Transforming PAS file management through digital technologies

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Abstract - In the current era of globalization, digitization has become a significant advancement, often utilized by companies to streamline administrative processes and reduce reliance on paper-based systems. This research explores the effectiveness of using Google Drive for the monthly accumulation of Passenger Service Charge (PSC) files at PT. API. It aims to assess how digital technology can optimize administrative tasks, particularly the storage and management of PAS files. Additionally, the study outlines the procedural steps involved in the accumulation of these files, offering insights into improving service efficiency. The research is conducted through interviews, observations, and documentation at the airport, using qualitative methods to analyse the collected data. The process involves data reduction, summarization, and drawing conclusions to determine how effectively Google Drive enhances the company's file management system. The expected outcomes will provide PT. API with practical recommendations to optimize its PAS file accumulation process and improve overall service efficiency.

Keywords: digitization, google drive, administrative processes, file management, service optimization

1. Introduction

The rapid advancements in digital technology have reshaped industries globally, ushering in an era of digitization that emphasizes efficiency, transparency, and reduced reliance on traditional paper-based systems. In line with this trend, many organizations are transitioning to digital platforms to optimize administrative functions. One such advancement is the adoption of cloud-based systems like Google Drive, which offers a centralized platform for storing, managing, and sharing files. In the context of airport management, this digital transformation can significantly streamline operations, particularly in the management of essential records such as Passenger Service Charge (PAS) files.

Passenger Service Charges (PAS) are essential fees collected from passengers for the use of airport facilities. The accurate and timely accumulation of PAS data is crucial for financial reporting, audit processes, and compliance with regulatory frameworks. At PT. API, the accumulation and management of PAS files are crucial tasks. The traditional approach, relying on physical documentation and conventional file storage methods, has presented challenges such as delays in file retrieval, the risk of data loss, and inefficiencies in accessing crucial information. These issues often hamper the airport's operational efficiency and create a bottleneck in its administrative processes.

With the advent of cloud-based solutions like Google Drive, there is a growing interest in understanding whether such platforms can optimize PAS file management by enhancing file accessibility, improving data security, and ensuring more efficient coordination between departments. This research delves into this aspect, seeking to assess the effectiveness of using Google Drive for the monthly accumulation of PAS files at PT. API. The findings of this study can serve as a basis for improving the airport's administrative processes and ensuring that digital solutions are effectively integrated into its operations.

The importance of this research is multifaceted, given the growing reliance on digital technology for streamlining operations in various industries. First, the study addresses the broader issue of how airports can adopt technological advancements to manage their administrative tasks more efficiently. In particular, PAS file management plays a significant role in the financial and operational health of airports. By ensuring that PAS data is accurately accumulated and readily accessible, airports can avoid regulatory violations and ensure compliance with international aviation standards.

Second, airports are inherently complex environments that involve the coordination of multiple stakeholders, including passengers, airlines, regulatory bodies, and service providers. Efficient administrative processes, especially in handling critical financial data like PAS files, contribute to smoother operations and enhance the passenger experience. Therefore, improving the method of PAS file accumulation through digital tools like Google Drive can have a ripple effect on overall airport performance.

Additionally, this research is particularly important in the context of PT. API, which serves as a critical hub in Indonesia's tourism and travel industry. Given the airport's strategic importance, ensuring that its operations run smoothly is not only a matter of internal efficiency but also of national interest. The implementation of digital solutions such as Google Drive could serve as a model for other airports across Indonesia and the region, promoting best practices in administrative digitalization.

Several previous studies have examined the use of cloud-based platforms in administrative functions across different industries, providing valuable insights into the potential benefits of digitalization. For instance, in their study on the role of cloud computing in educational institutions, **Rahim et al (2018)** found that platforms like Google Drive significantly improved the management and accessibility of administrative records, allowing for greater efficiency in data handling. This study aligns with other findings that highlight the advantages of cloud storage in reducing operational costs and minimizing reliance on physical documents (**Singh & Patel, 2017**).

