**ABSTRACT**

*The National Archives Administration was established in September 1963 as the supreme governing entity charged with educating, promoting and advancing the usage of records and archives. Potential challenges may be encountered in the process of the life-cycle of records, but these challenges can be overcome by increasing the skills of personnel. One appropriate manner is to conduct on-the-job training for staff responsible for record or archive management. Their role of historians and archivists in the twenty-first century is changing rapidly. This can be seen as daunting, intimidating and something to be resisted, but in reality there is a unique opportunity for the historical and archival community to break with its past, embrace the new user trends and find a new place at the heart of cultural activity by supporting offsite and online initiatives, and making the case to be the source of professional consultancy within a far wider industry than has been the case in the past. The work of archivists will also take in not just outreach projects described above, but also the deployment of traditional cataloguing and organizational skills to make sense and interpret the mass of information that’s being provided online as we move from paper record keeping and document creation to a digital and online world.*

**METHODOLOGY**

The necessity of such features for achieving relational goals, such as trust and satisfaction, remains unclear. Therefore, the goal of this study is to investigate the management in National Archive of Malaysia. All communities, online and off, seek to motivate members to participate and continue contributing to the betterment of the group. A certain amount of effort should be put into records to assure the authenticity, integrity and accessibility of the records and archives, especially under the concept of records continuum. A community of records was defined as the aggregate of records in all forms generated by multiple layers of actions and interactions between and among the people and institutions within a community.

Records staff are responsible for records management in agencies while archivists are responsible for transferred records, for example, archives. Through the usage of archival materials, staff in government agencies could learn from their antecedents, avoid mistakes and increase expertise in their mandated operations. Professional opinions for archive management are exchanged in the community of records staff and archivists through online technology. Since most archival materials come from the records of agencies, the skill and experience of staff as well as a degree of satisfaction with the online community are essential prerequisites to National Archive officers in order to render high-quality archives.

The National Archives Administration was established in September 1963 as the supreme governing entity charged with educating, promoting and advancing the usage of records and archives. Potential challenges may be encountered in the process of the life-cycle of records, but these challenges can be overcome by increasing the skills of personnel. One appropriate manner is to conduct on-the-job training for staff responsible for record or archive management. Therefore, communication in this professional community is critical to acquire performance of ongoing products and services.

Such initiatives typically include information literacy education, digital projects such as institutional repositories and digitizing unique, local collections, big data initiatives including preservation of large data sets and digital humanities programs. archivists have collaborated on projects for many years, but with the increased focus on digital resources and online access, increased importance of information literacy recognized outside of the library and information science field, and re-emergence of interest in galleries, libraries, archives and museums, clear communication and collaboration among librarians and archivists takes on a new importance. While archivists often have different education and training, there is also obvious interest in understanding the other profession’s work reflected in the literature. And, with many academic archives physically co-located with university libraries, there is the potential to enable easier collaboration among librarians and archivists for these various projects.   
  
The increased emphasis on primary source materials in information literacy instruction, which may include records from both university archives and special collections, has increased the value of archives to students. While much instruction takes place in-person, allowing students to physically handle the primary sources, a second area of collaboration, digitization, places collections online where a potentially wider audience can view and use the primary sources. Digitizing collections, including cooperation in the management of institutional repositories, and instruction are presently the key ways in which archivists and librarians have come together to provide joint resources and services.

Satisfaction is an end state of a psychological process and is a judgment that a product or service feature provided a pleasurable level of consumption-related fulfillment. Since records and archives provide the raw materials for narratives of national identity, it is vital for government agencies that the content of its records/archives should be trustworthy.

In a world where the boundaries between archived documentation and creative content become less clear, and means of publishing and disseminating material falls increasingly into the hands of the individual via the internet, we need more professional historians and archivists to step forward to analyze the trends, interpret the material, shape attitudes towards heritage and culture and take a lead in bridging the gap between personal heritage and written, top-down history. If our community does not step up to fulfil this need, make the argument and put forward strategies for implementation, then the chance will be missed, with marginalisation and eventual extinction a future probability.

**ARRANGEMENT OF ARCHIVAL MATERIALS**

That is to say, an arrangement was given them by the agency of origin while it built them up day after day, year after year, as a systematic record of its activities and as part of its operations. This arrangement the archivist is expected to respect and maintain. It will have to get along with what inherits, making minor adjustment at most. Perhaps no two archivists could agree on the arrangement concept to be built into any new system. Furthermore, what an agency has created in the past no man today can completely tear asunder. He has learned them from experience or from archivists who have had experience. These lessons have been expounded frequently in archival literature.

