

ANALYSIS OF LETTER MANAGEMENT APPLICATION (AMS) AT PT PLN (PERSERO) ULP PURWOKERTO KOTA IN MANAGING INCOMING LETTER

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Abstract

As the current era of globalization develops, the development of technology systems greatly affects the company's business. The Mail Management Application (AMS) is one of the solutions in handling incoming mail manually which often causes various problems, such as inaccuracies in recording letters, loss of documents, delays in handling letters, filing errors, and lack of tracking of mail status. The purpose of this study is to analyze the development of information technology using the mail management application (AMS) at PT PLN (Persero) ULP Purwokerto Kota, AMS as an effective solution to overcome these various problems. AMS is expected to replace the manual system with a more modern and efficient information technology-based system. The methods used in this study include needs analysis, system design, implementation, and evaluation. The results of the study show that the mail management application has succeeded in increasing.

efficiencyKeywords: Incoming Mail Management, Mail Management Application (AMS), PT PLN (Persero) ULP

Abstrak

Seiring berkembangnya era globalisasi saat ini, perkembangan sistem teknologi sangat mempengaruhi bisnis perusahaan. Aplikasi Manajemen surat (AMS) menjadi salah satu solusi dalam penanganan surat masuk secara manual yang sering kali menimbulkan berbagai masalah, seperti ketidakakuratan dalam mencatat surat, kehilangan dokumen, keterlambatan dalam penanganan surat kesalahan pengarsipan, serta kurangnya pelacakan status surat. Tujuan penelitian ini untuk menganalisis perkembangan teknologi informasi penggunaan aplikasi manajemen surat (AMS) di PT PLN (Persero) ULP Purwokerto Kota, AMS menjadi

solusi yang efektif untuk mengatasi berbagai masalah tersebut. AMS sangat diharapkan dapat menggantikan sistem manual dengan sistem berbasis teknologi informasi yang lebih modern dan efisien. Metode yang digunakan dalam penelitian ini meliputi analisis kebutuhan, perancangan sistem, implementasi, dan evaluasi. Hasil penelitian menunjukkan bahwa aplikasi manajemen surat berhasil meningkatkan efisiensi pengelolaan surat masuk, serta meningkatkan akurasi dan keamanan data, Meskipun demikian, terdapat tantangan yang dihadapi pada proses implementasi, seperti kurangnya pelatihan bagi pegawai bagian administrasi tentang cara mengoperasikan AMS. Demikian, implementasi aplikasi ini memberikan kontribusi positif dalam digitalisasi sistem informasi di PT PLN (Persero) Purwokerto Kota, dan menyarankan untuk perlunya evaluasi dan pelatihan pengembangan pegawai administrasi tentang pengelolaan surat masuk melalui aplikasi manajemen surat (AMS).

Kata Kunci: Kata Kunci: Pengelolaan Surat masuk, Aplikasi Manajemen Surat (AMS), PT PLN (Persero) ULP

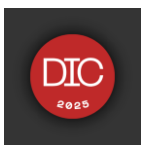
A. INTRODUCTION

Along with the development of progress in the aspect of community life, this requires us as students to always be advanced and dynamic in facing and responding to all forms of social life, culture, the world of work and technological advances that are so rapid. The field of education is one of the factors that can support the progress of civilization. "Digitalization is the process of moving from print or analog media to digital that follows the development of the world" (Anggraini & Najmudin 2023). Digitalization also plays a role in potential, namely digitalization can increase various potentials, such as economic growth, productivity, and service quality.

Digitalization can also help address

challenges such as corruption and the digital divide. "The various potentials possessed can be introduced more widely through a variety of innovation updates by utilizing information technology, one of which is through the development of social media" (Sinaga B.A., 2023)

