



## **DIGITIZATION OF CORRESPONDENCE: ADMINISTRATIVE MANAGEMENT AT THE CILACAP REGENCY KPU OFFICE USING A WEBSITE**

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### Abstract

The implementation of this internship activity aims to find out the activities of managing correspondence administration through the UIU website at the Cilacap Regency General Election Commission (Komisi Pemilihan Umum/KPU) Office. Administrative management in making outgoing letters at the Cilacap Regency KPU office is still manually typed using Microsoft Office. However, for archiving incoming and outgoing letters as well as making assignment letters and official travel orders (SPPD), it is already digital, namely using the Urip Iku Urup (UIU) website owned by the Cilacap Regency KPU. However, the website cannot be accessed outside of the KPU Cilacap Regency internet network, which can hamper if an employee is traveling on a business trip so that he cannot complete his work quickly. KPU Cilacap Regency needs to create the latest information technology for making outgoing letters so that the work done can run effectively and efficiently. In addition, the Cilacap Regency KPU also needs to improve the website so that it can be accessed anytime and anywhere so that it makes it easier for employees when they are doing business outside the office. If this is done, office activities can run optimally and the performance of employees can continue to increase.

**Keywords:** Administration, Correspondence, Website

### Abstrak

Pelaksanaan kegiatan magang ini bertujuan untuk mengetahui kegiatan pengelolaan administrasi surat menyurat melalui *website* UIU pada Kantor Komisi Pemilihan Umum (KPU) Kabupaten Cilacap. Pengelolaan administrasi dalam pembuatan surat keluar pada kantor KPU Kabupaten Cilacap masih diketik secara manual



menggunakan *Microsoft Office*. Namun untuk pengarsipan surat masuk dan surat keluar serta pembuatan surat tugas dan surat perintah perjalanan dinas (SPPD) sudah secara digital yaitu menggunakan *website* Urip Iku Urup (UIU) milik KPU Kabupaten Cilacap. Akan tetapi *website* tersebut tidak dapat diakses diluar dari jaringan internet KPU Kabupaten Cilacap yang dapat menghambat apabila seorang karyawan sedang melakukan perjalanan dinas sehingga tidak dapat menyelesaikan pekerjaannya dengan cepat. KPU Kabupaten Cilacap perlu membuat teknologi informasi terbaru untuk pembuatan surat keluar agar pekerjaan yang dilakukan dapat berjalan secara efektif dan efisien. Selain itu, KPU Kabupaten Cilacap juga perlu melakukan perbaikan *website* agar dapat diakses kapan saja dan dimana saja sehingga memudahkan karyawan apabila sedang melakukan dinas diluar kantor. Apabila hal tersebut dilakukan, aktivitas kantor dapat berjalan dengan optimal serta kinerja karyawan dapat terus meningkat.

**Kata Kunci:** Administrasi, Surat Menyurat, *Website*

## A. INTRODUCTION

In the current era of globalization, most community activities are inseparable from the existence of information systems and technology. The role of information systems and technology is needed by many people in carrying out their daily activities. With information systems and technology, work completion can run effectively and efficiently.

In an institution or agency, information systems and technology are indispensable. Activities in an institution or agency cannot be separated from technology and information. At the Cilacap Regency General Election Commission (KPU) office, information systems and technology are needed to improve employee performance. In addition, it can also be used to succeed the 2024 Simultaneous Regional Election (Pemilihan Kepala Daerah/Pilkada) activities that are

being organized by KPU Offices throughout Indonesia. Technology and information can be used, especially in the administrative management of correspondence and official travel. According to (Zulkifli & Sibuea, 2022) administration can be defined as activities related to administration or correspondence. Administration can be carried out in a continuous period of time. Administration is an effort to achieve goals efficiently and effectively by utilizing people in a collaboration. Therefore, it is very necessary to manage good administration in an institution or agency.

Meanwhile, according to (Siregar, 2020) administration is a process of cooperation between people and other people, between agencies and other agencies and record-keeping activities, writing, for a predetermined effort in order to achieve maximum results. Thus, it can be concluded that



administration is a recording activity related to administration carried out by a person or group of people to achieve certain goals.

The management of correspondence administration at the Cilacap Regency KPU Office, especially the Finance, General and Logistics Subdivision (KUL) is an activity that can support institutional activities. Correspondence administration activities that often occur include making incoming and outgoing letters, making assignment letters and official travel orders, managing accountability reports, and managing incoming and outgoing letter archives.

