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# Analysis of the Management of Incoming Letters at the South Sulawesi Provincial Health Office

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**ABSTRACT**

This study aims to find out the analysis of the management of incoming mail at the South Sulawesi Provincial Health Office. This research is qualitative, using data collection techniques through observation, interviews and documentation. The research informants were 3 employees of the South Sulawesi Provincial Health Office. The results of this study show that the management of incoming letters at the South Sulawesi Provincial Health Office is running "well". Judging from the aspect of receiving letters, namely receiving letters is done manually by paying attention to the purpose of the sender, sorting to distinguish between personal and official letters, checking that the letters are correct and not damaged, and ensuring that the letters are well received by the relevant fields. The aspect of directing incoming letters, namely directing incoming letters, is carried out by including a disposition sheet that records the instructions of the leadership. After being received in the administration section, the letter is put into the agenda book and sent to the head of the agency. Original mail can be sent or distributed. In the case of recording incoming mail, incoming mail is recorded in a notebook and the officer uses an agenda stamp as proof that the letter has been recorded. The storage aspect includes storing incoming mail manually, i.e. it is physically stored in the mail. To do this, a folder is used to store the letter in the refrigerator. From the aspect of submission, the incoming letter is submitted to the relevant parties based on the disposition of the leadership by including two introductory sheets that must be paraphrased as a receipt.

**Keywords:** Analysis, management, incoming mail

## INTRODUCTION

Organizations with multiple tasks often face administrative management problems, especially related to the correspondence process. An organization is a place where a group of people come together to perform a number of tasks together to achieve a goal (Niswaty et al., 2024; Saleh, Ahmad, et al., 2024; Taliang et al., 2023). Effective communication between members of an organization or institution ensures that all operations run smoothly (Awaru et al., 2021; Niswaty et al., 2021; Saleh, Sari, et al., 2024; Sazwani et al., 2020). For effective communication, people must have good interaction skills and have the right media. Communication media is undergoing rapid transformation along with the progress of the times. Organizations also often use letters as a means of information communication. For an organization, mail management is an important governance because it shows the quality of administration (service) (Arhas, 2022). Mail is the "heart" of an office or institution in the administrative system (Arhas, 2024). This is based on the fact that letters serve as "black on white" evidence related to the archives of institutional documents and cannot be replaced by technological advancements. One of the important tasks in the office is to manage and monitor correspondence. Managing mail, which is a program to handle incoming mail, including receiving, recording, guiding, sharing, managing further and tidying up letters according to the rules (Arif Fitriyanto et al., 2023; Londa et al., 2022; Nouvel et al., 2021; Suryadi & Zulaikhah, 2019)

There are 2 incoming letter agenda books, namely ordinary/general incoming mail notebooks and special/invitation notebooks. The things written in the letter notebook are the date of receipt of the letter, the date of the letter (which is stated on the letter), the sequence number, the letter number, the origin of the letter, the content of the letter, and the description. Incoming letters that have been recorded in the agenda book, then include a disposition sheet

on the mail control card. Likewise, the Sulawesi Provincial Health Office Selatan certainly cannot be separated from correspondence activities. Along with the activities carried out by the South Sulawesi Provincial Health Office, in order to establish a cooperative relationship both in the internal and external environment, it is necessary to have the necessary knowledge and information that can be realized by using letters as a means of achieving these goals and objectives.

The South Sulawesi Provincial Health Office has the task of assisting the governor in carrying out government affairs in the health sector and assistance duties assigned to provincial areas. The implementation of other functions given by the governor is related to his duties and functions in accordance with laws and regulations, where every day many letters come in. Therefore, it is very necessary to pay attention to the correct management of letters in accordance with the procedures that have been established so that the implementation of work can run smoothly.

Based on the results of observations on January 29, 2024 in the management of correspondence at the South Sulawesi Provincial Health Office, it shows that the lack of equipment/equipment used in letter management, such as notebooks and mail information systems, managers are not careful in sorting letters, so it is sometimes difficult to find duplicates of the letters needed. During the stage of handling/handling incoming letters, employees only sort out the documents that are considered the most important/postpone other documents. This resulted in a lack of speed in controlling incoming mail at the South Sulawesi Provincial Health Office, so it is interesting to further research the management of incoming mail entitled "Analysis of the Management of Incoming Letters at the South Sulawesi Provincial Health Office".

## METHODS

The approach used in this study is qualitative. Qualitative research methods are research methods used to research on natural object conditions, where the researcher is the key instrument, data collection techniques are used in triangulation, data analysis is inductive, and qualitative research results emphasize meaning rather than generalization. The research method is used to obtain in-depth data, a data that contains meaning, therefore, the use of qualitative methods in research can produce a study of a more comprehensive phenomenon and where in the way of obtaining it goes directly to the research location.

