

# Driving Productivity Correspondence by Using Digital Letter Application

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## ABSTRACT

*In the era of rapid technological developments, it can be easier to communicate with other parties. One of the communication media in printed form is letters. The research method uses descriptive qualitative. This qualitative descriptive study describes the procedures for using the E-letter application in correspondence activities at the Secretariat of the Sub Division of Program Preparation and Reporting of the Surabaya City Education Office (SCEO) through information and data analysis obtained. The procedure for using e-mail applications can be divided into two: incoming mail and outgoing mail procedures. The process for entering the letter of SCEO can be through an incoming letter entry, or it can also be directly entered into the account belonging to the Secretary of SCEO. Secretariat Division of Program Preparation and Reporting Sub-Section uses e-Letter applications from the many outgoing letters that can be selected, usually used in only three categories of letters. The three categories of letters include invitation letters, notification/regular letters, and e-keynote speaker. The E-letter application, when logging in, requires a username and password. The username used is an Employee Identity Number which is only owned by Civil Servants. Meanwhile, in the Secretariat of the Sub-Division of Programming and Reporting, there are still staff who are not civil servants, so they have difficulty accessing the E-letter application. To overcome this problem, when logging in to the E-letter application, filling in the username, can use Employee Identification Number to make it easier for non-staff of Government to access the E-letter application. The correspondence productivity of digital mail are increasing content repository, reduced cost, improved efficiency, strengthening security, compliance and risk management, advanced customer service, and reducing carbon footprint.*

**Keywords:** *Correspondence, Digital Letter, Productivity*

## **INTRODUCTION**

In the era of rapid technology, it is easier to communicate with other parties. The media that can be used to communicate are also very diverse. Communication media can be used in print media, telephone, television, radio, and letters. There are advantages and disadvantages of the many existing communication media. It can be adapted to the purpose of communication for individuals or many people to speed up the process of delivering messages.

The written communication medium is a letter. According to Simanjuntak et al. (2017), a letter is a communication tool between two parties in writing on paper or other. In Indonesia, letters have existed since the Dutch colonial era. In the past, letters were sent only through the postal service. Along with the rapid development of technology, letters have undergone a lot of modernization. One example of evidence of the development of letters is the existence of electronic mail. The benefits of developing letters that initially only used paper media are now in electronic form. It can also reduce the felling of trees used as the basis for the paper. According to Siregar et al. (2018), the definition of application, in general, is an applied tool that functions specifically and is integrated according to its capabilities.

SCEO has a particular application for managing correspondence electronically called the E-letter application. The E-letter application can be used to manage incoming and outgoing mail. This E-letter application was created to improve employee performance. According to Nasution (2020), office automation means the transfer of manual functions of office equipment that uses a lot of human labour to automatic functions by using mechanical equipment, especially computers. The E-letter application can speed up the process of delivering messages and does not require a lot of costs in the delivery process. Another benefit of the E-letter application is that the archiving is done digitally, integrated with the Surabaya Archives Agency to facilitate the document search process.

This study aimed to determine the procedure for using the E-letter application in correspondence activities at the Secretariat of the Sub-Division of Program Preparation and Reporting at SCEO. The design for using the e-mail application in question is in the form of incoming and outgoing mail procedures included in correspondence activities. According to Hartanti et al. (2021), correspondence is communication between an employee and other people, between employees and agencies or vice versa, between employees and organizations or vice versa, between agencies and agencies, between organizations and organizations, and so on by using letters as a medium. The secretariat section is the part that most often uses the e-mail application so that work-related correspondence is completed more quickly.

## **LITERATURE REVIEW**

### **Definition of Procedure**

According to Wijaya and Irawan (2018), a procedure is a sequence of activities involving several people in one or more departments that are carried out repeatedly in the same way. According to Junaedi and Historia (2017), a procedure is a specific series of actions, actions or operations that must be carried out or executed in a standardized (same) way to always obtain the same results from the same circumstances occupational health and safety procedures. A process usually results in a change. It was concluded that the work was easier to do with the procedure. It is because there are stages in each activity. The process can

also be said as an orderly rule because it contains directions to reduce errors when carrying out an activity. Therefore, techniques in a company are essential to be more effective and efficient in doing work.

