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Web-Based Information System for the Disposition of Entry Letters in South Sumatra Province

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Abstract: Technological developments in the government office environment are increasingly developing, as well as government agencies having to modernize administration, such as in the administrative section for managing incoming mail. There are many types of letters that enter agencies every day with different needs. These incoming letters are waiting to be followed up (dispositioned) by administrative leaders for further processing at the South Sumatra provincial Dispora service. Over a long period of time and a large number of incoming letters every day, conventional recording methods have become less effective and can cause losses to the service, including lost and scattered letters. In this research, the author aims to create a website-based information system for the disposition of incoming letters at the South Sumatra Province Dispora office. The method used is web engineering and building an information system using the recurring acronym programming language Hypertext Preprocessor (PHP), CodeIgniter Framework and MySQL as the database. This website was created to make it easier for the work of managing incoming mail at the South Sumatra Province Youth and Sports Office to run well and optimally, by creating a website to automate incoming mail into electronic mail in the South Sumatra Province Youth and Sports Office.

Keywords: Incoming Letter; Disposition; Web Engineering; PHP; CodeIgniter; MySQL.

1. Introduction

In the current era of globalization that continues to develop, technological advances provide various benefits for various sectors, including in government office environments. Increasingly advanced technology and increasingly diverse applications make it easier for users to carry out their tasks. One example of a significant adaptation of technology in the office world is the implementation of information systems and automation that allows administrative work to be more efficient. For this reason, government agencies, including the South Sumatra Provincial Youth and Sports Office (Dispora), must adapt to this development to increase the effectiveness and efficiency of administration. With the increasing development of applications and technology, government offices must be able to integrate the use of technology to support their operations in providing better and faster public services. One of the regulations that underlies the organizational structure and functions of the South Sumatra Provincial Youth and Sports Office is the Regulation of the Governor of South Sumatra Province No. 59 of 2016. This regulation regulates the organizational structure, duties, and functions of the Youth and Sports Office (Dispora). The organizational structure of the South Sumatra Provincial Dispora consists of five main parts, namely the Secretariat, Youth Development, Youth Empowerment, Sports Coaching, and Improving Sports Achievement. The main task of the Dispora is to implement various government policies and programs related to youth and sports in South Sumatra Province. In carrying out this task, the Dispora must be able to manage various administrative activities well, including the management of incoming mail which is an integral part of its operations.

A letter is a means of communication used to convey information or questions in writing to other parties, both for personal interests and for organizational interests [1]. According to Imasita and Hirman (2022), letters have certain characteristics, such as the use of codes and notations, the use of paper, special models and formats, and signings which are an integral part of letter communication [2]. Management of incoming mail is an important part of administration in government agencies, because letters often contain instructions or information that requires quick follow-up.

At the Youth and Sports Office of South Sumatra Province, the volume of incoming mail every day is quite large, both from other organizations and individuals. This makes managing incoming mail a challenge for recipients of the letters. According to the Head of the Secretariat of the Youth and Sports Office, Mr. M. Taufiq, S.IP, "The letters that come into this office can reach 60 letters every day," he said when the author conducted an interview for data collection. This high volume of mail causes difficulties in managing incoming mail and often gives rise to problems, such as delays in mail disposition or even the loss of important mail.

The process of managing incoming mail in each agency can be different, and in the Youth and Sports Office of South Sumatra Province, the letter management procedure begins with the receipt of the letter by the Secretariat, where the letter will be given a receipt by the recipient of the letter. After that, the information contained in the letter is recorded in the ledger book for office archive purposes. Furthermore, the letter will be forwarded to the Administration (TU) section for follow-up. This process is known as the incoming mail disposition process, where the letters received will be forwarded to the appropriate party to be processed according to needs. However, considering the very large number of letters and continues to increase every day, errors often occur in the letter disposition process, so that the letters are not processed according to their urgency, or even ignored. This can certainly cause problems in administrative performance and affect the quality of services provided to the public. Incoming letters have various types and different needs. Some letters may be very urgent and require immediate attention, while others may not require immediate follow-up. For this reason, it is important for those who manage letters to be able to categorize letters based on their level of urgency, so that letters that require immediate attention can be processed immediately and those that are not so urgent can be processed in the regular queue. In this study, the author uses a web engineering method to design a website-based information system that can assist in the disposition of incoming letters at the Youth and Sports Office of South Sumatra Province. The web engineering method used in this study aims to build an information system that can automate the process of disposition of incoming letters. By using appropriate programming technology, such as Hypertext Preprocessor (PHP), CodeIgniter Framework, and MySQL as a database, this information system is designed to facilitate the management of incoming letters, reduce the possibility of errors in disposition, and increase work efficiency at the Youth and Sports Office. This information system also allows letter management to be carried out electronically, which facilitates recording, archiving, and sending letters, and provides faster and more transparent access for related parties.

