

Developing an Electronic Document Management System to Enhance Information Accessibility and Storage Efficiency in Public Administration: A Case Study of Fatmawati Sukarno State Islamic University Bengkulu

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Abstract

The digital transformation of public administration has encouraged higher education institutions to adopt Electronic Document Management Systems (EDMS) to improve administrative performance and information governance. This study aims to analyze the implementation of EDMS in enhancing information accessibility and document storage efficiency at Fatmawati Sukarno State Islamic University Bengkulu, Indonesia, and to identify the challenges affecting its implementation. A descriptive qualitative approach was employed using interviews, observations, and document analysis. Data were analyzed through an interactive model consisting of data reduction, data display, and conclusion drawing. The findings indicate that EDMS has transformed document management from paper-based to digital administration by improving document retrieval, accelerating information distribution, reducing dependence on physical archives, and increasing storage efficiency. The system also strengthens transparency and administrative accountability through structured document classification, metadata management, and controlled access mechanisms. However, the implementation remains constrained by uneven user adoption, limited digital competencies, incomplete system integration, insufficient technological infrastructure, and the gradual digitization of legacy records. This study proposes an EDMS implementation model integrating organizational readiness, human resources, digital governance, and technological infrastructure to improve information accessibility, administrative efficiency, and public service quality in higher education institutions.

Keywords: Electronic Document Management System; Digital Transformation; Information Accessibility; Administrative Efficiency; Public Administration.

INTRODUCTION

The development of information technology has transformed administrative management practices across public sector organizations. Administrative digitalization has become a key strategy for improving service effectiveness, transparency, accountability, and organizational governance efficiency (Mergel et al., 2021). One form of this transformation is the implementation of an *Electronic Document Management System* (EDMS), which enables the creation, storage, retrieval, distribution, and preservation of documents to be carried out digitally (Hardi, 2025).

In higher education institutions, document management is highly complex because it encompasses academic administration, human resources, finance, research, community service, cooperation, and various other administrative services (Suryani et al., 2025). The increasing volume

of documents creates challenges related to storage, information security, and the speed of document retrieval when conventional paper-based systems are still employed. These conditions may lead to increased operational costs, risks of document loss, document duplication, and low administrative service efficiency (Hardiansyah & Fahmi, 2018).

Universitas Islam Negeri Fatmawati Sukarno Bengkulu, as one of Indonesia's State Islamic Higher Education Institutions (*Perguruan Tinggi Keagamaan Negeri*—PTKN), faces similar challenges. The institution has begun implementing electronic document management as part of its digital transformation of administrative services. However, its implementation still encounters several obstacles, including limited human resource competencies in managing digital archives, suboptimal integration among information systems, and limitations in technological infrastructure, which have prevented document management from operating optimally (Universitas Islam Negeri Fatmawati Sukarno Bengkulu, 2025).

Previous studies have examined the implementation of *Electronic Document Management Systems* (EDMS) from various perspectives. Harisanty (2020) emphasizes that electronic records management is an essential foundation for supporting *e-government* implementation by strengthening legal compliance, information security, and digital records governance in the public sector. Meanwhile, Maharani and Lawanda (2023) demonstrate that the implementation of an EDMS at the Ministry of Education, Culture, Research, and Technology improved administrative efficiency through the digitalization of official documents, although challenges remained in terms of system integration and organizational readiness. Similarly, Suprayitno et al. (2024), in their study of the implementation of the Integrated Dynamic Archival Information System (*Sistem Informasi Kearsipan Dinamis Terintegrasi*—SRIKANDI) in Indonesia, found that the success of digital records transformation is strongly influenced by policy support, human resource capacity, and organizational culture in adopting digital technologies.

These studies have primarily focused on technological implementation or electronic records management in government institutions. Research that specifically integrates the perspectives of *e-government*, information access, and storage efficiency to evaluate EDMS implementation in higher education institutions, particularly State Islamic Higher Education Institutions (PTKN), remains relatively limited. Furthermore, relatively few studies have examined the interrelationships among organizational readiness, human resources, policies, and digital infrastructure as factors influencing the successful implementation of EDMS.

Based on this research gap, this study aims to analyze the implementation of an *Electronic Document Management System* in improving information access and document storage efficiency

within public administration at Universitas Islam Negeri Fatmawati Sukarno Bengkulu, as well as to identify the various challenges encountered during its implementation.

The novelty of this study lies in the integration of three perspectives *e-government*, information access, and storage efficiency in evaluating EDMS implementation in higher education. In addition, this study offers an organizational-readiness-based analysis of EDMS implementation that encompasses technology, human resources, policies, and work culture as interrelated factors influencing the success of digital transformation. The study also contributes to the literature on EDMS implementation in State Islamic Higher Education Institutions (PTKN), a context that remains relatively underexplored in international publications.