### **Definition of Application**

According to Fadliani et al. (2020), the application is software made to do specific tasks. The application is a computer device that is ready to use for the user. Based on the explanation above related to the understanding of the application, it can be concluded that as a tool that can make it easier to do various jobs. In this modern era, the purpose of making applications is so that work can be completed more quickly and minimize the costs incurred.

### **Definition of Office Automation**

According to Yusuf et al. (2020), this Office Automation system (SOK) is an application of information technology in the form of writing (text, graphics, fax, telex, computer data). The structure of sound (radio, telephone or video images) is used to create, store, convert, and communicate information in the company or office to increase employee productivity to achieve work effectiveness. It will also facilitate various types of communication both verbally and in writing internally and with outside parties. Office automation is an office technology to change the system in the office, which was initially manual to become more modern. This is done with an application that requires hardware. The hardware referred to in the computer is the keyboard, mouse, CPU, etc. The goal of office automation will increase employee productivity in a company.

### **Definition of Correspondence**

Sofiani and Prasetya (2018), the messages delivered through the media of letters can be referred to as correspondence from one party to another. It can be on behalf of an individual and position in an organization. It was concluded that correspondence is an activity related to correspondence, from making to filing letters. Correspondence aims to establish relationships with other parties by communicating through the media of letters.

### **Definition of Letters**

According to Simanjuntak et al. (2017), a letter is a communication tool between two parties in writing on paper or other. According to Firmansyah (2020), a letter is a tool to communicate in writing using special (typical) requirements according to correspondence rules. According to Meliagustin (2019), a letter is a means to convey written statements or information from one party to another. Based on the explanation above, it is concluded that a letter is a communication tool that uses paper media and is used to convey messages between parties. According to Sitohang (2018), the function of letters is to deliver written messages; notes play a role in achieving the goals of an agency or organization in establishing cooperation between organizations/agencies. As a notification, a warrant, a warning letter, a letter of application or request, a cover letter, a letter of agreement, a report, a decree, a summons, a follow-up letter.

Based on the explanation above, it is concluded that the function of the letter is as a communication tool using paper media between one party and another. According to Junaedi and Historia (2017), the types of correspondence are Usage; Letter Making; Mail Message; Mail Message Security; Letter Completion.

## **Incoming and Outgoing Mail Management**

### **Incoming Mail Management**

According to Ikhsan and Ramadhani (2020), an incoming letter is a letter received from a company or other agency to the party concerned. According to Rifani et al. (2019), in general, incoming letters are all official writings or personal letters received by other agencies/parties to be submitted to officials listed at the address, both listed on the cover and on the official report itself. According to Syamsuddin et al. (2020), the procedures for managing incoming mail are Receipt, Sorting, Recording, Follow-up, and Storage.

### **Outgoing Mail Management**

According to Ikhsan and Ramadhani (2020), outgoing letters are letters sent from parties, either agencies, organizations or companies, that contain information or data, be it orders, notifications or other information. According to Rifani et al. (2019), outgoing letters are all writings sent to officials outside the agency itself according to the address listed on the official letter or the cover. Besides being sent to other agencies, it can also be sent to the party concerned in one agency, for example, sent to different parts within the agency. According to Syamsuddin et al. (2020), managing outgoing mail is as follows: Drafting a letter; Requesting approval from the leadership; Typing; Signing; Recording; Storage, Shipping.

### **Definition of Electronic Mail (e-Mail)**

According to the Surabaya City Communication and Information Office, the e-Mail application is an open source-based digital/electronic correspondence management application integrated with the Short Message Service (SMS) system, which helps accelerate the delivery of letters and dispositions information to the intended party. According to Hartanti et al. (2021), electronic mail is a letter sent using a computer network, such as the internet. Based on the explanation above, it can be concluded that electronic mail (e-mail) is a means of communication from one party to another electronically through an application in a company. The e-mail application can make work related to correspondence more effective and efficient.

