

## Reconceptualizing dynamic records management as information infrastructure for office administration

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### Abstrak

*Pengelolaan arsip dinamis merupakan komponen penting dalam administrasi perkantoran karena berfungsi sebagai sumber informasi kerja yang menopang keberlangsungan proses administratif, koordinasi internal, dan pelayanan administrasi. Namun, dalam praktik organisasi, pengelolaan arsip dinamis sering kali belum terintegrasi secara sistematis ke dalam sistem administrasi perkantoran. Penelitian ini bertujuan untuk mensintesis temuan-temuan literatur mengenai peran arsip dinamis, tantangan pengelolaannya, serta implikasinya terhadap efektivitas administrasi perkantoran. Penelitian ini menggunakan pendekatan kualitatif dengan metode systematic literature review (SLR) yang mengacu pada protokol PRISMA. Analisis dilakukan melalui pendekatan concept-centric review dan analisis tematik terhadap artikel berbahasa Indonesia dan Inggris yang relevan. Hasil sintesis menunjukkan bahwa arsip dinamis berperan sebagai elemen operasional yang mendukung kesinambungan proses administrasi dan keteraturan kerja, namun pengelolaannya masih menghadapi tantangan struktural, prosedural, dan organisasional. Temuan juga mengindikasikan bahwa kualitas pengelolaan arsip dinamis berimplikasi langsung terhadap efektivitas administrasi perkantoran, khususnya dalam kelancaran layanan, efisiensi kerja, dan keterlacakan informasi. Penelitian ini menegaskan pentingnya memposisikan pengelolaan arsip dinamis sebagai bagian integral dari sistem administrasi perkantoran yang berorientasi pada integrasi informasi dan keberlanjutan proses kerja.*

*Kata kunci: efektivitas administrasi; praktik dokumentasi organisasi; sistem kearsipan; tata kelola kearsipan; tinjauan literatur sistematis*

### Abstract

Dynamic records management is a critical component of office administration, serving as a source of working information that sustains the continuity of administrative processes, internal coordination, and administrative services. Nevertheless, in organizational practice, dynamic records management is often not systematically integrated into office administration systems. This study aims to synthesize the existing literature on the role of dynamic records, the challenges associated with their management, and the implications of these challenges for administrative effectiveness. A qualitative approach was adopted, employing a

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systematic literature review (SLR) guided by the PRISMA protocol. Data analysis was conducted through a concept-centric review and thematic analysis of relevant Indonesian- and English-language publications. The synthesis findings indicate that dynamic records function as operational elements supporting administrative workflow continuity and orderliness; however, their management remains constrained by structural, procedural, and organizational challenges. The findings further reveal that the quality of dynamic records management has direct implications for administrative effectiveness, particularly with respect to service delivery, work efficiency, and information traceability. This study underscores the importance of positioning dynamic records management as an integral component of office administration systems oriented toward information integration and the sustainability of administrative processes.

Keywords: administrative effectiveness; archival governance; organizational documentation practices; recordkeeping systems; systematic literature review

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## Introduction

Office administration constitutes the foundational framework through which organizations manage activities, coordinate workflows, and deliver administrative services. Organizational effectiveness is largely determined by the orderliness of administrative systems that support decision-making processes, task implementation, and performance evaluation. In public administration scholarship, administrative systems are conceptualized as working mechanisms that depend upon orderly and sustainable information management to ensure smooth organizational operations (Adiatma et al., 2023). Contemporary perspectives in public administration further emphasize that administrative effectiveness is shaped not only by organizational structure but equally by the quality of the administrative work systems that underpin it (Saepudin et al., 2025). A central element within such systems is the management of working information that is systematically documented a function that, in office practice, is primarily realized through dynamic records.

Dynamic records are documents actively used in ongoing organizational activities that evolve continuously alongside work processes. In office environments, they encompass correspondence, operational documents, work reports, and various administrative files that serve as primary references for daily task execution. Such records cannot be understood merely as the final products of administrative activity; rather, they constitute integral components of work systems that sustain the continuity and coherence of administrative operations (Franks, 2025). Studies in office administration similarly position documentation and recordkeeping as the core of rational and orderly office work, arguing that it is through systematic documentation that administrative activities can be conducted in a coordinated and accountable manner (Rusdiana & Zaqiyah, 2022).

