



DIGITALIZATION OF ADMINISTRATION SYSTEM FOR EFFICIENCY OF LETTER NUMBERING AT BANK BTN KC PURWOKERTO

Nafashinta Annisa Kiranti, Dyah Perwita and Najmudin

Economy and Business Faculty, Jenderal Soedirman University

*Email corresponding author: nafashinta.kiranti@mhs.unsoed.ac.id

Abstract

The digitalization of administrative systems is a strategic step in enhancing efficiency and accuracy in document management, particularly in the letter numbering system within the banking sector. This study analyzes errors in the letter numbering system at Bank BTN KC Purwokerto, identifies their causes, and evaluates the impact of digitalization on the efficiency of the secretary unit's performance. The analysis results indicate that manual systems often cause classification errors, duplicate numbering, and delays in document management, which negatively affect work effectiveness, service timeliness, and administrative accountability. The implementation of a technology-based digital system has proven to significantly reduce numbering errors, accelerate real-time document recording and tracking, and improve transparency and accuracy in administrative management through a more structured and well-documented system.

However, the implementation of digitalization also faces challenges such as user resistance to change, which can slow down system adoption, infrastructure limitations that hinder optimal operations, and the need for training administrative staff to avoid errors in using the new system. To address these challenges, it is recommended to implement an integrated automatic numbering system, strengthen Standard Operating Procedures (SOPs) with stricter supervision mechanisms, and provide regular training programs to enhance employees' skills in operating the digital system. Additionally, the implementation of a digital archiving system is necessary to ensure data security, ease of access, and accuracy in administrative records.

The implementation of these strategies is expected to minimize errors in the letter numbering system, improve the efficiency of the secretary unit's work, and enhance the professionalism of Bank BTN KC Purwokerto in administrative management. Furthermore, continuous evaluation and development of the digitalization system should be carried out to adapt to technological advancements and the increasingly dynamic needs of the banking industry.

Keywords: *Digitalization, Administrative System, Letter Numbering, Efficiency, Banking*

Abstrak

Digitalisasi sistem administrasi merupakan langkah strategis dalam meningkatkan efisiensi dan keakuratan pengelolaan dokumen, khususnya pada sistem penomoran surat di lingkungan perbankan. Penelitian ini menganalisis kesalahan pada sistem penomoran surat di Bank BTN KC Purwokerto, mengidentifikasi penyebabnya, dan mengevaluasi dampak digitalisasi terhadap efisiensi kinerja unit kesekretariatan. Hasil analisis menunjukkan bahwa sistem

manual sering kali menimbulkan kesalahan klasifikasi, penomoran ganda, dan keterlambatan pengelolaan dokumen yang berdampak negatif pada efektivitas kerja, ketepatan waktu pelayanan, dan akuntabilitas administrasi. Penerapan sistem digital berbasis teknologi terbukti mampu mengurangi kesalahan penomoran secara signifikan, mempercepat pencatatan dan pelacakan dokumen secara real-time, serta meningkatkan transparansi dan keakuratan pengelolaan administrasi melalui sistem yang lebih terstruktur dan terdokumentasi dengan baik.

Namun, penerapan digitalisasi juga menghadapi tantangan seperti resistensi pengguna terhadap perubahan yang dapat memperlambat adopsi sistem, keterbatasan infrastruktur yang menghambat operasi yang optimal, dan perlunya pelatihan staf administrasi untuk menghindari kesalahan dalam penggunaan sistem baru. Untuk mengatasi tantangan tersebut, disarankan untuk menerapkan sistem penomoran otomatis yang terintegrasi, memperkuat Standar Operasional Prosedur (SOP) dengan mekanisme pengawasan yang lebih ketat, serta memberikan program pelatihan secara berkala untuk meningkatkan keterampilan pegawai dalam mengoperasikan sistem digital. Selain itu, penerapan sistem pengarsipan digital diperlukan untuk menjamin keamanan data, kemudahan akses, dan keakuratan pencatatan administrasi.

Penerapan strategi tersebut diharapkan dapat meminimalisir kesalahan dalam sistem penomoran surat, meningkatkan efisiensi kerja unit kesekretariatan, serta meningkatkan profesionalisme Bank BTN KC Purwokerto dalam pengelolaan administrasi. Selanjutnya, evaluasi dan pengembangan sistem digitalisasi perlu dilakukan secara berkelanjutan agar dapat beradaptasi dengan kemajuan teknologi dan kebutuhan industri perbankan yang semakin dinamis.

