



IMPLEMENTATION OF MAIL MANAGEMENT APPLICATION FOR MANAGEMENT EFFICIENCY IN GENERAL ADMINISTRATION

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Abstract

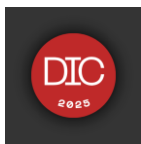
Mail management is a very important part of the administrative process. Manual letter management often causes various obstacles, such as recording errors. The Application Corporate Mail Management was implemented as a digital solution to increase the efficiency of mail management in the General Administration section. The aim of this research is to analyze the impact of AMS implementation on the efficiency of mail management at PT PLN (Persero) UID Jakarta Raya. The method used in this study uses a qualitative method with data collection techniques through interviews and observations. The results of the study show that the use of AMS has a positive contribution to the efficiency and accuracy of mail management at PT PLN (Persero) UID Jakarta Raya.

Keywords: *Application Mail Management (AMS), Mail Management, Administrative process*

Abstrak

Pengelolaan surat merupakan bagian dari proses administrasi yang sangat penting. Pengelolaan surat secara manual seringkali menimbulkan berbagai kendala, seperti kesalahan pencatatan. Aplikasi Manajemen Surat Korporat diimplementasikan sebagai solusi digital guna meningkatkan efisiensi pengelolaan surat di bagian Administrasi Umum. Tujuan penelitian ini adalah untuk menganalisis dampak implementasi AMS terhadap efisiensi pengelolaan surat di PT PLN (Persero) UID Jakarta Raya. Metode yang digunakan dalam penelitian ini menggunakan metode kualitatif dengan Teknik pengumpulan data melalui wawancara dan observasi. Hasil penelitian menunjukkan penggunaan AMS memberikan kontribusi positif terhadap efisiensi dan akurasi dalam pengelolaan surat di PT PLN (Persero) UID Jakarta Raya.

Kata kunci: Aplikasi Manajemen Surat (AMS), Pengelolaan Surat, Proses Administrasi.



A. INTRODUCTION

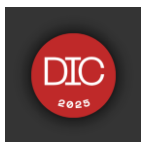
Practice Work or apprenticeship is a activity learning that provides insight and experience to student about real activities in the institution education , so that student can own competence in carry out task in accordance with field his expertise. Activities every company always do activity administration, smoothness in the administration process is factor important For evaluate the process in the company. One of the administrative processes in company that is management letter incoming and outgoing mail out. As companies operating in the sector electricity, PLN does not only focus on providers electricity For public but For industry and sector public. PT PLN (Persero) UID Jakarta Raya is one of the agencies that has utilized information and communication technology in the field of administration. PT PLN (Persero) UID Jakarta Raya uses active dynamic archive management *software* called the Mail Management Application (AMS). According to *the Standard Operating Procedure (SOP)* for the Operation of the Mail Management Application (AMS) of PT PLN (Persero) Head Office (2013:4) the Mail Management Application is defined as: "A computer application that functions as a means for managing secretarial administration that **is NOT CONFIDENTIAL**, smooth receipt of letters, distribution of letters, issuance of letters, searching for letters, both incoming letters, outgoing letters, legal products, special-form letters and official notes".

In the era of digitalization this, efficiency in management administration be one of factor key For increase productivity organization. PT PLN (Persero) UID Jakarta Raya, as one of the state-owned companies that plays an important role in

providing electricity in Indonesia, faces challenges in managing correspondence which is still done manually. The process of managing letters at PT PLN (Persero) UID Jakarta Raya involves several manual steps that can be time-consuming and resource-consuming. This process starts from receiving letters by the secretary, sorting them based on level of importance, recording them in an agenda book, to distributing them to related parties. This manual process often cause delay in distribution letter, error in archiving, as well as use excess paper. With utilise technology information, it is hoped that AMS can give convenience access data for employees and manage letter in a way electronic so that minimize risk lost documents and improve data accuracy . In addition , this AMS has integrated with corporate e-mail system, allowing get notification direct to employee about letter received . Based on description said, the author interested to raise the MBKM Internship report with the title "Implementation of Letter Management Application (AMS) to Improve the Efficiency of Letter Management in the General Administration Section of PT Perusahaan Listrik Negara (Persero) Unit Induk Distribusi Jakarta Raya"

The objectives of participating in the MBKM Internship Program are as follows:

1. Add insight and real experience in the world of work in doing work that is in accordance with the field of work obtained.
2. Implementing the knowledge that has been obtained during studies at the University of Jenderal Soedirman.
3. Fulfilling the obligations of 5th Semester Students of DIII Business Administration, Faculty of Economics and Business, Universitas Jenderal Soedirman.



4. Improve interpersonal skills such as communication, problem solving and time management.
5. Increase self-confidence in facing new challenges and responsibilities.
6. Able to practice work ethics in accordance with the agency where the internship.
7. Support the efficient use of AMS in inputting letters in the company.
8. To determine the impact of using the Corporate Mail Management Application (AMS) at PT PLN (Persero) Unit Induk Distribusi Jakarta Raya.
9. To understand the correspondence administration process.

B. IMPLEMENTATION AND METHODS

Activity internship conducted writer at PT PLN (Persero) UID Jakarta Raya was implemented in a way look at advance for 4 months from August 5 to November 29, 2024, internship implemented in five days Work with operating hours Monday until Friday with Monday until Thursday starting at 07.30 - 16.00 and day Friday starting at 8.00 – 16.30.