In this system, incoming letters will be grouped into three categories based on their level of urgency, namely very urgent letters, letters that must be followed up immediately, and letters that can be processed in the regular queue. With this system, letters that have a high level of urgency will immediately receive the necessary attention and action, while letters that are not so urgent will be processed regularly. Thus, it is

hoped that the letter disposition process will be more structured and efficient, and can improve the quality of administrative services at the Youth and Sports Office of South Sumatra Province. This study aims to contribute to improving the quality of letter management in government agencies through the application of appropriate technology. With a more efficient system, it is hoped that letter management at the Youth and Sports Office of South Sumatra Province can run more smoothly and can support the smooth operation of the agency in serving the community.

Data, as discussed by Imasita and Hirman (2022), is described as a reality that represents actual events or phenomena. It is the raw form of information, devoid of context or meaning [2]. John J. Longkutoy (2017), in his book Introduction to Computers, defines data as components of facts that hold meaning, either through symbols, images, numbers, or situations, all of which relate to reality. Information, on the other hand, emerges when data is processed into a format that holds value for the recipient. Information can provide significance both in the present and the future, enhancing decision-making processes [3]. Information systems are critical tools that integrate various activities, such as daily transactions and managerial tasks. According to Hutahean (2015), information systems support operations by providing accurate reports for different departments and ensuring smooth coordination between various organizational levels. These systems play a pivotal role in improving decision-making and enhancing the efficiency of management practices within organizations.

The concept of disposition is central to the management of documents and letters. Aji *et al*. (2014) define disposition as written instructions regarding the follow-up on a letter, which is sent alongside a disposition sheet to the designated agency. The authorized official within the agency is then responsible for taking action on the letter based on the given instructions. In the context of the South Sumatra Province Youth and Sports Service (Dispora), the disposition process ensures that incoming letters are properly categorized and forwarded to the appropriate departments for further processing. To streamline this process, the author of this study proposes using the Web Engineering method for developing a web-based system to handle incoming letter dispositions. The large volume of letters received daily at the Dispora office creates a significant challenge in ensuring that each letter is processed efficiently and accurately. As explained by Mr. M. Taufiq, the Head of the Secretariat at Dispora, the office receives up to 60 letters daily, which makes the manual management of these letters prone to errors and delays. Therefore, the proposed web-based system categorizes incoming letters based on urgency to prioritize their handling and ensure that no letters are overlooked. The proposed system categorizes letters into three distinct categories based on urgency: Very Immediate Mail (Priority), Immediate Mail, and Regular Mail. The first category, Very Immediate Mail, includes letters that require urgent attention and need to be acted upon immediately. These letters are considered high-priority and must be responded to without delay. Immediate Mail refers to letters that, while not as urgent as the first category, still require quick acknowledgment and action. Finally, Regular Mail consists of letters that do not demand immediate attention but must still be processed to maintain smooth communication within the office.

The process of categorizing and disposing of incoming letters based on their urgency ensures that the Dispora office can maintain efficient service levels. It allows the office to prioritize tasks according to their importance, helping to reduce delays and improve overall operational efficiency. In the proposed system, letters will be processed in the order they are received, with very urgent letters being handled first, followed by those that are urgent but not critical, and then the regular letters. By categorizing and dispatching the letters in this manner, the system ensures that all tasks are completed efficiently, maintaining the quality of service within the office. This approach to categorizing letters is not only beneficial for maintaining workflow but also enhances communication within the organization. It ensures that all employees and departments are aware of the status of incoming letters, enabling better coordination and decision-making. Furthermore, the web-based system allows for real-time tracking of letters, which adds an extra layer of transparency and accountability in the letter disposition process.

Several studies have explored the design and implementation of web-based systems to improve the letter disposition process. One such study, conducted by the Medan City Regional Revenue Agency in 2024, focused on creating a web-based platform for easier letter management. This system facilitates faster communication between superiors and subordinates, streamlining the disposition process. The primary advantage of this system is its ability to expedite office services, particularly in the Administration (TU) section. However, the study noted that the system requires regular maintenance to ensure its continued functionality. Another study, published in 2023 by the Deli Serdang Regency National Narcotics Agency, also explored the use of web-based applications for managing incoming letters. This research demonstrated how the use of information technology could overcome the challenges of manual letter management, thereby improving efficiency and effectiveness. While the study highlighted the benefits of this technological solution, it also pointed out that the waterfall method used in the system's design led to challenges in adapting the process to changing requirements.