Kata Kunci: Digitalisasi, Sistem Administrasi, Penomoran Surat, Efisiensi, Perbankan.

A. INTRODUCTION

In the rapidly evolving era of digitalization, administrative systems in the business and banking sectors are undergoing significant transformations to enhance efficiency and operational effectiveness. Digitalization has become a key element in increasing corporate competitiveness, especially in the banking industry, which relies on speed and accuracy in data management. Effective administration plays a crucial role in ensuring the smooth operation of an organization, particularly in document management such as correspondence. One of the main aspects of administrative correspondence systems is letter numbering, which functions as document identification, ensures orderly archiving, and facilitates data retrieval. However, its implementation still encounters various challenges, such as numbering errors,

duplication, and difficulties in retrieving manually documented records. These issues not only affect administrative efficiency but also impact business effectiveness and data recording within the organization.

As one of the state-owned enterprises (BUMN) engaged in housing finance and real estate, Bank BTN Purwokerto Branch Office requires an optimal administrative system to support its operational activities. Based on observations during an internship in the secretarial department, the letter numbering system at Bank BTN Purwokerto Branch Office is still conducted manually. This has led to various problems such as duplicate letter numbers, recording errors, the risk of document loss, and challenges in archive retrieval. The lack of standardized operating procedures (SOP) for the letter numbering system has resulted in inconsistencies in document administration. In the long term, these issues can hinder operational efficiency, slow down decision-

making processes, and pose administrative risks for the company.

The urgency of digitalization in banking administration is becoming increasingly evident with the development of regulations and industry policies that demand high efficiency and accuracy standards. According to a World Bank report (2023), digitalization in business administration has increased banking operational efficiency by up to 40% and reduced administrative errors by 60%. The implementation of digital systems in administration not only optimizes document management but also supports more accurate and well-documented data integration within the company's financial system. In the banking sector, the accuracy of administrative documents is closely related to regulatory compliance, transaction recording, and operational risk management. Therefore, implementing a digitalized letter numbering system is not just a modernization of administration but also a strategy to enhance business efficiency and adherence to banking industry standards.

The internship conducted at Bank BTN Purwokerto Branch Office aims to provide students with practical experience in applying theoretical knowledge learned in college to the real working environment. This internship also aims to collect data and information to support the preparation of a final project, which is one of the graduation requirements for the Diploma III Program in Office Administration at Jenderal Soedirman University. Generally, the objective of this internship is to understand and evaluate the correspondence administration system at Bank BTN Purwokerto Branch Office, particularly in the aspect of letter numbering, and to formulate solutions that can improve the efficiency of the secretarial unit in supporting overall organizational operations. Specifically, this internship aims to apply office administration theories in the workplace, analyze the root causes of problems in the letter numbering system, and develop digital-based solutions to

enhance the accuracy and efficiency of administrative management.

This article discusses the challenges in the correspondence administration system at Bank BTN Purwokerto Branch Office, its impact on organizational efficiency, and how digitalization can serve as an effective solution. It will also evaluate the implementation of administrative digitalization in business and banking accounting, as well as its benefits in improving overall organizational performance. By adopting digital solutions, Bank BTN Purwokerto Branch Office is expected to optimize its administrative system and align itself with digitalization trends in the modern banking industry.

B. IMPLEMENTATION AND METHOD

The author carried out an internship at PT Bank Tabungan Negara (Persero) Purwokerto Branch Office at the Branch Collection Unit and Secretary. The internship was held on August 12, 2024 – December 6, 2024. During the internship process, the writer is given the opportunity to study at the Branch Collection Unit for one month and at the secretary for three months. As for the rules that must be obeyed by the writer during the internship at Bank BTN KC Purwokerto :

Day	Working hours	Break time	Clothes
Monday	07.30-16.30 WIB	12.30-13.00 WIB	White top, dark pants
Tuesday	07.30-16.30 WIB	12.30-13.00 WIB	Batik
Wednesday	07.30-16.30 WIB	12.30-13.00 WIB	White top, dark pants
Saturday	07.30-16.30 WIB	12.30-13.00 WIB	Casual
Friday	07.30-16.30 WIB	12.30-13.00 WIB	Casual

