

**ANALYSIS OF ADMINISTRATIVE CORRESPONDENCE AT THE
ADMINISTRATIVE OFFICE OF PT. NUBIKA JAYA BLOKSONGO
SOUTH LABUHAN BATU**

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Abstract

This research has a goal which is to find out the management of correspondence in PT.Nubika Jaya both incoming and outgoing mail and to find out some of the obstacles that must be faced in managing incoming and outgoing mail. The research method this time uses a descriptive method more precisely, namely a qualitative method. The techniques used are interviews, observation and documentation. The results of this study are about the implementation of correspondence in the administrative Office of PT. Nubika Jaya which has not run optimally due to several activities in mail management that are not in accordance with correspondence procedures, archive storage is only placed on the work desk of the correspondence section, and there are several letter files that are only stacked and tied and then stored on the floor under the table and verbally borrowed by other employees. Still, there is no archive room or special room for storing correspondence as well as the lack of availability of equipment and equipment to manage mail.

Keywords: *Administrative Office, Incoming Mail, Mail Management, Outgoing Mail*

1. INTRODUCTION

Administration refers to administrative tasks that are written in nature (Marliani, 2019). Administration is the process of planning, organizing, and coordinating humans, machines, materials, equipment, methods, and money. If we know the broad definition of administration, we can conclude that administration is a process in which there is an agreed-upon collaboration or other terms, such as "management" (Anggara, 2012). In addition to directing and managing the activities required to meet the organization's common objectives. Administration is the process of constructing an activity for a task that must be completed by a group of individuals with cooperation and division of work patterns in order to achieve specific goals effectively and efficiently (Lunenburg & Ornstein, 2021).

As for other elements of administrative activity, especially communication procedures, this has become a worry as anticipated (Kamaluddin & Patta Rapanna, 2017). In the management of correspondence, there are numerous requirements that must be completed in order to complete the documents required to carry out an action or duty (Sahbani, 2014). According to Nuraida (2014), a letter is a type of communication consisting of multiple written assertions carrying some data or information that will be transmitted to the recipient.

Hakim & Mardiyah (2017) stated that the implementation of letter management at the PT Nubika Jaya Administration Office did not go as planned. Because numerous mail management activities exist. The hurdles that must be overcome while managing letters are as follows: (a) lack of a dedicated space for archive storage, (b) a shortage of materials and equipment to manage mail, and (c) letters that must be picked up in person or that arrive unexpectedly. Now as for the measures that must be made to overcome this issue are: (a) suggestions to acquire or complete equipment and supplies to manage letters with a budget for the acquisition of office equipment and supplies for PT. Nubika Jaya Administration. Whatsapp and Email are utilized for immediate messages or letters that must be taken directly, and (c) instruction and technical guidance on archives are provided.

2. RESEARCH METHOD

This study was conducted in PT. Nubika Jaya's administrative office, which is located on Jalan Lintas Sumatra Bloksongo in Pinang city, South Labuhan Batu. This research aims to determine ways to manage incoming and departing mail.

The data sources and kinds utilized in this study are impartial and pertinent. The researcher uses the following sorts of data: (a) Primary Data, which consists of historical evidence and key witnesses. This time, data was gathered through interviews and observations, and the results concerned the administrative office of PT. Nubika Jaya's methods for processing incoming and outgoing mail. While secondary data derived from the published literature or associated with study. The data is gathered indirectly through a variety of written sources, such as agency archives and records, in order to refine the data for usage.

In addition, observation, interviews, and documentation are used to collect data for this study, which includes literature and agency documents in the form of notes, organizational structure, and the composition of the administrative office of PT. Nubika Jaya. The data obtained and processed based on the needed criteria were then re-analyzed using qualitative descriptive methods, comparing the results of theory-based research with the procedures for managing incoming and outgoing correspondence at the administrative office of PT. Nubika Jaya.

3. RESULT AND DISCUSSION

Every organization corresponds with a letter, which is an official (Formal) means of communication (Rahman et al., 2019). This is necessary to assist organizational operations. In addition to being useful as a means of communication, letters are also used to represent businesses and organizations. In addition, a letter is written evidence with a legal basis. The letter is also an indication or memory of past activities or events, a guarantee or security, and a link between the two parties. According to Millar (2017) letters serve as a communication tool, a reminder, written proof, historical evidence, organizational representation, or job guidelines.

The administration office of PT. Nubika Jaya focuses mostly on note-taking, including recording figures and calculations and summarizing numbers. This record is data that will be maintained effectively in order to generate information such as employee data, including address, employee status, name, type of work, employee attendance list, overtime data, etc.

Obviously, in order to carry out the aforementioned operations, it is required to have equipment and supplies, as well as the space that has been allocated, as well as the presence of staff with distinct areas of authority and duty. This is for the implementation of effective office communication.

