrative recording was carried out using agenda books.

This condition made administrative processes highly dependent on physical documents. Retrieving a particular document required personnel to search directly through physical storage. Furthermore, physical document storage creates potential risks of damage and loss.

The conditions before implementation can be summarized as follows.

Table 1. Administrative Conditions Before SRIKANDI Implementation

No.	Aspect	Condition Before SRIKANDI
1	Administrative medium	Physical/paper documents
2	Recording	Agenda books
3	Storage	Physical archives

4	Document retrieval	Manual searching
5	Risk	Document loss or damage
6	Efficiency	Time required for archive retrieval
7	Digital system	Not yet the primary system

Source: Preliminary research observation.

The table demonstrates that the main problems before SRIKANDI implementation were not limited to storage media but also concerned administrative work processes. Dependence on physical documents made document retrieval and distribution more time-consuming.

Therefore, SRIKANDI implementation can be understood as a response to the need to change administrative mechanisms. Digitalization allows documents to be managed through an integrated system, reducing dependence on physical documents.

2. The Initial Process of Transition Toward Digital Administration

The Office of Community and Village Empowerment of South Sumatra Province began implementing SRIKANDI in January 2025. The implementation represented a shift from the previous conventional archival administration system.

During the initial implementation stage, SRIKANDI was used for the management of official documents. From January to February 2025, 20 official documents consisting of incoming and outgoing correspondence were processed through the application.

Table 2. Initial SRIKANDI Usage Data

Indicator	Data
Implementation began	January 2025
Observation period	January–February 2025
Number of official documents	20
Types of documents	Incoming and outgoing correspondence
Previous system	Manual/conventional
New system	SRIKANDI

Source: Preliminary research observation.

Based on these data, an average of 10 official documents per month were processed through SRIKANDI during the two-month observation period. This figure should not be interpreted as a measure of application effectiveness; rather, it indicates that the application had begun to be used in the organization's administrative activities.

The data demonstrate an initial shift from physical document-based administration toward electronic administrative processes.

Thus, the transition can be viewed as consisting of three stages:

Table 3. Stages of Administrative Transition

Stage	Characteristics
Before implementation	Paper-based administration and agenda books
Initial implementation	SRIKANDI began to be used for official documents
Transition stage	Some administrative processes began to be conducted digitally

Source: Processed from preliminary research observation.

These findings indicate that digitalization should not be understood as an immediate and comprehensive transformation. Application implementation represents a transition process requiring adjustments to work systems, human resources, and organizational infrastructure.

3. Communication in SRIKANDI Implementation

Communication is an important aspect of implementation because changes in administrative systems require a shared understanding among implementers. Information concerning the rationale for implementation, procedures, and SRIKANDI workflows needs to be understood by employees involved in the administrative process.

In this context, the importance of communication can be observed from the need to introduce and familiarize employees with the application. SRIKANDI does not merely introduce new technology; it also introduces administrative procedures that differ from conventional practices.

Previous research has demonstrated that socialization and technical guidance are important components of SRIKANDI implementation. Research in Central Sulawesi found that socialization and technical guidance were conducted gradually, while adaptation remained constrained by facilities and network connectivity.

In this study, preliminary data indicate that the lack of comprehensive training has resulted in some employees not yet fully understanding the workflow and features of SRIKANDI.

This finding demonstrates that communication cannot stop at merely informing employees about the existence of the application. Communication needs to continue through training, mentoring, technical assistance, and mechanisms for resolving user problems.

Therefore, the greater the changes introduced into administrative procedures, the greater the organization's need for continuous communication.

4. Resources in SRIKANDI Implementation

Digital system implementation is strongly dependent on the availability of resources. In SRIKANDI implementation, resources can be categorized into human resources and technological resources.

Human resources are important because employees are the actors who conduct administrative processes through the application. The transition from manual to digital administration requires new competencies, particularly the ability to understand the application's workflow and features.

Preliminary research data indicate that understanding of the application is not yet evenly distributed among employees. Some employees still require adaptation to the workflow and features of SRIKANDI.

In addition to human resources, technological infrastructure is an important factor. SRIKANDI requires adequate equipment and internet connectivity to ensure that administrative processes can be conducted continuously.

This finding is consistent with previous research in Central Sulawesi, which identified internet connectivity as one of the factors affecting SRIKANDI implementation. Other research has similarly identified network quality as an important factor influencing access to the application.

Therefore, digital transition cannot be achieved merely by providing an application. Organizations need to ensure that employees have adequate competencies and that technological infrastructure is consistently available.

5. Employee Disposition in the Transition Process

Disposition concerns employee acceptance and commitment toward organizational change. SRIKANDI implementation requires employees to adapt to a new administrative system.

This transition can be challenging because employees may have become accustomed to manual procedures. The research proposal indicates that employees who previously managed archives manually experienced difficulties when shifting toward digital archival management.

This condition demonstrates that technological change is also a change in work behavior. Employees are not only required to operate the application but also need to be willing to move away from established manual practices.

Previous research indicates that implementer disposition plays an important role in SRIKANDI implementation. This supports the argument that digital system implementation requires positive attitudes and commitment from employees.

Therefore, organizations need to strengthen employee acceptance through training, mentoring, managerial support, and continuous use of the system in everyday administrative activities.

