



IMPLEMENTATION OF DIGITAL INCOMING AND OUTGOING MAIL SYSTEM

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Abstract

Merdeka Belajar Kampus Merdeka (MBKM) is a program that aims to prepare university graduates who have soft skills and hard skills that are more mature and relevant in accordance with the times. In the digital era, managing incoming and outgoing mail has limitations, such as process delays, difficulty tracking documents, and the risk of data loss. Therefore, the implementation of a digitization system is an effective solution to help speed up and simplify mail management. The type of observation the author uses is descriptive qualitative, namely the type of observation by describing in detail and in depth about the real conditions in the field. The author's data collection technique uses an interview technique with the archivist of the Population and Civil Registration Office of Purbalingga Regency. Based on the results of observations regarding the implementation of a digital system for incoming mail and outgoing mail, including: Receiving letters; Opening letters, Inputting letters, Inputting letters, Making letter disposition sheets, Directing and Forwarding letters, Doubling letters. While the management of outgoing letters includes; Letter Drafting, Letter Typing, Letter Signing, Letter Delivery. The Population and Civil Registration Office of Purbalingga Regency uses digital applications and websites in services and in managing incoming and outgoing letters, namely using the centralized siak application for services and using the srikandi application and the google sheet website to register incoming and outgoing letters.

Keywords: *MBKM, incoming mail, outgoing mail, digitalization, Population and Civil Registration Office of Purbalingga Regency.*

Abstrak

Merdeka Belajar Kampus Merdeka (MBKM) adalah program yang bertujuan untuk menyiapkan lulusan Perguruan Tinggi yang memiliki soft skills maupun hard skills yang lebih matang dan relevan sesuai dengan perkembangan zaman. Dalam era digital, pengelolaan surat masuk dan keluar memiliki keterbatasan, seperti keterlambatan proses, sulitnya melacak dokumen, dan resiko kehilangan data. Oleh karena itu, penerapan sistem digitalisasi menjadi solusi yang efektif untuk membantu mempercepat dan mempermudah dalam pengelolaan surat. Jenis pengamatan penulis menggunakan deskriptif kualitatif yaitu jenis pengamatan dengan cara mendeskripsikan secara rinci dan mendalam mengenai kondisi nyata di lapangan. Teknik pengumpulan data penulis menggunakan Teknik wawancara dengan arsiparis Dinas Kependudukan dan Pencatatan Sipil Kabupaten Purbalingga. Berdasarkan hasil pengamatan mengenai implementasi sistem digital surat masuk dan surat keluar meliputi: Menerima Surat; Membuka surat, Menginput surat, Penginputan Surat, Membuat Lembar disposisi surat,



Pengarahan dan Penerusan Surat, Penggandaan Surat. Sedangkan pengelolaan surat keluar meliputi; Pembuatan Konsep Surat, Pengetikan Surat, Penandatanganan Surat, Pengiriman Surat. Dinas Kependudukan dan Pencatatan Sipil Kabupaten Purbalingga menggunakan aplikasi digital dan website dalam pelayanan maupun dalam mengelola surat masuk dan keluar, yaitu menggunakan aplikasi siak terpusat untuk pelayanan dan menggunakan aplikasi srikandi serta website google sheet untuk register surat masuk dan keluar.

Kata Kunci: MBKM, Surat Masuk, Surat Keluar, Digitalisasi, Dinas Kependudukan dan Pencatatan Sipil Purbalingga

A. INTRODUCTION

BACKGROUND

The Merdeka Learning Kampus Merdeka (MBKM) program is a program created by the Minister of Education and Culture of the Republic of Indonesia for the period October 23, 2019 - October 21, 2024, Nadiem Makarim, B.A., M.B.A., the purpose of the Merdeka Learning Kampus Merdeka (MBKM) program is to prepare college graduates who have mature soft skills and hard skills and are relevant to the times. That way, the number of unemployed college graduates in Indonesia can be reduced. In addition, so that students have the ability to master various sciences that are useful in the world of work later.

In the implementation of this MBKM internship, the author chose the Population and Civil Registration Office of Purbalingga Regency as an off-campus learning place. The Population and Civil Registration Office of Purbalingga Regency is a government agency responsible for population and civil registration affairs in the Purbalingga Regency area, Central Java. In addition, it has an important role in ensuring the validity and accuracy of population data and facilitating various services related to population administration.

In this internship report, the author is interested in discussing the implementation of digitalization at handling of incoming and outgoing mail. According to Subarsono (2006) implementation is an activity related to the completion of a job, through the use of tools to obtain the desired end result. The Population and Civil Registration Office of Purbalingga Regency initially, still used a manual system in managing incoming and outgoing mail, but due to the large number of incoming and outgoing letters, it was necessary to implement a digital system, so that management would run more effectively and efficiently. The Population and Civil Registration Office of Purbalingga Regency began to implement digitalization in the management of incoming and outgoing mail. It is intended that every incoming and outgoing letter can be recorded properly digitally and can be found quickly during the process of retrieving letters when needed.

In the digital era, managing incoming and outgoing mail has limitations, such as delays in processing, difficulty in tracking documents, and the risk of losing data. Therefore, implementing a digitization system is an effective solution to help speed up and simplify mail management. According to Sukmana in Erwin (2020), digitization is



the process of media from printed, audio, and video forms into digital forms.

