

## **MANAGEMENT OF INCOMING MAIL ARCHIVES AT THE BENGKAYANG SUB-DISTRICT OFFICE BENGKAYANG DISTRICT**

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### **ABSTRACT**

*The Bengkayang Head Sub-District Office, Bengkayang Regency, is one of the community service offices located in Bengkayang Sub-District, Bengkayang Regency, West Kalimantan Province. In government affairs, it is certainly never broken in terms of services and correspondence. The Bengkayang Head Sub-District Office will receive incoming letters every day, both internal and external. These incoming letters must be managed properly by applicable procedures and will eventually be archived. The resources owned also have a big share in carrying out their duties and functions, so what has been planned properly can also be realized properly. This research is descriptive qualitative research. The methods used are observation, interviews, and documentation studies. In this study, researchers made direct observations at the Bengkayang Head Sub-District Office regarding matters relating to the management of incoming letters and up to the stage of storage in the archives. After that, the researcher also interviewed 2 employees who were directly related to these activities, and the researcher also conducted a documentation study to strengthen the results of the data that had been obtained. Based on the results of the research, it can be seen that the management of incoming letter archives at the Bengkayang Head Sub-District Office is still not optimal; the management of incoming letter archives is still not neat, so when the archive is needed, it cannot be found because there is no special archive room. The staff on duty is less competent in carrying out his duties because he is often negligent and leaves the place during working hours. Training in managing archives has also never been given to the staff in charge. Responsibility is given only because the staff is a senior employee. Therefore, the Bengkayang Head Sub-District Office needs to provide training to staff in managing records, especially in terms of correspondence. The archive place should also be provided specifically and managed in accordance with procedures so that it can maintain office archives more optimally and effectively.*

**Keywords: Management, Archives, Incoming Letters**

### **INTRODUCTION**

Every organisation, both private and government, must have data and information that is usually stored in an archive. The data and information must be stored temporarily because some are in further processing (pending files) or archives that have finished processing (permanent files) must be stored because they are still needed in the future. In reality, data and information storage is often not done properly. In fact, the function of the archive is very important for the smooth operation of the company / agency, for example for decision making based on past data or information. This is the reason for the need for an effective data and information provision and storage system.

Archives have an important value and role because archives have official evidence of the implementation of government administration and the life of the Indonesian nation in the context of efforts to improve the effectiveness and effectiveness of the administration of the state apparatus. The purpose of archival activities organised by the government is to ensure the safety of national accountability materials regarding the planning, implementation, and organisation of national life and to provide these accountability materials for government activities.

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The Bengkayang Sub-District Office is one of the government offices that can never be separated in terms of correspondence and archive management. Every day during working hours there must be incoming letters from outside and internal agencies. In managing incoming letters, there must be procedures that must be adhered to. Starting from the registration process, distribution, to the archive storage stage. The Bengkayang Sub-District Office itself has shortcomings in the management of incoming letters to archive storage. Staff in charge of handling correspondence can be said to still not understand the role of correspondence which is so important for an office. Officers do not immediately manage existing letters, but wait for the work to accumulate a lot first. So that it hampers the smooth process of managing incoming mail. In the process of managing or handling incoming mail, officers only sort letters that are deemed important first and postpone other letters. This causes slowness in the management of incoming letters at the bengkayang sub-district office.

Based on the description of the research problem, the researcher is interested in conducting research with the title 'Management of Incoming Letter Archives at the Bengkayang Sub-District Office'.

## **LITERATURE REVIEW**

According to Suprianto and Mushin in Herman et al (2022:179), 'Management is the skill to mix the components and elements involved in a system to achieve planned results/goals'.

According to Kiyosaki and Lechter in Herman, et al (2022: 179), 'Management is a very large word that includes the management of money, time, people, resources, and especially the management of information'.

According to Hasibuan in Herman, et al (2022: 179), 'Management is the science and art of managing the process of utilising human resources and other resources effectively and efficiently to achieve a certain goal'.

According to Idris, et. al in Sattar (2018: 4), 'Providing a formulation that the archive is a collection of correspondence that occurs due to a job action, stored transactions, and when needed can be prepared for the next task (action). Archives also mean a building where recording, storing and managing letters are held'.

According to Maulana in Sattar (2018: 4), 'Saying that archives are writings that can provide information about events and the implementation of the organisation, which may take the form of correspondence, data (materials that can provide information) in the form of printed matter, cards, sheets and notebooks containing correspondents, government regulations and so on that are received or made by each institution, whether government or private, small or large'.

