

Analysis Of Incoming And Outgoing Mail Procedures At Uptd. Spnf Skb Kota Depok

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Abstract

This study examines office administration management, specifically focusing on the procedures for incoming and outgoing mail at the UPTD SPNF SKB Kota Depok. Effective mail management is essential to maintain formal communication and ensure data security. This study discusses the inefficiencies observed in the existing manual procedures, which often lead to delays, recording errors, and loss of important documents. Using qualitative methods, data were collected through observation, in-depth interviews, and document analysis to comprehensively evaluate the procedures and challenges in the administrative system. The findings highlight the urgent need for structured standard operating procedures (SOPs) and the adoption of digital filing systems to significantly improve efficiency and security. In addition, this study emphasizes the importance of staff training on new procedures to facilitate a smooth transition from manual to digital systems. The implications of this study are significant for improving administrative processes within institutions, ultimately leading to better communication practices and maintaining the security of important documents. These results contribute to providing valuable insights into effective mail management strategies in the incoming and outgoing mail process, as well as improving the overall understanding of the incoming and outgoing mail process on best practices in document management in the digital era.

Keyword: Office Administration; Incoming and Outgoing Mail Procedures; Efficiency; Document Security; Filing System.

1. Introduction

Handling incoming and outgoing mail is critical in government and organizational management because it involves the flow of information, official communication, and documentation. Simplification of mail handling not only increases productivity, but also maintains data security and increases accessibility to the necessary information on demand. Due to advances in technology, some agencies have begun to use digital correspondence to speed up administrative processes. Each institution has a series of tasks that are solved by individual teams to achieve the objectives, in order to meet the objectives of the institution, it is very important to organize the process efficiently by making use of the available resources. Some of the main aspects of management include the efficient functioning of departments or workplaces (Yunita, 2022)

Management of incoming and outgoing mail in UPTD. SPNF SKB Depok, requires a precise and accurate system to ensure smooth handling of letters. This applies to incoming and outgoing mail within the organization. Handling protocols must follow standard operating procedures (sops) set by government agencies. A directed system is needed to manage incoming and outgoing letters, in order to improve work efficiency (Hanny Rahmadani Ritonga, 2023).

Based on observations made by researchers at UPTD. SPNF SKB Depok, found some problems in the procedure of managing incoming and outgoing mail. The responsible staff are often confused in recording letters received from outside parties. This has an impact on the illegality of recording letters, thereby increasing the risk of losing documents. In addition, this problem can threaten the confidentiality and security of the information contained in the letters, due to the lack of good control over the movement of documents within the institution.

The results of the pre-research showed that of a total of 15 respondents taken as a sample, 53.3% answered "Not yet" and 46.7% answered "already" when asked whether respondents already have a clear standard operating procedure (SOP) in the management of incoming and outgoing mail. From the results of this pre-research that the opinions of respondents in responding to this online questionnaire are still many who disagree.

The procedure for incoming and outgoing letters in an institution is an important aspect that is often poorly understood by many. According to the results of pre-research, many respondents are not yet aware of the significance of the procedure. Previous research by Fridayanthie and Fauz (2019) showed that despite the availability of manual and digital systems for mail management in some government agencies, there are still many communication problems between sections.

In this context, it is important to explore more about the process of incoming and outgoing letters in UPTD SPNF SKB Depok. This study will use qualitative methods with data collection techniques that include observation, interviews, and documentation. The aim is to complement previous research and gain new insights into the effectiveness and efficiency of mail management systems.

2. Literature Review

2.1 Theory

According to Adi Siswanto (2022), procedures play a very important role in the implementation of tasks or work, both in the operational context and in the office environment. The term " procedure "itself comes from the English language, namely" procedure, " which in

the English dictionary means the way, way, procedure, rules, and provisions used. This explanation is also reinforced by (Clara et al., 2024).

According to Kurniawan (2019) a letter is an official document received by an organization or agency that functions as a communication medium and an important source of information in supporting company operations. Incoming letters are also considered as formal documentary evidence of business transactions and communications between companies and external parties.

