



## **Application of Performance Management in the Jogja Archive Diorama**

**Lalu Abdul Azus<sup>1\*</sup>, Nur Puji Lestari<sup>2</sup>, Rifdah Roihaanah<sup>3</sup>**

<sup>1\*</sup> Master of Tourism Studies, Postgraduate School, Gadjah Mada University, Yogyakarta.  
Email [laluabdulazus@mail.ugm.ac.id](mailto:laluabdulazus@mail.ugm.ac.id)

<sup>2</sup> Master of Tourism Studies, Postgraduate School, Gadjah Mada University, Yogyakarta.  
Email [nur.pujil@mail.ugm.ac.id](mailto:nur.pujil@mail.ugm.ac.id)

<sup>3</sup> Master of Tourism Studies, Postgraduate School, Gadjah Mada University, Yogyakarta.  
Email [rifdahroihaanah@mail.ugm.ac.id](mailto:rifdahroihaanah@mail.ugm.ac.id)

**Corresponding Author Email [laluabdulazus@mail.ugm.ac.id](mailto:laluabdulazus@mail.ugm.ac.id)**

**Abstract.** This research is a Case Study on Display. The Jogja Archive Diorama was established on February 24, 2022. In the Jogja Archives Diorama, various archive collections are presented that tell the story from the beginning of the Kingdom of Mataram to the Privileges of Yogyakarta. The goal to be achieved is to find out how the Jogja Archive Diorama Display. The research method used is qualitative, with a theoretical approach regarding the display. Descriptive research is research intended to investigate the circumstances, conditions, or other things mentioned, and the results are presented in the form of research reports based on data by presenting, analyzing, and interpreting them. The data collection method used is interviews, observations, and documentation at the Jogja Archive Diorama. The results obtained in this study are Storyline and how to present archives with different nuances. Adjustments were also made to several aspects of the display by the Jogja Archives Diorama using the theory from the book *Weighing the Space of Styling* by Mikke Susanto. This study concludes That 250 artists and technologists, audio-video practitioners, readiness experts, historians, academics, and practitioners from various fields of science help supervise the study. Some exhibition materials or information are sourced from DPAD DIY, domestic and foreign institutions, and private collections.

**Keywords:** diorama, management, archive, application, performance

## **INTRODUCTION**

### **History and Background**

The Yogyakarta Archives Diorama was established as part of the Yogyakarta City government's efforts to preserve and exhibit historical archives related to the struggle for independence and the city's development (Afif, 2015). These archives have essential value as a historical source that records the long journey of Yogyakarta, starting from the era of the Sultanate of Yogyakarta, the colonial period, to the period of independence struggle and post-independence development (Harianto, 2017). As one of Indonesia's cultural and educational centers, Yogyakarta

has many invaluable historical records (Birsyada et al, 2021). Therefore, this diorama displays written documents and visual representations through miniatures or models of important historical events, making history more accessible and understood by the wider community, especially the younger generation (Putri, 2023)..

The inauguration of the diorama on February 24, 2022, by the governor of Yogyakarta, Sri Sultan Hamengku Buwono X. The establishment of this diorama also aims to foster public awareness of the importance of archives as cultural and historical assets, as well as a medium for learning about the values of struggle, nationalism, and Yogyakarta's identity. Diorama has a diverse collection covering various topics, such as the Islamic kingdom of Mataram, the palace's history, and the development of Yogyakarta (Sinaga, 2023). There are 250 artists and technologists, audio-video practitioners, readiness experts, historians, academics, and practitioners from various fields of science who help to supervise. Some exhibition materials or information are sourced from DPAD DIY, domestic and foreign institutions, and private collections.

## **LITERATURE REVIEW**

**A diorama** is an appearance that resembles an event, a natural appearance, or it can also be a particular building. Usually, dioramas are miniature and in the form of 3D. The model resembles its original shape and gives a real effect (Winarni et al., 2009).