Beyond their function as administrative records, dynamic records serve as sources of working information that support operational decision-making and the continuity of administrative services. Each stage of the administrative process from planning and implementation through to evaluation requires access to relevant and retrievable records. Inadequate records management generates a range of operational problems, including service delays, difficulties in document retrieval, duplication of effort, and an increased administrative workload. These conditions directly impair the effectiveness of office administration and the quality of organizational service delivery (Nguyen et al., 2024).

Despite their central role, dynamic records management in many organizations continues to be treated as a routine and technical administrative activity. Records are frequently excluded from core discussions of office management and positioned as a reactive supporting function.

Consequently, attention to the development of records management systems, work procedures, and human resource capacity remains limited. The weak integration of records management within broader administrative systems has been shown to negatively affect both administrative effectiveness and organizational accountability, particularly in public sector organizations (Madjid et al., 2023; Saffady, 2021).

Advancements in information technology have further strengthened the relationship between dynamic records management and office administration. Document digitization and the implementation of administrative information systems present opportunities to enhance work efficiency, accelerate information retrieval, and support administrative transparency. However, technological adoption does not automatically improve the quality of records management unless it is accompanied by a clear and reliable governance framework. Digitization without adequate records governance risks transferring the systemic problems of manual environments into digital ones without substantive improvement in management quality (Shimoju, 2025). Scholarship on increasingly digitized public administration similarly emphasizes that the effectiveness of administrative systems is substantially determined by the quality of the information governance that supports them (Caron, 2024).

Beyond systemic and technological considerations, dynamic records management is closely linked to the effectiveness of administrative work. Well-organized recordkeeping practices have been shown to contribute to improved administrative effectiveness, particularly in supporting work orderliness and service quality. These findings reinforce the view that dynamic records function as administrative instruments with direct implications for organizational performance (Amie-Ogan & Tagbo, 2021).

Accordingly, dynamic records management must be understood as an integral component of office administration rather than merely a technical support function. Dynamic records serve as connectors between administrative processes, maintain information continuity, and support administrative accountability. Examining dynamic records management in the context of office administration is therefore relevant for advancing both conceptual and applied understanding, enabling organizations to administer their systems in a more orderly, effective, and sustainable manner. Based on this rationale, the present study is guided by the following research questions: How are dynamic records positioned and conceptualized within office administration systems in the existing literature? What key challenges are identified in the management of dynamic records in office administration practice? How does dynamic records management influence the effectiveness of office administration, as reported in previous studies?

Despite the growing literature on records management, existing studies tend to examine records primarily from archival or operational perspectives, with limited attention to their role within office administration systems as a whole. This study contributes to the literature by reconceptualizing dynamic records management as an integral component of information infrastructure within office administration systems. Unlike prior studies that approach records management predominantly from archival or operational standpoints, this study synthesizes the literature to demonstrate how dynamic records function as working information infrastructure supporting administrative coordination and effectiveness. This conceptual reinterpretation contributes to bridging the literatures on records management and office administration by highlighting the infrastructural role of dynamic records within administrative systems.

## **Research Method**

This study employs a descriptive qualitative approach using a systematic literature review (SLR) method developed through conceptual–applied synthesis. This approach was selected to obtain a comprehensive understanding of dynamic records management in supporting office administration, without emphasizing hypothesis testing or quantitative measurement. The descriptive qualitative approach enables the researcher to identify patterns, tendencies, and conceptual meanings that emerge across relevant scholarly sources (Creswell & Creswell, 2017).

The literature search was conducted between October and December 2025 using multiple national and international academic databases to ensure comprehensive coverage of relevant studies. The databases consulted included Scopus, Web of Science, Google Scholar, DOAJ, and nationally

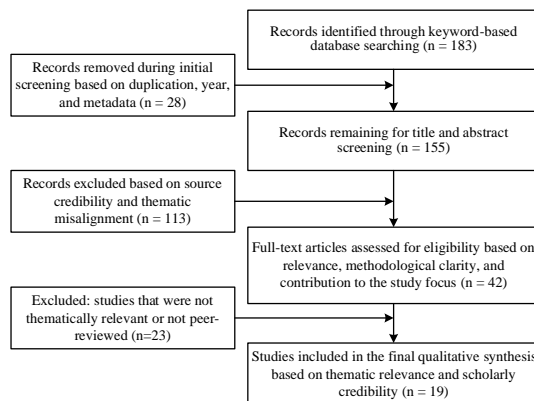
accredited Indonesian journal portals. These databases were selected on the basis of their relevance to records management, office administration, and public administration research. The search employed combinations of keywords such as "dynamic records management," "records management," "dynamic records," "office administration," "administrative effectiveness," and "archival management." Boolean operators (AND/OR) were applied to broaden and refine search results across the selected databases. The search was restricted to publications issued between 2015 and 2025 in order to capture both foundational scholarship and recent developments in dynamic records management and administrative effectiveness.

