

ANALYSIS OF HANDLING INCOMING LETTERS TO THE SIMPLE ELECTRONIC AGENDA BOOK SYSTEM OF PT. ANGKASA PURA I

Raihan Tsany¹ , Marsofiyati² , Destria Kurnianti³

¹Digital Office Administration Study Program, Universitas Negeri Jakarta, Indonesia

²Department of Office Administration Education, Universitas Negeri Jakarta, Indonesia

³Department of Digital Office Administration, Universitas Negeri Jakarta, Indonesia

Abstract

This research was conducted at PT Angkasa Pura I with the aim of knowing the handling of incoming letters in a simple electronic agenda book system.

Data for this research was obtained through several methods, namely observation, interviews and documentation. The analysis of this research was prepared using descriptive analysis methods to provide a comprehensive picture of the handling of incoming mail. The descriptive method is used to describe what exists in a systematic, factual and accurate manner regarding the facts being investigated. Therefore, it is hoped that this research can provide in-depth insight into the effectiveness and efficiency of handling incoming letters in a simple electronic agenda book system at PT Angkasa Pura I.

Keywords: Incoming Letter, Receipt of Incoming Mail, Correspondence.

I. Introduction

Mail management activities are often seen as easy and simple activities to the point that some people take this activity lightly. Many organizations have not implemented good and correct mail management. Managing letters is considered an easy and trivial thing that can be done by every employee, so there is no need for special knowledge and skills to carry it out. Organizations or offices must carry out mail management activities every day. Good letter management will provide positive benefits for the organization, and vice versa, letters that are not managed well will have a negative impact on the organization, and can even cause fatal losses. The position and function of a letter is very important for an organization because an organization without a letter is an organization that cannot run according to its vision and mission. Organizations with quite a lot of correspondence traffic and with the best possible management are measuring tools or parameters that the organization has high activity, but without having or storing correspondence, the organization is administratively considered an ineffective organization Kisma & Yohanis (2024).

Managing incoming and outgoing letters is an activity that makes work easier in an agency or organization. Incoming letters are all types of letters received by the agency or received from other parties. Meanwhile, an outgoing letter is a letter issued by an agency. An agency has a lot of incoming and outgoing letters, with so many incoming and outgoing letters it requires mail management so that all incoming and outgoing letters can be organized and can be used if needed. Mail management is different in each agency.

The handling of incoming letters at PT. Angkasa Pura I previously still used an agenda book system where every time there was an incoming letter, it had to be recorded in the agenda book according to each unit. Currently developing information technology plays an important role in the process of moving information from one place to another which no longer takes a long time. Oral and written interactions can now occur without having to meet two or more parties directly to carry out communication.

II. Literature Review

1. Definition of Letter

Correspondence is an activity to establish continuous contact between one party and another Susilowati & Umami (2022). Letters have the meaning of being a means of communication for conveying information which has the elements of being the sender and recipient of the letter. The sender of the letter certainly has a purpose in making the letter sent to the recipient of the letter. Letters have various types and types according to the needs of the sender for the recipient.

Incoming letters are all letters received by a company or organization originating from other parties, whether individuals or companies/issued by a company or organization to be given to other parties, both individuals and companies/organizations Susilowati & Umami (2022).

One of the communications used by offices is letters. Communication by letter is known as correspondence. Communication via letters in offices is carried out individually or by institutions, and internally and externally. Internal letters such as meeting invitations to employees or employees. External letters such as orders for goods or services by consumers or customers MUSRIYANTI (2021).

2. Letter Function

Barthos (2007: 36) in Sawitri & Irhandayaningsih (2019) states that letters have several important functions in various government and private agencies, letters also have a basic function that cannot possibly be abandoned or ignored, namely as a representative of the sender/researcher, material evidence, guidance in making further decisions, a tool for measuring organizational activities, and a means of shortening distances.