According to Lubis in Lubis and Nurhaidah (2023: 51-53) 'Handling incoming mail is all activities carried out since the receipt of incoming mail, processing or completion until the letter is stored. There are two types of incoming mail handling, namely: Agenda Book System and Control Card System. The procedure for handling incoming mail is as follows:

1. Receipt of mail

Receiving letters can be done by those who usually work at the front of the office or front office, such as security guards and receptionists (receptionist). There are even

companies where the handling of letters is done by receptionists as well. Their activities range from receiving to archive storage, because their place is at the entrance of an office, so if there is an incoming letter, either delivered by a postal officer or by a courier, they are the ones who often receive letters.

The duties of the letter recipient are:

- a. Collect every incoming letter,
- b. Examine the accuracy of the address
- c. Signing the proof of delivery that the letter has been received. Do not let any letter have the wrong address. If the address is incorrect, then the letter must be returned to the postal officer or courier. But if it is correct then the letter must be given to the officer in the administration or administration department.

## 2. Mail Sorting

After the letter is received from the receptionist, the letter is then separated based on the intended address. if the letter is for an individual and concerns personal matters, then the letter can be given directly to the intended address, but if the letter is an official letter because it concerns the interests of the company / organisation, then the letter must be processed further.

## 3. Letter Recording

Letters received by the recorder are graded into three categories, namely important, ordinary, or confidential letters. This activity requires sharp thinking, understanding of all issues within the institution, and must be thorough. For important mail, it is recorded using a triplicate control card. Ordinary letters use a cover sheet for ordinary letters. Confidential letters use a confidential letter cover sheet. Recording is done using an agenda book. The officer can open and read the letter to find out whether the letter is an ordinary, important or confidential official letter. For confidential letters, officers are not allowed to read the letter, unless it has been authorised by the leadership. This recording is very important, because it can be known the volume of incoming letters every day, week, month and year. It also facilitates storage so that letters will be easier to find. After recording, the clerk stamps the agenda as a sign that the letter has been recorded. Then the officer gives the letter to the leader by attaching a disposition sheet to record the leader's instructions regarding the handling or further process of the letter.

4. Letter Recording

Letters received by the registrar are categorised into three categories: important, ordinary or confidential. This activity requires sharp thinking, understanding of all issues within the institution, and must be thorough. For important mail, it is recorded using a triplicate control card. Ordinary letters use a cover sheet for ordinary letters. Confidential letters use a confidential letter cover sheet. Recording is done using an agenda book. The officer can open and read the letter to find out whether the letter is an ordinary, important or confidential official letter. For confidential letters, officers are not allowed to read the letter, unless it has been authorised by the leadership. This recording is very important, because it can be known the volume of incoming letters every day, week, month and year. It also facilitates storage so that letters will be easier to find. After recording, the clerk stamps the agenda as a sign that the letter has been recorded. Then the officer gives the letter to the leader by attaching a disposition sheet to record the leader's instructions regarding the handling or further process of the letter.

5. Mail Briefing

Letter briefing is determining who will then process the letter related to the letter problem. Letter direction is carried out by the leader, because it is the leader who will be responsible for handling the letter. The leader can write his instructions on the disposition sheet, and write who should process the letter. The disposition sheet is a sheet to record instructions from the leader regarding the follow-up process of letters received from other parties. The person or unit appointed by the leader to follow up on the letter in question will handle the letter based on the leader's instructions'.

## **METODE**

This research was conducted at the Sub-District Office of Bengkayang Regency, West Kalimantan in July 2023. The research method used in this research is qualitative research. According to Moleong in Umarati Hengki Wijaya (2020: 7), 'qualitative research is research that intends to understand the phenomenon of what is experienced by

the research subject (for example behaviour, perceptions and so on) holistically, and by means of descriptions in the form of words and language in a special context that is natural and with the benefit of sharing natural methods’.

#### Data Type and Data Source

The type of data in this study uses qualitative data. The research data collection technique is divided into two types, namely primary data and secondary data.

#### Primary Data

According to Hutagalung in Teddy Chandra (2023: 25), ‘Primary data is data obtained directly through the original data, primary data has an up to date nature. Researchers who will look for data are required to get it directly. In other words, this data is taken directly from the source ‘. Primary data sources were obtained from the research site at the Bengkayang Sub-District Office.

#### Secondary Data

According to Harapan and Tirtayasa in Teddy Chandra (2023: 25), ‘Secondary data is data that has been collected in the past by others but can be used by other research in the future. Secondary data can be used to strengthen the research being conducted. Secondary data is actually primary data but becomes secondary when used by third parties’. Secondary data in this study was obtained from a third party at the Bengkayang Sub-District Office, namely Mr Sudarto as the employee administration field.