3.1. Outgoing Letters Management at the Administration office of PT. Nubika Jaya

Based on the results of this observation at the office of PT. Nubika Jaya, which is supported by the layout of the archives, correspondence protocols, and the personnel who manage communication. Despite this, the work unit lacks correspondence equipment. Observations revealed that there were numerous letters piled up on the desk, which were irregular based on some archives. This will obviously impede the company's work flow, or it will be difficult to locate the necessary information because the letter files are disorganized. If incoming and outgoing letters are not properly managed, they will inevitably become disorganized, lost, or damaged.

The results of PT Nubika Jaya's survey office cannot be isolated from administrative activities. The secretary of the KTU is in charge of the correspondence department. It is responsible for handling incoming and outgoing mail. The Administration Office has numerous responsibilities to fulfill. This is evidenced by the vast number of incoming and outgoing letters that must be managed every day from a variety of government, commercial sector, and individual agencies. Administration office of PT. Nubika Jaya administrative procedures were not managed in compliance with good and correct administrative procedures. The administrative procedures are still not sufficiently established. Such certain files or archives that are only stored in the desk drawer or even on the floor beneath the table. Therefore, it will be difficult to quickly locate files or archives. However, it would be preferable if the file or archive is well-organized so that it is simple to locate the needed file. The time required to look for files or archives is approximately 10 to 20 minutes due to inefficient administrative procedures. However, its application will only take between 2 and 5 minutes.

Incoming mail has several parts, namely receiving letters, sorting letters, and opening letters as well as directing letters and recording letters. Sri Endang et al (2009) in (Hanipah et al., 2022) suggest that the stages in receiving letters are:

- 1) Receive mail
- 2) Stages of sorting letters
- 3) Stages of registration and recording of letters
- 4) Stages of mail distribution
- 5) Stages of saving and retrieving letters.

As highlighted by Basir (2007) that the management of incoming mail must go through several stages first:

- 1) Receipt of mail
 - a) Receive mail
 - b) Check the number of letters received and the mailing address
 - c) Fill in initials and name as proof of receipt
 - d) Check the authenticity of the letter and check whether the letter has been opened or not.
 - e) Continue on the sorting section

- 2) The mail sorter has the following duties:
 - a) Receive incoming mail
 - b) Make a letter to the group whether it is an official letter or a personal letter
 - c) Doing mail sorting
 - d) Only open official letters and prohibited from opening personal letters
 - e) Examine attachments to letters
 - f) Give a receipt on the letter
 - g) Notify KTU regarding the contents of the official letter that has been opened or provide a closed letter to KTU by attaching an envelope from the letter.
- 3) The letter registrar has the following duties:
 - a) Counting the number of letters received and must be recorded
 - b) Informing the mailman that some letters are confidential
 - c) Submit a letter to the letter director.
- 4) The letter director has the following duties:
 - a) Receive a letter from the introduction and see who is managing the letter
 - b) Notify the letter received to the manager through the intermediary of management
 - c) Save archive or leave
- 5) The mail manager has the following duties:
 - a) Receive letters and discuss the contents of the letter themselves.
 - b) When it is finished, they must return the letter to the director with the intermediary of the officer
- 6) Archives have the following duties:
 - a) Received a letter given by the director and then stored in a file cabinet according to the type of letter based on its classification.
 - b) Receive evidence or leave it for safekeeping
 - c) Provide a copy of other evidence to the manager that the letter has been stored in its place or archive room.

3.2. Outgoing Letters Management at the Administrative Office of PT. Nubika Jaya

In managing outgoing mail, the company will depend on the system that will be used by the company. According to Wursanto in (Putri et al., 2020) the management of outgoing mail has 3 activities, namely:

- 1) The concept of making a letter
In drafting a letter, there are 3 ways that must be done, namely a concept that is only made by the leader of the company itself, the second concept is only made by subordinates and secretaries of the company, while the last concept is dictated.
- 2) Letter typing concept
The concept of typing a letter has several processes such as: approval in writing a letter, the process of sending a letter, the process of checking the results of the typed letter, the last part is the signature of the letter by the person concerned.
- 3) Mail delivery concept
The process of sending a letter is: giving a stamp or company logo, making own envelope or cover letter, then checking the letter first, folding the letter according to the size of the letter envelope.

As for other problems experienced by the correspondence department at the administrative office of PT. Nubika Jaya, namely the existence of letter loans that are not managed properly. Letter borrowers should use a letter borrowing procedure which must be returned to its original place and returned as soon as possible. From the results of research at the administrative office of PT. Nubika Jaya borrowing archives or letters only with verbal communication and casual language is not accompanied by evidence if borrowing archive files and also after returning the archive files the borrower's employee does not notify the secretary who manages the letter. These errors can cause damage to the management of letters that have been arranged based on classification into a mess. Because the borrower may not return it to its original place. So when needed it will be difficult to find the file. The activity of borrowing archives is an archive that comes out of its storage file because someone borrows it, the borrower is none other than an employee of the same field with the manager, boss, or other employees from different fields in the Administration office of PT. Nubika Jaya.