Figure 1. Internship Schedule at Bank BTN KC Purwokerto

Another discipline as an intern is that the

writer must maintain the confidentiality and integrity of the bank and be able to apply the company's cultural values well. The following is the presentation of the internship activities carried out by the author during the internship at Bank BTN KC Purwokerto :

1. Branch Collection Unit (August 13th - September 13th, 2024)

a. Operating Greenscreen Application:

The Greenscreen application is a special application that records all the debtor's initial information, regarding loan or savings information and includes the start date and end of the current credit. This application is very confidential and protected by an authentication system, such as username and password. The author is taught to operate the Greenscreen application under the supervision of the staff who are authorized to access the application. Among them, the author is taught how to track the debtor's phone number, the debtor's address, and the debtor's total installments per month using the debtor's account number. While operating the Greenscreen application, the author is prohibited from documenting the application in any form to maintain the confidentiality of the debtor's data.

b. Folding a Warning Letter (Sumation):

Somasi is an official notification letter to debtors who have not fulfilled their payment obligations. The writer is responsible for folding the warning letters (SP1, SP2, SP3) that will be sent to the debtor, as well as archiving copies of the letters into folders by month. This summons letter is signed by an advocate and has legal force. The process of folding letters is done by using a semi-accordion fold type according to the envelope size.

c. Bill Reminder via WhatsApp Blast:

The author is assigned to bill KOL 2 debtors, which are debtors who are late in paying installments between 1-

30 days. KOL 2 is considered billable with a softer approach than KOL 3 or KOL 4. The author uses the WhatsApp Blast application for billing efficiency, because this application allows automatic bulk messaging based on debtor data extracted from Excel, thus speeding up the billing process to many debtors.

2. Secretary (September 13th - Desember 16th,2024)

a. Letter Numbering Management:

Every letter issued by Bank BTN requires a letter number written systematically. The writer is responsible for writing the letter number on the outgoing letter and recording related information (to whom the letter is addressed, subject matter, and letter number) in the letter agenda book to facilitate tracking and managing letters in the future. The author makes sure the letter number is written in order to avoid duplication..

b. Receiving a telephone call:

The author learns the correct etiquette in receiving phone calls, including polite greetings at the beginning of the conversation, using standard and clear language, and listening to callers well. After receiving the call, the author will inform the secretary to avoid miscommunication, and end the conversation politely.

c. Recording of Outgoing Letters and Memos:

The author records the number of the outgoing letter and the memo letter to ensure that every letter sent is clearly recorded in the agenda book. This is important to make it easier to search for letters in the future, increase transparency, and efficiency in administrative management.

d. Incoming Letter Recording and Disposition:

Incoming letters that are received and scanned as evidence of e-archive are recorded in the incoming letter agenda book. The author also writes a disposition that contains instructions or

decisions regarding the follow-up of the letter, which is then attached to the incoming letter. This process facilitates coordination between units and ensures that letters are followed up quickly and efficiently.

e. Distributing Letters:

After the letter is recorded in the Agenda book, the author is responsible for distributing the letter to the related units responsible for handling it. The author ensures that the letter is received by the concerned party and records the distribution of the letter as administrative evidence.

f. Receiving guests:

The writer is responsible for receiving guests who come, both for meetings with the leader and for meetings in the meeting room. As a secretary, the writer ensures smooth communication between guests, leaders, and meeting rooms. Writers must also welcome guests with a friendly and professional attitude.

g. Filing documents :

The author organizes the documents by sorting them based on the receiving unit and putting them into an archive folder that has been labeled according to the recipient's name. This archiving process aims to facilitate the search for documents in the future, ensure that documents are not lost, and create a more efficient and organized administrative system. After being organized, the archive folder is stored in a safe file cabinet but still easily accessible if needed.

C. RESULTS AND DISCUSSION

Digital technology is a system based on computers, the internet, and information technology that is used to manage, store, process, and organize data efficiently. In office administration, including mail management, digitalization can enhance operational efficiency, accelerate document recording and retrieval, and reduce the risk of errors in the mail numbering system. Mail administration plays an important role

in company operations, particularly in maintaining smooth internal and external communication. This process involves recording incoming and outgoing letters, assigning letter numbers, and archiving documents, all of which must be done systematically and accurately.