### **History of Dioramas**

The diorama originated in the French State. The artists there made one to explain something even simpler. More precisely, dioramas are used in a large museum in France. The first people to create them were Daguerre and Charles Marie Bouton.

### **Diorama Function**

The diorama media created must have a function. The following section will also discuss the various functions of this diorama media. Many functions will be obtained from this diorama, both for the creator and for those who see it. Here are some of its functions:

1. Makes it easier to study a large object.
2. It can be used to study an event or history that has long existed.
3. It can function to learn something that cannot be touched by using the human body.
4. Useful for learning things that have an abstract component.

5. It can show the process of making an object that cannot be found directly (Saputri et al., 2023).

### **Advantages of Diorama**

Here we will also discuss the meaning of dioramas in terms of the advantages of this one media. Of course, with all the existing advantages, it will be beneficial for some parties (Limanto, 2008). The advantages of this diorama media will be discussed in detail below:

1. Present and share an experience directly.
2. Presenting using this diorama feels more real and less likely to be touched verbally.
3. It can present an object in detail, both in terms of components and how it is made.
4. It can present the process of an event with the order and also the exact details.
5. An organizational structure can be clearly seen if it uses diorama media.

### **Disadvantages of Diorama**

In addition to having advantages, it turns out that diorama media also has several disadvantages. However, of all the shortcomings that exist, it does not affect all the advantages in it. Let's just see what are the shortcomings in this diorama media:

1. Requires a large storage space.
2. The treatment carried out must be thorough and also routine.
3. Unable to reach an object that is quite numerous.
4. In its manufacture it requires precision and must also be in accordance with the original.
5. The presentation must be concrete and accompanied by writing as a brief explanation.

### **How to Make a Diorama**

Interested in creating a diorama? Well, the following will give you how to make a simple diorama easily (Afif, 2015). If you follow the procedure below, the diorama you make will be interesting and look real. Here's how to explain it:

1. Determine the theme you want to make, for example a historical theme or a scene.
2. Then draw the design first, then also prepare some of the tools and materials needed.
3. Make a frame out of wood, then place it in a box or cardboard.
4. After that, don't forget to create the background, adjust it to the theme to be created.
5. Next, make the plain or base, don't forget to give some details according to the design that has been made beforehand.

## **Types of Dioramas**

There are also two types of dioramas in general, from these two types can be used as a benchmark for making dioramas with what kind of model. If you don't know these types, then here will be briefly discussed:

1. **Closed Diorama.** For the first type, there is a closed diorama, where all sides are covered using a frame. In fact, some even cover it with a large glass. It is usually in a museum or other important place.
2. **Open Diorama.** This type of open diorama is the opposite of a closed diorama. So, open dioramas are not protected by any type of frame. It can be freely accessed and even touched by anyone. However, it is prone to damage and does not last long.

## **METHODS**

The research uses a descriptive method. Data was collected using surveys and interviews. According to Arikunto (2019), descriptive research is research intended to investigate the circumstances, conditions, or other things that have been mentioned, the results are presented in the form of research reports based on data by presenting, analyzing, and interpreting them.