According to (Rizal, 2019) letters have various types and functions as follows:

- The letter acts as a representative or ambassador for the sender. In a business context, letters become a means to convey important messages to other parties. Therefore, it is very important for the sender to follow the rules of writing, which include objectivity, regularity, simplicity and ease of understanding.
- The use of letters in the business world includes notices, requests, or ideas related to commercial affairs, such as requests for information about new products, delivery of offers, as well as other important letters.
- A letter also serves as a written document that can be a means of proof, as in the case of a sales and purchase agreement, work orders and invoices. These documents act as historical evidence that allows checking the business activities that have been carried out and predicting future activities.
- In addition, an archived letter can serve as a reminder. When needed, these letters can be reviewed to reflect various business activities that have passed.
- In a broader context, business letters also include historical documents, such as business incorporation letters, bankruptcy letters, and merger letters, which are important records in business history.

Iswanto et al. (2024) based on the contents of the letter can be divided into three types, the types of letters based on their contents are as follows.

1. **Personal Letter**

A personal letter is a type of letter that is used for personal and individual purposes. This letter often serves as a means of interaction and correspondence between family members or friends.

2. **Official Letter**

An official letter is a type of letter used for official purposes, either by individuals, agencies, or certain organizations. This type of letter includes various purposes such as invitations, notices, circulars, among others. Here are some of the official letters.:

- An application letter is an official letter used by a person or a party to submit an application to another party. This letter can be addressed from individual to individual, from individual to institution, or even between institutions.
- Decree is a type of official letter that serves to convey decisions from superiors regarding certain information. Generally, the decree relates to the organizational structure within an institution or agency.
- A power of attorney is an official letter that explains the granting of power or authority from one party to another. This letter is usually drafted when the granting party cannot attend, thus giving a mandate to the party appointed to represent.

- A warrant is an official letter containing duties or instructions from a superior to a specific individual or group. This type of letter is often encountered in various institutions, companies or agencies.
- A cover letter is a formal letter used to introduce a specific document with a clear purpose. This letter is often a requirement in the management of files and other important documents.
- A circular is an official letter containing information or notifications regarding a specific activity, addressed to the relevant group. This letter serves to convey information formally by official agencies.
- An invitation letter is a formal letter used to invite a particular individual or group to attend an event or activity. This letter uses formal language and belongs to the category of official letters.

3. **Commercial Letter**

Commercial letter is one type of letter used by business entities or institutions to carry out business activities, both in the field of industry and services. This letter has an important role in building connections and business networks with outside parties.

2.2 Theory 2

Method of recording incoming mail and outgoing mail

According to (Wicaksono et al., 2021) mail filing systems that run in a company include:

- Recording of incoming letters : administrative staff receive letters from other agencies sent by courier. Upon receipt of the letter, the staff immediately copies the contents of the letter and stores it in the filing cabinet.
- Outgoing letter process: once the draft of the outgoing letter has been completed, the next step is to submit it to the chief of staff for approval.

3. **Material and Method**

Research Design : This study employs a qualitative descriptive approach aimed at analyzing the procedures for managing incoming and outgoing mail at UPTD SPNF SKB Kota Depok. The qualitative approach is chosen to explore the phenomena in their natural context, with the researcher acting as the primary instrument in data collection.

Data Sources and Sampling

The study utilizes two types of data sources:

- **Primary Data:** Collected directly through interviews, observations, and documentation at UPTD SPNF SKB Kota Depok.
- **Secondary Data:** Obtained from existing literature, including books, journals, and articles relevant to the research topic.

For sampling, the study employs snowball sampling, starting with a small group of participants who then recommend others, resulting in a total of four relevant informants.

Research Instruments

Data collection is conducted using the following methods:

1. **Interviews:** Direct interactions with staff to gather in-depth insights regarding mail management procedures.
2. **Observations:** Direct observation of the mail management processes in action.
3. **Documentation:** Collection of relevant documents and records related to mail management.

