

# **Analysis of the incoming and outgoing letter system in the Protocol Division at the Ministry of Agriculture.**

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## **Abstract**

This research was conducted at the Ministry of Agriculture to find out how the incoming and outgoing letter management system was carried out by employees of the Ministry of Agriculture, especially in the field of protocols in taking care of work visits. What is the procedure used in attaching a working visit to the area to be visited to be seen by the development of agriculture, animal husbandry, and plantations in Indonesia. This research data was obtained through several methods, namely observation, interviews, and documentation. Analysis of this study was compiled using descriptive qualitative analysis methods to provide a comprehensive picture of the incoming and outgoing letter system. Descriptive qualitative methods are used to describe existence systematically, factually, and accurately. Provisions regarding the facts investigated. Therefore, this research is expected to provide in-depth insights about the procedure in making outgoing letters and receiving incoming letters. and how to store letters efficiently.

Keyword: *Management of incoming and outgoing mail flow systems, digitalization era.*

## **1. Introduction**

Correspondence is used for activities carried out by one party with another party. This activity is carried out by sending letters to each other if there is a need or an appointment. As the era of digitalization progresses, the protocol division is required to always be fast and responsive in creating and receiving letters. Archiving incoming and outgoing letters is still an obstacle for the protocol division at the Ministry of Agriculture. In this modern era, technology

and information play a big role in the world of work and in everyday life. Some people use technology in the fields of Education, Government and Health to solve problems or provide information. Technology allows solving problems more quickly than conventional methods, for example computers are needed for effective and structured data management in government agencies. Computers can now do jobs that humans might not be able to do quickly and precisely. A computer is an electronic calculating machine that can receive input in the form of data, process data, provide information, use stored programs. Works automatically and saves management results. Until now, the Ministry of Agriculture still uses manual methods in making and receiving letters. This resulted in a large number of incoming letters and these letters not being archived in the period 01 August 2023 - 04 October 2023 due to the actions of employees who were irresponsible with their work.

Administrative digitalization is the use of digital technology to facilitate the process of document management, data collection, fast and accurate search processes and also other administrative tasks. As Lasa (2012) said, digitalization is the process of managing printed documents into electronic documents. Most company employees use e-mail as a communication tool and carry out daily office tasks via e-mail, according to research (Madanchian & Hamed Taherdoost, 2016). This is supported by Hasanah et al (2018) that the most effective media for conveying information within an organization is e-mail or electronic mail. If viewed from its benefits, e-mail makes it very easy for organizations to distribute information formally. That the preparation of letters can be managed by email. One of the most important things in the Ministry of Agriculture's Protocol Work Visit is the existence of information and agreement between both parties, such as an incoming letter containing information on work visit agreements and events to be held which need to be processed and followed up by the Protocol division. Ministry of Agriculture.

## **2. Literature Review**

Previous research becomes a reference for researchers to enrich the theory that will be presented in reviewing research carried out by researchers. Based on previous research completed by Wanda Dwi Rahmawati (2019) with the title "Management of Incoming and Outgoing Letters at the Central Java Regional Office of the Ministry of Law and Human Rights," the research aims to determine the management of incoming and outgoing letters. With a descriptive research type of qualitative approach. The results of this research show that the management of incoming and outgoing mail is managed electronically using the Incoming and Outgoing Mail Information System (Sisumaker). Management of incoming mail through Sisumaker has stages starting from receiving, assessing, recording, directing, following up and storing.

Previous research conducted by Wahyu Krisna Adjie (2022) entitled "Procedures for Handling Incoming Letters in the Administration of the General Bureau at the Ministry of Environment and Forestry in Jakarta" in its research aim was to find out how the procedures for handling letters applied in the administration of the General Bureau at the Ministry Environment and Forestry (KLHK) Jakarta. with data collection methods through observation, interviews and documentation. The results of this research show that the handling of incoming letters at the general bureau administration at the Ministry of Environment and Forestry (KLHK) Jakarta can be said to be good, because it is in accordance with standard operational procedures at the Ministry.

In research conducted by Lodowik Nikodemus Kedoh<sup>1</sup> and Cecilia Martha Apriani Wungubelen<sup>2</sup> (2023) entitled "Functions of the Prokopim Section as a Provider of Protocol and Public Relations Services". . This research is qualitative research with a qualitative descriptive study approach. The results of this research are that the Prokopim section of the Sikka Regency Government has carried out communication functions in public relations and protocol services, in accordance with the regulations of the Ministry of Home Affairs of the Republic of Indonesia

(Kemendagri RI) Number 56 of 2019, concerning Guidelines for Nomenclature and Work Units of Provincial and Regency/City Regional Secretariats and Sikka Regent Regulation Number 6 of 2020 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Regional Secretariat, as a regulatory basis for implementing the functions and tasks assigned.

### **3. Material and Method**

#### **3.1 Time and Place of Research**

The place of research was carried out at the Ministry of Agriculture located at Jl. Harsono Rm Dalam No.3, Ragunan, Ps. Sunday, South Jakarta City, Special Capital Region of Jakarta 12550. The author conducted research from September 2023 to January 2024 to collect the necessary data.

