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Effectiveness of Mail Management in the Office of the Governor of South Sulawesi Province

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ABSTRACT

Mail management affects the effectiveness of correspondence because the creation of effective mail management will help organizations organize and find letters or documents needed quickly so as to increase operational efficiency in the organization. This study aims to determine the Effectiveness of Mail Management in the Office of the Governor of South Sulawesi Province, especially in the General Subdivision of BKAD (Regional Finance and Assets Agency). Therefore, research has significant in identifying factors or barriers that affect effectiveness in mail management. This research is qualitative, therefore, to achieve the objectives of the study, data collection techniques are used, namely observation, interviews and documentation. The results showed that mail management in the general subdivision of BKAD of the South Sulawesi Provincial Governor's Office consisted of incoming mail management which included 1) Mail receipt; 2) Mail sorting; 3) Recording of letters; 4) Mail briefing; 5) Mail processing; 6) Mail storage. Outgoing mail management includes 1) Drafting letters; 2) Signing of letters; 3) Mail delivery; and 4) Archive storage. This is in accordance with the procedure so that it can be said to be effective. In the process of managing mail, there are still obstacles such as 1) Manual mail management; and 2) Clerical errors. Efforts to overcome these obstacles 1) Propose that mail management be carried out with an electronic mail management system or e-mail; and 2) Attend special training conducted by agencies related to the management of correspondence. This study presents new information by linking detailed theories and research loci different from previous research on the effectiveness of mail management so that it can be used as evaluation material for research loci to increase effectiveness in managing mail.

Keywords: Effectiveness; management; mail

INTRODUCTION

Advances in information and communication technology have become a major factor in the development of human life. Technology has an important role as an intermediary for the movement of information from one place to another (Arhas, Mahardika, et al., 2022; Darwis, Nasrullah, et al., 2022; Jamaluddin et al., 2021; Raswa et al., 2021). Advanced technology allows humans to communicate without having to interact directly. With the development of communication technology, in addition to supporting individual activities, the effectiveness and efficiency of organizational activities can also be supported.

Communication is one of the most important parts of management. Communication is expected to take place in two-way communication leading to the transfer of information.

One means of written communication that has never been forgotten and even solid to date is letters. Letters are not only a means of written communication. Broadly speaking, letters include securities, completed forms, and instruments in which there are instructions that can be used to facilitate interaction. Mail has many advantages to agencies. Letters are still used today because there are priorities over other means of communication. Its virtue is that it can keep secrets that contain extensive clues. The information in the letter is in accordance with the original source and there are no abbreviations of terms so it is more effective.

In government organizations, letters support smooth communication of leaders when making the right decisions when solving a problem (Arhas, 2024). This is in accordance with the time span and accuracy of the information in the letter. Thus, the mail procedure system is oriented to the needs of managers and leaders who use it. Some organizations are unaware of the presence of mail in their environment. Without good mail management, it will cause letters to accumulate in one room. Disorganized and accumulated mail can hinder the activities of an organization. So that the letter can cause mishandling, damage, scattering or loss.

Many people consider the procedure for managing letters to be the task of the administrative unit only, so that employees or other administrative units are indifferent to mail management. Therefore, mail management in an agency or public institution needs serious attention. Mail management is an activity in the organization that can help smooth the administration. Ineffectiveness in mail management can lead to failure and delay in achieving organizational goals. One form related to mail management in a government organization is by carrying out mail management activities, both incoming and outgoing letters. All types of letters received by the organization or received by other parties are considered incoming mail. While outgoing letters are letters that have been issued by an agency. There are so many incoming and outgoing letters in an agency, so mail management is needed so that all incoming and outgoing mail is organized and can be used when needed. Effective mail management is influenced by several factors, one of which is a complete and adequate mail management infrastructure, which plays an important role in supporting the smooth storage and rediscovery of letters. The supporting factor in mail management is the existence of a special room or place to store archives, because the space will create mail management that runs well.

Based on initial observations made during an internship at the BKAD General Subdivision of the South Sulawesi Provincial Governor's Office in carrying out the management of incoming and outgoing mail has not been fully implemented optimally, researchers found problems at the mail storage stage, namely the final stage, namely receiving letters that are no longer active to be stored systematically. The management facility of incoming and outgoing mail is also one of the factors affecting the effectiveness of the company's activities. Archival facilities must be in good condition in terms of quality and quantity so that mail management runs smoothly. It can be seen from the room used to manage incoming and outgoing mail is also inadequate, and some of the mail piled up under the desk without being placed in the mailbox. If one of the intended leaders is positioned outside the city or is not in place, then the letter will be constrained by a delay in time to be forwarded as well as outgoing mail.