Currently, PT Perusahaan Listrik Negara (PLN) Customer Service Unit (ULP) is one of the units that serves the needs of the community in terms of electricity distribution. In carrying out its operational functions, PT PLN ULP carries out office functions such as managing organizational documents, or in general, better known as archives. A letter of introduction is a type of document that is



received and processed. Starting from incoming letters with government agencies, partner companies, to communication with customers that continues to be developed with management. The process of handling incoming mail that is carried out manually often causes various problems, such as inaccuracies in recording letters, loss of documents, delays in handling letters, filing errors, and lack of tracking of mail status. Along with digital developments (Apriandi et al., 2022) In information technology, the use of mail management applications (AMS) is an effective solution to overcome these various problems. The Mail Management Application (AMS) is a system designed to simplify or simplify the process of receiving, distributing, archiving, and tracking incoming mail electronically. As an effort to increase efficiency and effectiveness in the management of incoming mail, a system is needed that can simplify the administrative process and ensure that every letter received can be processed quickly, precisely, and safely. In addition, this analysis also aims to identify obstacles that may still arise in the implementation of the mail management application (AMS), as well as provide recommendations for the improvement of the incoming mail management system of PT PLN (Persero) ULP Purwokerto Kota.

The Mail Management Application (AMS) is expected to replace the manual system with a more modern and efficient

information technology-based system. With this application, every incoming mail will be automatically registered, its status can be monitored and stored carefully in the system for easy access, research, and reporting. This will not only speed up the administrative flow but can also improve accuracy, security, and transparency in the management of incoming mail.

B. IMPLEMENTATION AND METODS

The internship was carried out at PT PLN (Persero) ULP Purwokerto Kota which is located at JL. East Sudirman General, No. 793, Purwokerto Wetan, East Purwokerto, Sokayasa, Purwokerto Wetan, Banyumas, Central Java, 53111. The internship activity will be carried out for 4 months from August 5 to December 5, 2024. The internship is carried out in order to meet one of the requirements to obtain a Diploma III degree. Internship activities are a practical form of courses that need to be converted, the course includes various activities carried out during the internship. The converted courses are, Organizational Theory and Leadership, Business Communication, Public Speaking, Archive Management II, Information Technology Applications, Professional Ethics, International Management, Entrepreneurship, and Practicum/Work Integrated Learning.

The method of activities in the implementation of internships includes several aspects, namely through (1) field work

practices in which there are company orientation activities with an introduction to the organizational structure, vision, mission, and work culture of PT PLN (Persero) ULP Purwokerto Kota and the provision of socialization of policies, regulations, and rules related to internships, (2) interviews (Pratama et al., 2023). In addition, during the implementation, (3) introduction of the work system and standard operating procedures (SOPs) in various divisions, (4) observation and (5) direct participation in the customer service process (Gunawan et al., 2024) and company administration are given. During the internship, the author receives direct guidance from the supervisor to ensure a comprehensive understanding of the tasks and responsibilities given. In addition, the author's performance and achievements will be evaluated periodically to ensure optimal competency development, with direct supervision from the supervisor to ensure suitability of the internship experience with academic objectives.

C. RESULTS AND DISCUSSION

1. Meaning of incoming letter

An incoming letter is a letter received from a company, institution, or agency from another party. Incoming letters are an important part of written communication that must be managed properly to ensure the smooth flow of information and appropriate action on the contents of the letter.

The importance of Incoming Mail Management is so that proper recording in the agenda book or electronic mail management system, sorting and distribution based on urgency and type of mail, and archiving incoming mail must be stored properly so that it is easily accessible in the future where for archiving must use an electronic archive system.

a. Types of incoming mail

- 1) Official Letters, letters issued by government agencies that are official, for example notification letters, agreement letters, invitations, and so on.
- 2) Commercial Letters, letters related to business or commercial transactions, such as offers, orders, or requests for goods.
- 3) Complaint Letter, this letter is usually in the form of a complaint or complaint about a certain problem or event.

b. The Importance of Incoming Mail Management

- 1) Proper recording in the agenda book or electronic mail management system, for PT PLN (Persero) ULP Purwokerto Kota recording through the Mail Management Application (AMS)
- 2) Sorting and distribution based on urgency and type of letter
- 3) Filing of incoming mail must be kept properly so that it is easily accessible

in the future, archiving also uses an electronic filing system.

- 4) Personal Letters, which are letters written by individuals for other individuals, such as personal letters, personal invitations and greeting letters.

2. Understanding digitalization

"Digitalization is the process of moving away from print or analog media to be digital that follows the development of the world" (D. Anggraini, & Najmudin 2023; Maksum et al., 2023). Additionally, digitalization helps to simplify and accelerate various aspects of daily life, providing benefits such as improved efficiency and accessibility.