The inclusion criteria applied in this study were: (1) peer-reviewed journal articles and conference proceedings published in English or Indonesian; (2) studies that explicitly address dynamic records management, records management practices, or archival management in relation to office administration or administrative effectiveness; and (3) publications providing conceptual, empirical, or applied insights relevant to administrative work systems. The exclusion criteria comprised: (1) non-scholarly publications such as opinion articles or news reports; (2) studies focusing exclusively on archival preservation without relevance to administrative processes; and (3) articles exhibiting limited methodological clarity or insufficient thematic alignment with the research focus.

Based on the keyword search strategy, a total of 183 records were initially identified across the selected databases. Following the removal of 28 duplicate records and publications with incomplete metadata, 155 records remained for title and abstract screening. At this stage, 113 records were excluded due to thematic misalignment or limited relevance to office administration. Subsequently, 42 full-text articles were assessed for eligibility on the basis of relevance, methodological clarity, and contribution to the research focus. Of these, 23 articles were excluded, yielding a final set of 19 studies included in the qualitative synthesis, as illustrated in the PRISMA flow diagram (Figure 1).

**Figure 1**

*Literature Selection Flow Diagram Based on the PRISMA Protocol (Page et al., 2021)*



The PRISMA flow diagram illustrates how the inclusion and exclusion criteria were applied across the stages of identification, screening, eligibility assessment, and final study selection. Literature analysis was conducted using a concept-centric review approach that emphasizes the synthesis of key concepts across sources rather than comparisons among individual studies. This approach was combined with thematic analysis to identify recurring conceptual patterns and primary themes in the literature. Key concepts, findings, and arguments were organized into themes corresponding to the roles, challenges, and implications of dynamic records management in office administration (Webster & Watson, 2002).

In addition to conceptual synthesis, the study incorporates a practice-oriented perspective by examining patterns of dynamic records management reported in the literature and relating them to the operational requirements of office administration. This approach facilitates the bridging of

conceptual insights with organizational practice contexts, particularly with regard to administrative workflows, service delivery, and administrative efficiency (Bowen, 2009).

This study is subject to several methodological limitations. First, the review relied on selected academic databases, which may have resulted in the exclusion of relevant studies published outside these sources. Second, the analysis focused exclusively on peer-reviewed literature, potentially overlooking practical insights documented in institutional reports or grey literature. Third, as a qualitative systematic literature review, the findings are interpretive in nature and are not intended to yield statistical generalization.

The characteristics and main focus of the studies included in the literature synthesis are summarized in Table 1.

**Table 1**  
*Summary of Studies Included in the Systematic Literature Review*

No	Author (Year)	Context / Sector	Research Focus	Theme
1	Amalia et al. (2024)	Public service administration	Role of office administration in supporting public services	Position of Dynamic Records in Office Administration
2	Wolor et al. (2024)	Corporate administration	Archive management in administrative workflow	Position of Dynamic Records in Office Administration
3	Sholikah & Hermanto (2021)	Educational administration	Dynamic records management and school accountability	Position of Dynamic Records in Office Administration
4	Arum & Irhandayaningsih (2020)	Archival institution	Dynamic records for administrative information services	Position of Dynamic Records in Office Administration
5	Yunda et al. (2022)	Local government administration	Records management for administrative order	Position of Dynamic Records in Office Administration
6	Oktarina & Pramusinto (2017)	Educational administration	Records management supporting school accountability	Position of Dynamic Records in Office Administration
7	Malatji & Marutha (2023)	Government administration	Legislative framework governing records management	Challenges in Dynamic Records Management
8	Agu et al. (2022)	Organizational administration	Records management and organizational performance	Challenges in Dynamic Records Management
9	Efe (2021)	Judicial administration	Records management practices and work environment	Challenges in Dynamic Records Management
10	Musba et al. (2025)	Government administration	Effectiveness of archive management practices	Challenges in Dynamic Records Management
11	Claude (2024)	Public sector administration	Records management and HR management effectiveness	Challenges in Dynamic Records Management
12	Osha et al. (2024)	Educational administration	Innovative records management strategies	Challenges in Dynamic Records Management
13	Ako (2025)	Higher education administration	Records management and administrative effectiveness	Dynamic Records Management and Administrative Effectiveness