### **Steps taken**

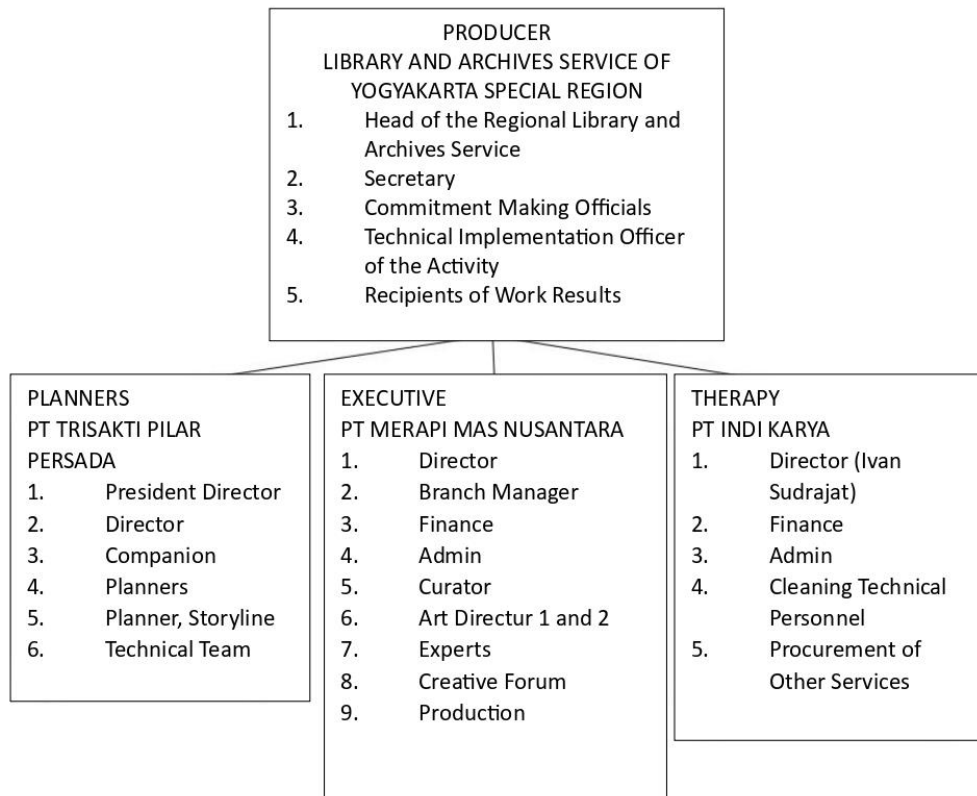
1. Identify significant problems to be solved through descriptive methods.
2. Limiting and formulating problems.
3. Determine the purpose and benefits of the research.
4. Conduct literature studies related to problems.
5. Determining the thinking framework, research questions, and/or research hypotheses.
6. Designing the research method includes determining the population, samples, sampling techniques, data collection instruments, and data analysis.
7. Collecting, organizing, and analyzing data using relevant statistical techniques.
8. Create a research report (Arikunto, 2019).

## **DISCUSSION**

### **Diorama Organizational Structure**

This diorama is part of a work unit under the auspices of the Yogyakarta Regional Library and Archives Office (DPAD DIY). Therefore, the diorama does not stand alone

but operates as one of the public service units managed by the DIY DPAD. In carrying out its duties and functions, this diorama is supported by various personnel with their respective roles. Six guides provide information to visitors, two front desk staff who handle reception and guest service, and two operators responsible for the diorama's operation, including maintenance and related technical provisions.



**Source: Interview and DPAD DIY, 2023**

**Principal Duties and Functions (TUPOKSI)**

**State Civil Apparatus (ASN)**

- o Mrs. Yurika holds the head of the diorama service and operational team. He is responsible for managing the diorama's overall services and operational activities, ensuring that everything runs smoothly, and coordinating with the DIY DPAD for administrative needs and program development.

### **Non-ASN Personnel**

1. It consists of guides, front desks, and operators who play a role in the daily operation of the diorama.
2. The guide provides explanations and educational information to visitors regarding the collections and materials displayed in the diorama.
3. Front desk staff function in the initial service to visitors, such as receiving guests, providing essential information, and managing arrival administration.
4. Operators are in charge of maintaining and operating diorama facilities, including audiovisual and exhibition equipment, to ensure their correct functioning.