The following are the stages of mail processing in the secretary unit of BTN KC Purwokerto:

1. Receiving and Recording Incoming Mail.

Every received letter is recorded in the incoming mail logbook, noting the letter number, date of receipt, sender, and a brief summary of the content. The letter is then distributed to the relevant department as instructed by the management.

2. Recording and Drafting Outgoing Mail.

Outgoing letters must be formatted according to company standards. Letter numbering is assigned based on classification codes, sequential numbering, and the year of issuance. Once printed and signed, the letter is recorded in the outgoing mail logbook for archiving purposes.

3. Letter Numbering.

Each letter is assigned a unique number based on chronological order and document category. Errors in numbering can cause duplication, incorrect sequencing, or difficulty in locating documents later.

4. Archiving and Digitalization of Documents.

Incoming and outgoing letters are archived both physically and digitally to facilitate data retrieval. Digitalization minimizes manual errors and improves document accessibility, making mail management more efficient and structured.

Based on the observation results during the internship, it was found that several factors caused errors in letter

numbering, namely :

Stages	Description	Error factor
Receipt of letters	Letters received from external parties and recorded in the incoming letter agenda book.	- The letter is not recorded. - Incomplete information.
Incoming mail recording	Letter numbers are listed in chronological order.	- Number order error. - Duplicate number
Making an outgoing letter	The exit letter is prepared based on the company's standard format	- Incomplete document information. - Format is not up to standard.
Numbering letter	The letter is numbered according to the document classification and the year of manufacture.	- Inconsistent numbers. - The numbering is not according to the classification
Document archiving	Incoming and outgoing letters are archived physically and digitally..	- Incoming and outgoing letters are archived physically and digitally. - Digital efficiency decreases.
Numbering error	Errors cause duplication, mismatch numbers, or documents are difficult to find.	- Incoming and outgoing letters are archived physically and digitally. - Digital efficiency decreases.

Table 1. factors caused errors in letter numbering

IMPACT OF LETTER NUMBERING ERRORS ON THE EFFICIENCY OF THE SECRETARY UNIT

Errors in letter numbering can negatively impact the efficiency of the secretary unit, including:

1. Difficulty in Searching Archived Letters.
2. Irregularities in the numbering system make it challenging to locate required documents, disrupting administrative workflows.
3. Duplication or Loss of Letters
Errors in assigning letter numbers may result in duplicate or unrecorded documents, increasing the risk of losing important letters.
4. Decreased Efficiency in Administrative Processes
Inaccurate numbering systems slow down the recording, distribution, and archiving of letters, affecting the effectiveness of the secretarial unit.
5. Decline in Institutional Credibility
Disorganization in mail administration can reduce institutional professionalism and impact the trust of both internal and external parties.

EVALUATION OF THE IMPACT OF LETTER NUMBERING ERRORS

1. Impact on Secretary Unit Performance:
 - Irregular Archiving: Numbering errors complicate document grouping and retrieval, increasing the time needed to locate specific letters.
 - Disruptions in Interdepartmental Coordination: Letters with incorrect numbers or improper procedures cause distribution delays and hinder decision-making.
 - Reduced Efficiency and Productivity: Time is wasted correcting errors, diverting focus from other important tasks.
2. Impact on Organizational Performance:
 - Internal Communication Barriers:

Inefficiencies in mail distribution affect interdepartmental coordination and the completion of essential tasks.

- Difficulties in Auditing and Evaluation: Hard-to-find documents can hinder internal audit processes and reporting.
- Decline in Professional Reputation: Repeated errors create a negative impression of service quality and the bank's credibility, both internally and externally.

SOLUTIONS AND DIGITALIZATION IMPLEMENTATION FOR EFFICIENT MAIL ADMINISTRATION

To address issues in the letter numbering system, digitalization of administrative systems is proposed as the primary solution. The implementation of technology in mail management offers various benefits in enhancing efficiency and accuracy :

1. Implementation of a Digital System for Letter Numbering.

A digital letter numbering system enables real-time automatic numbering based on classification codes and chronological order, reducing the risk of duplication or recording errors.

2. Strengthening SOPs and Employee Training.

Establishing stricter SOPs for mail administration and providing training for employees on using digital systems will help ensure that implemented procedures run smoothly.