14	Alegbeleye (2021)	Secondary school administration	Records management practices in schools	Dynamic Records Management and Administrative Effectiveness
15	Jamilah & Pahlevi (2021)	Local government administration	Dynamic records management and work efficiency	Dynamic Records Management and Administrative Effectiveness
16	Sitanggang & Pertiwi (2025)	Government administration	E-archives programs and administrative performance	Dynamic Records Management and Administrative Effectiveness
17	Adiele & Bestman (2025)	Higher education administration	Digital information systems and administrative efficiency	Dynamic Records Management and Administrative Effectiveness
18	Kurniadi et al. (2025)	Government administration	Electronic records systems and administrative efficiency	Dynamic Records Management and Administrative Effectiveness
19	Gantika et al. (2022)	Government administration	Dynamic archives information systems and organizational effectiveness	Dynamic Records Management and Administrative Effectiveness

## Results and Discussion

### Results

This section presents the results of the literature synthesis derived from the systematic literature review through a concept-centric approach and thematic analysis. The synthesis integrates key findings across the reviewed studies to identify recurring conceptual patterns related to dynamic records management in office administration. The results are organized according to thematic tendencies pertaining to the position of dynamic records within administrative processes, the challenges of their management, and their implications for the effectiveness of office administration. The presentation of results is oriented toward thematic interpretation reflecting general tendencies across the analyzed literature, rather than toward comparisons among individual authors or institutional contexts.

#### Position of Dynamic Records in Office Administration

The first research question concerns how dynamic records are positioned and conceptualized within office administration systems in the existing literature. Across the reviewed studies, dynamic records are broadly understood as sources of working information utilized directly in the execution of administrative tasks particularly in correspondence activities, operational document management, and the recording of organizational activities. In public service organizations, well-organized dynamic records management enables administrative units to carry out service functions in a more coordinated and responsive manner (Amalia et al., 2024).

This interpretation aligns with the view that dynamic records are not static administrative outputs but active components of workflows that are continuously used and updated. Within office administration systems, documents generated during work processes are reused as references in subsequent stages of activity. The integration of dynamic records management with administrative workflows promotes continuity of work processes and reduces reliance on the individual memory or personal knowledge of employees (Wolor et al., 2024).

Additionally, dynamic records are associated with efforts to maintain order and stability within administrative processes. Several studies indicate that systematically managed records enable

organizations to sustain consistency in administrative task execution, even in contexts involving personnel changes or job rotations. In educational organizations and public service institutions, dynamic records function as institutional administrative memory, supporting the operational continuity of administrative units (Sholikah & Hermanto, 2021).

Another prominent function of dynamic records is evident in the provision of administrative information services. The availability of well-organized records facilitates document retrieval and supports the provision of information required by both internal and external service users. Research conducted in regional archival institutions demonstrates that dynamic records management contributes to enhanced information accessibility and the acceleration of document-based administrative services (Arum & Irhandayaningsih, 2020).

Furthermore, dynamic records are positioned as important instruments for realizing orderly office administration. Records that are classified and stored in accordance with established procedures enable organizations to maintain orderly administrative documentation and minimize the risk of loss, duplication, or management errors. Systematic dynamic records management practices support the traceability of administrative processes, thereby providing the foundation for structured and accountable administration (Yunda et al., 2022).

With respect to the principle of administrative accountability, dynamic records function as instruments supporting accountability in the work of administrative units. Well-documented records enable administrative processes to be traced transparently, thereby supporting clarity of responsibility in task execution. Studies in educational organizational settings indicate that consistent dynamic records management is associated with increased administrative accountability and greater clarity in work processes (Oktarina & Pramusinto, 2017).

Based on the cumulative evidence from the literature synthesis, dynamic records are consistently positioned as operational components that directly support office administration processes. They function as sources of working information, maintain the continuity of administrative processes, and support coordination and administrative information services. These findings confirm that the role of dynamic records is neither supplementary nor incidental but is structurally embedded within office administration systems as information infrastructure continuously utilized in everyday organizational activities.