Soedjito & Solchan (2004) in Susilo et al., (2020) stated that the function of letters in everyday life is very important to convey the intent and purpose of information. The following are the functions of letters, namely 1) Letters as a tool or means of written communication; 2) Letters as written evidence; 3) Letters as historical evidence; 4) Letters as a reminder tool; 5) Letter as an ambassador for the organization; 6) Letter as a work guide.

3. Purpose of the Letter

When writing, the purpose of the letter should be stated clearly so that it is easy for the recipient of the letter to understand. If the purpose is not stated clearly, there is a possibility that the recipient of the letter may experience errors in interpreting it. Therefore, to avoid mistakes, clarity in goals is absolutely necessary. Usually, apart from being stated in the body paragraph, the purpose of sending a letter is also stated in the letter where the writing position is on the top left side or precisely below the letter number. Including the purpose of sending the letter in this letter is very beneficial because it can make it easier for the recipient of the letter to understand the intention of the sender of the letter Saputra et al., (2022). Meanwhile, according to Annisa in Kisma & Yohanis (2024), the purpose of a letter is to convey information, establish communication, expedite the business carried out, carry out field surveys, as a means of friendship and to apply for jobs.

4. Understanding Mail Management

Managing incoming mail has a very important role in office work, therefore it is necessary to check letters before they are sent to superiors. Incoming letters are all official letters received by a private or government agency. To facilitate supervision and control, reception and management of incoming letters is centralized in the administration section or leadership secretariat, therefore if you receive an incoming letter from an outside agency, the first step that must be taken is to submit the incoming letter to the administration or secretariat section Liana, (2022). Incoming and outgoing letters must be managed properly and correctly, because letters are important documents for a company. The management of incoming and outgoing letters certainly experiences differences, Ridho Muarief, Sintaria Praptinasari (2022).

III. Material and Method

3.1 Research Design

The research being carried out by researchers uses qualitative methods. Qualitative methods are research that focuses on describing the nature or essence of the value of a particular object or symptom. The emergence of qualitative methods was caused by a paradigm shift in viewing reality/phenomena/symptoms.

Qualitative research is a research method that aims to gain an understanding of reality through an inductive thinking process. In this research, the researcher is involved in the situation and setting of the phenomenon being studied. Researchers are expected to always focus on reality or events in the context studied by Adlini et al. (2022).

3.2 Data Sources and Research Sample

Data sources are divided into two, The data source used in research is primary data. Informants in this research are suitable participants or sources who are able to provide information on the research topic being discussed by the researcher. In this research, researchers conducted interviews with four informants who worked at PT Angkasa Pura I. Secondary data is data obtained indirectly by researchers. The data used by researchers was obtained from the Angkasa Pura I website, books and supporting journals that were appropriate to the research.

3.3 Data Collection Techniques

Data collection techniques refer to the methods or methods used by researchers to collect data or information needed to conduct research. In obtaining the required research data, researchers use a number of techniques to collect the required data. Data collection techniques used by researchers include:

1. Interview

Interviews are the main data collection method in qualitative research. According to Saroso (2017:47) in Yusra et al. (2021) interviews are one of the most widely used tools for collecting qualitative research data.

2. Observation

Observation or observation is a data collection technique by making direct observations in the field of the objects studied by Yoki Apriyanti (2019).

3. Documentation

Documentation includes searching for data about a thing or variable in the form of notes, transcripts, books, newspapers, magazines, inscriptions, minutes, agendas, etc.

3.4 Data Analysis Techniques

When conducting data analysis, researchers carried out several stages. These stages include:

1. Data Collection

At this stage the researcher collects data or facts that will be used in the research. Data collection was carried out in the stages of observation, interviews and documentation.

2. Data Reduction (Data Reduction)

At this stage, the amount of data obtained from the field is quite large, for this reason it is necessary to record it carefully and in detail, as has been stated, the longer the researcher is in the field, the more complex and complicated the amount of data will be. For this reason, data analysis needs to be carried out immediately through data reduction. Reducing data means summarizing, selecting the main things, focusing on the important things, looking for themes and patterns. In this way, the reduced data provides a clearer picture.

