The Record Management: Upcoming Challenges and Key Components to Enhancing Better Public Services

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Author Order	3 of 3
Accreditation	2
Abstract	This study observes the significance of record management in enhancing public services and identifies obstacles and supporting components associated with effective record management in the public sector. Literature review from articles in the Scopus database on record management in the public sector. Based on an analysis of the value of record management and lessons learned from previous difficulties, this study forecasts some upcoming record management challenges. These include the high volume of documents recorded and how it is stored, maintained, and protected; decentralized system by agencies; limited resources support including lack of capabilities staff and minimum quality of information and communications technology (ICT) and funding. Additionally, this analysis discovered that record management in public services has some supporting components. It consists of highly skilled trained personnel; proper standardization; and legal framework; well-developed ICT centralized system.
Publisher Name	Universitas Padjadjaran
Publish Date	2023-07-17
Publish Year	2023
Doi	DOI: 10.24198/jmpp.v7i1.47337
Citation	
Source	Jurnal Manajemen Pelayanan Publik
Source Issue	Vol 7, No 1 (2023): Jurnal Manajemen Pelayanan Publik
Source Page	61-72
Url	http://jurnal.unpad.ac.id/jmpp/article/view/47337/pdf
Author	Dr Drs. PAULUS ISRAWAN SETYOKO, M.S.