### **Challenges in Dynamic Records Management**

The analyzed literature consistently reveals that the strategic role of dynamic records has not been matched by adequate management practices in office administration. The synthesis indicates that dynamic records management continues to face various structural and operational challenges across different types of organizations. These challenges reflect a persistent gap between the expected role of dynamic records as supports for administrative processes and the management practices implemented at the operational level. Importantly, these obstacles do not occur in isolation but are interrelated, forming recurring patterns of systemic problems within office administration (Malatji & Marutha, 2023).

One of the primary challenges identified is the absence of clear and uniform policies and procedures governing dynamic records management. Several studies indicate that records are frequently managed on the basis of the work habits of individual units or personnel, without standardized guidelines for classification, arrangement, and storage. This condition produces fragmented records management and complicates the document retrieval and tracking processes required for effective task execution (Agu et al., 2022).

A further challenge relates to human resource capacity in dynamic records management. The literature indicates that records management is frequently assigned as an additional duty to administrative staff who lack specialized educational backgrounds or training in records management. These competency gaps give rise to minimalistic and short-term-oriented management practices, with the result that records are not managed systematically as part of office administration systems (Efe, 2021).

Organizational support and the work environment are also identified as significant factors influencing the effectiveness of dynamic records management. Several studies report that records management has not been fully recognized as a strategic component of administrative performance, resulting in limited resource allocation, insufficient managerial attention, and underdevelopment of

supporting systems. This situation reinforces tendencies toward reactive and unplanned records management practices in office administration (Musba et al., 2025).

Additional challenges relate to the integration of dynamic records into broader administrative systems. Records are frequently treated as terminal outputs of administrative processes rather than as integrated components of administrative workflows. This positioning causes records management to operate in isolation from administrative planning and system development, thereby constraining the potential of dynamic records to serve as a strategic and sustainable source of working information (Claude, 2024).

Advances in information technology introduce further challenges. Several studies indicate that the implementation of technology-based records management strategies is often not accompanied by adequate adjustments to policies and work procedures. Consequently, issues such as inconsistent records storage, overlap between manual and digital records, and unclear jurisdictional authority over records management emerge within office administration environments (Osha et al., 2024).

In summary, the literature synthesis on challenges in dynamic records management indicates that management practices in office administration continue to face significant structural and operational barriers. These include deficiencies in consistent policies and procedures, limitations in human resource capacity, inadequate organizational support, insufficient integration with administrative systems, and challenges in technology utilization. The recurring problem patterns identified across studies reveal a persistent gap between the expected role of dynamic records and their actual management at the operational level.

### **Dynamic Records Management and Administrative Effectiveness**

The reviewed literature consistently demonstrates direct implications of dynamic records management quality for the effectiveness of office administration. Across the analyzed studies, dynamic records management is positioned as a primary determinant of administrative effectiveness in various types of organizations. Administrative effectiveness is understood as the capacity of work units to execute administrative processes in a smooth, orderly, and sustainable manner a capacity that is highly dependent on the availability of accurate and readily accessible working information. Within this framework, dynamic records function as administrative instruments enabling office activities to be carried out efficiently and in alignment with organizational operational requirements (Ako, 2025).

A robust relationship is evident between orderly dynamic records management and the smooth flow of administrative work. Records that are systematically classified and stored facilitate administrative staff in retrieving documents required for daily task execution. Ease of records retrieval represents an important indicator of administrative effectiveness, as it enables administrative tasks to be completed without disruption from information disorder (Alegbeleye, 2021).

Beyond supporting workflow continuity, dynamic records management is associated with increased administrative efficiency. Well-organized records reduce document search time, minimize duplication of effort, and reduce the potential for administrative errors. In office administration practice, such efficiency contributes directly to increased employee productivity and the optimal use of administrative resources (Jamilah & Pahlevi, 2021).

Dynamic records management is further positioned as a support for administrative order and accountability. Consistently documented records enable each stage of administrative processes from decision-making to service delivery to be traced clearly. Studies in public sector organizations demonstrate that sound records management supports administrative transparency and strengthens clarity of accountability in the performance of administrative units (Sitanggang & Pertiwi, 2025).

With respect to information technology, the literature demonstrates that integrating dynamic records management with digital administrative systems contributes to enhanced administrative effectiveness. The implementation of electronic records systems and administrative information systems enables document management processes to be conducted more rapidly and consistently. However, such effectiveness is realized only when technological systems are supported by consistent records management practices aligned with organizational administrative requirements (Adiele & Bestman, 2025).