Data Analysis

Data analysis follows a systematic process consisting of three main steps:

- **Data Reduction:** Filtering and organizing the collected data to focus on significant information.
- **Data Presentation:** Presenting the analyzed data in a clear and informative manner, using tables and descriptive narratives.
- **Conclusion Drawing:** Formulating conclusions based on the analyzed data to provide insights into the mail management procedures.

| Rules of thumb for Qualitative sample size | |
|--|---|
| Basic Study Type | Rule of Thumb |
| Ethnography | 30-50 interviews |
| Case Study | At least one, but can be More |
| Phenomenology | Six participants |
| Grounded Theory | 30-50 interviews |
| Focus Group | Seven to ten per group or more groups per each strata of interest |

Qualitative Sample Size

Source : (Njie and Asimiran, 2014)

3.1 Design Study

According to (Hera & Elvandari, 2021) the approach used in this study is qualitative. According to Creswell, qualitative research is a form of research in the field of education that focuses on determining the topic to be studied, formulating specific and targeted questions, and collecting measurable data from participants.

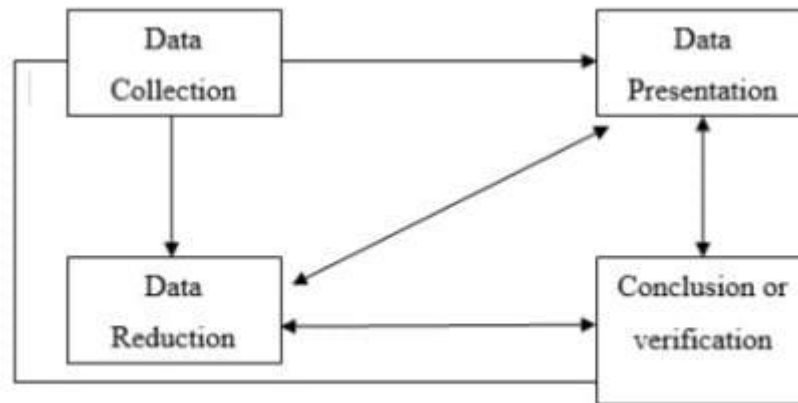
After that, the researcher analyzes the data obtained using statistical methods and conducts the study objectively and impartially. This qualitative approach also involves the selection of a sample from the population and relies heavily on numerical data as well as statistical analysis

3.2 Data Analysis

Data analysis is a process that involves the processing of information with the aim of identifying useful data, which can then be used as a basis in decision-making to solve a problem. (Sugiyono, 2019) this study systematically searched and compiled data from interviews, field notes and other materials. In this study there are ways to analyze data :

1. **Data Reduction** : The process of reducing the size of a dataset without significant loss of information. This process is important in data analysis, especially when dealing with large datasets.

2. **Presentation of Data** : An important stage in data analysis in which the information that has been analyzed is presented in an understandable and informative form. The goal is to draw relevant conclusions.
3. **Verification and Conclusion** : Crucial step in the process of research and data analysis, where researchers formulate findings based on data that has been analyzed.
4. **Data Collection** : According to Sugiyono (2019), data collection or data collection is a major step in research because the main purpose of research is to obtain data.



Pictures Components of Data Analysis

Source: Data processed by researchers (2024)

4. Result

1. The procedure for managing incoming mail is the task of mail recipients who collect mail documents, check addresses, and proof of receipt of letters. Based on the observation that the management of incoming letters has been done well, letters are recorded in the correspondence agenda book using a predetermined code and then letters are delivered to officials or employees based on the disposition of the leadership after which the letters are stored using a certain system.
2. In the management of incoming and outgoing mail there are obstacles faced by the staff.
3. In improving the efficiency of incoming and outgoing mail management in UPTD. SPNF SKB Depok city application of the system of sending and receiving is done online, which simplifies the work process. Based on the results of observations there is conformity with the results of interviews with participants. With this UPTD SPNF SKB Depok seeks to continue to improve and update the way the management of letters to be more efficient in the future.

5. Discussion

The management of incoming and outgoing mail is a critical aspect of administrative operations at UPTD SPNF SKB Kota Depok. This study has highlighted several inefficiencies in the current manual procedures, which often lead to delays, recording errors, and the potential loss of important documents. The findings indicate an urgent need for structured standard operating procedures (SOPs) and the adoption of digital filing systems to significantly improve efficiency and security.