A similar study conducted at Flores State University in 2023 focused on developing a web-based information system for both incoming and outgoing mail using the Agile method. The system helped the university's rectorate maintain organized correspondence activities. The Agile approach allowed for more flexibility and adaptability during the development process. However, the system's limitations were that it was confined to the rectorate and did not extend to other departments or campus areas, limiting its full potential. These previous studies highlight the potential benefits of web-based information systems in improving the efficiency of letter management and disposition processes. While each study has its strengths, they also emphasize the importance of system maintenance, adaptability, and the need for scalability to accommodate different sectors within an organization. The proposed web-based system for the Dispora office draws on insights from these studies, aiming to create a solution that not only categorizes and manages letters based on urgency but also integrates seamlessly with the office's operational workflow. By adopting the Web Engineering method and categorizing letters into priority groups, the system promises to enhance service delivery and maintain high levels of organizational efficiency. These systems can streamline communication, improve efficiency, and ensure timely responses to urgent matters. The implementation of such a system at the Dispora office will likely bring significant improvements to the office's operations, ensuring that all letters are processed in a timely and organized manner.

The incoming mail disposition information system plays a very important role in mail management in government agencies. Incoming mail received by a government agency must be managed effectively and efficiently to support smooth administrative activities and public services. In this case, the implementation of a digital technology-based information system can help reduce delays and errors in the mail disposition process, as well as increase the speed and transparency in the mail management process. In Indonesia, several studies have shown that incoming mail management in various government agencies is still often done manually, which has the potential to result in administrative errors and delays in letter follow-up. For example, research by Darwis, Afifah, and Arhas (2024) found that mail management at the Office of the Governor of South Sulawesi Province could be improved with a more efficient mail management system using technology [5]. A similar thing was also expressed by Hendriyani *et al*. (2020), who highlighted the importance of good procedures in managing incoming and outgoing mail in the Administration Sub-Division at the National Archives of the Republic of Indonesia [11]. Information technology is key to accelerating and simplifying the mail administration process, which in turn supports improving the performance of government agencies. Other studies, such as those conducted by Kuswantoro *et al*. (2022), introduced an official letter information system at Semarang State University that facilitates the management of incoming and outgoing letters, showing the importance of implementing information technology at the university level to improve administrative efficiency [8]. In addition, research by Irawan and Muarif (2024) on e-mail design using a prototype system development methodology also provides an important contribution to designing an electronic-based letter information system [7]. Based on these studies, it is clear that the implementation of a technology-based information system in managing incoming letters can help government agencies, such as the Youth and Sports Service of South Sumatra Province, to improve the effectiveness and efficiency in handling incoming letters and letter disposition. Therefore, this study focuses on the development and implementation of a letter disposition information system in the agency, with the hope of accelerating the administrative process and reducing errors in handling letters, as well as supporting digital transformation in the government environment.

2. Research Method

The method used in designing the incoming mail disposition information system at the Youth and Sports Office of South Sumatra Province is web engineering. Web engineering is a software engineering model used to develop web-based applications. According to Roger S. Pressman in his book entitled Web Engineering: A Practitioner's Approach (2008), web engineering is a process used to create high-quality web applications [17]. The web engineering process emphasizes technical and managerial activities that have almost the same role. The application development method used in this study is web engineering, which consists of five main stages that will form a functional and efficient website. In each stage, the process is carried out sequentially to obtain the desired results. In addition, the author also uses the incoming mail urgency method to manage the queue of letters entering the system, by providing codes for letters that are urgent, very urgent (priority), and regular letters. In this way, the queue of letters that need to be processed can be prioritized immediately and the disposition of letters can be carried out quickly in the relevant section. The following is the flow and stages of the web engineering method used in this study:

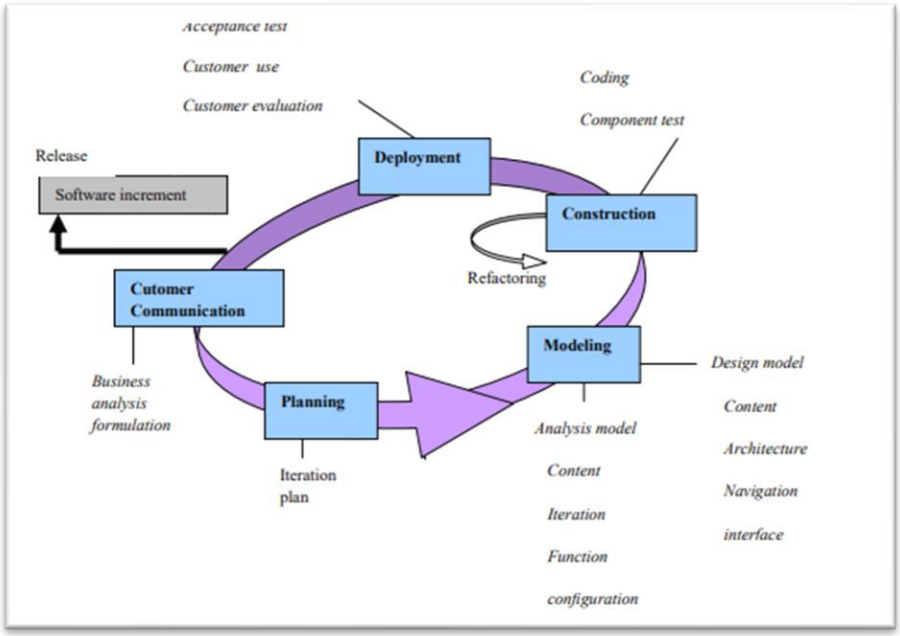

Figure 1. Flow and Stages of Web Engineering

This method consists of Communication, Planning, Modeling, Constructions, and Deployment. The stages in web engineering are explained as below:

2.1 Communications

This communication stage is known as the process of intensively collecting software requirements and providing more detailed specifications regarding the software to be created, as well as collecting data needed during the software design process. At this communication stage, the author has carried out the process of collecting data and analyzing the system requirements to be developed as a research object. This activity is also known as Software Requirements Specification (SRS), which is carried out through interviews and field studies at the Youth and Sports Office. Based on the results of observations and research that have been carried out, several problems were found faced by the Secretariat section at the Youth and Sports Office of South Sumatra Province, which require a system to be developed, namely as follows:

1) In the Secretariat section of the South Sumatra Dispora office, incoming mail management still uses a ledger book to record incoming letter numbers, both from individuals and institutions. With the large number of letters arriving every day, this recording method using a ledger is considered ineffective for managing incoming mail and requires disposition in the section related to the purpose of the letter.
2) The letter disposition process is disrupted because incoming letters are still processed conventionally, so it takes a long time to process letters one by one. This can affect the quality of office services.
3) Automation of letter management in the form of electronic letters is needed, which the South Sumatra Dispora wants to implement, so that the letter disposition process can be done online.
4) Reports of lost letters often do not reach the intended section, due to negligence, which causes losses for the sender and recipient of the letter.

2.2 Planning

After the communication stage is completed, the next stage is the planning stage for the website-based application project. At this stage, planning will include determining the implementation time and programs that will be implemented at the Dispora office. Based on the system requirements analysis that has been carried out at the communication stage with the Dispora, the needs to build the system that will be implemented are as follows:

1) Admins from each office division will log in using the username and password that have been provided.
2) Only Admins from the Secretariat (Administration) section can input incoming office letters by providing information related to the letter.
3) Admins from other divisions can view and receive letters that have been uploaded according to the purpose of the letter.

4) The letter disposition process is carried out by the Head of the Administration Division of the Dispora Office.
5) The output produced is a disposition sheet according to the letter and monthly report of incoming office letters.

To create the desired software or program, adequate computer equipment is needed to access it. In addition, it is necessary to decide or general description of the system to be created, as well as conduct a system requirements analysis and evaluation of the progress of creating the system. The system proposed at this planning stage is the result of an analysis of existing system requirements.

2.3 Modelling

At this modeling stage, the author analyzes the running system, analyzes the needs of the system to be developed, and designs the database table structure, menu structure, and page display design and interface. At this stage the author designs a website design using the Undefined Modeling System (UML) tool as the model. And apply the phases to the web engineering method as software development. The following is a display of the use case diagram of the system.