Based on the background that has been described by the author, the following are the topic of this Work Practice Report is: "Implementation of Digitalization in Handling Incoming and Outgoing Mail at the Population and Civil Registration Office of Purbalingga Regency". The aim is to find out how the process of handling incoming and outgoing letters at the Population and Civil Registration Office of Purbalingga Regency.

B. IMPLEMENTATION AND METHOD

The author carried out an internship at the Population and Civil Registration Office of Purbalingga Regency. This activity was carried out by students for 4 months, starting on August 05 to December 13, 2024. The routine carried out by the author is to come to the office at 07.30 am, and for every Monday a morning roll call is held in the side yard of the Population and Civil Registration Office of Purbalingga Regency. The office opened at 08.00 WIB and the author began working on the assigned work. This internship activity was completed until 14.00 WIB and 14.30 WIB for Friday. Analysis of the digitization of incoming and outgoing letters at the Population and Civil Registration Office of Purbalingga Regency was carried out by interviewing archivists and observing the process.

C. RESULTS AND DISCUSSION

1. Incoming Mail Handling

In receiving and entering incoming mail data, there are several stages that must be carried out so that it is easy to process. The stages in handling incoming mail include:

a) Receiving Mail

Letters are first received by courier, someone from an outside agency or through the srikandi application. If the letter is from a courier or someone from outside, the archivist or writer signs the incoming letter as proof that the letter has been received.

b) Opening the letter

The letter is opened and read to find out the contents of the letter. If the letter is an invitation letter, then the contents of the provisions of the letter will be recorded on the Head of Service board and on google calendar.

c) Letter input

After the letter is opened, enter the letter data including, letter number, letter date, letter entry date, letter subject, agenda number, letter description, letter sheet, letter sender, and letter nature.

d) Making Letter Disposition Sheets

Next, print or print the letter disposition sheet. The purpose of printing the letter disposition sheet is to find out the subject of the letter and be signed by the Head of Service.

e) Briefing and Forwarding Letters

Letters that have been signed by the Head of Service are submitted to the Secretary of



the Service to be signed and forwarded to the intended field.

f) Letter Duplication

Letter duplication is carried out using a photocopier. The original letter is stored in the filing cabinet, while letters that have been photocopied are submitted to the intended field.

g) Agendizing Letters

Before the letter is handed over to the intended field, the writer records the contents of the incoming letter in the agenda book (diary). Then signed by the intended field.

2. Handling of Outgoing Letters

In making an outgoing letter, steps need to be taken. There are steps in making outgoing letters, namely:

a) Making Letter Concepts

Letter concepts are usually called drafts. The letter concept is compiled and made according to the interests of the letter.

b) Typing

If the letter has determined the concept of the letter, the letter is then given a code, letter number, sender's name, subject, and the name of the intended institution. After that the letter is printed and forwarded to the leader.

c) Signing

The letter is signed by the Head of Service. After signing, the letter is put into a special letter envelope of the Population and Civil Registration Office of Purbalingga Regency.

d) Mailing

Letter delivery can be done by post or sent directly through an officer of the Population and Civil Registration Office of Purbalingga Regency.

e) Mail Storage

The main letter is sent to the intended address. Meanwhile, the copy of the letter is stored in the filing cabinet as an outgoing letter archive.

3. Process of Making an Internship Certificate

The author in making an internship certificate uses the canva application and coordinates with the archivist of the Population and Civil Registration Office of Purbalingga Regency to select a certificate design.

4. Assisting in Meeting Preparation

Before the meeting starts, there are several things that need to be prepared, namely ballpoint pens, meeting attendance lists, folders, and banner installation. When the meeting started, the author assisted in receiving guests and distributing snacks and lunch for meeting participants.

5. ID Card Making and Ikd Registration

The author assists in the process of making ID cards by inputting or entering the applicant's nik data, and registering digital ID cards through the regional population identity application for applicants who have not registered a regional population identity.

6. Making Child Identity Cards

The author assists in the process of inputting and printing child identity cards. If the child is 5 years old and above photos

but if the child is 5 years old and below, no photos.

7. Electronic Signature Affixing Process

In this case the author assists in affixing electronic signatures which include KK, KIA, Transfer Letters, and biodata for further processing.

D. CONCLUSION

CONCLUSIONS

Based on the results of work practices carried out at the Population and Civil Registration Office of Purbalingga Regency related to the Implementation of Digitalization in Handling Incoming Letters and Outgoing Letters, the following conclusions can be drawn:

1. Incoming Mail Handling Procedures at the Population and Civil Registration Office of Purbalingga Regency consist of: receiving letters, opening letters counting letter sheets, recording letters, directing letters, duplicating letters, and storing letters. Meanwhile, the procedure for handling outgoing letters at the Population and Civil Registration Office of Purbalingga Regency consists of: drafting letters, typing, signing, sending letters, storing letters.
2. The Population and Civil Registration Office of Purbalingga Regency uses digital applications in services and in managing incoming and outgoing mail, namely using the centralized siak application for services and using the srikandi application to register incoming and outgoing mail.

ADVICE

1. Regular use of the srikandi website can trigger errors. Things that need to be done by the government to reduce this problem are updating the srikandi website, maintaining the srikandi website, and increasing security to protect the system from interference.
2. Recording incoming and outgoing letters through google sheets should add a new format that serves to summarize the number of incoming and outgoing letters each month. This aims to facilitate the recording of incoming and outgoing mail reports at the Population and Civil Registration Office of Purbalingga Regency.

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