Table 1. PLN Work Schedule

Day	Time
Monday -Thursday	07.30 – 16.00
Friday	08.00 – 16.30

During do activity internship , writer get a number of assignment at PT PLN (Persero) UID Jakarta Raya. Activities the includes :

1. Recapitulating Identity Data (IDD) Master Partner Information.

In this IDD recapitulation task, the author received three main files that were used as a reference in recapitulating the IDD of business entity partners. The author checks the three files, which have been submitted by the staff of the Social

and Environmental Responsibility Division (TJSL). After that, the author entered each evidence found in the files as evidence of data validity in the IDD Assessment Form, in order to support the completeness of information and ensure the accuracy of business entity partner data.

2. Recapitulating TJSL Expedition Files

The writer is responsible for recording each incoming letter/file received by the TJSL Division into the TJSL Expedition Book. This recording includes a complete description of the letter received and can be used as proof of receipt, this is done to ensure the existence of accurate archives and facilitate document control.

3. Recapitulating PWI Release News Boosts

The writer is assigned to enter all news links that have been recapitulated by the mentor into Microsoft Excel “Release Boosting”. If there is news from the print media, the writer can upload and give the file name of the news content according to the predetermined naming format. Then the file is inserted into the “Eviden Scoring” folder link in the appropriate month.

4. Inputting Incoming Letters and Filing Incoming Letter Files

The writer is assigned to input incoming letters into the Mail Management Application (AMS), when incoming letters are received by the writer, then the writer will check to whom the letter is addressed. There are components in the letter, namely letter date, letter sender, letter subject, letter number. Letters that are then inputted will be archived in the filing cabinet.

5. Inputting and Recapitulating employee SPPD travel expense restitution data.

The author is assigned to record and recap all expenses incurred by employees during business trips made every month. SPPD input is entered into the system or application used to recap data, such as ERP and Excel/spreadsheet applications.

6. Inputting Job File Monitoring

The author is assigned to input job file monitoring data every day in the Spreadsheet. This recap data is needed to collect and record the results of monitoring or supervision of files related to work that has been carried out such as, Procurement of general equipment for sartijab events at PT PLN, Procurement of meeting consumption in the fields of communication & general and commercial in November 2024 at PT PLN (Persero) UID Jakarta Raya, Repair of pln uidjaya office building facilities & facilities. Input and Summarize restitution data cost Employee SPPD travel .

C. RESULTS AND DISCUSSION

Field of Study

Implementation activity MBKM internship is one of the programs of Merdeka Belajar Kampus Merdeka which is implemented by the Ministry of Education, Culture, Research, and Technology of Indonesia which uses system replacement eye lectures that are focused on students accept experience new to the workforce with hope student can quick jump direct to the world of work after graduation.

Analysis and Evaluation

During the author's internship at PT PLN (Persero) UID Jakarta Raya, the author was placed in the general administration sub-section to assist with inputting incoming and outgoing letters. Incoming letters is letter sent from all PT PLN (Persero) units

in Indonesia and incoming letters direct Sent to recipient letter in a way accurate , precise , and *real time*. Whereas letter go out is letter incoming received by 3rd party and data input process of letter enter will accepted and managed moreover previously by the secretariat , a letter in the form of *hard copy* will be scanned and inputted to in Corporate AMS so that it is sent directly to the recipient of the letter.

Application Corporate Letter Management Already implemented and running since 2019 and its implementation in accordance with standard operational procedure company , AMS provides *platform* centralized For letter , so that make it easier communication For manage letter they without must switch to a number of application , employee can access all letter they are in one application . This is not only save time but also ensure No There is letter important things that were missed . All existing features in this AMS make it easier feature employee For manage communication letter said , so that produce improvement productivity performance .

The use of Corporate AMS at PT PLN (Persero) UID Jakarta Raya can speed up information Because direct delivered in a way *realtime* , can Accessible Anywhere through computer or laptop because it is used only internet network , more safe , reduce cost use paper or draft *paperless*. Although the use of Corporate AMS at PT PLN (Persero) UID Jakarta Raya has been implemented well in accordance with the company's standard operating procedures, there are several things that need to be evaluated, such as the limited use of the PLN Corporate AMS *website* , the website cannot be accessed by many employees on the 6th floor simultaneously, when the author is inputting incoming mail, the AMS website can sometimes *log out directly* by

itself from AMS because there are other *devices* that are using Corporate AMS, this can affect the smoothness of inputting correspondence in the general administration section. In addition, there are technical constraints in using the application such as an unstable internet connection.

Based on the results of the MBKM internship observations at PT PLN (Persero) UID Jakarta Raya, the suggestions or solutions that can be provided so that PT PLN (Persero) UID Jakarta Raya can increase the effectiveness of the use of Corporate AMS in managing incoming and outgoing mail are, the company can monitor and evaluate the use of Corporate AMS by improving the system or features on the Corporate AMS in order to facilitate the process of inputting correspondence. In addition, technological infrastructure, such as server capacity and internet network stability, need to be improved to ensure the smooth operation of the Letter Management Application.

D. CLOSING

Mail management using the corporate mail management application at PT PLN (Persero) UID Jakarta Raya has been implemented properly in accordance with the company's standard operating procedures, with easy-to-understand usage that can be accessed anywhere via computer, can save costs, speed up the mail distribution process, reduce recording errors, guaranteed security, can save costs. This management also has obstacles, namely related to disruptions in the internet network which are sometimes unstable, besides that, there are other obstacles to the limited use of this AMS website which can hinder the smooth input of correspondence in the general administration division.

Based on the observations of the MBKM internship at PT PLN (Persero) UID Jakarta Raya, as for the suggestions that can be given so that PT PLN (Persero) UID Jakarta Raya increases the effectiveness of the use of Corporate AMS in managing letters and outgoing letters, namely, the company can monitor and evaluate the use of Corporate AMS by improving the system or features in Corporate AMS in order to facilitate the process of inputting correspondence.

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