METHODS

This study employed a descriptive qualitative approach to examine the implementation of the *Electronic Document Management System* (EDMS) in improving information accessibility and document storage efficiency within public administration at Universitas Islam Negeri Fatmawati Sukarno Bengkulu. A qualitative approach was selected because it enables the researcher to gain an in-depth understanding of the experiences, perceptions, and practices of informants regarding the implementation of an electronic document management system. The study focused on organizational, technological, and human resource aspects that influence the effectiveness of EDMS implementation.

The research was conducted at Universitas Islam Negeri Fatmawati Sukarno Bengkulu, which was purposively selected because the institution has implemented an electronic document management system as part of its digital transformation of administrative services. This research setting provides a relevant context for analyzing how EDMS implementation supports improved information accessibility, administrative efficiency, and more effective institutional document management.

RESULT AND DISCUSSION

1. Implementation of Electronic Document Management Systems in Public Administration

Digital transformation at Universitas Islam Negeri Fatmawati Sukarno Bengkulu is realized through the development of an *Electronic Document Management System* (EDMS) as part of the modernization of administrative governance. The system was developed to address various problems associated with conventional records management, including lengthy

document retrieval processes, high paper consumption, limited storage space, and the risk of document loss or damage (Universitas Islam Negeri Fatmawati Sukarno Bengkulu, 2025).

The implementation of EDMS has transformed administrative work processes from manual to digital systems. Documents that were previously stored in physical form are gradually being converted into electronic formats, enabling their storage, retrieval, distribution, and management to be carried out in a more systematic manner (Amin, 2010). Digital records management also allows documents to be stored in a centralized database and accessed according to each user's authorized access rights (Setyawan, 2025).

In the General Affairs and Correspondence Division, incoming letters that were previously recorded in an agenda book are now electronically registered, scanned, and uploaded into the system, allowing them to be immediately forwarded to institutional leaders for disposition without the need to physically circulate the documents. At the faculty level, documents such as lecturers' assignment letters, official memoranda, decrees issued by the dean, activity reports, and cooperation documents are increasingly archived digitally, enabling them to be retrieved based on the document number, date, or keywords. Meanwhile, at the Institute for Research and Community Service (LPPM), research and community service documents, including reviewer assignment letters, research contracts, progress reports, and final reports, are stored electronically to facilitate monitoring and reporting.

These changes indicate that document digitalization is not merely a process of converting physical records into digital records but also represents a transformation of administrative business processes. An integrated system enables document management to be carried out more effectively, reduces dependence on physical records, and accelerates administrative services.

The implementation of EDMS serves as an important instrument in supporting bureaucratic reform through the simplification of administrative procedures, enhancement of accountability, and strengthening of information governance. Thus, EDMS implementation provides not only technical benefits but also contributes to improving the quality of public services within higher education institutions.

These findings are consistent with previous studies showing that the implementation of electronic document management systems can improve administrative effectiveness through easier document storage, faster document retrieval, and stronger accountability in records management. Setyawan (2025) found that digital archiving improves the efficiency of document management in higher education institutions. Similarly, Kuswanto et al. (2025)

emphasized that digitalization of archives facilitates faster access to information while strengthening accountability in document management.¹

2. Implementation of E-Government in Electronic Document Management

a. *Audience (System Users)*

The primary users of the EDMS consist of administrative staff, administrative officials, and work units authorized to manage institutional documents (Indrajit, 2006). The system facilitates easier access to documents compared with conventional manual storage methods (International Organization for Standardization [ISO], 2016).

However, the utilization of the system is not yet evenly distributed across all units. Some work units still employ a combination of digital and physical records, indicating that the effectiveness of EDMS implementation has not yet been fully achieved. This condition demonstrates that the success of digital transformation is strongly influenced by organizational readiness and the development of a digital work culture within the institution (Kuswanto et al., 2025).

The successful implementation of EDMS is determined not only by the availability of the system but also by organizational readiness and the level of user adoption. Differences in system utilization across work units indicate that digital transformation requires strong institutional commitment and continuous capacity building for users (Setyawan et al., 2024).

b. *Content (Information Quality)*

Information quality is a key factor in the successful implementation of EDMS (Indrajit, 2006). Documents stored in the system are organized through a more systematic classification structure, facilitating document identification and retrieval (ISO, 2016).

The application of metadata to each document also improves the accuracy of records retrieval (Kuswanto et al., 2025). Users can search for documents based on document numbers, dates, document types, or specific keywords, significantly reducing retrieval time compared with conventional systems.