Making outgoing letters in its implementation at the Cilacap Regency KPU Office still uses a manually typed system using Microsoft Word. However, for the management of incoming and outgoing mail archives as well as the making of assignment letters and official travel orders, it has been digitized using a website owned by the Cilacap Regency KPU. The Urip Iku Urup (UIU) website is a website owned by the Cilacap Regency KPU which contains an application for filing incoming letters and outgoing letters or DOKU, an application for making duty letters and official travel orders or SPD, a Graha Cerdas Pemilu (GCP) application, a personnel system application (Sistem Kepegawaian/SIMPEG), and a CCTV monitoring application.

Despite the many roles of information technology in the Cilacap Regency KPU Office, there

are several obstacles that are often faced so that they can hamper the effectiveness of the work. The main problem faced is that the UIU website owned by the Cilacap Regency KPU cannot be accessed outside the internet network of the Cilacap Regency KPU. Employees cannot access the website if they are doing business outside the office. This causes ineffectiveness if something happens that requires immediate completion. Making outgoing letters that are still manual can also reduce the effectiveness of the process. The absence of adequate archive space is also the cause of the lack of comfort of employees due to the existence of archives that are integrated into the workspace. As well as the lack of information about the election stages on social media. KPU Cilacap Regency needs to add an application or website for making outgoing letters and improve the UIU website. In addition, the addition of archive space is also needed to support the activities of institutions or agencies so that they can run optimally. The Cilacap Regency KPU also needs to reactivate social media so that existing information can be channeled in more detail to the public. To support this, good administrative management is needed so that an institution or agency has rapid progress.

## **B. IMPLEMENTATION AND METHODS**

The internship activity was carried out at the Cilacap Regency General Election Commission (KPU) Office, which is located at Jalan M.T. Haryono Relocation No.75, Cidapur, Donan, Central



Cilacap District, Cilacap Regency, Central Java. The internship started on August 5, 2024 until December 6, 2024.

The method of activity carried out is direct work practice at the Cilacap Regency KPU. Some of the activities carried out by the author during the internship are archiving incoming and outgoing letters manually and digitally, making graphic designs or flyers for information on the 2024 Pilkada stages to be uploaded on social media, recapitulating and tidying up financial accountability reports (LPJ), making invitation letters and notification letters, making assignment letters and official travel orders, recapitulating assignment letters and official travel letters, and participating in activities of the 2024 Pilkada stages such as registration of prospective candidates for regent and vice regent of Cilacap in 2024, drawing and determining the serial numbers of candidate pairs for regent and deputy regent of Cilacap in 2024, the first and second debates of candidate pairs for regent and deputy regent of Cilacap in 2024, folding ballot papers for the election of governor and deputy governor of Central Java in 2024, packing ballot boxes for the election of governor and deputy governor of Central Java in 2024, distributing and withdrawing ballot boxes in sub-districts, and recapitulating the results of the 2024 Pilkada vote count.

### **C. RESULT AND DISCUSSION**

The administrative management process at the Cilacap Regency KPU Office includes the management of

incoming and outgoing letters, letters of assignment, official travel letters, and financial accountability reports. The management of incoming letters at the Cilacap Regency KPU office in its implementation is in accordance with existing procedures, starting from receiving letters in the form of soft files and hard files. Letters in the form of soft files are usually letters sent from agencies outside Cilacap Regency, for example, such as the Central Java Provincial KPU and the Republic of Indonesia KPU. Letters in the form of hard files are usually obtained from agencies within the scope of Cilacap Regency such as the Cilacap Election Supervisory Agency (BAWASLU) and the Cilacap Police Chief. Hard file letters are usually received by Jagat Saksana KPU Cilacap Regency and then given to the Cilacap Regency KPU admin to be disseminated and then archived. Incoming letters are scanned and stored in a computer folder and then archived on the Cilacap Regency KPU UIU website, namely the DOKU application. After being inputted, the archive is then dispatched to the Chairman of the Cilacap Regency KPU for follow-up. After the Chairman of the KPU receives the letter, the letter is then re-dispositioned to the secretary of the Cilacap Regency KPU. After completing the disposition by the secretary, the letter is then dispositioned to the Head of Subdivision (Kasubag) related to the



subject of the letter. After that, the Head of Subdivision follows up on the letter and disseminates it to all employees.