Durotul (2009) also gave his opinion on the above. There are several things that must be considered in carrying out archive activities, namely:

- 1) Archive borrowers should fill out a form for borrowing archives
- 2) Make an archive loan proof card or two (green) archive borrowing sheets which are placed in the borrowed archive file.
- 3) Make authority that only secretaries or officers are allowed to take archive files
- 4) Follow up on borrowed files

The conclusion from the above statement is that if anyone borrows the archive, they must follow the applicable lending procedures. Or by recording into the archive loan book and including the borrower's card so that it is known who is using the archive file, knowing when to borrow and return from the archive. This is done for the sake of mutual interest and in order to avoid the loss of archive files or letters at the Administration office of PT. Nubika Jaya.

3.3. Obstacles That Become Obstacles in Correspondence Administration Activities at PT. Nubika Jaya

Based on observations in this study at the administrative office of PT. Nubika Jaya in terms of correspondence management is not fully optimal, it can be seen in terms of limited human resources (staff), as well as limited equipment and equipment to support the correspondence process at the PT. Nubika Jaya.

Facilities are the most important factors that can affect the performance of employees in the administrative office. As for the existing facilities in incoming and outgoing letters, such as archive folders, archive houses, sorting racks, sorting racks, disposition sheets, card cabinets, warning files and so on. Archival facilities must be met properly in terms of quantity and quality so that the process of managing them can run well too. However, in this field research, the facilities at the administrative office of PT. Nubika Jaya are still complete both in terms of quantity and quality as for other equipment that is lacking, namely filing cabinet (letter storage) which according to researchers is still lacking because there will be letters every day that arrive so that they will pile up while there is no special storage area.

The scattered letters will certainly hamper or disrupt the smooth operation of PT. Nubika Jaya's operational activities. The reality experienced by researchers at the Administration office of PT. Nubika Jaya Block Songo, Pinang City, is that the retrieval and storage of letters has not been carried out properly. It can be said that because there is still a letter storage that has not been arranged properly and there are still several folders that are placed carelessly on the table and even under the table.

Sedarmayanti (2003) in (Diniyah, 2019) argues that as for the equipment used to manage letters, namely:

1) Map (*schnelhecter*)

Map, which can be used to store received letters. It is perforated using a paper punch (perforator) so that the included letter or file will not be lost or released from the folder unless it is taken or is being used by another employee.

2) Mail tray

The mail tray is usually like a shelf that can be used as a differentiator for letters as needed, which is a shelf made of plastic that is placed on a table. As for other equipment, namely tongs, folders, pens, paper, pencils, rulers, erasers, scissors, typewriters, knives, tipp-ex and others.

3) Filing cabinet

File cabinet which aims to store files or letters. Which file cabinet is like an ordinary cupboard that has a shelf in each section as a separator that has its own information or purpose on each shelf. Or staff can use notes on the outside of the shelf with a description of the type of letter or type of file stored in it.

The equipment used to manage mail has a very big influence on the continuity of managing correspondence. Hence, it must be equipped with adequate facilities as well. Putri et al. (2020) suggests that the equipment for managing letters is partly the same as administrative tools such as: file cabinets, folders, desks, file boxes, guides, filing cabinets, filing racks, cardex. Some office machines such as: photocopiers, copy machines, typewriters, small film machines, and paper shredders.

Thus, based on the theory of good and correct administrative procedures at the administrative office of PT. Nubika Jaya has its own place for these archives because PT. Nubika Jaya is very numerous and has various types of files or letters. Placement owned by PT. Nubika Jaya such as file boxes, filing cabinets, filing racks and so on.

4. CONCLUSION

Based on the results of internships or work activities in the field and based on the data that has been found. The conclusions are:

- 1) The correspondence section at the PT. Nubika Jaya is the responsibility of the secretary of KTU (Administrative Office) which job is to manage incoming and outgoing mail. The Administration section has many tasks that need to be completed. This can be seen from the large number of incoming and outgoing letters that must be managed every day from various agencies both from the government, private sector, other companies or individuals.
- 2) Based on observations in this study at the administrative office of PT. Nubika Jaya in terms of correspondence management is not fully optimal, it can be seen in terms of

limited human resources (staff), as well as limited equipment to support the correspondence process at the PT. Nubika Jaya.

- 3) From the results of research at the administrative office of PT. Nubika Jaya borrowing archives or letters only with verbal communication and casual language is not accompanied by evidence if borrowing archive files and also after returning the archive files the borrower's employee does not notify the secretary who manages the letter.

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