METHOD

This research is a qualitative research using a descriptive approach because this research requires in-depth and detailed data or information, requires observational studies / descending directly to the research location to see and identify the real situation with

observation guidelines, interviews supported by research documentation. Qualitative research is the process of research in understanding human and social phenomena by producing complex and in-depth images that can be presented in words, convey detailed perspectives from informant sources and be carried out in a natural environment (Suprianto, 2024). Descriptive research is research that seeks to describe an event or event that occurs now, and focuses on actual problems as they exist at the time of the research. The data collection techniques used are observation, interviews and documentation. While the data analysis technique in this study uses an interactive data analysis model Miles, et al. (2014), namely data condensation, data presentation, and conclusion drawing.

RESULT AND DISCUSSION

To find out the picture related to the effectiveness of mail management at the Office of the Governor of South Sulawesi Province, the researchers processed and presented the data obtained during the research using observation, interview and documentation techniques. The results obtained from the three techniques are then presented in a descriptive form regarding the management of incoming and outgoing mail. The description of the data analysis obtained during the research process is as follows:

Incoming Mail Management

Mail receipt is the first step in mail management which is done by taking and receiving letters that come into an organization or institution. The process of receiving mail is very important to ensure that the mail is forwarded to the competent authorities. The thing to do when receiving a letter is to check whether or not the incoming mailing address is correct and examine the confidentiality mark of the incoming letter. By checking incoming mail related to the destination address, you can avoid mistaking the destination of incoming mail. Based on the results of the researchers' interviews with several informants, it is known that the receipt of incoming letters in the general subdivision of BKAD is quite effective. Where the recipient of incoming mail must first check the destination address. This is done to ensure that the incoming mail has arrived at the correct destination address. In addition to checking the destination address, it is necessary to group the incoming mail based on importance and date of completion.

Mail sorting is the next step after receipt of mail. Mail sorting is done by sorting and grouping letters based on the nature and urgency of handling. This is done so that it can be distinguished which letter is personal or official. Mail sorting will help organized letters to be easily managed and distributed to related parties. Based on the results of the researchers' interviews with several informants, it is known that in the process of sorting letters in the general subdivision of BKAD is quite effective. Where in sorting letters is done based on the type of incoming mail and its urgency. This is done to make it easier to set the priority of handling mail. In addition, a receipt is also given to each letter as proof of receipt. In this way the process of managing incoming mail will be organized, efficient, and minimize the risk of errors or omissions in handling mail.

Letter recording is the activity of counting and recording letters that have been studied in the incoming letter agenda book, then attached with a disposition. Recording letters is important so that the volume of incoming mail can be known every day, week, month and year, besides that it can facilitate storage so that mail will be easier to find. Based on the results of researcher interviews with several informants, it is known that the recording of incoming letters has been done well and effectively, where the letter manager needs to know the purpose or purpose of the letter. In recording a letter, what needs to be considered is the sequence number, incoming letter code, origin of the letter, date the letter was received, the content of the letter, the purpose of the letter, and the disposition of the letter. The disposition

given to the letter is a continuation of the action to be taken against the letter, and the recipient can clearly know the instructions for handling the letter. Recording letters in the incoming mail agenda book is carried out to facilitate the search for data in the future.

Letter briefing is the disposition given by the leader about the follow-up of the letter. The direction of the letter is done by the leader because the leader is responsible for handling the letter and writing instructions or who should process the letter. Meanwhile, the disposition is given so that it can be known who is appointed by the leadership to follow up on the letter. Based on the results of interviews with several informants, it is known that the process of directing incoming letters is quite effective because it has been carried out in stages, namely from superiors to subordinates or appointed parties according to disposition. With tiered briefings, agency heads can stay informed about incoming mail. This can increase the efficiency and accountability of the organization in handling incoming mail.

Mail processing is an activity that involves further actions related to letters that have been received. Mail processing is done by receiving letters that have been dispositioned by the leader for follow-up and storing temporary letters as long as the letter is still being processed as an active letter. This is done to ensure that the mail has been managed properly and in accordance with the needs of the organization. Based on the results of the researcher's interviews with several informants, it is known that in the process of processing letters in the general subdivision of BKAD is classified as effective because it is duplicated and distributed according to disposition instructions. Duplicate letters are done to maintain security and availability of copies, so as to avoid loss of data or information contained in the letter. Copies of letters are distributed for follow-up, while original letters are preserved and well archived.