## **RESEARCH METHODOLOGY**

The research method uses descriptive qualitative. Qualitative descriptive research describes the procedure for using E-letter applications in correspondence activities at the Secretariat of the Sub Division of Program Preparation and Reporting of SCEO through information and data analysis obtained during the internship. SCEO secretariat is divided into three sub-sections: General Affairs and Personnel, Finance, and Program Preparation and Reporting. The place of research was taken at the Secretariat because, in this section, all letters were centralized, be it incoming or outgoing letters. All the data used in this research are secondary data.

## **FINDINGS**

SCEO, in the division of tasks, has several fields, one of which is the Secretariat. The Secretariat is divided into three sections, namely General Affairs and Personnel, Finance, and Program Preparation and Reporting. In the field of the Secretariat, there is one application that can facilitate correspondence

activities, the name of this application is the E-letter application. The e-Letter application is devoted to managing both incoming and outgoing letters from within or outside organization, which includes receiving and sending letters in electronic form. The E-letter application can be accessed by employees who have a username and password. The username used is an Employee Identity Number which is only owned by Civil Servants. Accessing the E-letter application also requires a stable internet network. Incoming and outgoing mail will be automatically archived in the E-letter application to make it easy to search (Amanda, et. 2014).

### **Using the E-letter Application for Incoming Mail**

Incoming letters in SCEO e-Letter application can be done in two ways, namely via entry mail and direct entry letter in the Account of the Secretary is a letter sent by the Regional Apparatus. Based on the data obtained through interviews and observations that have been described previously, the E-letter application has many benefits related to correspondence activities. The e-mail application can speed up mail management for all fields, especially the Secretariat (Rajan, et al. 2012).

According to Hartanti et al. (2021), incoming mail is handled according to the following procedure: (a) Receiving incoming mail, collecting incoming mail, checking the correctness of the address and name printed on the envelope, providing evidence that the letter has been received, separating letters based on the destination, opening letter envelopes except for confidential letters; (b) Sorting incoming mail is done by grouping letters by type and class, reading each incoming letter carefully and thoroughly to ensure some letters need immediate or significant handling or response; (c) Recording incoming mail and recording incoming mail can be used in several ways, such as using an agenda book, control cards, diaries, or computerization; (d) Directing the letter is done by completing the disposition sheet to provide instructions or information that the letter processor must carry out; (e) Storing letters, after all, letters have been processed to the recipient, the letter must be stored systematically by the Secretary for easy retrieval.

Based on Hartanti et al.'s (2021) explanation regarding the incoming mail procedure, this is also applied at SCEO in managing incoming mail. The letter from SCEO will be received by the Secretariat of the General Affairs and Personnel Section staff. After that, the mail will be checked first. The part of the letter that is examined includes the purpose and date of the letter. The letter is correct if the goal in the letter is addressed to the Head of SCEO, and the date of the letter is a maximum of two days before the letter is received. If you have passed the letter check, it will be scanned first before entering the e-mail application. Letters from the General and Personnel Section staff are letters from private companies and schools.

Letters can also come in without going through the first entry. The letter that goes directly to the Secretary's account is a letter from the Regional Apparatus Organization. Letters that enter the Secretary's account are in the letter confirm section. The Secretary will sort out the letter to be placed in which area. When sorting letters, the Secretary has two choices: to direct the letter to the Head of the SCEO to request direction regarding the letter or directly distribute the letter to the Head of Division or Head of Sub-Division. Suppose the letter is posted to the Head of SCEO. The letter will be re-dispositioned to the Secretariat, or it can also be directly posted to the Division Head. If the letter is now assigned by the Secretary at the Head of Division or Head of Sub-Division.