### **Results of the Visit**

The results of the visit to the Jogja Archive Diorama on Friday, September 13, 2024, are as follows:

1. The tour activity in the Jogja archive diorama was carried out for 90 minutes  
Visitors are expected to arrive 15 minutes before the tour starts. If visitors are late, the officer will only speed up the registration and explain the tour rules while walking after the group. Officers are on guard to deal with late tour participants.
2. Number of tour guides: 6  
The main task of the tour guide is to carry out activities to guide tourists. It's just that when there are no tour guides, they advertise on social media, creating social media content.
3. Tour guide activities are carried out with an interactive process. During the observation process during the tour activities, the performance of the tour guide was good.
4. If there is criticism and suggestions or appreciation by guests, it can be conveyed in 2 forms : Complaints directly to the officer or complaints through the barcode provided
5. Complaints directly to officers will allow employees to see the evaluation of incoming criticism directly. Based on these criticisms, discussion activities can be carried out in the evaluation agenda, which is held every month. Employees can immediately find out the content of criticism submitted by visitors.
6. Criticism and suggestions through barcodes are only accessible to the leadership. Employees cannot directly know the content of criticism and suggestions from visitors, and this was not published by the leadership.
7. The employee monitoring agenda is carried out once a month. This includes attitude evaluations, performance evaluations, and various kinds of assessments for supporting work.

## **Implementation of Innovation Development Planning**

The development of innovations in dioramas is carried out in stages once a year. This development aims to update services, improve the quality of exhibitions, and enrich the visitor experience through various improvements and new feature additions. Diorama operational funding is sourced from the **Privilege Fund**, which is allocated to meet diorama facilities' management, maintenance, and development needs. **Visitor Levy**, which is directly deposited to the treasurer as part of the Regional Original Revenue (PAD). This source of funds also helps finance daily operational activities.

## **Training, Monitoring, Evaluation System**

Diorama implements a structured training and monitoring system to ensure the quality of its services and improve team capabilities.

### **Training**

1. The training program was conducted for one month, from January to February 2022. This training aims at recruits to understand their duties and responsibilities well.
2. New guides receive training with direct guidance from the State Civil Apparatus (ASN), which has more experience managing diorama services.
3. In the next recruitment system, training for new employees will involve old employees as mentors. This approach aims to leverage their experience in providing practice guidance to new workers.

### **Monitoring**

1. Monitoring is carried out periodically every month to ensure performance and compliance with diorama operational standards. Evaluation is carried out every month through meetings that include general and personal discussions. The meeting aims to evaluate the team's overall performance and provide individual feedback for future performance improvements.
2. A performance assessment with a system for uploading proof of work is also required. Each team member must upload documentation related to the work they have completed as part of the evaluation and service quality improvement process.

3. Evaluations are also carried out based on reviews provided by visitors through Google Reviews. This review is one indicator of service quality and provides an overview of visitor satisfaction.
4. In addition to online reviews, evaluations are supported by direct survey results from diorama visitors. This survey collects feedback on their experiences, including aspects that they feel need improvement.

### **Employee Management**

Employee management in dioramas is regulated with various policies to support well-being and good working conditions:

1. **Salary:** Diorama employees receive salaries by the Provincial Minimum Wage (UMP).
2. **Employee Facilities:** Besides the basic salary, employees also get additional facilities such as work uniforms, BPJS membership, access to sports fields, and holiday allowances (THR).
3. **Non-ASN Workforce:** The payroll of non-ASN workers is managed through an outsourcing system, which regulates wage payments according to the provisions.

### **Recruitment Methods**

Two recruitment methods, internal and external, are applied in an effort to meet the workforce's needs and ensure that diorama operations run effectively.

#### **Internal Recruitment**

It was carried out among the State Civil Apparatus (ASN) within the Yogyakarta Regional Library and Archives Service (DPAD DIY) scope. This method allows the transfer or promotion of ASN employees with relevant qualifications and experience to fill certain diorama positions, such as service and operational team leaders.

#### **External Recruitment**

To meet the needs of non-ASN workers, such as guides, front desks, and operators, diorama collaborates with PT. Indi Karya. The company is responsible for the selection process and placement of workers according to the needs of the diorama unit. This method helps ensure that the recruited personnel have the necessary skills and competencies to provide quality services to visitors.