In the aspect of receiving incoming letters is done manually, the letter is received first to the party working in the front of the office from the general section of the central section for further processing. In the aspect of directing the Incoming Letter, after the incoming letter is received, the relevant parties conduct a letter briefing in accordance with the purpose of the incoming letter briefing letter is carried out by including a disposition sheet that records the instructions of the leadership After being received in the Administration Section, the letter is put into an agenda book to be submitted to the head of the work unit. After that, the original letter can be sent or shared. In the aspect of recording incoming mail, namely incoming mail will be sorted based on its purpose and stored in a certain system.

By collecting letters, you can start the process of managing letters into the notebook system, which is used to make it easier to find letters. In the aspect of storing incoming letters, namely incoming letters will be stored in a notebook which is used as a record of letters in a year. The storage of incoming letters at the Health Office is done manually. In the aspect of submitting the incoming letter, namely the incoming letter will be delivered to employees based on the disposition of the leadership and stored in a certain system.

## RESULT AND DISCUSSION

### Receipt of Incoming Letter

Receipt of incoming mail is the first step in managing letters received by organizations or individuals that are carried out manually. This process involves several important steps to ensure that the letter is received correctly and processed promptly.

Based on the results of the interview, the person authorized to receive incoming letters is the administrative staff, the recipient of the letter is in charge of collecting the received letters, ensuring that the address is appropriate, and signing proof of receipt of the letter, then the letters are sorted based on their purpose. Meanwhile, the process of receiving incoming letters is sorting letters based on their purpose and signing by giving a stamp on the proof of delivery to show that the letter has been received and the manager only schedules the letter to continue to be taken to the heads of the agencies and then the heads of the agencies who dispose of the direction of the letters. If so, then it will be returned to the mail administration staff.

The results showed that the one who received the incoming letter was the administrative staff. Incoming mail management means that the person receiving the mail is sorted, type-checked, and sent, and signs the proof of delivery with a stamp.

Receipt of incoming mail is the first step in managing mail received by organizations or individuals. The receipt of incoming letters is done manually, the letters are received first to the parties working in the front of the office/administrative section to be processed. The process of receiving letters involves the stages that must be carried out appropriately to manage the letters.

Based on the results of the research, the authority to receive incoming mail is the administrative staff, the recipient of the letter is in charge of collecting incoming letters, seeing the suitability of the address and signing proof of receipt of the letter, then the letters are sorted based on their purpose. Meanwhile, the flow or process of receiving incoming mail is collecting incoming mail, checking the address of the letter, sorting the letter based on its purpose and signing by giving a stamp on the proof of delivery as proof that the letter has been received and the manager only schedules the letter to continue to be taken to the secretaries of the service and then the head of the service who disposes where the letter is going. If so, then it will be returned to the mail administration staff. This process ensures that incoming mail can be received correctly and processed promptly, thus ensuring efficiency and effectiveness in managing incoming mail.

Based on this theory, the receipt of incoming mail involves several important stages to organize and manage incoming mail effectively. Starting from receiving the letter by paying attention to the purpose of the sender, sorting to distinguish between personal and official letters, checking that the letter is correct and not damaged, and ensuring that the letter is well received by the relevant field. Incoming mail must be ensured to be received by the relevant parties and handled in accordance with applicable procedures.

### Incoming Letter Briefing

In the briefing of incoming letters, the letter is received first in the administrative staff section, then put in an agenda book to be submitted to the head of the work unit, before the original letter is sent or distributed. The leadership carried out the instructions for incoming mail to ensure who would handle the mail problem next.

Based on the results, the Head of the Service is responsible for managing the papers, giving instructions on the disposition sheet, and appointing the person responsible for processing it. It is necessary to direct the control of incoming letters so that the direction of the letter is more

clearly received to the Leader/Head of the Service. Inbound mail briefing allows for the proper and fast distribution of incoming mail, so that the purpose of mailing the mail can be well achieved and avoid the loss of incoming mail or existing information.

Based on the observation that the person who directs the incoming letter is the Head of the Service because the Head of the Service is responsible for handling the letter. Briefing in the management of incoming mail is needed to ensure that incoming mail is received and managed correctly and efficiently so that the direction of incoming mail is more clearly received to the Leader/Head of Service.