Mail storage is the activity or final stage, namely receiving letters that have been processed or that are no longer active to be stored systematically. The letters are stored neatly and securely so that the letters received are not damaged or even lost. The letter is used in the future or in the future for tracing purposes or even as a reference. Based on the results of the researcher's interviews with several informants, it is known that the process of storing incoming mail in the general subdivision of BKAD is classified as effective because it is carried out by copying the incoming mail first, then the duplicated letters are then stored in folders or archive shelves. This is done to maintain the security of the mail if at any time it will be needed again.

Based on the results of research conducted in the general subdivision of BKAD, the process of managing incoming and outgoing mail has been running well and is classified as effective, although there are still some obstacles experienced, it does not interfere much with the running of mail management activities. A task or work can be carried out precisely, effectively, and efficiently, if the work is carried out precisely in accordance with the initial plan, then it is clear that the effectiveness of the work of one or several people, especially employees in an organizational unit or company who work to achieve the goals set in a system determined by means of a view to meeting the needs of the system itself (Darwis, Claresta, et al., 2022; Sufriadi et al., 2019; Wahyuni et al., 2019).

Incoming mail management is all forms of activities carried out starting from receiving incoming letters, processing/finishing until the letter is stored. In addition, the management of incoming mail is an important activity in an organization that aims at delivering all types of letters from institutions or individuals.

Regarding the storage system in the general subsection, BKAD uses the date system storage method. This is done to make it easier to find saved mail. Date storage is a method for storing and searching archives by date, month, and year. The date system is the easiest and most efficient system (Niswaty, 2010; Niswaty et al., 2022).

Outgoing Mail Management

Drafting a letter is the initial stage in the process of drafting an outgoing letter. Where at this stage all letters to be sent are drafted first in accordance with the guidelines that have

been set, then typed. This is done to avoid typing errors that often occur when typing letters without drafts. Drafting a letter is also important because it is the basis of the message to be communicated to the recipient.

Based on the results of researcher interviews with several informants, it is known that the process of making letter concepts is classified as effective because it is carried out by letter managers by paying attention to writing standards and condition analysis. After the draft letter is completed, an examination is carried out by the sub-head first before being given to the head of the agency. After no correction then the letter is given a number, neatly typed and printed to be signed by the head of the agency.

Signing a letter is putting a signature or giving a sign of endorsement in a statement. Letters that have been approved or no longer receive corrections will be immediately signed by the authorized leader, this is done as proof that the letter has been approved or confirms that the sender agrees with the content of the message and is ready to take responsibility for the letter. Based on the results of the researcher's interviews with several informants, it is known that the signing of outgoing letters is effective because the signing is carried out by the authorities in accordance with the interests and official level of the letter. If the outgoing letter is addressed to another agency, then the signing is carried out by the head of the agency. On the other hand, if the outgoing letter is only addressed to each field, the signing can be done by the head of the sub field. Thus, letters with a more limited scope can be handled by the head of the sub-field without the need to involve the head of the agency.

Mail delivery is an activity carried out after the letter made has been signed by the leader and will be sent to the destination address of the recipient of the letter. In sending letters carried out by assigned staff or by using courier services or postal services if the mail to be sent is outside the area. The purpose of this stage is to ensure the mail reaches its destination quickly and safely. Based on the results of the researcher's interviews with several informants, it is known that the delivery of letters is classified as effective because re-checks are carried out before sending letters, such as checking the name and address of the destination of the letter to ensure the correctness of the letter delivery. Then the letter to be sent must be recorded in the outgoing letter agenda book as proof of delivery. In sending letters, if the letter to be sent is still within the scope of the office, the letter will be sent by staff who have been assigned. However, if the letter is addressed to agencies outside the region, the delivery of the letter uses postal services.

Archive storage is the process of managing and storing documents, files, or records from letters received or sent. This is done to help organizations maintain records of communication history and facilitate the rediscovery of documents that have been stored and can be done quickly if at any time the document is needed. Based on the results of researcher interviews with several informants, it is known that archive storage is classified as effective where mail managers check documents before storing archives or documents to ensure that the documents are suitable for storage. Inappropriate documents are usually expired or damaged documents. As for the storage method used, it is the date system method. This method is used because it does not require classification because it only consists of three parts, namely the date name, month name, and year name. The management of outgoing mail in the general subdivision of BKAD has also been carried out in accordance with the procedure. Outgoing mail management is the process of handling letters sent to agencies and individuals, both own initiatives as a response to incoming mail whose process includes drafting, typing letters, and sending letters (Niswaty et al., 2020).