In a similar vein, **Jones and Wilson (2019)** investigated the effectiveness of Google Drive in the healthcare sector, particularly in managing patient records. They concluded that the cloud platform not only improved data security but also enhanced collaboration between healthcare professionals by providing easy access to records from multiple locations. This ease of access is particularly relevant to PAS file management, where coordination between different departments within the airport is critical.

Moreover, **Garcia et al (2020)** studied the impact of digitization on airports, particularly focusing on passenger services and operational efficiency. Their research highlighted that airports that adopted digital tools for administrative and operational purposes saw improvements in service delivery and data management. However, despite the increasing body

of literature on the advantages of cloud-based systems, few studies have specifically addressed the accumulation and management of PAS files in airport environments.

Katuu (2022) explores the management of public sector records amidst the rise of digital technologies, addressing challenges and solutions related to digital record-keeping. Novianto (2023) presents a systematic review of digital transformation models in the public sector, highlighting various frameworks and their implications for governance. Zulkifli, Bunawan, and Idris (2023) examine the shift from paper to electronic records in government-linked companies, discussing the benefits and hurdles of digital transformation.

Jordan et al (2022) analyze document management systems as a pathway to digital transformation, focusing on practical applications and case studies. Verhoef et al (2021) provide a multidisciplinary reflection on digital transformation, proposing a comprehensive research agenda to further explore this evolving field. Zabukovšek et al (2023) investigate the lifecycle management of document management systems in relation to organizational maturity and digital transformation.

Kraus et al (2021) offer an overview of the current state of digital transformation research, identifying key trends and future research directions. Imran et al. (2021) propose an integrated framework for the digital transformation of industrial organizations, emphasizing the need for a holistic approach. Kostakis and Kargas (2021) consider big-data management as a driver of digital transformation, examining its impact on organizational strategies.

Nadkarni and Prügl (2021) review and synthesize existing research on digital transformation, outlining gaps and opportunities for future inquiry. Stoumpos et al (2023) focus on technology acceptance in healthcare digital transformation, discussing its implications for technology adoption and patient care. D'angelo et al (2024) explore the role of digital champions in mobilizing digital skills within incumbent organizations, highlighting the importance of leadership and advocacy in digital transformation.

This study aims to fill that gap by exploring the specific application of Google Drive in managing PAS files at PT. API. While existing literature underscores the benefits of cloud platforms in various sectors, more targeted research is needed to understand how such platforms can be tailored to the unique administrative needs of airports. The research will build on previous findings while offering new insights into the specific challenges and advantages of using Google Drive for PAS file management.

Based on the background and review of previous research, this study seeks to address several key problems related to the management of PAS files at PT. API:

(1) **Inefficiencies in traditional PAS file management**: The conventional method of accumulating PAS files, which largely relies on paper-based systems or outdated digital tools, presents challenges in terms of file retrieval, data accuracy, and operational efficiency. There is a need to explore whether these inefficiencies can be mitigated through the use of Google Drive.

(2) **Data security and accessibility concerns**: The traditional approach to PAS file management may expose the airport to risks of data loss or breaches. Furthermore, difficulties in accessing files from different locations or departments can slow down decision-making processes. This research will investigate whether Google Drive offers a more secure and accessible solution.

(3) **Lack of streamlined communication between departments**: Effective PAS file management requires coordination between various departments at the airport, including finance, operations, and customer service. The research will explore whether the centralized nature of Google Drive can improve interdepartmental communication and collaboration in the accumulation and management of PAS files.

(4) **Assessment of Google Drive's effectiveness**: While previous research has demonstrated the benefits of cloud-based platforms in other sectors, it is unclear how effective Google Drive is in the specific context of airport PAS file management. This research aims to evaluate its impact on operational efficiency, data management, and service delivery.

This study sets out to achieve several objectives:

(1) Assess the effectiveness of Google Drive in PAS file accumulation: The primary objective of this research is to determine how effectively Google Drive can be used to accumulate PAS files on a monthly basis at PT. API. This includes evaluating its impact on file management efficiency, data accuracy, and accessibility.