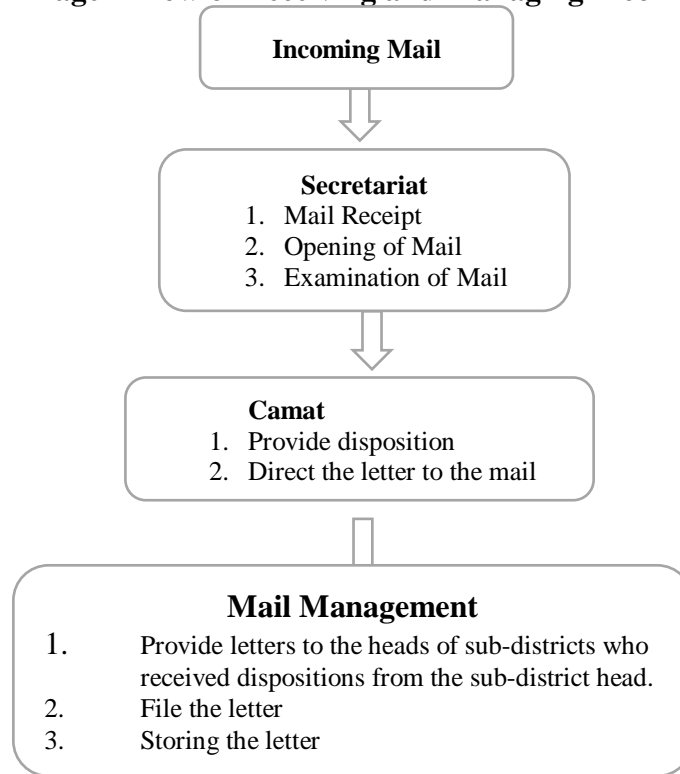
## **RESULTS AND DISCUSSION**

In an effort to obtain actual information, the author deliberately and directly participates in activities or in other words goes directly to the field where the author conducts research. Researchers observe activities in the field by carrying out all activities carried out at the Bengkayang Sub-District Office, especially in the Incoming Letter Archive Management Division.

The author participates in helping to arrange incoming archives into the Gobi that has been provided, as for old archives, they are moved to the archive storage warehouse to become important documents or files that can still be reused if needed at the Bengkayang Sub-District Office. the same as the staff of the Bengkayang Sub-District Office, both in helping to record incoming letters, and so on. After observing the activities

and participating in doing so, the researcher found that the system used in knowing the management of incoming letter archives is done manually or physically.

**Image 1 Flow of Receiving and Managing Incoming Mail**



Source: Processed Data 2023.

The management of incoming mail starts from receiving letters at the secretariat, checking incoming letters, classifying letters to find out to whom the letter is addressed, then the letter is opened and checked for contents and then the date of receipt is given on the back of the letter. The letter is given to the sub-district head for disposition. Furthermore, the letter is then distributed to the intended clerks and scheduled and stored.

**Tabel. 1 Observation Guidelines Management of Incoming Letters at the Bengkayang Sub-District Office**

No.	Observed Items	Description
1.	Incoming mail management	Incoming mail management
2.	Archive storage room	Hygiene Temperature and Humidity Space and condition
3.	Records officer	Number of Officers
4.	Mail/filing equipment and supplies	Filing cabinet Agenda book Chair table d. Archive shelves Lemari arsip Map

5.	Archive maintenance and security	Equipment for maintenance b. Storage location security
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Source: *Processed Data 2023*

**Tabel. 2 Observation Results Management of Incoming Mail at the Bengkayang Sub-District Office**

No.	Aspects observed	Description of Observation Results
<b>1.</b>	<b>Incoming Mail Management</b>	
	Incoming Mail Management	<p>Officers receive letters, both from those delivered by postal carriers, Telkom and individuals by initialing the receipt. The clerk opens and reads the letter. The clerk records in the incoming letter agenda book. The clerk writes on a white and yellow disposition sheet. The clerk records in the incoming mail control register. The officer submits the letter to the chairman for disposition.. The leader reads the letter writes the disposition of the letter, initials, dates, disposition and fills in the completion column on the disposition sheet.. After the letter receives a disposition from the leader, the archive officer writes down the date of completion of the letter in the incoming letter control register. Then the archive officer gives the letter to the section that has received a disposition from the sub-district head. Furthermore, letters and white disposition sheets are stored in each section based on the completion date. The yellow disposition sheet is kept at the secretariat..</p>
<b>2.</b>	<b>Archive Storage Room</b>	
	a. Hygiene	The employee workspace is cleaned every morning and evening after working hours by the cleaning service, but there is still dust in the storage area..
	Temperature and humidity	Ruangan belum dilengkapi dengan Air <i>Conditioner</i> (AC) maupun alat ukur suhu ruangan, oleh karena itu sulit untuk dilakukan pengontrolan terhadap suhu ruangan dan menjaga temperatur suhu ruangan.