1. **ARRANGEMENT AT THE DEPOSITORY LEVEL**

A large archival depository, holding the records of hundreds of different agencies, each considered a record group, requires a first division of its holdings above the record group level, chiefly for administrative purposes. Each such division thus holds a number of record groups. This division may be:

1. On a chronological basis, the breaks often coming at major changes in the organization of government.
2. On a hierarchical basis, according to major organizational divisions of government (as in the National Archives, where administrative divisions were first organized around the records of one or two major departments along with the records of related independent agencies, although through the years these boundaries keep changing
3. On the basis of levels of government
4. Some combination of the above.

In the National Archives there is also a tendency to consider broad subject areas as a guide at this arrangement level, but this may be more apparent than real. Government organization itself normally follows subject areas to a considerable degree. Subject areas can hardly be a controlling guide but they may be an auxiliary consideration. So also are such important matters as the size and arrangement of storage areas, the physical nature of the records themselves (often necessitating special areas in the case of technical records such as maps, pictures, and film), the reference activity of the records, the degree of security to be given them, and the number and caliber of personnel needed to work with them. Because of all these considerations, this first division of the records is usually made at the highest level of administration and embodied in issuances approved by the head of the agency. Personnel of lower grade usually have no part in the decisions and no responsibility for them. Small archival depositories may not feel the need of dividing their holdings at this level; but over the years, as transfers continue from an increasing number of agencies and offices, the need to consider such a division will almost certainly arise.

1. **ARRANGEMENT AT THE RECORD GROUP LEVEL**

The basic principle of respect des fonds requires that the records of different creating agencies and offices be kept separate and never mixed. Under this principle an archival establishment must:

1. Decide what creating agencies and offices are represented by records and
2. Identify all records as belonging to one agency or another.

Many smaller fonds, such as the records of claims commissions or arbitration boards, were grouped together into what became known as «collective record groups, of which a number were established. It established 206 such record groups in 1943 for its then existing holdings. Additional record groups have since been established and the number, considering the entire holdings of the National Archives and Records Service, now approaches 350. Some such concept is needed in all archival depositories having the care of records created by many different agencies and organizations.   
  
There can be no overlapping, for records cannot be placed physically in two different places. Exceptions will often have to be made for technical records. Because decisions at the highest level are governed more by administrative than professional considerations, the establishment of a record group with the delimitation of its boundaries is the first real professional operation as one moves downward in the arrangement function. It is impossible to discuss here all of the many considerations governing decisions about allocation of records to one group or another.

1. **ARRANGEMENT OF SERIES WITHIN THE RECORD GROUP**

Ideally, records should be taken directly from an agency's file room by the archivist as soon as they become inactive enough for transfer to the archive depository. Perhaps the agency has had a central file, but certain important exceptions to centralization have been allowed. Perhaps the agency has had a number of file rooms or filing stations reflecting major functions or organizational units. Perhaps general decentralization has been the practice if not the rule.   
  
Knowing how the agency grouped its records is always helpful because the original groupings should be reflected in the final arrangement. The next step is the identification of the different series that must be assigned an order. The pattern may be a simple one; alphabetical, numerical, or chronological or a complex one, as, for example, annual reports arranged first by years, then by States, and then by counties within State

There will occasionally be a series made up of only one file unit. Perhaps this is more often true of book records, as when some special record has been maintained in a single volume that has no successor. They would not belong together unless they had a common provenance. Often one really has just an accumulation or aggregation of documents relating to some matter because, apparently, the agency did not take the time to rationalize their arrangement.   
  
These accumulations can hardly be called series in the strict sense of the word, but arbitrarily we treat them as such that just as we are somewhat arbitrary about what constitutes a record group. They represent a block of material that has to be assigned a place in the arrangement. There is no succession of file units and therefore no obvious beginning or end, so that the special problem for this type of series is to determine its boundaries. One has to look for the common denominator in subject or provenance that separates this accumulation from other true or artificial series.   
  
Perhaps these papers or other materials were collected by some investigator because they were useful in a special matter he was handling. Perhaps they related to some special operation that came to a sudden end. It must be admitted that there is no one perfect arrangement sequence for series. Considerable variation is possible in any large record group, and no two archivists, no matter how experienced, would make the same decisions.