Digitalization is very important in this modern era to provide various significant benefits in various aspects of life, such as: increased efficiency and productivity, easier and faster access to information, innovation and development, improved customer service (Gunawan et al., 2024), economic growth, and improved quality of life. Digitalization is not just about adopting technology, but also about changing the way we work, communicate, and interact with the world.

3. Definition of Mail Management Application (AMS)

"Digitalization is the process of moving from print or analog media to digital that follows the development of the world" (D. Anggraini, & Najmudin 2023; Maksum et al.,

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AMS is an application that functions as a means and support in the official correspondence of PT PLN (Persero) which is confidential, in order to ensure the smooth receipt of letters, distribution of letters, issuance of letters, search for letters (incoming and outgoing letters), legal products, special forms of letters and more structured official memorandums. This application is used to store correspondence data in the form of Softcopy and help indicate the location or place where the Hardcopy is stored. AMS facilitates the mobility of letters related to the disposition of letters for employment information.

The purpose of AMS is to improve efficiency in the PT PLN (Persero) environment, namely by implementing a less-paper and less-courier system or called

reducing the use of paper.



Figure 1. AMS Page

4. Driving Factors for the Implementation of Mail Management Application

The implementation of the mail management application (AMS) at PT PLN (Persero) is a strategic step to increase efficiency, security, and productivity in document management. These driving factors reflect PT PLN's commitment to continue to innovate and adapt to technological developments.

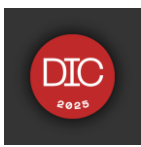
The basis for the use of corporate AMS itself is the Regulation of the Board of Directors 0201.P/DIR/2019 concerning amendments to the Regulation of the Board of Directors of PT PLN (Persero) Number 008.PDIR/2019 concerning Guidelines for the Arrangement of Official Manuscripts and Archives within PT PLN (Persero). AMS has been equipped with digital signatures as a form of supporting digitalization in official documents. AMS

officially GO-Live in February 2020 at all units of PT PLN (Persero) Holding and can be accessed at amskorport.pln.co.id address. Some of the main driving factors are:

- a.) The process of recording, distributing, and storing mail is automated, reducing the time and effort required
- b.) Facilitates mail search and saves time searching for physical documents
- c.) Reduce the risk of digital document loss or damage compared to physical documents
- d.) There are strict access rights so that only authorized parties can access documents]
- e.) Letter disposition can be done electronically, and speed up the decision-making process

5. Factors Hindering the Implementation of Mail Management Application (AMS)

Based on the results of the author's analysis during the internship, so far the implementation of the Mail Management Application (AMS) has not often encountered obstacles during the implementation, this is because PT PLN (Persero) ULP Purwokerto always monitors the condition of the internet network to remain stable. It's just that it is necessary to hold training for administrative employees on the management of incoming mail through the mail management application (AMS), so that all employees are able to operate AMS.



D. CLOSING

Summary

Conclusion This MBKM internship activity is very beneficial for the author because it gains work experience, skills and knowledge that the author has never obtained before, especially in the field of archives. Based on the internship activities carried out at PT PLN (Persero) ULP Purwokerto Kota regarding inputting the Incoming Letter on the Letter Management Application (AMS), the author made the following conclusions:

- a.) Incoming letters are an integral part of business and administrative communication. With good management, incoming letters can be an effective source of information and support smooth operations in business at PT PLN (Persero) ULP Purwokerto Kota.
- b.) The application of archives at PT PLN (Persero) ULP Purwokerto Kota has used digitization-based electronic archive management in the form of Mail Management Applications (AMS) to manage secretarial administration.

Advice

The suggestion for PLN ULP Purwokerto Kota is that all employees assigned to the archives section must be given training to manage incoming mail, in order to be able to master the activities of the incoming mail management process through the Mail

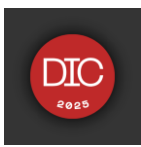
Management Application (AMS). Second, the archive warehouse in the archive room should be cleaned and checked frequently so that there are no rats and snakes entering, because it can interfere with focus during the administrative activity process. Third, you should not pile up unused archives on your desk. This can lead to a full desk and difficulty finding tools and small things to use, such as staples, scissors, stamps, and ink.

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