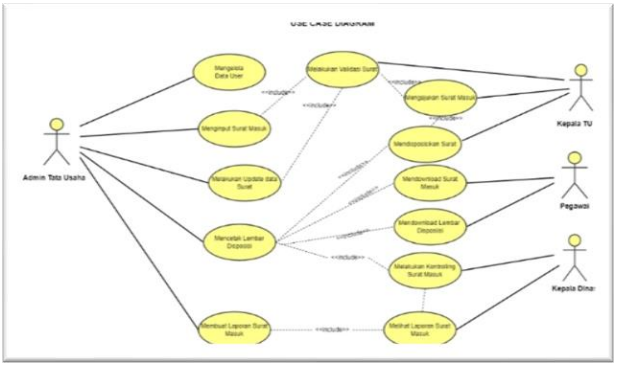

Figure 2. Use Case Diagram

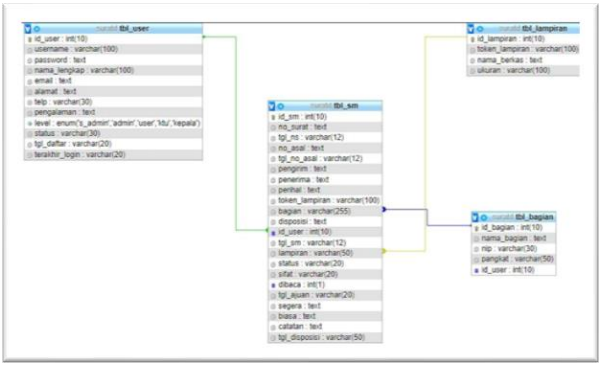

Figure 3. Class Diagram

Use case diagram is a diagram designed as an overall (general) description of the system to be created. The following is a design of a use case diagram for the Incoming Letter Disposition Information System at the South Sumatra Province Dispora Office. Class Diagram is a description of a database with tables that are connected to each other to form a system, class diagrams are created with MySQL. Activity Diagram is a description of what actors do in the system, as below:

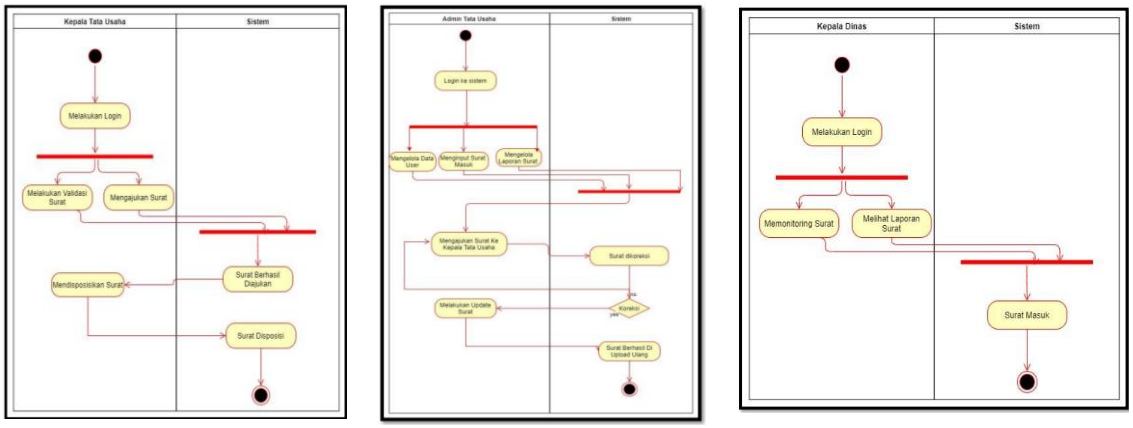

Figure 4. Activity Diagrams

2.4 Constructions

At this stage, the design that has been made is translated into a code or language that can be read by the machine. After the coding process is complete, testing is carried out on the system that has been built.

2.5 Deployments

The deployment stage is the stage of implementing software to customers, regular software maintenance, software improvements, software evaluation, and software development based on the feedback provided so that the system can continue to run according to its function use blacx box method [15].