Administrative effectiveness is thus determined not solely by the availability of technological systems but by how dynamic records are managed within those systems. Evaluative studies of electronic records system implementation in government institutions indicate that improvements in administrative efficiency are strongly influenced by the alignment of records management procedures with established administrative workflows (Kurniadi et al., 2025).

Moreover, the implementation of dynamic records information systems in public organizations is associated with improvements in overall organizational effectiveness. Integrated dynamic records systems support coordination across work units and strengthen consistency in administrative execution. These findings indicate that dynamic records management contributes not only to administrative effectiveness but also to broader organizational effectiveness (Gantika et al., 2022).

Collectively, the findings from the reviewed literature indicate that dynamic records management plays a central role in supporting the continuity, orderliness, and effectiveness of office administration. The recurring patterns identified across studies highlight not only the operational importance of dynamic records but also the organizational conditions and challenges that shape their management in practice. These findings provide the foundation for a broader discussion of how dynamic records management can be conceptualized within office administration systems.

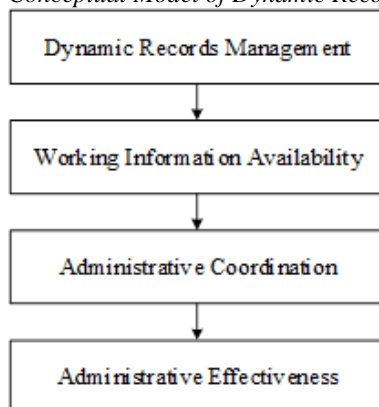
## Discussion

The synthesis of the reviewed literature supports an interpretation of dynamic records management as an integral component of office administration systems, rather than merely a technical recordkeeping function. The analyzed studies consistently demonstrate that dynamic records serve as sources of working information that sustain the continuity of administrative processes, support coordination among administrative units, and maintain the orderliness of organizational documentation. From this perspective, dynamic records are embedded in everyday administrative activities and play a critical role in ensuring that administrative work can be carried out in a structured, consistent, and traceable manner.

From a broader perspective, these findings suggest that dynamic records management operates as part of an information infrastructure underpinning administrative effectiveness. The availability of reliable, well-managed records facilitates information accessibility, strengthens coordination among administrative actors, and supports the continuity of organizational workflows. Through these mechanisms, dynamic records management contributes not only to the operational efficiency of administrative work but also to the stability and long-term sustainability of office administration systems.

Based on the synthesis of the reviewed literature, dynamic records management can be conceptually interpreted as an information infrastructure that supports administrative effectiveness through interconnected mechanisms. The conceptual relationship identified in this study is illustrated in Figure 2.

**Figure 2**  
*Conceptual Model of Dynamic Records Management in Office Administration*



The cumulative evidence from this synthesis confirms a direct relationship between the quality of dynamic records management and the effectiveness of office administration. Systematically managed dynamic records support smooth administrative workflows, efficient task execution, documentation orderliness, and work accountability. These findings emphasize that administrative effectiveness cannot be separated from how dynamic records are managed and utilized in organizational practice, in both manual and technology-based work environments.

The synthesis findings support an interpretation that the position of dynamic records in office administration should not be understood merely as a technical recordkeeping function but as an integral component of an information-based work system. Within this perspective, dynamic records mediate the interactions among administrative processes, internal coordination, and administrative service delivery. This interpretation emphasizes that administrative effectiveness is shaped primarily by how dynamic records are integrated into organizational work mechanisms, rather than by the mere existence of formal procedures or supporting technologies.

At the same time, the synthesis reveals a persistent gap between the idealized role of dynamic records and their actual management practices in office administration. This gap is most evident in records management approaches that remain partial and fragmented. Dynamic records are frequently treated as ancillary technical tasks, detached from comprehensive administrative planning and management. As a result, records management tends to rely on work habits, individual experience, and personal initiative rather than on integrated systems and standardized procedures—thereby constraining the capacity of dynamic records to function as a strategic and sustainable source of working information.

The implications of this gap are clearly reflected in administrative effectiveness outcomes. The synthesis indicates that unstructured dynamic records management contributes to various administrative problems, including delays in work processes, difficulties in document retrieval, and inconsistencies in documentation. These problems not only disrupt the smooth execution of administrative tasks but also increase the risk of administrative errors and reduce service quality. Conversely, when dynamic records are managed systematically and integrated into administrative workflows, administrative processes tend to operate in a more orderly, consistent, and traceable manner. This pattern suggests that administrative effectiveness is shaped not merely by the existence of formal work procedures but by the quality of information management that supports those procedures.