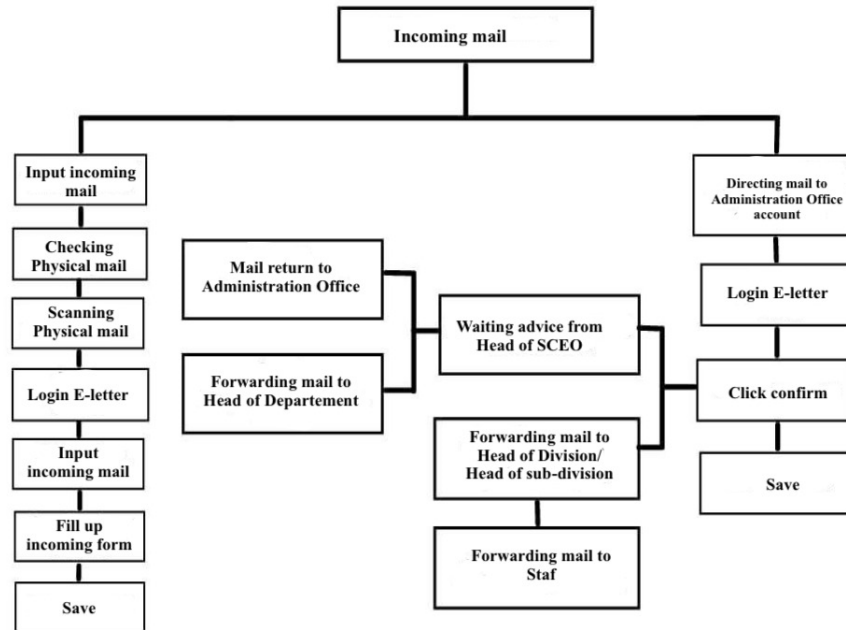
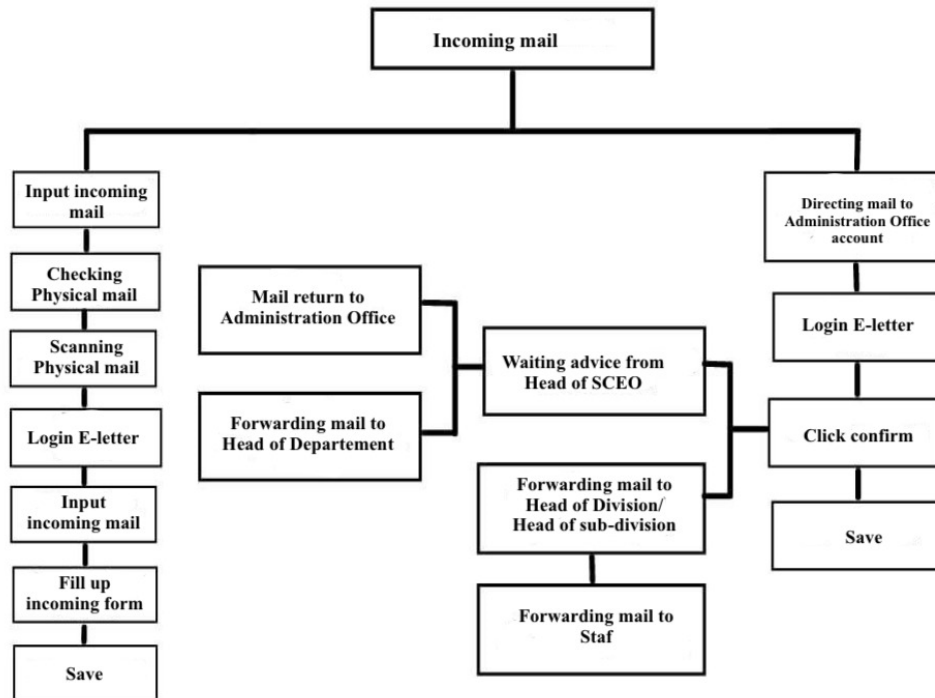


Fig 1 Incoming mail procedure on e-letter application

### Using E-letter Application for Outgoing Mail

The E-letter application has a menu to create or enter outgoing mail. Making outgoing letters through the e-Letter application can be done by the Head of Sub-Division and staff through their respective E-letter application accounts. SCEO also has an e-Letter application helpful in managing outgoing letters, especially in the Secretariat section. The categories of letters that can be selected in the E-letter application are also very diverse. Many categories of letters in the e-Letter application, only three categories are used in the Secretariat of the Sub-Division of Programming and Reporting. The three categories used are invitation letters, notification/regular letters, and e-keynote speaker. In the account belonging to the Secretariat staff of the Sub-Division of Programming and Reporting, the menu only has a menu for entry of outgoing letters.