3. Digital Archiving of Documents.

A digital system allows for recording and storing documents in electronic formats, making document searches faster and easier compared to manual methods.

4. Integration with the Company's Database System.

Integrating the mail administration system into the company's database enables all

work units to access mail information more efficiently and transparently.

5. Regular Audits and Monitoring.

A Implementing regular audit and monitoring systems aims to evaluate the effectiveness of digital mail administration and identify areas for improvement.

CLOSING

Conclusion

Digitalization in correspondence administration at BTN KC Purwokerto has proven to be an effective solution for improving efficiency and accuracy in document numbering. The implementation of a digital system has helped minimize issues such as numbering errors, delays in document retrieval, and coordination challenges.

The success of digitalization can be measured through the following indicators:

- Reduction in Numbering Errors → The automated system ensures that document numbering follows the standard without duplication.
- Increased Efficiency in Document Retrieval → The time needed to find documents is significantly reduced compared to manual methods.
- Faster Document Distribution → Documents can be sent more quickly through the integrated internal system.
- Improved Employee Satisfaction → Employees can work more efficiently with a structured and user-friendly system.
- However, several obstacles need to be addressed during implementation, such as employee resistance to change, limitations in digital infrastructure, and data security risks. Therefore, the right strategy is needed to ensure the sustainability and effectiveness of the digital system in the future.

Through regular evaluations, employee training, enhanced security measures, and system integration, digitalization can continue to evolve and provide positive impacts on correspondence administration at BTN KC

Purwokerto.

Suggestion

Based on the evaluation that has been carried out, it is recommended that Bank BTN Purwokerto Branch Office switch from manual administration system to digital system. Here are some recommendations that can be applied to increase efficiency and accuracy in the management of correspondence administration:

1. Implementation of Electronic Document Management System (EDMS): With EDMS, documents can be stored, accessed, and managed digitally, reducing dependence on paper and making it easier to find documents.
2. Routine Process Automation with Robotic Process Automation (RPA): RPA technology allows automation of routine administrative tasks, such as data management or form filling, thus reducing manual workload and increasing efficiency.
3. Use of Cloud Based Management System: Cloud technology allows real-time data access from various locations, supporting work flexibility and collaboration between teams.
4. Implementation of Integrated Office Management Applications: The use of applications such as integraOffice Letters can help manage correspondence activities efficiently and structured.
5. Employee Competency Training and Development: Providing routine training to employees regarding the use of new technologies and systems to ensure optimal adaptation to changes and increase productivity.
6. Strengthening Data and System Security: Ensuring the implementation of strong security protocols, such as data encryption

and access control, to protect sensitive information and maintain data integrity. By implementing these recommendations, it is hoped that Bank BTN Purwokerto Branch Office can improve operational efficiency, document management accuracy, and overall service quality.

Thanks For

I would like to express my gratitude, to everyone who has helped me in the process of writing this article, especially to those who have provided both direct and mental support.

C. BIBLIOGRAPHY

- Benmira, S., & Agboola, M. (2021). Transformational leadership in technology-driven organizations. *BMJ Leader*.
- Fiedler, F. (2021). Situational leadership theory: Applications in modern management. *Journal of Applied Psychology*.
- Greenleaf, R. K. (2020). Servant leadership and organizational culture. *Journal of Business Ethics*.
- Nugraha, A. (2021). Manajemen administrasi modern. *Jurnal Penelitian Administrasi*.
- Purdue Global. (2024). Definisi teknologi informasi dalam manajemen data modern.
- Rahmawati, I. Y., Najmudin, Adawiyah, W. R., Jayanti, E., Berniz, Y. M., & Utami, Y. (2023). Financial Ratios and Corporate Governance's Impact on Financial Performance in the Indonesian Stock Market: The Case in Manufacturing Industry. *Asian Journal of Economics, Business and Accounting*, 23(17), 1-12.
- Robbins, S. P., & Judge, T. A. (2017). *Organizational behavior*. Pearson Education.
- Electronics Hub. (2023). Peran teknologi informasi dalam bisnis.



Diploma International Conference 2025
FEB UNSOED

Intothecommerce. (2023). Teknologi informasi sebagai strategi efisien dalam bisnis.



Diploma International Conference 2025
FEB UNSOED