Table 1. System Testing Black Box

No	System Testing Black Box		
	System Testing Description	System Procedure Testing	Evaluation Result
1	Login To System Information	Enter Username and Password	√
2	user (admin) can access other users' data (edit add and delete)	Admin can add, edit and delete user data	√
3	Upload Incoming Letter	Admin can upload incoming letters into the system with the .pdf file extension	√
4	Creating Teaching Material Categories	Admin inputs the category of teaching materials that will be managed by the system.	√
5	Upload Letter to TU	The system can reject files uploaded to the TU head, because the letter does not meet the letter's urgency criteria	√
6	Disposing of letters	the TU head disposed of the letter	√
7	Report	Admin makes a report on incoming mail	√
8	The system rejects inappropriate letters (head of TU)	The letter does not meet the criteria and must be corrected by the admin	√
9	the system displays the status of the letter	Success/ rejects	√
10	Disposition Success	Disposition Lettter	
11	Logout	Click Logout from the system	√

The method applied in the study uses a web engineering approach consisting of five main stages: communication, planning, modeling, construction, and implementation. Each stage has an important role in creating a functional and efficient incoming mail disposition information system at the South Sumatra Provincial Youth and Sports Office. By following systematic stages and using appropriate testing techniques such as the black box method, it is hoped that this system can provide a solution to the problem of managing incoming mail which has been done manually, thereby increasing efficiency and accuracy in the letter disposition process [16][17]. Furthermore, it is hoped that the implementation of this system can speed up the workflow of letter administration and minimize the potential for errors or loss of letters, as well as provide convenience in reporting and managing better letter data.

3. Result and Discussion

3.1 Results

3.1.1 Interface Website

Based on the analysis carried out in the previous sub-chapter and the creation of an information system for the disposition of incoming letters at the Dispora office, in this chapter the author will discuss the implementation of the information system that has been created. After carrying out the stages according to the method used, it produces an information system that meets the objectives of creating this system. This research aims to build a website-based incoming letter disposition information system using the codeigneter framework. In the image below is a display of the Login page which has the function of user identification. The user enters the username and password that have been given to be able to access the system, after that the system will validate (Fig 5 Login Page). The following is what the login page looks like:

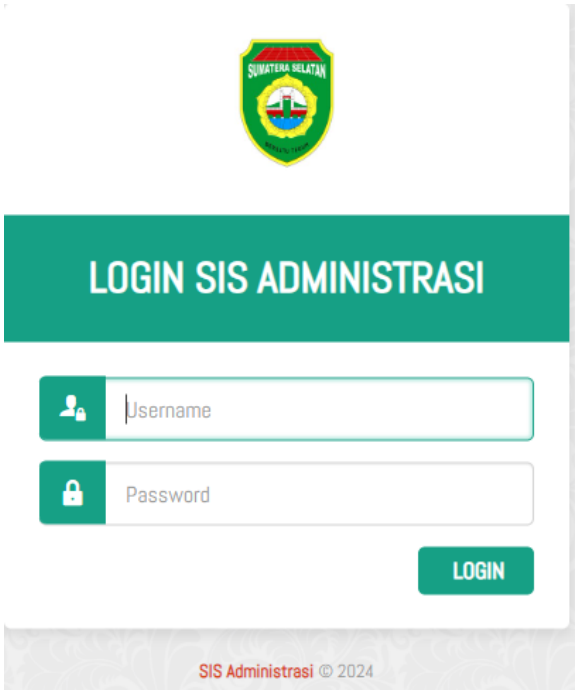

Figure 5. Login Page

Based on the login process carried out by the user described above, users who successfully log in will be directed to the main page (dashboard) of this information system. On this dashboard page, users can see the available menus. The following is what the dashboard page looks like:

Figure 6. Dashboard Administration Dashboard

Figure 7. Head of Administration Dashboard

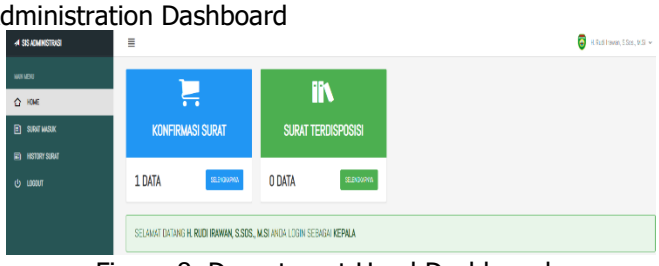

Figure 8. Department Head Dashboard

After entering the dashboard, the only user who will have an incoming letter input page is the administrative admin. On this page the admin can input complete information about the incoming letter by filling in the form provided. has been provided, and upload the incoming letter into the system. The following is a display of the incoming letter input page.