Inhibiting Factors in Mail Management

Mail management in an organization requires a guideline and standard system that is used as a guideline in carrying out management activities. However, mail management in an organization often experiences obstacles. Inhibiting factors are everything that has the

property of inhibiting or even hindering and restraining the occurrence of something. Based on the results of researcher interviews with several informants, it is known that the inhibiting factors in the management of incoming and outgoing mail found several obstacles, including the recording of letters that are still manual, should in modern times now have used an electronic system to minimize archive storage. The inhibiting factor that is also experienced in managing letters is administrative errors, this is the negligence of the mail management officer himself because he is not careful in his duties.

Based on the results of the research conducted, the inhibiting factor in the management of letters in the general subdivision of BKAD is the management of letters that are still manual using a letter agenda book which requires more time and energy. Correspondence that still uses manual methods will require a lot of ink and paper. The costs used are also large because every day mailing activities continue to take place, especially letters that will be sent directly through expedition services. In addition, administrative errors that cause the distribution of letters to be less precise in purpose, so that it can hamper the management process.

Efforts Are Underway to Overcome Obstacles in Mail Management

Mail management activities in the secretariat always encounter obstacles so that efforts are needed to overcome these obstacles so that mail management can run well and effectively. These obstacles certainly interfere with the work process of employees. Based on the results of researcher interviews with several informants, it is known that efforts to overcome obstacles to mail management have been carried out, one of which is to add mail storage facilities so that mail no longer accumulates under the table. It is proven that when researchers conduct research, there are many archive shelves that have been provided in the general subdivision of BKAD. In addition, officers responsible for mail management have conducted special training to improve competence in mail management. Regarding the management of letters that are still manual, it has been done well and in accordance with existing procedures. It's just that if it is done electronically using a computer with a Microsoft excel application to be more effective and if possible to create a special mail management application.

To ensure optimization and effectiveness in mail management, it is necessary to increase knowledge for employees who manage mail. Therefore, mail managers must attend training in order to provide additional knowledge and good skills (Gabbett, 2020; Halomoan, 2020; Maswarni & Nofiar, 2020; Zakiah et al., 2021). So that they will be better prepared and have skills in facing various obstacles that may occur in the process of managing letters in the general subdivision of BKAD. This training will be invaluable because it will improve operational efficiency and service quality so as to ensure that every letter can be handled properly, and maintain smooth and transparent communication within the organization. Attending training can strengthen or hone the knowledge gained. Training makes people aware of the application of a science, so that the person becomes more confident and can improve knowledge and technical work skills (Findeisen et al., 2021; Nurbakti, 2020; Pham et al., 2020).

One of the efforts that can be done is to switch to an electronic mail system so that recording, storing and archiving letters digitally. In addition, mail managers can also use computers by using applications such as *Microsoft excel* in recording letters, as well as storage and archiving. With electronic mail management, it will become structured and easy to search. Using an electronic system or using a computer can provide benefits for the general subdivision of BKAD in simplifying administrative tasks in dealing with various incoming and outgoing mail. Work related to administration to process and store data electronically or electronic office services provide convenience in carrying out activities (Arhas, Niswaty, et al., 2022; Guntur et al., 2024; Suprianto et al., 2023).

The addition of mail storage facilities is one of the effective efforts or solutions in overcoming obstacles regarding mail management. The addition of facilities such as filing cabinets or mail shelves will allow more orderly and systematic mail management in storing

and archiving mail, thereby reducing the risk of mail buildup under the table, and facilitating the retrieval of mail that will be needed quickly. In addition, adequate storage facilities will reduce the impact of mixed or lost mail, so that security can be ensured in the mail management process. Thus, mail management becomes effective and organized, and streamlines the daily tasks of employees. Adequate archival facilities have a major influence in determining the success of mail management and supporting the speed of rediscovery of archives needed so as to achieve maximum results.

CONCLUSION

Based on the results of research and discussion on the management of incoming and outgoing mail in the general subdivision of BKAD, it can be concluded that mail management has run well and effectively. Although there are still several obstacles, such as administrative errors made by mail managers, limited facilities, and recording letters that are still done manually by recording in the agenda book for incoming and outgoing letters which the process still takes a long time. However, in its activities, mail management has followed established procedures. Efforts to overcome these obstacles have also been made such as adding archive storage facilities in the room so that letters no longer accumulate under the table. In addition, training has been conducted for mail managers to improve competence and understanding in managing letters, training is carried out twice a year.

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