In most record groups of any age and size, however, there are almost certain to be many complication factors. There may be caused by:

1. Changes in the organization.
2. Changes in the functions
3. Changes in the filing schemes
4. The existence of records from one or more predecessor agencies that have not been, or have been only partially, incorporated into records series created by the later agency; and
5. Records that have been reclassified or otherwise reorganized for proper reasons, that have been incompletely reorganized (some ambitious scheme not carried through to completion), or that have been merely tampered with by would be "methodizers" before being transferred to the archive depository.
6. **ARRANGEMENT OF FILING UNITS**

The filing policy, in turn, is likely to be conditioned by the nature of the agency's operations. In these modern instances the registry numbers do not control the filing order. Instead the filing units are the folders established for the classes of the classification scheme. All sorts of combinations may be encountered.

No archivist has control over his records without it, and delay can soon cost more time, if the records are at all active, than is required to carry it out immediately after accessioning. Moreover, it is best done in connection with boxing and labeling. These decisions, including the determination of priorities, should be made by branch chiefs on the basis of recommendations of their experienced professional assistants. If the series is composed of numbered or lettered volumes, nothing is simpler than to arrange these in sequence on the shelves.

It can be done by a laborer once the place for them is decided upon. Frequently this level of arrangement calls for the integration of files drawn from different chronological blocks. Such multiple-purpose arrangement projects require at least subprofessional personnel of higher grades or professional workers in the beginning grades.

Yet, they are often made up of fairly important records. Going through them calls for the skill of an archivist thoroughly familiar with not only the record group in question but also related record groups. A final type of operation that may be encountered in the arrangement of file units is the deliberate reorganization of these units in cases where an arrangement different from the original one would seem to serve more efficiently to meet long term reference demands. For example, an agency often lazily allows reports to pile up year after year, keeping those for each year together in some repetitive pattern, arranged perhaps alphabetically by jurisdiction.

It can be entrusted to subprofessional personnel under proper supervision. The planning of such organization or reorganization must be by professional archivists of high grade and much experience. It may be carried out by middle-grade archivists working under supervision. It is obvious that arrangement work on the level involving filing units is of various grades of difficulty and calls for the time of personnel of various grades from that of literate laborers through the subprofessional grades, and from the lower professional grades up to the middle grades.

1. **ARRANGEMENT OF DOCUMENTS WITHIN FILE UNITS**

Many ways have been tried over the years to keep related papers of a file unit together and in some kind of order, but none is entirely satisfactory. In the days before flat files, order was maintained by folding papers together. Modern ways to preserve the order involve the use of paper clips, wire staples, or rivets. The two last in connection with cover and backing sheets or of folders and metal fasteners of various kinds within folders. A letter of transmittal might cover many enclosures, some of which had their own enclosures.

This was true especially of legal records, vouchers, and reports. One using film instead of originals suffers under many handicaps at best, and if the records are not in perfect order and filmed in a consistent manner, so that endorsements come first, for example, and enclosures are in their proper order and all sheets of a multi-page document are in order to the film becomes unusable and therefore useless. There are many instances of film made but never used in government agencies because the records were not carefully arranged beforehand. One does not normally go within folders or cases to arrange original documents if they are going to be retained and used in their original form.

Arrangement on this lowest level, then, is done chiefly in connection with flattening and microfilming. Often arrangement of file units and individual documents is performed simultaneously, especially when records are being prepared for microfilming. This usually saves time and labor, but, insofar as the process becomes more complicated, a person of higher grade may be required.

The other major process requiring arrangement within the file unit and down to the individual document is in connection with microfilming. There is an increasing amount of this these days as:

1. Scholars blithely order hundreds of dollars-worth of film of records they have not seen, 2
2. They are trying to include more and more of our best and most valuable records in microfilm publications,
3. They are filming vast quantities of records either with a view of destroying the originals or, contrariwise, to preserve them by encouraging the use of microfilm rather than of originals.

References

Hsu, F., Chen, T., Fan, C., Lin, C., & Chiu, C. (2015). Factors affecting the satisfaction of an online community for archive management in Taiwan*. Program*, 49(1), 46-62. doi:10.1108/prog-12-2012-0068

Archives and Records Management Resources. (n.d.). Retrieved May 12, 2019, from https://www.archives.gov/research/alic/reference/archives-resources/archival-arrangement.html