## **Job Requirements**

Each position must meet special requirements when recruiting workers for dioramas to ensure the quality of services provided to visitors.

## **Operator Team**

The diorama operators are required to have the relevant certifications. This certification ensures that the operator has the technical skills and knowledge to operate and maintain diorama equipment, including audiovisual and exhibition equipment.

## **Front Desk Staff**

Although the requirements for front desk positions are not explained in detail, the staff needs to have a thorough understanding of dioramas. This is so that they can provide accurate information and help visitors with various questions related to diorama collections and services.

## **Guide**

Drivers in dioramas are required to communicate in two languages. This ability is necessary to serve visitors from various backgrounds, both local and international so that all visitors can understand the information provided.

## **Business Hours**

Working hours in the diorama are arranged according to the employee's status as follows:

### **ASN**

ASN employees work from Monday to Friday, with working hours starting at 07.30 to 16.00.

### **Non-ASN**

Working hours for non-ASN personnel start at 08.00 and end at 16.00, with working days from Tuesday to Sunday. This is to ensure that services continue to run on weekends.

## **Leave Taking Procedure**

Taking leave in the diorama is regulated differently for Non-ASN workers and must comply with the following provisions:

### **Non-ASN**

1. To apply for leave, non-ASN personnel must first ask permission from the team leader.

2. Non-ASN employees have regular holidays every Monday and an additional holiday between Tuesday and Friday. However, Saturdays and Sundays cannot take holidays to ensure weekend service availability.

### **ASN**

1. Annual leave is limited to 12 days per year.
2. If there is an urgent special need, non-ASN employees can take additional holidays provided they replace them with another day to maintain a balance in their work schedule.

### **Rewarding Method**

Currently, no reward system is applied explicitly in dioramas. Nonetheless, efforts to motivate the team are still carried out through regular evaluations and constructive feedback.

### **Occupational Safety and Health (K3)**

To ensure a safe working environment, dioramas are equipped with a variety of OSH facilities, including:

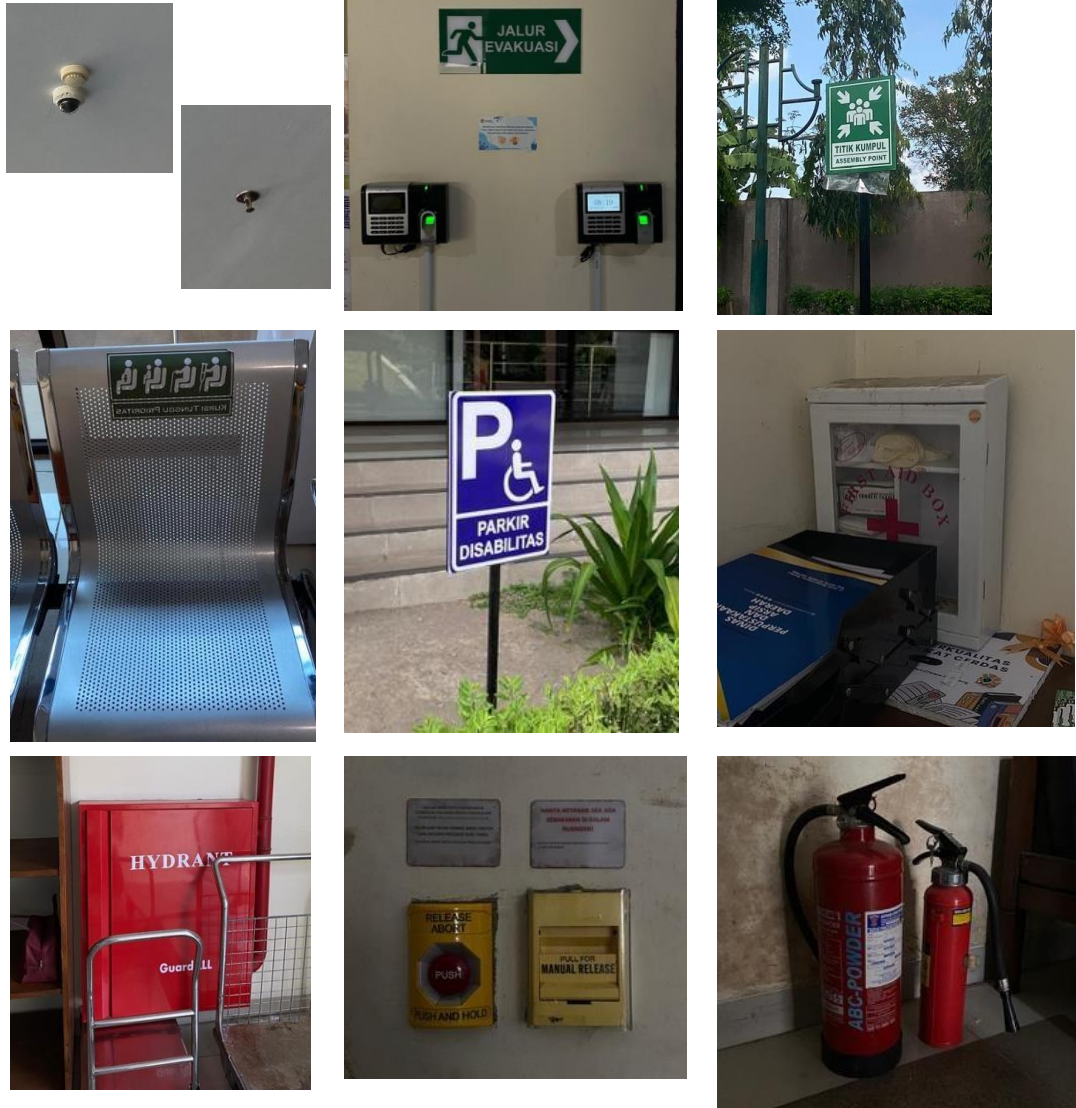
1. Light Fire Extinguisher (APAR)
2. CCTV for security monitoring
3. P3K box for first aid
4. Clear evacuation routes
5. Well-installed safety signs
6. Smoke detector to detect fire
7. Emergency lights for emergencies
8. Communication tools in the form of Handy Talkie (HT)

Although safety facilities are in place, guides lack the ability to deliver disaster evacuation information. Guides need increased training and information on evacuation procedures.

### **Hygiene**

Hygiene management in the diorama is handled by the janitor (OB), who is responsible for:

1. **Room Maintenance:** Cleaning and keeping the entire diorama area clean.
2. **Collection Maintenance:** Maintaining the collections on display so that they remain in good condition and fit for visitors to see.



Attachment

### INFORMASI TARIF DIORAMA ARSIP JOGJA

Berdasarkan Peraturan Daerah DIY No.11 Th 2023, mulai 2 Januari 2024 Diorama Arsip Jogja mulai dikenakan tarif retribusi:

- 1. Pelajar/Mahasiswa :Rp. 20.000/orang
- 2. Masyarakat Umum :Rp. 30.000/orang
- 3. Asing :Rp. 100.000/orang
- 4. Pembuatan liputan vlog/konten YouTube :Rp. 250.000/orang\*

**PEMESANAN TIKET MELALUI WEBSITE**  
[dioramaarsip.jogjaprov.go.id](http://dioramaarsip.jogjaprov.go.id)  
**Hotline : 085-600-515-731**

### JADWAL RUNNING HARIAN DIORAMA ARSIP JOGJA HARI SELASA-MINGGU

**SESI PAGI**

- 1. SESI 1 : 09.00 - 10.30
- 2. SESI 2 : 09.20 - 10.50
- 3. SESI 3 : 09.40 - 11.10
- 4. SESI 4 : 10.00 - 11.30
- 5. SESI 5 : 10.20 - 11.50