This line of analysis also draws attention to the role of information technology in dynamic records management and office administration. Records digitization and the implementation of administrative information systems are frequently perceived as primary solutions for improving efficiency and effectiveness in administrative work. However, the synthesis demonstrates that technology does not automatically enhance the quality of dynamic records management. In the absence of a clear management framework, digitization may instead introduce additional complexity into administrative systems through document duplication, ambiguous record versions, and fragmented information structures. Accordingly, technology should be understood as a supporting instrument whose effectiveness is substantially contingent on procedural readiness, human resource capacity, and the integration of records within office administration systems.

The discussion further reveals that dynamic records management encompasses organizational dimensions extending beyond technical or operational concerns. Dynamic records contribute to maintaining administrative order, supporting the traceability of work processes, and ensuring the long-term continuity of administrative information. In organizations experiencing personnel changes, job rotations, or structural adjustments, dynamic records function as institutional administrative memory that preserves the stability of work processes. In this respect, dynamic records management is closely connected to organizational work arrangements, the distribution of administrative responsibilities, and the work culture that develops within office environments.

From the perspective of administrative effectiveness, these findings demonstrate that dynamic records management cannot be separated from broader efforts to improve overall administrative performance. Consistently managed dynamic records enable organizations to reduce dependence on individual knowledge, enhance inter-unit coordination, and strengthen administrative accountability. This reinforces the view that dynamic records serve as information

infrastructure supporting administrative effectiveness, rather than as supplementary components of office activity.

At an integrative level, the discussion positions dynamic records management as a constitutive element of a holistic office administration system. Such an approach requires alignment among administrative procedures, dynamic records management practices, information technology utilization, and human resource development. Without this integration, administrative improvement efforts tend to remain partial and unsustainable. Conversely, integrated dynamic records management enables organizations not only to enhance administrative effectiveness but also to develop office administration systems that are more orderly, adaptive, and oriented toward long-term sustainability.

Beyond its substantive contributions, this study advances the literature conceptually by repositioning dynamic records management from a predominantly technical and supportive activity to an integral component of office administration systems. Through a concept-centric synthesis, the study clarifies the role of dynamic records as working information infrastructure that mediates administrative workflows, information continuity, and administrative effectiveness. By integrating insights from both the records management and office administration literatures, this study provides a holistic analytical framework for understanding how administrative effectiveness is shaped not merely by formal procedures or technological adoption but by the quality of information governance embedded within everyday administrative practice.

## **Conclusion**

This study concludes that dynamic records management constitutes an inseparable element of office administration systems. Across the reviewed literature, dynamic records are consistently positioned as sources of working information that support the smooth functioning of administrative processes, maintain information continuity, and enable orderly and traceable administrative services. The systematic management of dynamic records is therefore an essential prerequisite for the effective and sustainable operation of office administration. The synthesis findings also reveal a persistent and significant gap between the expected role of dynamic records and their management practices in office administration. The absence of uniform management standards, limited human resource capacity, and weak integration of records within administrative systems collectively prevent records management from being fully utilized as a strategic source of working information. This condition indicates that dynamic records management continues to be treated predominantly as an additional technical activity rather than as an inherent component of the office administration system. This study further emphasizes that administrative effectiveness cannot be achieved solely through the adoption of information technology. The digitization of records and the implementation of technology-based administrative systems will yield optimal benefits only when accompanied by structured and integrated dynamic records management, supported by clear work procedures and adequate human resource capacity. Technology must therefore be understood as a supporting instrument rather than as a substitute for systematic records management. In view of these findings, this article underscores the importance of positioning dynamic records management within a holistic framework of office administration. Such an approach enables organizations not only to improve the technical aspects of records management but also to strengthen administrative work effectiveness, administrative order, and the overall sustainability of office administration systems. Future research may extend the findings of this study through empirical investigations in specific organizational contexts. Studies conducted in governmental institutions, educational organizations, or corporate offices would provide deeper insight into how dynamic records management functions within real administrative environments. Additionally, future research may focus on developing measurement instruments to assess the quality and effectiveness of dynamic records management practices. Comparative studies across sectors or organizational settings would also be valuable for understanding how different administrative contexts shape the role of dynamic records as information infrastructure within office administration systems.

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