3. Data Presentation (Data Display)

At this stage the researcher presents the data in the form of sentences that are arranged logically, systematically and organized so that the data can be easily understood. The presentation of data at this stage is made in the form of narrative text.

4. Drawing conclusions

Next, at this stage the researcher begins to draw research conclusions from the data that has been collected in the field by comparing existing theories, so as to create answers to the problems raised.

IV. Result

Procedures are a structured and documented series of steps or rules that must be followed in carrying out an activity or achieving a certain goal. In general, procedures are used to organize and ensure that tasks or activities can be carried out consistently, efficiently, and in accordance with established standards or policies. Procedures often contain details such as steps to be taken, timelines or priorities, individual or team responsibilities, and requirements or approvals required. The purpose of procedures is to ensure consistency in the implementation of repetitive tasks or activities, reduce errors or defects, and increase efficiency in the operations of an organization or entity.

Managing incoming mail has a very important role in office work, therefore it is necessary to check letters before they are sent to superiors. Incoming letters are all official letters received by a private or government agency. To facilitate supervision and control, reception and management of incoming letters is centralized in the administration section or leadership secretariat, therefore if you receive an incoming letter from an outside agency, the first step that must be taken is to submit the incoming letter to the administration or secretariat section Liana, (2022). Incoming and outgoing letters must be managed properly and correctly, because letters are important documents for a company. The management of incoming and outgoing letters certainly experiences differences, Ridho Muarief, Sintaria Praptinasari (2022).

Distribution is a process or activity to allocate or distribute something to parties who need it. The term is often used in the context of distributing goods or resources, such as food, medicine, or aid to areas or populations that need it.

In general, distribution involves planning, organizing, and implementing to ensure that the goods or resources distributed reach the destination or recipient effectively and efficiently. This is especially important in emergency or crisis situations where aid must be distributed immediately to those in need. In an economic or business context, distribution also refers to the flow of products from producers to consumers through appropriate distribution channels.

V. Conclusion, Implication, and Recommendation

1. Conclusion

Based on the results of research that has been carried out regarding the Analysis of Handling Incoming Letters in PT's Simple Electronic Agenda Book System. Angkasa Pura I, then researchers can draw conclusions. The following are the conclusions of this research, including:

1. Procedure for receiving incoming letters at PT. Angkasa Pura I is in accordance with the standards that generally apply in offices, the facilities to support receiving incoming letters are also very complete.
2. Incoming mail management system at PT. Angkasa Pura I still uses a simple electronic agenda book system where employees still have to record incoming letters in the agenda book and input letters into Microsoft Excel,
3. Distribution of incoming letters to PT. Angkasa Pura I is still done manually where

employees still have to deliver to the rooms of the targeted units, this is not efficient because it takes time, it is recommended to carry out letter distribution activities using a website or application made specifically for letter distribution.

2. Implication

From the results of research related to the Analysis of Incoming Letter Handling PT's Simple Electronic Agenda Book System. Angkasa Pura I, researchers can provide theoretical and practical implications, namely:

1. Theoretical Implications

Based on the results that researchers have obtained and collected in the previous chapter, the theoretical effectiveness results that researchers can provide include:

The results of this research provide an overview of the incoming mail handling system, namely that incoming mail handling can be done in a modern way, such as using an application. This allows organizations to carry out mail distribution activities more effectively.

2. Practical Implications

It is hoped that the results of this research can provide assistance to companies, with practical applications including:

For companies, the research conducted provides an overview of the company or agency related to handling incoming mail, thereby enabling the distribution process to be faster and more efficient compared to manual distribution. This reduces the time required to distribute mail, thereby increasing employee productivity and overall operational efficiency.

3. Recommendation

Based on the results of research conducted by researchers, there are several recommendations for researchers who will conduct future research. Some of the recommendations include:

1. It is recommended for future researchers who wish to conduct research to add variables to obtain more accurate, significant and broader results related to the research topic.