6. Bureaucratic Structure in SRIKANDI Implementation

SRIKANDI changes administrative workflows because various official document processes are conducted through an electronic system. Such processes require clear divisions of tasks and authority.

In a manual system, documents can physically move from one individual to another. In a digital system, workflow is conducted through the application according to the authority assigned to each user.

Therefore, bureaucratic structure is important in SRIKANDI implementation. The division of responsibilities between users, application administrators, officials responsible for dispositions, verification personnel, and authorized signatories needs to be clearly understood.

Previous research using the Edwards III framework demonstrates that bureaucratic structure is one of the important dimensions in SRIKANDI implementation.

In the context of the Office of Community and Village Empowerment of South Sumatra Province, this transformation demonstrates that SRIKANDI implementation requires not only technical competence but also organizational adjustments concerning administrative procedures and the distribution of authority.

7. Comparison of Administration Before and After Implementation

The administrative transformation can be observed by comparing conditions before and after SRIKANDI implementation.

Table 4. Comparison of Administration Before and After SRIKANDI Implementation

Aspect	Before SRIKANDI	After SRIKANDI
Document medium	Physical/paper	Electronic
Recording	Agenda books	Digital system
Storage	Physical archives	Electronic archives
Correspondence management	Conventional	Through SRIKANDI
Archive retrieval	Physical searching	Through the system

Work process	Manual	Digital
Application use	Not available	Implemented from January 2025
Usage data	Not available	20 documents in January-February 2025
Challenges	Physical retrieval and storage	Application understanding, training, network

Source: Processed from preliminary research observation.

The table demonstrates changes in both the medium and mechanisms of administration. Before SRIKANDI, administration depended heavily on physical documents, whereas after implementation, some administrative processes began to be conducted digitally.

However, these changes cannot yet be categorized as a fully completed digital transformation because the available research data only describe the initial stage of implementation and do not provide sufficient evidence to measure overall adoption.

Therefore, the term transition is appropriate because the empirical conditions demonstrate that a shift in administrative systems has occurred, while adaptation and institutional strengthening are still required.

8. Supporting and Inhibiting Factors

Based on the available data, several factors influence the transition process.

Table 5. Supporting and Inhibiting Factors in SRIKANDI Implementation

Factor	Form	Description
Policy support	Digital archival policy	Provides a basis for SRIKANDI implementation
Application	Digital document management system	Implemented from January 2025
Actual use	20 official documents	Processed during January-February 2025
Human resources	Employees as users	Require adaptation
Training	Application understanding	Not yet fully comprehensive
Infrastructure	Internet connectivity	Supports application use
Work culture	Manual to digital	Requires adaptation

Source: Preliminary research observation.

The main supporting factor is the availability of policy and an application capable of changing administrative mechanisms. Meanwhile, the main inhibiting factors are related to employee readiness and technological infrastructure.

These findings demonstrate that the success of administrative digitalization does not depend solely on technology. Implementation must be accompanied by capacity building and organizational support.

Conclusion

This study concludes that the transition from conventional to digital administration through the implementation of SRIKANDI at the Office of Community and Village Empowerment of South Sumatra Province has begun to take place since January 2025,

although it remains at an early stage of implementation. The research objective of examining the transition from conventional to digital administrative processes is therefore addressed by demonstrating that SRIKANDI has been incorporated into administrative activities, but its implementation has not yet been fully institutionalized across the organization.

Before implementation, administrative management, particularly archival management, was conducted conventionally using physical documents and agenda books. This condition created challenges concerning time efficiency, document retrieval, and the risk of document loss or damage. The introduction of SRIKANDI has changed the administrative mechanism by enabling correspondence and archival processes to be conducted electronically. During January–February 2025, 20 official documents consisting of incoming and outgoing correspondence were processed through SRIKANDI, indicating that the system had begun to be used in routine administrative activities.

Based on the four dimensions of policy implementation, the transition is influenced by communication, resources, disposition, and bureaucratic structure. Communication supports implementation by providing employees with information regarding SRIKANDI procedures and workflows, although employees' understanding of several application features remains limited. Resources remain a constraint because employee readiness, training, and network infrastructure are not yet fully adequate. Disposition is reflected in employees' willingness to adapt to digital administrative practices, but continued assistance is still required to strengthen consistent adoption. Meanwhile, bureaucratic structure concerns the distribution of tasks, authority, and procedures, which need to be clarified to support consistent digital administrative processes.

The main challenges identified during the initial implementation stage include employees' limited understanding of the application's workflow and features, insufficient comprehensive training, and the need for adequate network support. Therefore, SRIKANDI implementation should be viewed as an organizational change process rather than merely a replacement of paper-based administration with electronic media. These findings indicate that the transition is not determined solely by the availability of the digital application but also by organizational readiness, employee capacity, communication, infrastructure, and the clarity of administrative responsibilities.

To strengthen the transition, the Office of Community and Village Empowerment of South Sumatra Province should provide continuous training and mentoring, improve network infrastructure, clarify procedures and authority in SRIKANDI utilization, and ensure consistent use of the system across administrative activities. These measures are important to move SRIKANDI implementation from an initial adoption stage toward a more integrated and sustainable digital administrative system. Future research should complement the preliminary data with interviews involving SRIKANDI users and administrators to provide a deeper understanding of employee acceptance, implementation barriers, and the development of administrative transition after a longer period of application use.

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