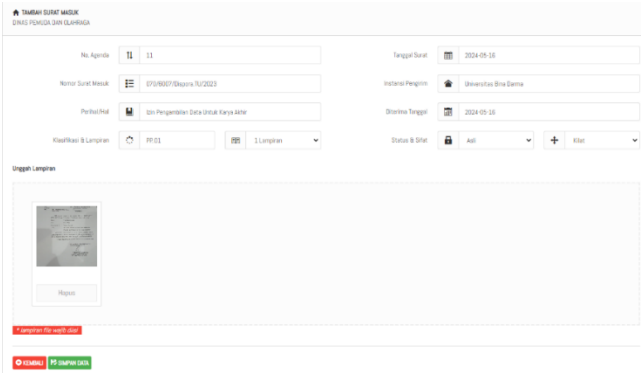

Figure 9. Incoming Letter Input Page

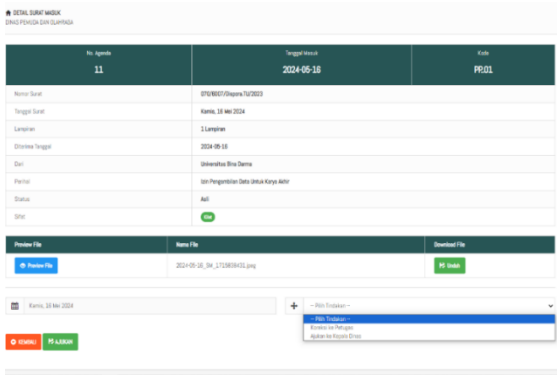

Figure 10. Letter Disposition Page

This page contains follow-up actions for incoming letters that have been input by the admin into the system, which will be entered into the dashboard of the head of Administration for follow-up, namely disposition, on this page the head of TU can see the letters that have been input, and dispose of the letters to the division objective. Following is the Letter Disposition Page (Figure 10). This page is only available on the staff dashboard for each division that has received an entry letter that has been disposed of by the TU head. Staff can download this entry letter and process it further in their division. The following is the download page for the incoming letter.

5/16/24, 1:16 PM Cetak Surat Disposisi

PEMERINTAHAN PROVINSI SUMATERA SELATAN
DINAS PEMUDA DAN OLAHRAGA
Jalan Aerobik No. 3
Telepon (0711) 363321- Email: disporasumsel@ymail.com

LEMBAR DISPOSISI

PERHATIAN : Dilarang memisahkan sehelai surat pun yang digabung dalam berkas ini

Nomor Surat	: 070/6007/Dispora.TU/2023	Status	: Asli
Tanggal Surat	: Kamis, 16 Mei 2024	Sifat	: Kilat
Lampiran	: 1 Lampiran		
Diterima tanggal	: Kamis, 16 Mei 2024		
No. Agenda	: 11	Klasifikasi	: PP..01
Dari	: Universitas Bina Darma		
Perihal	: Izin Pengambilan Data Untuk Karya Akhir		
Diteruskan kepada	: Kepala Dinas Pemuda dan Olahraga		
Pada tanggal	: Kamis, 16 Mei 2024		

Disposisi kepada kepada	Petunjuk
Kepala Bidang Pemberdayaan Pemuda	Setuju Harap di hadiri/ di wakilkan

Catatan:
-

Tanggal penyelesaian	: Kamis, 16 Mei 2024
Penerima	: Harry Kesuma, S.T., M.Si

Figure 11. Disposition Letter

3.2 Discussion

In this study, the development of a website-based incoming mail disposition information system aims to improve efficiency in managing incoming mail at the Dispora office. This system is designed using the CodeIgniter framework to ensure optimal performance and ease of maintenance. After the analysis and design stages, this system produces a simple yet effective interface for managing mail. The first thing a user does is access the login page for authentication. Each user must enter the username and password that have been provided to ensure that only authorized users can access the system. After the validation process is successful, the user is directed to the Dashboard page, which is the navigation center in the system. On this page, different displays are adjusted according to the user's role, such as for the Administration Admin, Head of Administration, and Head of Department, each of whom has access to menus relevant to their responsibilities. To enter incoming mail, only the Administration Admin has access to the Incoming Mail Input Page. On this page, the admin can fill in complete data regarding the letter received, such as the sender, subject, and date of receipt, and upload a copy of the letter for further processing. The entered letter will then be processed on the Letter Disposition Page, where the Head of Administration can determine the next action, such as forwarding the letter to the appropriate section or staff. After the disposition is carried out by the Head of Administration, the forwarded letter will appear on the Letter Disposition Page for staff in each division. This page allows staff to download the processed letter and continue the necessary actions in their respective

departments. Thus, this system ensures the smooth flow of letters and communication between sections in the Dispora office, as well as facilitating the management of letters according to their priority and urgency. This information system has succeeded in meeting the objectives of simplifying the letter disposition process and improving the performance of incoming letter administration. With a structured interface and clear division of roles, this system makes it easy for each user to carry out their tasks efficiently and on time.