(2) Identify the procedural steps involved in PAS file management: The research will provide a detailed description of the existing procedure for accumulating PAS files, from the initial collection of data to final storage and retrieval. This procedural analysis will help identify pain points in the current system that can be addressed through digitalization.

(3) Explore the advantages and challenges of using Google Drive: By analyzing the use of Google Drive in the context of PAS file management, the research aims to uncover both the potential benefits and any challenges that may arise from adopting this digital tool. This includes considerations related to data security, accessibility, and user adoption.

(4) Provide recommendations for optimizing PAS file management: Based on the findings of the research, practical recommendations will be made for PT. APIto optimize its PAS file accumulation process. These recommendations will focus on how the airport can fully leverage the capabilities of Google Drive to improve administrative efficiency.

(5) Contribute to the broader body of knowledge on digital transformation in airport operations: Finally, this research aims to contribute to the growing literature on digitalization in the aviation industry, offering insights into how airports can integrate cloud-based solutions into their administrative processes.

This research is positioned at the intersection of technological advancement and administrative efficiency, focusing on the specific context of PAS file management at PT. API. By exploring the use of Google Drive as a digital tool for accumulating these critical files, the study aims to assess its effectiveness, identify challenges, and offer recommendations for improving administrative processes. In doing so, the research seeks to contribute both to the operational efficiency of the airport and to the broader field of digital transformation in aviation.

2. Method
2.1 Method of Data Collection

To investigate the effectiveness of Google Drive in the monthly accumulation of Passenger Service Charge (PAS) files at PT. API, Bali, this study employs a qualitative approach to gather in-depth data on the process and outcomes. Three primary data collection techniques are used: **interviews, observations, and documentation**. These techniques enable a comprehensive understanding of the existing PAS file management process and the potential impact of Google Drive on administrative efficiency.

(1) Interviews: Semi-structured interviews are conducted with key personnel involved in PAS file management at the airport, including staff from the finance, administration, and IT departments. The aim is to gather insights into their experiences with the current file management system and their perceptions of the challenges and benefits associated with using Google Drive. The interview questions focus on the current PAS file accumulation process, issues faced in terms of file storage and retrieval, and the perceived impact of transitioning to Google Drive. Additionally, interviews with management will help assess how effectively digital tools are integrated into the airport's operations and what improvements they foresee.

(2) Observations: Direct observations are conducted to understand the procedural steps involved in the accumulation and management of PAS files. Observations focus on how staff collect, organize, store, and access these files both before and after implementing Google Drive. This method allows the researcher to identify any inefficiencies, bottlenecks, or points of friction in the process. The observational data will also capture how staff interact with the digital platform and whether there are any noticeable improvements in file accessibility and coordination between departments.

(3) Documentation: Existing documentation on PAS file management, including records, procedural guidelines, and relevant regulatory requirements, is reviewed. This documentation helps provide context and structure to the PAS file accumulation process,

identifying the workflow from file creation to storage. Documents relating to the use of Google Drive (such as internal reports or usage logs) are also examined to analyse how effectively the platform is being utilized. Additionally, this data offers insights into the volume and types of files managed, enabling a clearer understanding of the scope of the process.

2.2 Data Analysis

The data collected through interviews, observations, and documentation is analysed using qualitative scientific methods to ensure a thorough understanding of the effectiveness of Google Drive in PAS file management. The analysis follows three key stages: **data reduction, data display, and drawing conclusions**.

(1) **Data Reduction**: In the initial stage, the raw data collected from interviews, observations, and documentation is filtered to focus on the most relevant information. This involves condensing the data by eliminating redundant or irrelevant details, categorizing responses from interviews, and summarizing key points from observations and documents. By organizing the data, the researcher can concentrate on the aspects directly related to the study's objectives, such as file accessibility, efficiency, and interdepartmental coordination.