2. It is recommended for future researchers to better understand the topics and

theories that will be raised for further research.

3. It is recommended for future researchers to determine more about the informants who will be used as objects of information to assist researchers in obtaining the desired data.

VI. References

- Adi Siswanto, & Husni Bt Salam. (2022). Prosedur Pengelolaan Surat Masuk Dan Surat Keluar Pada Bagian Umum Dan Kepegawaian Kantor Dinas Pendidikan Provinsi Sulawesi Selatan. *Journal of Administrative and Social Science*, 3(1), 44–60. <https://doi.org/10.55606/jass.v3i1.4>
- Adlini, M. N., Dinda, A. H., Yulinda, S., Chotimah, O., & Merliyana, S. J. (2022). Metode Penelitian Kualitatif Studi Pustaka. *Edumaspul: Jurnal Pendidikan*, 6(1), 974–980. <https://doi.org/10.33487/edumaspul.v6i1.3394>
- Andry Nurmansyah, & Sintia Yuliani. (2021). Pengelolaan Surat Masuk dan Surat Keluar Secara E-Office pada KBM Ecotourism PERUM Perhutani Devisi Regional Jawa Barat dan Banten. *ATRABIS: Jurnal Administrasi Bisnis (e-Journal)*, 7(1), 92–99. <https://doi.org/10.38204/atrabis.v7i1.648>
- Aprilia, A., Usman, O., & Rachmadania, R. F. (2023). Penerapan Surat Menyurat Melalui Aplikasi Sidoel Di Pt X. *Jurnal Manajemen Bisnis Kewirausahaan*, 2(1), 20–29.
- Arifin, R., & Latif, N. (2020). Sistem Informasi Pengelolaan Surat Menyurat Berbasis Web Pada Kantor Balai Latihan Masyarakat Makassar. *Inspiration: Jurnal Teknologi Informasi Dan Komunikasi*, 10(1), 68–76. <https://doi.org/10.35585/inspir.v10i1.2555>
- Asichin, M. (2010). *Arsip Nasional Republik Indonesia Tahun 2010*. 7, 2009–2011.
- Azizah, N., & Farah & Kuswanto, A. (2021). Economic Education Analysis Journal Terakreditasi SINTA 5 Pengelolaan Surat Masuk dan Surat Keluar How to Cite Sejarah Artikel. *Pengelolaan Surat Masuk Dan Surat Keluar. Economic Education Analysis Journal*, 10(1), 65–81. <https://doi.org/10.15294/eeaj.v10i1.42853>
- Fadli, M. R. (2021). Memahami desain metode penelitian kualitatif. *Humanika*, 21(1), 33–54. <https://doi.org/10.21831/hum.v21i1.38075>
- Kisma, H., & Yohanis. (2024). Pengelolaan Surat Masuk Dan Surat Keluar di Sekretariat Daerah Kabupaten Solok Selatan. *Jurnal Administrasi Publik Dan Pemerintahan*, 3(1), 17–23. <https://doi.org/10.55850/symbol.v3i1.99>
- Liana, W. (2022). Analisis Pengelolaan Surat Masuk Dan Surat Keluar Pada PT Brataco Chemical Cabang Palembang. *Jiipsts*, 1(1), 43–51.
- Muhammad Azis, Hery Sawiji, C. D. S. I. (2022). MEKANISME PENGURUSAN SURAT MASUK DAN SURAT KELUAR DI INSTANSI PEMERINTAH. *Jurnal Informasi Dan*