4. Related Work

Several previous studies have developed information technology-based letter disposition information systems to improve the efficiency of incoming letter management in various agencies. Web-based systems are an effective solution to speed up and simplify the letter management process in organizations. For example, Fiyan and Marta developed a web-based public service administration system to reduce problems in administrative services, which has an impact on increasing the efficiency of letter management [18]. This study proves that the application of information technology in letter management can improve operational efficiency. Another relevant study was conducted by Saifudin and Setiaji, who developed a web-based letter archive information system at the Karangsalam Village Office. This system aims to reduce paper use and increase the efficiency of letter storage [19]. The advantage of this system lies in its ability to manage incoming and outgoing letters digitally, which speeds up the process of sending letters between superiors and subordinates. However, the challenge faced is the need for system maintenance to maintain its optimal performance. Another study by Fahmi *et al*. shows the importance of information systems in letter management in government. They emphasize that web-based systems can improve the quality of administrative services, by allowing monitoring of letter progress and providing the necessary document archives quickly [20]. A good information system can improve communication between parts of an organization. Research by Rachmadi *et al*. shows that web-based information systems can overcome obstacles in manual mail management. They found that this system increases the effectiveness and efficiency of incoming mail management and mail disposition, although there are limitations in the development methods applied [21]. This shows that although web-based technology offers many benefits, challenges in its implementation remain.

Adrian and Nasution (2024) also found that a web-based mail disposition system can improve the efficiency of mail management in the public sector. They emphasized the importance of good maintenance of the system to maintain the smooth operation of incoming and outgoing mail management. The use of a web-based system has proven effective in reducing delays and accelerating administrative processes [4]. Darwis *et al*. (2024) showed that the implementation of a web-based mail information system at the South Sulawesi Provincial Governor's Office succeeded in increasing the efficiency of mail management. They also noted the challenges in web-based mail management, especially related to adapting to rapid changes in administrative needs [5]. From these various studies, it can be concluded that the implementation of a web-based system for mail disposition provides great benefits, such as accelerating mail management, increasing efficiency, and facilitating communication between departments. However, the challenges faced include routine system maintenance, limitations in the application of development methods, and limited coverage to certain parts of the organization. This study aims to combine the advantages of previous systems, with a focus on more effective and comprehensive incoming mail management and disposition.

5. Conclusion

Based on the results of the discussion that has been presented in the previous chapters related to the implementation of the incoming mail disposition information system at the South Sumatra Provincial Youth and Sports Office, it can be concluded that the designed information system makes a significant contribution to increasing efficiency and effectiveness in managing incoming mail at the agency. The design of this system not only simplifies the process of managing letters, but also reduces the potential for errors that can occur in the letter disposition process which has so far been carried out manually. With this system, the letter disposition follow-up process becomes more structured, controlled, and can be monitored in real-time, thereby reducing dependence on manual administration processes that are prone to human error. Furthermore, the implementation of this information system is expected to support the development of technology in the South Sumatra Provincial government environment, in line with the efforts of the local government to accelerate digital transformation in public services. The application of information technology in the management of

incoming mail and letter disposition, which was previously managed manually, makes it possible to accelerate the flow of communication between superiors and subordinates, as well as between sections within the agency. This faster and more accurate process can improve the quality of administrative services and increase work productivity, which leads to the achievement of more optimal organizational performance.

In addition, this system is also expected to strengthen the capacity of employees in managing letters better. With adequate system support, employees can focus more on other important tasks without being burdened by time-consuming and error-prone administrative work. This will have a direct impact on improving the quality of service to the public, which is the main goal of every government institution. The implementation of this technology-based letter disposition information system is also in line with government policies that encourage bureaucratic efficiency through digitalization. However, although this system has had a positive impact in terms of efficiency, there are several challenges that need to be considered. The main challenge faced is the ongoing maintenance of the system so that it continues to function optimally. In addition, special attention needs to be paid to increase the capacity of human resources in operating the system, so that the full potential of this information system can be utilized optimally. The conclusion that can be drawn is that the implementation of the letter disposition information system at the South Sumatra Provincial Youth and Sports Office has succeeded in improving the effectiveness and efficiency in managing incoming letters. In the future, this system needs to continue to be improved and adjusted to technological developments and increasingly dynamic administrative needs, to maintain the quality and stability of public services in government agencies.

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