	Room size and condition	The room measures 4x4 metres, the east corner of the room has 2 employee work desks and on the side there are file cabinets, file shelves, filling cabinets, and stacks of cardboard boxes..
<b>3.</b>	<b>Archive storage room</b>	
	Number of officers	There are 2 archive officers, namely the head of the sub-division of administrative affairs and personnel administration.
<b>4.</b>	<b>Equipment and supplies for mail/archive management</b>	
	<i>Filing cabinet</i>	There is one filling cabinet used to store letters.
	Agenda book	There are 2 pieces.
	Chair table	There is every employee, and chairs for guests
	Archive shelves	There is 1 piece
	Filing cabinet	There is 1 piece
	Map	The folder used to distribute mail uses a paper folder (stopmap).
	Gobi	There are 8 pieces
<b>5.</b>	<b>Mail maintenance and security</b>	
	Equipment to maintain	The equipment used is a feather duster. Staff clean the shelves or rooms using only a feather duster.
	Storage location security	The security of the location is poorly maintained, because the officer is not always in the archive storage room in the form of letters.

Source: Processed Data 2023

### Interview

Apart from making observations, the author also conducted an interview with one of the employees in the Personnel Administration section, namely Sudarto as the Personnel Administration section with the approval of the Bengkayang Sub-District Head Bapak, Hery Setiyono, S.STP., M.Si. This interview was conducted at the Bengkayang Sub-District Office, precisely in the Head of Sub-District Administration room, which is Mr Sudarto's own room.

The researcher's interview guide is in the form of questions that have been prepared before the researcher interviews one of the employees at the Bengkayang Sub-District Office, these questions are about the Management of Incoming Letter Archives at the Bengkayang Sub-District Office, obstacles to the Management of Incoming Letter

Archives. In the implementation of research at the Bengkayang Sub-District Office. The interview results are as follows:

According to Sudarto, as the staff of the Bengkayang Sub-District Office in the Personnel Administration section, 'the storage of incoming letter archives every year is stored in the warehouse, each letter and given an archive number / code to make it easier to find when needed. The management of incoming letter archives at the Bengkayang sub-district office for now is quite good because it is in accordance with existing procedures, for the time being, the other day there were archives that were difficult to find, because they were scattered and not arranged so that some archives were lost, and until now they have not been found, there are employees who take incoming letter archives but are not stored again, finally the letter is lost, there is a special place for storing archives, I used to store them just anywhere, after I traced the archives were very important, so from there I started to secure all incoming letter archives. cooperation letters, for example cooperation, for example cooperation with the government. Letters of cooperation, for example cooperation with health centres, and villages regarding cooperation in preventing stunting in children, all types of incoming letters that come, incoming letters from any agency that is in the Bengkayang Sub-District Office '.

(Interview, 11 June 2023)

#### Documentation Study

In addition to conducting observations and interviews, the author also obtained information through documentation studies. Information is obtained by looking at archived documents, searching for information from Incoming Letter Archives in the Archive Storage Warehouse and adding information via the internet and books related to research, observation results and interviews about the Management of Incoming Letter Archives at the Bengkayang Sub-District Office in 2023. Documentation obtained in the form of letter filing documents that have been scheduled and dispositioned.

## CONCLUSIONS

The Bengkayang Sub-District Office in managing an incoming letter archive has not been managed properly, this can be seen from the management and even the procedure for storing and preparing archives that are not good. Thus, the management of incoming

letter archives at the Bengkayang Sub-District Office cannot be said to be neatly organised.

Based on the results of the research above, archive officers need to improve their understanding in managing archives, archive storage requires sufficient room temperature, therefore the archive room at the Bengkayang Sub-District Office must be given good air circulation so that the stored archives can be maintained and well maintained, for archive officers there needs to be technical guidance in managing, compiling, and storing archives.

The archive officer who takes care of the archives has not been optimal in answering several questions from the researcher, in the management of incoming letter archives there are still things that are lacking such as air circulation, vacuum cleaners, in the Sub-District Office there is also no archive officer who is ready in the archive room, there is only a guard for the Sub-District Office but no guard for the archive room.

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