- Komunikasi Administrasi Perkantoran*, 10(1), 1–52.
<https://doi.org/10.21608/pshj.2022.250026>
- Muhammad Rizky Asyari, & Ramadhani, S. (2021). Sistem Informasi Arsip Surat Menyurat. *Jurnal Teknologi Dan Informasi Bisnis*, 3(1), 1–10.
<https://doi.org/10.47233/jteksis.v3i1.172>
- MUSRIYANTI. (2021). *SISTEM INFORMASI SURAT MASUK DAN SURAT KELUAR (SISUMAKER) DI KANTOR IMIGRASI KELAS II TPI BENGKALIS*. 6.
- Ridho Muarief, Sintaria Praptinasari, A. N. (2022). *HANDLING OF INCOMING MAIL WITH USING THE APPLICATION E-OFFICE VER. 1.0 PT PAL INDONESIA* *Ridho*. 6(2), 41–55.
- Ririn Handayani. (2020). Metode Penelitian Sosial. In *Bandung* (Issue September).
- Ritonga, H. R. (2023). Analisis Penanganan Surat Masuk dan Keluar pada Biro Kesejahteraan Rakyat Sekretariat Daerah Provinsi Sumatera Utara. *Jurnal Ilmiah Dan Karya Mahasiswa*, 1(6), 48–57. <https://doi.org/10.54066/jikma.v1i6.1058>
- Rusandi, & Muhammad Rusli. (2021). Designing Basic/Descriptive Qualitative Research and Case Studies. *Al-Ubudiyah: Jurnal Pendidikan Dan Studi Islam*, 2(1), 48–60.
- Saputra, I., Yanny, A., & Hutabarat, S. A. (2022). Pembuatan Surat-Menyurat Dengan Mail Merge Menggunakan Microsoft Office Word dan Microsoft Office Excel Versi 2019. *Jurnal ABDIMAS Budi Darma*, 2(2), 93. <https://doi.org/10.30865/pengabdian.v2i2.3711>
- Sawitri, A. E., & Irhandayaningsih, A. (2019). Analisis Penggunaan Aplikasi Tata Surat Dalam Pengelolaan Surat Masuk Dan Surat Keluar Pada Dinas Kesehatan Provinsi Jawa Tengah. *Jurnal Ilmu Perpustakaan*, 6(3), 411–420.
<https://ejournal3.undip.ac.id/index.php/jip/article/view/23173>
- SURYATAMA, D. (2017). PENGELOLAAN SURAT MASUK DAN SURAT KELUAR PADA KANTOR KECAMATAN KALASAN YOGYAKARTA. *Вестник Росздрава*, 4, 9–15.
- Susilo, J., Pujiatna, T., & Firmasari, S. (2020). Pembinaan Tata Bahasa dan Bentuk Surat-Menyurat Indonesia Berbasis Microsoft di Desa Mandala, Dukupuntang Kabupaten Cirebon. *JPPM (Jurnal Pengabdian Dan Pemberdayaan Masyarakat)*, 4(1), 173.
<https://doi.org/10.30595/jppm.v0i0.5498>
- Susilowati, I., & Umami, I. (2022). Perancangan Sistem Informasi Surat Menyurat Pada Sekolah Dasar Dikampungbaru Berbasis Website. *Jurnal Teknologi Dan Sistem Informasi Bisnis-JTEKSIS*, 4(1), 455.
- Wiyana, D., Jaya, W. S., & Abdulloh. (2022). Kemampuan Menulis Surat Pribadi Pada Siswa Kelas Vii Smp Negeri 8 Bandar Lampung Tahun Pelajaran 2021/2022. *Jurnal Ilmiah Mahasiswa Pendidikan Bahasa Dan Sastra Indonesia*, 4(1), 1–13.
- Yoki Apriyanti. (2019). KUALITAS PELAYANAN KESEHATAN DI PUSAT KESEHATAN MASYARAKAT KEMBANG SERI KECAMATAN TALANG EMPAT KABUPATEN BENGKULU TENGAH. *Jurnal Professional FIS UNIVED*, 6(1), 1–9.

Yunita, I. (2022). 2753-6206-4-Pb. 3, 253–258.

Yusra, Z., Zulkarnain, R., & Sofino, S. (2021). Pengelolaan Lkp Pada Masa Pendmik Covid-19. *Journal Of Lifelong Learning*, 4(1), 15–22. <https://doi.org/10.33369/joll.4.1.15-22>