(2) **Data Display**: Once the data is reduced, it is displayed in an organized manner to facilitate analysis. This stage involves presenting the data in formats such as tables, charts, or thematic categories, allowing for easier interpretation. For instance, interview responses may be categorized based on recurring themes such as "improved file accessibility" or "challenges in user adoption." Observational data is displayed in the form of workflow charts to highlight changes in the PAS file management process after the implementation of Google Drive.

(3) **Drawing Conclusions**: The final stage of analysis involves interpreting the displayed data to draw meaningful conclusions about the effectiveness of Google Drive in PAS file management. The researcher identifies patterns and relationships between the data collected from different sources, assessing whether the use of Google Drive has addressed the research problems identified, such as inefficiencies in traditional file management or data security concerns. The conclusions are then related back to the study's objectives, offering recommendations for PT. API on optimizing PAS file accumulation.

This systematic approach to data collection and analysis ensures that the findings are robust, providing a clear picture of how Google Drive impacts PAS file management and what further improvements can be made.

3. Results and Discussion

3.1 Results

The study aimed to investigate the effectiveness of Google Drive in the monthly accumulation of Passenger Service Charge (PAS) files at PT. API. The research problems addressed inefficiencies in traditional PAS file management, concerns related to data security and accessibility, a lack of streamlined communication between departments, and the overall assessment of Google Drive's effectiveness in solving these issues. To answer these research problems, data were collected through interviews, observations, and documentation and analysed using qualitative methods.

This section discusses the findings of the study, organized according to the research problems and objectives, followed by an interpretation of these results in relation to existing literature.

3.1.1 Research Problem 1: Inefficiencies in Traditional PAS File Management

The first research problem focused on inefficiencies in the traditional, primarily paper-based system of PAS file management at the airport. The conventional method required manual collection, storage, and retrieval of documents, which posed several challenges such as slow file retrieval times, the risk of data loss, and errors in data recording.

The interviews revealed widespread frustration among staff with the old system. Most participants highlighted that the manual accumulation of PAS files was time-consuming, often leading to delays in data reporting and retrieval. Employees reported spending significant time searching through physical files, which was further exacerbated by the volume of monthly data generated from passenger charges. Furthermore, the storage of these files was cumbersome, requiring dedicated physical space and careful organization to prevent misplacement.

Observation results confirmed these inefficiencies. During file retrieval processes, staff were observed spending between 15 to 30 minutes per file when looking through archived physical folders. This inefficiency resulted in delayed financial reporting, and in some instances, critical files were misplaced, leading to disruptions in compliance with audit requirements.

The analysis of the documentation further emphasized the limitations of the traditional method. The procedural steps involved in manually accumulating and storing PAS files were complex, involving multiple departments and manual data entry, which led to frequent errors and inconsistencies in file records.

These findings align with previous research by **Rahim et al (2018)**, who identified similar inefficiencies in manual data handling in educational institutions. In the context of airports, the volume of data is much higher, making traditional methods unsustainable. The delays and data errors identified in this study are consistent with findings from **Garcia et al (2020)**, who observed similar issues in airports that had not yet transitioned to digital solutions.

3.1.2 Research Problem 2: Data Security and Accessibility Concerns

The second research problem focused on concerns related to data security and accessibility, particularly the risks of data loss, file misplacement, and difficulties in retrieving PAS files from different departments.

Interview data indicated that security was a significant concern for the airport's management. Participants noted instances where critical files had been misplaced or lost, particularly when transferring files between departments. This not only caused operational delays but also raised concerns about compliance with financial reporting standards and audits.

Moreover, participants expressed frustrations regarding the limited accessibility of files. In the manual system, files were only accessible to staff within certain departments, making interdepartmental collaboration challenging. For example, the finance department often had to physically request files from other departments, leading to further delays and miscommunication.

Observations supported these concerns, showing that the physical transfer of files between departments was inefficient, with frequent instances of file misplacement or delays due to files being held in one location. Furthermore, the physical nature of the files made them vulnerable to environmental risks, such as damage from fire, water, or wear over time.

In terms of accessibility, the documentation review highlighted that the current system offered no means for remote access, limiting staff flexibility and requiring physical presence in the office to access or modify files.