Current Challenges

The research identified that the existing manual system for managing mail is not only time-consuming but also prone to errors. Staff members reported difficulties in tracking and retrieving documents, particularly during audits or when urgent responses are required. The reliance on physical records increases the risk of document loss and compromises the confidentiality of sensitive information. Furthermore, the limited number of personnel dedicated to archiving tasks exacerbates these issues, as the workload often exceeds their capacity.

Importance of Technology Integration

The study emphasizes the necessity of integrating technology into the mail management process. The implementation of digital systems for tracking and managing incoming and outgoing mail can streamline operations, reduce the time spent on administrative tasks, and enhance overall productivity. The potential for electronic signatures to expedite the approval process for outgoing mail is particularly noteworthy. Although the current system still relies heavily on manual processes, the gradual shift towards digital solutions is a promising step forward.

6. Conclusion, Implication, and Recommendation

Conclusion

The results indicate that the management of incoming mail plays a crucial role in document management to support the smooth operation of the organization. However, weaknesses in the implementation of mail management procedures at UPTD SPNF SKB Kota Depok, such as the use of manual systems and inconsistent application of established procedures, lead to inefficiencies, particularly in handling urgent letters, which impacts the timeliness of confirmations or follow-ups from relevant parties.

The main challenges in managing incoming and outgoing mail at UPTD SPNF SKB Kota Depok lie in the limitations of infrastructure, human resources, and technology that still use manual systems. This results in various issues such as the accumulation of archives in each field, limited archivist personnel, and the risk of losing letters before they are archived. Additionally, the lack of awareness regarding the importance of proper archive management and the non-optimal implementation of information technology further exacerbates administrative effectiveness.

Implications of the Study

Theoretical Implications

The results of this study support previous research that emphasizes the importance of effective mail management in organizational operations. The findings align with the theories proposed by various scholars, indicating that a well-structured mail management system is crucial for enhancing communication and operational efficiency. This study contributes to the existing body of knowledge by providing empirical evidence on the challenges faced in mail management and the potential benefits of adopting modern technologies.

Practical Implications

From a practical standpoint, the study underscores the necessity for UPTD SPNF SKB Kota Depok to adopt a more efficient mail management system. The integration of technology, such as digital filing systems and electronic signatures, is essential to streamline processes and

reduce the burden of manual record-keeping. Furthermore, the research highlights the importance of staff training to ensure a smooth transition to new systems, which can significantly enhance productivity and accuracy in mail handling.

Recommendations for Future Research : Future research should consider a broader scope by incorporating multiple variables that may affect mail management efficiency. It is recommended that subsequent studies include a larger sample size and diverse organizational contexts to provide a more comprehensive understanding of the challenges and solutions in mail management. Additionally, exploring the impact of organizational culture on the adoption of new technologies could yield valuable insights.

Recommendations for UPTD SPNF SKB Kota Depok

1. **Implement Digital Systems:** It is crucial to transition from manual to digital mail management systems to enhance efficiency and accuracy. This includes adopting electronic filing systems and digital tracking for incoming and outgoing mail.
2. **Staff Training:** Regular training sessions should be conducted to familiarize staff with new technologies and procedures. This will ensure that all employees are equipped to handle the new systems effectively.
3. **Develop Standard Operating Procedures (SOPs):** Establish clear SOPs for mail management to standardize processes and reduce inconsistencies. This will help in minimizing errors and improving overall efficiency.
4. **Invest in Technology:** Allocate resources for upgrading technological infrastructure to support digital mail management. This includes acquiring necessary software and hardware to facilitate smooth operations.
5. **Monitor and Evaluate:** Implement a system for monitoring the effectiveness of the new mail management procedures and technologies. Regular evaluations will help identify areas for improvement and ensure that the system remains efficient.

Limitations of the Study

This study acknowledges several limitations that may affect the findings. Firstly, the research was conducted over a limited timeframe, which may have restricted the depth of data collection and analysis. Secondly, the sample size for interviews was relatively small, which may not fully represent the diverse perspectives within the organization. Lastly, the focus on a single variable—mail management—limits the exploration of other factors that could influence administrative efficiency. Future studies should aim to address these limitations to provide a more comprehensive understanding of the subject matter. In conclusion, the findings of this research provide a foundation for improving mail management practices at UPTD SPNF SKB Kota Depok, with the potential to enhance overall organizational efficiency and effectiveness.

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