Information quality in an EDMS is determined by the consistency of document classification and the completeness of metadata. Such standardization improves the

¹ Agung Kuswanto, Arif Wahyu Wirawan, dan Muhamad Nukha Murtadlo, "Integrated Participatory Commitment in University Archives for Accountability through Digital Archives," *Record and Library Journal* 11, no. 2 (2025): 404–423, <https://doi.org/10.20473/rlj.V11-I2.2025.404-423>

accuracy of records retrieval and supports the provision of reliable information for administrative purposes and decision-making (ISO, 2017).

c. Interactivity

The implementation of EDMS facilitates the distribution of documents among work units (Indrajit, 2006). Documents no longer need to be physically transferred but can be distributed electronically through the system according to users' access rights.

The increased level of interactivity accelerates administrative coordination because each unit can access the required documents without having to wait for manual distribution.

EDMS interactivity accelerates coordination among work units through electronic document distribution. This condition demonstrates that digital systems can simplify bureaucratic workflows and improve communication efficiency in administrative processes (Kuswantoro et al., 2025).

d. Usability

The system is relatively easy to use because it has a simple interface and enables rapid document retrieval (Nasution & Natas, 2024).

Nevertheless, some users still experience difficulties in uploading documents, assigning metadata, and classifying digital records. This condition indicates that usability is determined not only by system design but also by users' competencies.

The usability of EDMS is influenced by both the quality of the system interface and user competencies. Therefore, continuous training is necessary to ensure that all users are able to utilize the system's features optimally and consistently (Setyawan et al., 2024).

Overall, the implementation of EDMS has supported the adoption of *e-government* through improved information accessibility, faster coordination among work units, and more efficient document management. However, its implementation has not yet reached an optimal level due to differences in system utilization, the continued use of hybrid records, and variations in user competencies. The success of EDMS depends not only on technological infrastructure but also on organizational readiness, human resource capacity, and the continuous strengthening of digital governance.

3. Improvement in Information Accessibility

One of the main benefits of implementing an *Electronic Document Management System* (EDMS) is improved access to administrative information. Before the system was implemented, document retrieval was conducted manually and therefore required a relatively long time, particularly when documents had been stored for an extended period. Following

the implementation of EDMS, documents can be retrieved electronically using metadata-based searches and keywords. This condition accelerates document retrieval while improving the quality of administrative services provided to users (International Organization for Standardization [ISO], 2017).

Improved information accessibility can be observed in several aspects. First, document retrieval time is shorter than that of conventional systems. Second, users can obtain more accurate information because each document has a clear digital identity. Third, information can be accessed simultaneously by multiple users without the need to physically move records. Fourth, information can be distributed more rapidly across work units, thereby supporting administrative decision-making (Mergel et al., 2021).

The implementation of EDMS not only improves the efficiency of document retrieval but also strengthens the quality of information governance (Morville et al., 2015). From an *e-government* perspective, rapid, accurate, and accessible information is an important prerequisite for effective and transparent public services (Kuswantoro et al., 2025). The availability of documents within an integrated system enables decision-making to be based on up-to-date information, thereby reducing the risks of administrative delays and errors (Fajriyah et al., 2024).

These findings are consistent with Setyawan's (2025) study, which concluded that digital archiving systems in higher education institutions can improve information accessibility through faster and more accurate document retrieval. Similarly, Kuswantoro et al. (2025) demonstrated that digitalization of records strengthens organizational accountability because information can be accessed in a controlled manner, systematically documented, and easily traced when needed.

Thus, the implementation of EDMS at Universitas Islam Negeri Fatmawati Sukarno Bengkulu has not merely transformed the medium through which documents are stored. More importantly, it has improved the quality of administrative services by providing information that is more accessible, timely, accurate, and accountable.

4. Document Storage Efficiency

The implementation of the *Electronic Document Management System* (EDMS) has had a tangible impact on document storage efficiency within the university (Nasution & Natas, 2024). First, the use of physical records has decreased as a significant proportion of documents has been converted into digital formats. Second, the need for physical storage space has been reduced, allowing archival areas to be utilized for other institutional purposes. Third,

expenditures on folders, binders, filing cabinets, and other storage equipment have been significantly reduced. Fourth, the time required to locate documents has become considerably shorter, thereby increasing employee productivity.

In addition to improving space and time efficiency, the system enhances document security through data backup mechanisms and user access controls. The risk of document loss resulting from physical damage, disasters, or improper storage can be minimized because data are stored electronically and can be restored in the event of system disruptions (ISO, 2016).

The efficiency achieved through EDMS implementation is not limited to operational cost savings but also extends to the overall effectiveness of administrative services. This finding is consistent with the concept of organizational efficiency, which emphasizes the optimization of the relationship between inputs and outputs in achieving organizational objectives.

5. Strengthening Administrative Transparency and Accountability

The implementation of EDMS enhances administrative transparency through more systematic, structured, and traceable document management. The application of metadata and digital identification for each document facilitates verification processes and reduces the risk of errors in information management (Saffady, 2020).