Since it is the leader who is responsible for handling the incoming mail, the leader is responsible for directing the incoming mail. A disposition sheet is a fill sheet where the leader can write down the directions and names of the parties and fields that must process the letter. The letter included in the briefing can be carried out in various ways. The notebook system is a letter direction system that processes letters through an agenda book. Mail that enters this system is considered part of the system. In the agenda book, it makes it easier when you want to look for a letter. In addition, it also makes the administration neater.

Based on the results of the research, the Head of the Service is responsible for managing the papers, giving instructions on the disposition sheet, and appointing the person responsible for processing it. Activities related to the handling of incoming mail are known as the briefing process, which includes receiving, recording, sorting, and delivering letters to the Head of Service. Inbound mail briefing allows for precise and fast distribution of incoming mail, so that the purpose of mailing the mail can be well achieved and avoid the loss of incoming mail or existing information.

Briefing in the management of incoming letters is needed to ensure that incoming letters are received and managed correctly and efficiently so that the direction of incoming letters is more clearly received to the Leadership. After the incoming letter is received, the relevant parties conduct a letter briefing in accordance with the purpose of the incoming letter briefing letter.

**Incoming Mail Recording**

To make it easier to find letters, record them in a notebook. The most common types of notebooks are single notebooks and paired agenda books. A single notebook records all incoming letters at once with consecutive numbers in one book, while a paired notebook records all incoming letters at once in one book.

Based on the results of the interview, it can be understood that the recording equipment in letter control is like a notebook/disposition sheet used for letter control. The recording obstacles faced in the management of incoming mail such as the limitation of the letter multiplier tool so that it affects the ability to make copies of the letter needed in the management of incoming mail, the error of recording the letter number so that it can affect the ability to manage incoming mail effectively and that is, sometimes the letter is scattered if needed it is difficult to find.

Based on the observation that the recording device used in controlling incoming mail is using a notebook and there are several obstacles in handling the recording of incoming mail such as errors in writing the number on the letter and sometimes there are scattered letters so that it can affect the ability to manage incoming mail effectively.

Recording letters is an activity that should be carried out by administrative employees. Letters are used in offices as a tool or written evidence for notices, requests, thoughts, and ideas. All correspondence, both received and sent, must be recorded. Incoming correspondence from an institution or agency must be recorded properly using an agenda

book. The agenda book plays a role, namely to store details about the letter whether sent or received. The existence of this record will make it easier for related agencies or institutions to find out the number of letters that come in or out each period. Recording letters not only makes administration neater, but also makes it easier in the process of numbering and archiving letters.

Based on the results of the research, the agenda book plays a role, namely to store details about the letters, whether sent or received. The existence of this record will make it easier for related agencies or institutions to find out the number of letters that come in or out each period. Recording letters not only makes administration neater, but also makes it easier in the process of numbering and archiving letters. A good recording system will make it easier to find letters if needed again later.

The notebook system is used to write notes. The letter can be opened and read by the officer to determine if it is an ordinary, important, or confidential official letter. It is essential to keep track of how many letters come in each day, week, month, and year. It also makes it easier to store, making the mail easier to find. After being recorded, the officer affixed an agenda stamp to ensure that the letter had been recorded. Incoming letters can be collected to start the procedure of managing incoming letters in the agenda book system. Incoming mail will be sorted and stored in a specific system based on its purpose.

**Incoming Wish Storage**

The storage of incoming mail has been done manually, namely the letter is stored in a filling cabinet with a folder/folder when stored physically. Incoming mail is stored in a dynamic archive that allows for effective mail search and research. These dynamic archives usually use a systematic and easily accessible mail numbering system. By using the right inbound mail storage method, organizations can make the process of filing, searching, and managing mail more effective.

Based on the results of the interview, the equipment used to store incoming mail is a folder or folder and then stored in a filing cabinet. The Archive Book used to store incoming mail that has been processed and stored properly so that it is easy to find it again if needed and currently the equipment is enough with manual management of incoming mail, equipment used temporarily is enough and soon there will be a change in the management of incoming mail through an application called smarofis so it does not use paper and is not manual anymore.

Based on the observation results, the equipment is used to store incoming mail such as folders/folders and then stored in the filing cabinet. For now, the equipment for managing incoming mail manually is enough, but later it will use the smarofis application so that it will no longer use paper.

One of the important processes in managing incoming mail is the storage of incoming mail. Once the incoming mail has been processed, the original letter must be submitted to the administrative department for storage using a specific storage system, such as the alphabet system, subject system, region system, date system, or number system.