**SESI SIANG**

- 1. SESI 1 : 13.00 - 14.30
- 2. SESI 2 : 13.20 - 14.50
- 3. SESI 3 : 13.40 - 15.10
- 4. SESI 4 : 14.00 - 15.30
- 5. SESI 5 : 14.20 - 15.50

**PEMESANAN TIKET MELALUI WEBSITE**  
[dioramaarsip.jogjaprov.go.id](http://dioramaarsip.jogjaprov.go.id)  
**Hotline : 085-600-515-731**

### PENGUMUMAN

Berikut beberapa ketentuan yang perlu diperhatikan kawan arsip sebelum berkunjung ke Diorama Arsip Jogja

1. Informasi mengenai sesi, tarif dan ketersediaan tiket ada di laman resmi kami [dioramaarsip.jogjaprov.go.id](http://dioramaarsip.jogjaprov.go.id). Apabila tiket sudah 0 maka sudah habis/full booked.
2. Reservasi tiket dapat dilakukan di luar jam 23.00 - 02.00 untuk menghindari proses maintenance.
3. Penunjung wajib datang 10 menit sebelum sesi yang dipesan untuk melakukan registrasi ulang di frontdesk kami.
4. Bagi pengunjung yang terlambat diperbolehkan masuk ke Diorama Arsip Jogja sesuai sesi yang dipesan, dengan konsekuensi tertinggal konten atau ruangan.
5. Tiket yang sudah dibayar tidak bisa dikembalikan/refund. Kawan arsip bisa mengajukan penjadwalan ulang maksimal 2 hari sebelum kunjungan dengan menghubungi hotline whatsapp Diorama Arsip Jogja.
6. Tutorial pemesanan tiket dapat diakses melalui google drive di bawah ini. Apabila menemukan kendala, Kawan Arsip dapat menghubungi hotline layanan whatsapp kami.

085-600-515-731 | [dioramaarsip.jogjaprov.go.id](http://dioramaarsip.jogjaprov.go.id) | [dioramaarsip\\_jogja](https://www.instagram.com/dioramaarsip_jogja) | [diorama.arsip.jogja](https://www.facebook.com/diorama.arsip.jogja)



### TATA TERTIB LAYANAN

- PENGGUNA ARSIP TIDAK DIPERBOLEHKAN MENGGUBAH SUSUNAN ARSIP YANG DIBACA
- PENGGUNA ARSIP TIDAK DIPERBOLEHKAN MENCORET ATAU MEMBERI TANDA PADA LEMBAR ARSIP. MERUSAK ARSIP DAN WALIB BERHATI-HATI DALAM MEMBUKA ARSIP
- PENGGUNA ARSIP DILARANG MEMOTRET ATAU SCANNING ARSIP TANPA IJIN PETUGAS
- TIDAK MEMBAWA MAKANAN DAN MINUMAN
- WALIB MELAJA KETENANGAN DAN KENYAMANAN
- RUANG LAYANAN DIMASUKI OLEH KAMERA CCTV
- PENGGUNA TELEPON SELULER DALAM KEADAAN SILENT ATAU DIBAM

### STANDAR PELAYANAN DINAS PERPUSTAKAAN DAN ARSIP DAERAH DIY

1. Menunjukkan Kartu Identitas
2. Menunjukkan surat pengantar/permohonan jika ada
  - a. Jika pengunjung pelajar / mahasiswa membawa surat dari sekolah / fakultas
  - b. Pengunjung instansi membawa surat dari instansi
  - c. Jika pengunjung asing membawa surat ijin dari lembaga yang berwenang
  - d. Jika pengunjung bertujuan untuk bisnis iklan dan promosi dari perusahaan/ lembaga swasta
3. Mengisi formulir pemesanan arsip
  - a. Peminjaman
  - b. Pengandaan
4. Mentaati tata tertib layanan