#### **3.2 Research Design**

Based on the problem formulation and research objectives, the type of research used is descriptive qualitative research. Qualitative research when used in the field of education has a specific aim, namely to understand and explore in depth and empathy the processes, activities, patterns, models, procedures, culture, approaches, methods, strategies, assessment and evaluation in the realm of education.

#### **3.3 Informants and Research Samples**

The words and actions of people observed or interviewed are the main source of data recorded through written notes or through the media.

#### **3.4 Data Collection Techniques**

The preparation of this research uses data collection techniques. Research without data collection methods means that the research will not obtain data that meets the established standards. In this research, data collection aims to obtain information from information obtained from the mail and outgoing management system at the Ministry of

Agriculture.

### 3.5 Data Analysis Techniques

Qualitative descriptive data analysis is one of the most commonly used data analysis methods in research. According to Moleong's opinion (2017), qualitative research is research that intends to understand phenomena about what is experienced by research subjects (for example behavior, perceptions, etc.) holistically, and by means of descriptions in the form of words and language in a context. special natural contexts and by utilizing various natural methods. Meanwhile, Ali and Asrori (2014) stated that qualitative research is natural research with an approach to a phenomenon or symptom. In a study, data must be analyzed to provide significant insights and trends that enable the creation of the next batch of content according to the preferences or desires of the general population.

Qualitative descriptive data analysis is a type of research method that uses qualitative data and is explained descriptively. It is usually used to analyze social events, phenomena, or circumstances. This type of analysis is also a combination of qualitative and descriptive data analysis techniques. Sugiyono (2016), qualitative research methods can be interpreted as research methods that are based on the philosophy of postpositivism, used to research the conditions of natural objects, (as opposed to experiments) where the researcher is the key instrument, data collection techniques are carried out by triangulation (combination) , data analysis is inductive/qualitative, and qualitative research results emphasize meaning rather than generalization. Apart from that, according to Miles and Huberman in Sugiyono (2017), qualitative data analysis activities are carried out interactively and continuously so that the data reaches a saturation point. Activities in carrying out data analysis using the Miles and Huberman model are data reduction (data selection), data display (data presentation), and conclusion drawing/verification (conclusion).

#### **4. Result**

Discussing correspondence activities is a very important aspect for the success of an activity. This correspondence activity is used to manage the incoming and outgoing mail system, the protocol division still has not implemented receiving or sending letters using the application that has been provided by the Ministry of Agriculture, this is because many other divisions or units do not use this application, so in worry about the letter not being received by the party concerned. This research is structured and well structured, therefore the researcher will discuss the data that has been obtained and carry out this research in accordance with the research writing guidelines starting from data collection and research stages, to provide a precise and clear picture regarding the analysis of the incoming and outgoing mail system. in the protocol division of the Ministry of Agriculture, researchers used data collection techniques by means of interviews, observation and documentation.

#### **5. Discussion**

Based on the explanation above, it can be concluded that policies and procedures in managing the incoming and outgoing mail system are very important in this era of digitalization, considering that there is a great need for information that is responsive and accurate and can meet the needs of its employees in a practical and efficient way. Starting from implementing the TNDE application system to increase employee efficiency according to their needs.

#### **6. Conclusion, Implication, and Recommendation**

**Conclusion :** Based on the description of the analysis, processing and description of data that has been presented regarding the incoming and outgoing mail system in the protocol division of the Ministry of Agriculture, the researcher can draw the following conclusions:

1. Management of the incoming and outgoing mail system in the protocol division of the Ministry of Agriculture is still very slow in the process of receiving mail. Like the flow of

incoming mail which can take up to days to be received by the protocol team. This obstacle usually occurs because the superior is not in the room, or is on duty, this is what causes the letter to be received very slowly because they have to ask for a wet signature. The same thing applies to the flow of outgoing letters, because the preparation of work visit permit letters must include the initials of the section head for approval, but this can still be overcome.

2. The protocol division is still an obstacle in receiving incoming and outgoing letters which already provides a special application for correspondence. However, there are still many divisions that still do not use the application system provided for outdated reasons. In fact, the use of the application system that has been provided will be organized and well organized and encourage optimization of services to all stakeholders. Instead of using the Whatsapp application, it is feared that there will be a lot of important documents

**Implications :** Looking at the conclusions that have been presented, there are appropriate practical implications contained in the research factors, namely:

1. Management of the incoming and outgoing mail flow system as a very important means of information is still very poor and needs to be improved in the operational system and run more practically and efficiently.
2. The mechanisms that occur are still very far away in the era of digitalization which is increasingly modern and increasingly sophisticated, because the stakeholders themselves have not developed the applications that have been provided properly.

**Recommendations :** Within the limitations of the research, the following are recommendations for further research:

1. Research is only carried out in one division, so recommendations for further research can be carried out in other divisions or several divisions concerned in terms of the Minister's work.
2. This research uses qualitative methods so it is difficult to obtain findings that can be replicated. In future research, it is recommended to obtain objective, measurable and repeatable

results. It is highly recommended to use quantitative methods. This allows generalization to a wider population.

3. It is hoped that future research will not only focus on one goal regarding the management of the incoming and outgoing mail system. Try to involve what the daily activities of the protocol division are like. In order to be able to analyze problems that occur in the protocol division.

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