EDMS also strengthens accountability through user access controls and *audit trails* that record activities related to document management. These mechanisms enable administrative processes to be monitored and accounted for more effectively than under conventional systems (ISO, 2016).

From an *e-government* perspective, transparency and accountability are important indicators of good governance. The findings demonstrate that EDMS not only improves administrative efficiency but also supports more orderly, well-documented, and accountable information management (Scholl, 2006).

These findings are consistent with Alshibly (2021), who emphasizes that electronic document management systems can contribute to improved governance through information quality and user satisfaction. Similarly, Scholl (2006) argues that the success of *e-government* depends on the capacity of technology and organizational arrangements to strengthen accountability and the quality of public services.

6. Challenges in the Implementation of the Electronic Document Management System

Although the implementation of EDMS provides various benefits, this study identified several challenges that are still faced by the university. The first challenge is the limited

competency of human resources in managing digital records. Some employees do not yet possess adequate skills in document classification, metadata assignment, and electronic records management. This condition may affect the consistency and quality of digital records management (Alshibly, 2021).

The second challenge is the lack of integration among the administrative applications used across the university. As a result, some documents still have to be transferred manually from one system to another, thereby reducing work efficiency. The third challenge concerns information technology infrastructure, particularly server capacity, storage capacity, and internet connectivity, which are not yet fully capable of accommodating the increasing volume of digital documents. These conditions indicate that successful digital records management requires not only technological systems but also adequate organizational and infrastructural support (Al-Hinai et al., 2025).

In addition, the digitization of legacy records is still being carried out gradually, meaning that some historical documents must still be retrieved through conventional systems. Consequently, digital and physical records management continue to operate in parallel. This hybrid condition may reduce the efficiency of document retrieval and limit the full realization of the benefits offered by digital records management (Alshibly, 2021).

The successful implementation of EDMS therefore requires comprehensive institutional support, including clear policies, sustained investment in technology, continuous human resource capacity development, and the strengthening of a digital work culture.

7. EDMS Implementation Model for Improving Information Access and Administrative Efficiency

The implementation of EDMS establishes an integrated document management model in which document digitalization serves as the foundation for improving administrative quality (Kurniadi et al., 2025). The integration of document creation, storage, distribution, and retrieval processes enables information to flow more rapidly, thereby supporting more effective and responsive administrative processes (Al-Hinai et al., 2025).

The analysis shows that improved information accessibility does not result solely from the use of technology but is also influenced by the integration of document classification, the application of metadata, and the management of user access rights. These three aspects contribute to the development of an information system that is more accurate, traceable, and capable of supporting timely decision-making (Schwoerer, 2026).

Administrative efficiency results from the integration of digital systems with changes in work processes. The reduction in the use of physical records, acceleration of document distribution, and simplification of administrative procedures reduce service time and administrative workloads. Thus, the efficiency achieved through EDMS is not limited to resource savings but also contributes to increased organizational productivity (Kurniadi et al., 2025).

The relationship between EDMS implementation, information accessibility, and administrative efficiency is mutually reinforcing. The better the quality of EDMS implementation, the faster users can access the information they need, enabling administrative processes to become more effective, transparent, and accountable. Conversely, limited user competencies and suboptimal system integration remain significant factors that hinder the full realization of these benefits (Al-Hinai et al., 2025).

Based on these findings, this study proposes an EDMS implementation model that positions document digitalization as the foundation of administrative transformation. The model emphasizes that the success of EDMS is determined not only by technological readiness but also by policy support, human resource competencies, information governance, and organizational commitment. The integration of these four aspects constitutes a prerequisite for improving information accessibility, administrative efficiency, and the quality of public services in higher education institutions.

CONCLUSION

The implementation of the *Electronic Document Management System* (EDMS) at Universitas Islam Negeri Fatmawati Sukarno Bengkulu has improved public administrative management by enhancing information accessibility, document storage efficiency, transparency, and administrative accountability. The transition from paper-based document management to a digital system has accelerated document retrieval, facilitated information distribution, reduced dependence on physical records, and supported more efficient administrative processes. The success of EDMS implementation is determined not only by the availability of technological infrastructure but also by organizational readiness, human resource competencies, information system integration, institutional policies, and the continuous development of a digital work culture.

This study contributes to the development of the literature by proposing an integrated EDMS implementation model that combines the principles of *e-government*, information accessibility, and administrative efficiency within the context of higher education institutions. The findings demonstrate that effective digital document management requires synergy among digital

governance, organizational readiness, human resource competencies, and adequate technological infrastructure. Future research is recommended to examine this model using quantitative or *mixed-methods* approaches across different higher education institutions to further evaluate its effectiveness and applicability on a broader scale.

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