**WAKTU REPRODUKSI**

- 1. Arsip Kertas = 1x24 jam
- 2. Arsip Foto = 2x24 jam
- 3. Arsip Rek. Suara = 2x24 jam
- 4. Arsip Kartografi = 2x 24 jam
- 5. Arsip Audio Visual = 2x24

### Attachment



(Documentation while the interview is ongoing)



### CONCLUSION

Application of Performance Management in the Jogja Archive Diorama, obtained in this study are Storyline and how to present archives with different nuances. Adjustments were also made to several aspects of the display by the Jogja Archives Diorama using the theory from Mikke Susanto's book *Weighing the Space of Styling*. This study concludes that 250 artists and technologists, audio-video practitioners, readiness experts, historians, academics, and Azus

practitioners from various fields of science help supervise the study. Some exhibition materials or information are sourced from DPAD DIY, domestic and foreign institutions, and private collections.

### **Acknowledgment**

Thanks to Dr. Th. Trisundari and Archivist Yurika, A.Md, Head of Static Archives Division, for your time Interview time in the Archive Reading Room

### **BIBLIOGRAPHY**

- Afif, A. Z. (2015). *Perancangan Animasi 2D Diorama Museum Benteng Vredenburg Yogyakarta* (Doctoral dissertation, Institut Seni Indonesia Yogyakarta).
- Arikunto, Suharsimi. (2019). *Research Procedures A Practical Approach*. Jakarta: Rineka Cipta.
- Birsyada, M. I., Gularso, D., & Fairuzabadi, M. (2022). Strategi pengembangan pembelajaran sejarah masa pendudukan jepang di indonesia berbasis diorama museum di sekolah. *Diakronika*, 22(1), 76-95.
- Herianto, N. A. (2017). Translation Study of Cultural Specific Items in Diorama Texts In Fort Vredenburg Museum Yogyakarta: Qualitative Content Analysis (thesis).
- Limanto, D. (2008). *Perancangan interior klub diorama Indonesia di Surabaya* (Doctoral dissertation, Petra Christian University).
- Putri Imansa, N. (2023). *Kurasi Arsip sebagai Materi Pameran Diorama Arsip Jogja* (Doctoral dissertation, Institut Seni Indonesia Yogyakarta).
- Saputri, D. E., Purwandari, S., & Istiningsih, G. (2023). Peningkatan Hasil Belajar Ipa Kelas Middle B Sd Tumbuh 2 Yogyakarta Melalui Pembelajaran Problem Based Learning (PBL) Berbantu Media Diorama. *Pendas: Jurnal Ilmiah Pendidikan Dasar*, 8(3), 1003-1012.
- Winarni, W., Suhatno, S., Riyanta, N. D., & Setyaningsih, A. (2009). Laporan hasil pengkajian koleksi dari Sedyata Tama sampai dengan Kedaulatan Rakyat: sebuah kajian koleksi diorama perebutan percetakan Harian Sinar Matahari.
- Yuli Zain Sinaga, R. (2023). *Displai "Diorama Arsip Jogja" Dinas Perpustakaan Dan Arsip Daerah Istimewa Yogyakarta* (Doctoral dissertation, Institut Seni Indonesia Yogyakarta).

**Internet:**

<https://dpad.jogjaprov.go.id/article/news/vieww/peresmian-diorama-arsip-jogja-dan-gedung-depo-archive-dpad-diy-2040>

[http://digilib.isi.ac.id/16564/2/NAMIRA%20PUTRI%20IMANSA\\_2024\\_BAB%20I.pdf](http://digilib.isi.ac.id/16564/2/NAMIRA%20PUTRI%20IMANSA_2024_BAB%20I.pdf)

<https://dioramaarsip.jogjaprov.go.id/home#tentang-kami>