According to Hartanti et al. (2021), outgoing letters are handled according to the following procedure: (a) Drafting a letter can start preparing by listening to dictation from the leadership to be typed back in the form of a letter or get full authority in drafting a letter; (b) Letter typing, after the letter concept is made and approved by the leadership, then the letter concept is typed by applying the knowledge and skills of correct and fast typing; (c) Editing the letter, after the letter has been typed, then revising or editing is carried out if necessary to improve grammar, the format of preparation, the letter's content, and language; (d) Folding the letter, after the letter is printed and signed, the next stage is the letter is folded and neatly wrapped to give a positive image of the company; (e) Covering the letter and affixing the mailing address to prevent mistakes and ambiguity can be fatal because the letter does not arrive; (f) Recording of letters, after all processes are completed, then letters that will leave the company are recorded along with attachments and completeness.



**Fig 2 Outgoing mail procedure on e-letter application**

Letters completed in the entry will be processed automatically through the e-Letter application in the outgoing mail section. There are three features in the outgoing mail section: outgoing mail history, edit mail and delete the mail. The outgoing mail history feature is used to view the position of outgoing mail in the authorization process, the letter has been sent or the letter has been rejected. With the mail history feature, it is easier to see the progress of outgoing mail that has been made. The edit mail feature is used to edit outgoing mail as long as the letter is not authorized. The letter editing feature is divided into three parts: revising the letterhead, editing the contents of the letter, or editing the letter's purpose. The selection of elements in the letter editing is adjusted to the needs. The delete mail feature is used to delete mail as long as the letter is not authorized.

E-letter application can improve the flow of information within organization by providing business advantages such as:

1. It has progressed the content material repository. Combining all paper and letter codecs into an identical record workflow can assist make a business enterprise's content material repository more reliable. A green E-letter software affords a more extraordinary constant computerized technique for dealing with incoming documentation.
2. When you automate and digitize letter consumption, the value concerned reduces the want for guide interaction - sorting and sending. This way that vital statistics can get to the proper palms and begin operating for you in no time, supporting to govern overhead higher and liberating up expertise for revenue-pushed tasks.
3. Improved efficiency. Digitizing letter processes such as entry, processing, classification, and transport occur automatically, developing a greater frictionless enjoyment throughout the business enterprise (Tutupary and Aldianto, 2014).

4. Strengthen security, compliance, and hazard control. Our virtual consumption centre technique ensures that letters and documentation are safe. The increased visibility that digitization provides allows to stay compliant with stringent auditing requirements, will enable organizations to spin fast in the face of new privacy regulations, and strengthens the backbone of risk management strategy by centralizing and classifying unstructured data.
5. Advanced consumer service. Today's virtual clients call for speedy reaction times. Manual letter processing slows down the waft of business-important statistics and delays the movements that be counted maximum, critical clients. Automating and digitizing can enhance reaction times, serve clients higher, and be located to top-line growth.
6. Reduced carbon footprint. The typical intention of a virtual letter answer is to transform paper into a virtual layout because it enters the business enterprise. Reducing reliance on paper makes it less complicated in your business enterprise to help the dreams of extra environmental duty and sustainability.

## **CONCLUSION AND RECOMMENDATION**

Everyone in the Secretariat of the SCEO has benefited from the E-letter application, which can assist correspondence activities. However, there are obstacles to using the E-letter application; namely, the E-letter account is only owned by Civil Servants. The requirements for logging in to the E-letter application are filling in the username and password. The username used is the Employee Identity Number which civil servants only own. Meanwhile, in the Secretariat of the Sub-Division of Programming and Reporting, there is still much staff who are not civil servants, so they find it difficult to access the E-letter application. Staff who are not civil servants when doing the assigned tasks regarding correspondence must borrow an account belonging to the already civil servants team. It is better for non-civil servants to be given a dummy Employee Identity Number to make it easier to submit or upload letters in the application. The correspondence productivity of digital mail are increasing content repository, reduced cost, improved efficiency, strengthening security, compliance and risk management, advanced customer service, and reducing carbon footprint.

## **FUTURE RESEARCH**

The qualitative descriptive method in this research provides detailed insight into E-letter application in the SCEO. In the future, researchers should use quantitative methods to determine the extent to which this application benefits all stakeholders across Indonesia.



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