Based on the results of the study, in storing incoming mail, it is using a folder or folder and then stored in an archive cabinet. The Archive Book used to store incoming mail that has been processed and stored properly and currently the equipment is enough with manual management of incoming mail, equipment used temporarily is enough and soon there will be a change in the management of incoming mail through an application called smarofis so it does not use paper and is no longer manual. Given the importance of the function of letters, the storage and maintenance of letters must be done properly and follow the applicable

procedures. So that good storage of incoming letters can make it easier to search for these letters if needed.

Based on this theory, it can be concluded that, the storage of incoming mail has been done manually. Incoming mail storage is intended to store all incoming mail information so that it can be accessed if the information is needed. Mail storage is done manually with physical mail stored by the intended address of the letter using archive shelves stored based on archive classification.

**Submission of Sulrat Masulk**

Incoming letters will be delivered to employees based on the disposition of the leadership and stored in a specific system. The submission of incoming mail is an important stage in the incoming mail management procedure that functions to send the letter that has been received to the relevant party. Important letters are sent directly to the leadership by including a disposition sheet containing the supervisor's instructions on handling the letter. The letter is usually sent to the authorized section by including two introductory sheets that must be paraphrased as proof of receipt of the letter. Meanwhile, confidential letters are sent in a closed state by including two introductory sheets that must be paraphrased as receipts.

Based on the results of the interview, the obstacle to the delivery of incoming letters is usually scattered letters so that they are difficult to find when needed, sometimes the letters are lost so that they are not delivered to the leadership and usually the letters are scattered and inappropriate often late in the letter if the letter is needed, the effort is before being conveyed to the leader by contacting the person concerned, photographed or making a new letter and also by using a notebook. This helps to overcome the obstacles that occur.

Based on the results of observations, it can be understood that obstacles or obstacles that occur such as losing letters so that they are not conveyed to the leadership and usually the letters are scattered and inappropriate often delays in the letter if the letter is needed, the solution to these obstacles is to contact the party concerned to make a new letter again or by using an agenda book.

The submission of incoming mail is an important stage in the incoming mail management procedure that functions to send the letter that has been received to the relevant party. Important letters are sent directly to the leadership by including a disposition sheet containing the supervisor's instructions on handling the letter. The usual letter is sent to the authorized section by including two introductory sheets that must be paraphrased as a receipt.

Based on the results of the research, it can be understood that the letter given to the party addressed by the leadership must be signed or paraphrased as a receipt. In addition, there are obstacles to the delivery of incoming letters, usually scattered letters so that they are difficult to find when needed, sometimes lost letters so that they are not delivered to the leadership and usually scattered and inappropriate letters are often delayed if the letter is needed. The efforts made to overcome the problem of this incoming letter before being conveyed to the leadership by contacting the person concerned, photographed or making a new letter. This helps overcome the obstacles that occur. Incoming letters will be delivered to employees based on the disposition of the leadership and stored in a specific system. Important letters are sent directly to the leadership by including a disposition sheet containing the supervisor's instructions on handling the letter. The usual letter is sent to the authorized section by including two introductory sheets that must be paraphrased. Meanwhile, confidential letters are sent in a closed state by including two introductory sheets that must be paraphrased as receipts.

## CONCLUSION

Based on the findings and discussions, it can be concluded that the management of incoming letters at the South Sulawesi Provincial Health Office judging from the indicators of receipt of incoming letters has been running smoothly. This is displayed in the indicator, namely the receipt of the incoming letter, namely the receipt of the incoming letter is done manually, the letter is received first to the party working at the front. The recipient of the letter pays attention to the purpose of the sender, sorts to distinguish between personal and official letters, checks that the letter is correct and not damaged, and ensures that the letter is well received by the relevant field. Directing incoming letters, namely the management of incoming letters, is necessary to ensure that incoming letters are received and managed correctly and efficiently so that the direction of incoming letters is more clearly received to the Leadership. The relevant parties carry out a letter briefing in accordance with the purpose of the incoming letter briefing letter is carried out by including a disposition sheet that records the leader's instructions After being received in the administration section, the letter is put in the agenda book and sent to the head of the agency. Original mail can be sent or distributed. Recording of incoming letters, which means that every incoming letter from an institution or agency must be carefully recorded in the agenda book. Incoming mail storage: Incoming mail storage is done manually, meaning that the letters are physically stored in a folder mailbox. The storage of incoming mail is done manually, meaning that the letters are physically stored in a mailbox with archive shelves arranged according to their classification. The submission of the incoming letter, namely the incoming letter, will be delivered to the employee based on the disposition of the leadership and stored in a certain system. Important letters are sent directly to the leadership by including a disposition sheet containing the supervisor's instructions on handling the letter. A letter that is usually sent to the authorized section with two introductory sheets that must be paraphrased as a receipt.

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