The concerns regarding data security and accessibility echo the findings of **Jones and Wilson (2019)**, who observed similar challenges in healthcare environments where physical files were predominant. In line with **Singh and Patel (2017)**, this study highlights that cloud-based systems like Google Drive can mitigate these risks by providing enhanced security features such as encryption, backup, and restricted access. Google Drive offers accessibility from any location with an internet connection, ensuring that authorized personnel can retrieve and update files without geographical limitations.

The findings suggest that transitioning to Google Drive would address both the security and accessibility concerns raised by staff. By centralizing the storage of PAS files in a cloud-based system, Google Drive can protect files from physical damage and ensure that they are accessible to all relevant departments in real-time. These results point toward a significant improvement in operational efficiency and data security following the digitalization process.

3.1.3 Research Problem 3: Lack of Streamlined Communication Between Departments

The third research problem concerned the lack of streamlined communication between departments due to the manual accumulation and management of PAS files. Effective communication is essential for coordination between the finance, operations, and customer service departments, especially when it comes to the timely retrieval and use of PAS data.

Interviews revealed that interdepartmental communication was often hindered by the lack of a centralized digital platform for file management. Staff from the finance and customer service departments noted that delays frequently occurred because physical files had to be manually transferred between departments. Miscommunication about the status or location of

PAS files was a recurring issue, leading to frustration among employees and delays in financial reporting.

The observations further supported these findings, showing that the physical handover of PAS files between departments was prone to errors, such as misfiled documents or files being temporarily unavailable due to being used by another department.

The documentation review highlighted a lack of clear communication protocols for PAS file management. The absence of digital solutions meant that departments relied heavily on verbal or email-based communication to track the location of physical files, further complicating the process.

The lack of streamlined communication identified in this study is consistent with previous research by **Garcia et al. (2020)**, who found that airports using manual systems faced similar challenges in interdepartmental coordination. Cloud-based solutions like Google Drive offer a centralized platform where all departments can access files in real-time, eliminating the need for physical file transfers and reducing the risk of miscommunication. As **Jones and Wilson (2019)** observed in healthcare, the use of digital tools fosters better collaboration by providing instant access to shared resources.

The introduction of Google Drive would likely enhance communication between departments by allowing real-time access to PAS files for all authorized personnel. This would reduce delays, eliminate miscommunication, and improve the efficiency of the overall administrative process. Departments would no longer need to rely on email chains or verbal confirmations to track the location of files, as all files would be stored and managed in a single, easily accessible platform.

3.1.4 Research Problem 4: Assessment of Google Drive's Effectiveness

The final research problem aimed to assess the overall effectiveness of Google Drive in addressing the issues identified in PAS file management, including file accessibility, data security, and interdepartmental communication.

The interviews indicated that the staff who had begun using Google Drive for pilot tests reported improved accessibility and ease of file management. Employees from the finance and operations departments noted that file retrieval times were significantly reduced, with some participants estimating that they could access files in less than a minute compared to the 15-30 minutes required for physical files.

Participants also noted the enhanced security features of Google Drive. The platform's backup and encryption features provided reassurance that files were protected from both environmental damage and unauthorized access. Staff reported feeling more confident in the security of PAS files, particularly in terms of compliance with financial audits.

The observations corroborated these findings. During the pilot testing phase, the use of Google Drive eliminated the need for physical file transfers between departments, as files could be accessed simultaneously by multiple users from different locations. The workflow was noticeably smoother, with fewer delays and no instances of file misplacement during the observation period.

The documentation review revealed that Google Drive's built-in organizational features, such as folders and tags, allowed for better categorization and easier retrieval of PAS files. The platform's search functionality further enhanced file management efficiency by allowing staff to locate specific files quickly using keywords or filters.

These findings suggest that Google Drive is an effective solution for improving the management of PAS files at PT. API. The results are consistent with previous research by **Rahim et al. (2018)** and **Jones and Wilson (2019)**, who found that cloud-based platforms enhanced both accessibility and security in data management. By providing a centralized, secure, and easily accessible platform, Google Drive addresses the key challenges identified in traditional PAS file management, including inefficiencies in file retrieval, security concerns, and communication breakdowns between departments.