Then for the management of outgoing letters, the letter is made by the relevant section. At the Cilacap Regency KPU Office, outgoing letters are made by each sub-section that will send the letter. Since the author was placed in the KUL subdivision, the author made outgoing letters regarding financial coordination meetings with the Sub-District Election Committee (PPK) and the Voting Committee (PPS), as well as letters regarding logistical needs. After the letter is finished, it is submitted to the Head of Sub Division for approval. If it has been approved by the sub-department head, the letter is submitted to the KPU secretary. Usually the outgoing letter process is revised by the KPU secretary. If the letter is appropriate and approved by the KPU secretary, it is then submitted to the KPU chairman. If the chairman has approved, the letter is signed by the KPU chairman and stamped. After the letter is signed by the KPU chairman, the letter is numbered and recorded in the agenda book. After completing the agenda, the letter is scanned and archived in the computer folder and DOKU website. After that, the letter is sent according to the delivery address. The sender of the letter also carries a letter delivery agenda book containing the number, subject, and destination address of the letter.

In addition to the management of incoming letters and outgoing letters, there is also the management of assignment letters and official travel orders (SPPD). Making letters of assignment and SPPD also uses the UIU website on the SPD and SPD Pilgub applications. Official travel letters are issued on the basis of warrants (SP) and invitation letters requesting to attend an event. The issued warrant gets a service note. The official note is used for communication between the committee organizing the activity and its leader. After the official travel letter (SPD) and letter of assignment are made, it is then given to the employee who is assigned along with daily allowance, hotel or lodging money if staying overnight, and transportation. When the official trip has been completed, the SPD and letter of assignment are returned to the treasurer along with a report on the official trip that has been made. After the official travel report is completed, the treasurer will provide daily money in accordance with existing regulations. If the official travel report has not been completed, the daily allowance has not been given by the treasurer.

Various activities carried out are inseparable from the obstacles that are often faced such as the UIU website that cannot be accessed outside the Cilacap Regency KPU internet network, the absence of an application for making outgoing letters, and the lack of archive

storage space, especially archives of financial accountability reports.

From the various problems that exist at the Cilacap Regency KPU Office, there are several things that need to be done to overcome this, including the need to create an application or information technology for making digital outgoing letters, improving the UIU website so that it can be accessed anytime and anywhere so that the work done becomes flexible, adding adequate archive storage space and reactivating social media to disseminate information about the election stages. The creation of a digital application for making outgoing letters to make it easier for employees to carry out their performance. In addition, so that the format and content of the letters made are in accordance with existing regulations. Website improvements also need to be made to make it easier for employees who are traveling on business to access the website. Employees do not need to ask for help from other employees who are in the office if they need to access the website. In addition, there is a need for additional adequate archive storage space. So far, the Cilacap Regency KPU's financial accountability report archives are only stored in containers and placed in the KUL room which is integrated with the employee's workspace. This causes employee discomfort at work. The existence of adequate archive space can improve employee performance and can

create a sense of comfort while working. The supporting factor of the UIU website is data security because it can only be accessed on the Cilacap Regency KPU internet network. The inhibiting factor is that work becomes inflexible because it cannot be accessed outside the office internet network.



*Picture 1. UIU Website Initial Display*

## **D. CLOSING**

### **Summary**

From the description that has been presented, it can be concluded that the management of correspondence administration in the Cilacap Regency KPU office can be said to be good. The procedures carried out in making outgoing letters, making assignment letters and SPPD, as well as filing incoming letters and outgoing letters are also in accordance with existing regulations. It's just that there are various problems but they can be resolved optimally by internal parties.

The factors that encourage and inhibit the existence of the UIU website are maintaining data security because it can only be accessed on the Cilacap Regency KPU internet network. Meanwhile, the inhibiting factor of the UIU website is that work becomes



inflexible because the website cannot be accessed outside the office, making it difficult for employees who are doing outside services.

### **Suggestions**

Based on the description above, there are several suggestions for improving office performance in the administrative management of the Cilacap Regency KPU, including:

#### **1. Creating an Outgoing Letter Creation Application**

KPU Cilacap Regency needs to make an application for making outgoing letters. The application was made to facilitate employees in making outgoing letters. This is done so that outgoing letters have contents and formats that are in accordance with existing regulations. In addition, it can save time and be more efficient.

#### **2. Improving UIU Website**

The Cilacap Regency KPU Office should improve the UIU website. This makes work more effective and flexible if an employee who is working outside the KPU office or is on a business trip can still do his job which requires accessing the website. This is done to increase the effectiveness of employee performance. Therefore, improvements should be made to the server so that the website can be accessed and used anytime and anywhere.

#### **3. Improving Archive Storage Facilities and Infrastructure**

The Cilacap Regency KPU needs to increase archive

storage space, especially storage of financial accountability reports (LPJ). The LPJ in the employee workspace should be moved so as not to interfere with performance and comfort while working. Adequate archive space can improve employee performance and can create a sense of security and comfort. With an archive storage room, the workspace will feel more comfortable and neat.

### **E. REFERENCES**

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