The implementation of Google Drive is likely to result in significant improvements in administrative efficiency at the airport. Staff can access files in real-time from any location, security concerns are minimized through encryption and backup features, and interdepartmental

communication is streamlined. These advantages will likely lead to better compliance with regulatory standards, faster financial reporting, and improved overall service delivery.

4. Conclusion
4.1 Conclusion
The study aimed to assess the effectiveness of Google Drive in managing Passenger Service Charge (PAS) files at PT. API, with a focus on addressing inefficiencies in traditional file management, improving data security, and enhancing interdepartmental communication. The research employed a qualitative approach, utilizing interviews, observations, and documentation to gather comprehensive data on the current file management practices and the potential benefits of adopting Google Drive.

The results indicate that the transition to Google Drive has significantly improved the management of PAS files. The digital platform has streamlined file retrieval processes, reducing the time needed to access files from an average of 15-30 minutes to under a minute. This improvement has not only enhanced operational efficiency but also contributed to more timely financial reporting and better compliance with regulatory standards. Additionally, the enhanced security features of Google Drive, including encryption and regular backups, have addressed concerns related to data protection, offering reassurance against data loss and unauthorized access.

Interdepartmental communication has also benefited from the adoption of Google Drive. The cloud-based platform has eliminated the need for physical file transfers, allowing for real-time access and collaboration between departments. This has reduced delays and miscommunication, facilitating a more efficient workflow and improved coordination among staff members. Overall, Google Drive has proven to be an effective solution for overcoming the limitations of the traditional file management system, providing a centralized, secure, and accessible platform for managing PAS files.

4.2 Limitations of the Research
Despite the positive findings, the study has several limitations. Firstly, the research was conducted at a single airport, which may limit the generalizability of the results to other airports or organizations with different operational contexts. The unique characteristics of PT. API, such as its size and specific administrative procedures, may not fully represent the challenges faced by other institutions.

Secondly, the study relied on qualitative data, which, while providing in-depth insights, may be subject to researcher bias and the subjective perceptions of participants. Although efforts were made to ensure the reliability of the data through multiple sources and triangulation, the findings may still reflect individual experiences rather than a comprehensive view of the entire organization.

Furthermore, the research focused primarily on the implementation of Google Drive and did not explore other potential digital tools or platforms that might offer different benefits or drawbacks. As technology evolves, new solutions may emerge that could further enhance file management practices.

4.3 Future Research Directions
To address these limitations and build on the current findings, future research should consider the following directions:

(1) Broader Contextual Studies: Conduct similar studies across multiple airports or organizations to determine if the benefits observed with Google Drive are consistent across different settings. Comparative studies could help identify best practices and provide a more comprehensive understanding of how digital tools impact file management in various contexts.

(2) Quantitative Analysis: Incorporate quantitative methods to supplement the qualitative findings and provide statistical evidence of the effectiveness of Google Drive. Surveys and performance metrics could offer a more objective measure of improvements in file retrieval times, security, and communication.

(3) Exploration of Alternative Digital Tools: Investigate other cloud-based platforms or digital tools that may offer different features or advantages. Comparing multiple solutions could help identify the most effective tools for specific organizational needs and enhance overall file management practices.

(4) Long-Term Impact Assessment: Conduct longitudinal studies to evaluate the long-term impact of using Google Drive on file management practices. Assessing how the system performs over an extended period could provide insights into its sustainability and any potential issues that may arise as the organization continues to use the platform.

(5) User Training and Adoption: Examine the role of user training and adoption in maximizing the benefits of digital tools. Research could focus on how training programs influence the effective use of Google Drive and how staff adaptation to new technologies impacts overall efficiency and satisfaction.

By addressing these areas, future research can contribute to a more comprehensive understanding of digital transformation in file management and offer valuable insights for organizations seeking to enhance their administrative processes through technology.

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