

## Role of Administrative Staff in Management of Entry Letter at The Office of Notary and PPAT Eny Sulaksono, SH.

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**Abstract:** The purpose of this paper is to find out the importance of the role of administrative staff in managing incoming letters at the Notary and PPAT offices, Eny Sulaksono, SH. Data collection techniques used in this paper observation and literature study method. The result of this paper, the role of the administrative staff in handling incoming letters at the Notary's office and PPAT, includes receiving letters, sorting letters, recording letters, opening and reading letters of direction, delivering letters, but there are several obstacles in managing incoming letters regarding places that are not adequate, as for the obstacles in managing incoming letters at the Notary and PPAT office, lack of manpower or human resources such as limited employees in managing incoming letters so that procedures do not run optimally and maximally and facilities are still inadequate such as room or a place for storing documents and securities so that incoming letters are not organized and stored neatly. The suggestion: [1] author suggests that the Notary Office and PPAT Eny Sulaksono, SH., realize that the importance of letters in an agency, therefore if it is better for a notary office. This adds a special room or place for storing important letters or documents to avoid damage to letters. And it makes it easier for staff employees or notaries if you want to find old letters or documents because they have been neatly arranged in a separate room, [2] likewise regarding the second obstacle, namely the lack of manpower or human resources in the office, so suggestion is that it is better if the Notary can add special workers to handle incoming mail management, so that the work of each staff can run optimally and maximally and can expedite the administration of the notary office.

**Keywords:** Administrative Staff, Management of Entry Letter

### INTRODUCTION

The development of human life that occurs is inseparable from the development of existing information technology. The development of information technology makes the transfer of information from one place to another, no longer takes a long time. Information transfer can occur when there is an interaction between two or more parties. This interaction is manifested by communication activities that can occur both orally and in writing. With the development of information technology, oral and written interactions can occur without having to meet two or more parties directly (face to face) to carry out these communication activities.

The development of communication technology besides being able to be used to support individual activities can also be used to support the effectiveness and efficiency of organizational activities. In private organizations and government agencies, communication activities play a very important role. Internal communication and external communication within the organization serves to support the achievement of organizational goals. With communication, it is expected that there will be two-way interaction which will result in the transfer of information. Good information transfer happens if there is no misunderstanding between the informant and the other party, who receives the information in question.

One communication that plays an important role in the organization is written communication or letters. In an organization or company, letters are one of the means or media used by humans in communicating in writing. Letters in addition to functioning as a communication tool, also function as representatives of the letter maker, according to Endang et al (2012) are letters or valuable objects, including recordings that can be used as evidence to support a statement to be more convincing. Written evidence that has legal force, data sources used as follow-up information instructions and reminders in past activities, letters as security guarantees, as a binding tool between two parties. That way the letter as a source of information is one of the factors supporting the activities of an organization or company so that it can run smoothly.

Letters are divided into three groups, namely personal letters, business letters and official letters. Personal letters are letters that are addressed from one person to another and are informal. Meanwhile, a business letter is a letter used by a person or organization to convey written information in relation to the implementation of business activities, and for the definition of an official letter, it is an official letter made by an institution that is used for official purposes. In making official letters, they usually use letterhead and include the letter number, subject and usually use a stamp to make it more official.

Some of the factors that determine the quality of information are accuracy, timeliness, relevance and ease of writing. In an institution, both private and government, in carrying out activities can not be separated from correspondence or correspondence, therefore in a company or government agency incoming mail management activities must get serious attention. Mail management is one of the activities in the organization that can help smooth administration in the field of administration. The general function of mail management is to find out the contents or special activities proposed from the letters that enter the company.

Ineffective mail management can cause delays and failure in achieving organizational goals. Many organizations or institutions do not pay attention to the existence of letters in the work unit. Based on temporary observations, some letters are piled up in the room without being placed in the mailbox. Letters that are piled up and unorganized will interfere with the smooth functioning of the organization or institution. In addition, incoming mail is not managed properly and will be scattered, damaged or even lost. Mail management is the duty and responsibility of the *Corporate Secretary* work unit so that people are less concerned about the management of incoming mail.

The focus of writing is observing the constraints and problems found in the workplace, the constraints and problems that exist in the office are the unsystematic storage and management of incoming mail. Lack of human resources in the office so that administrative procedures do not run optimally and besides that there is also limited storage space which results in letters not being neatly arranged so that letter discovery is difficult to find when needed.

## LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

Staff are experts in charge of providing consideration and advice to leaders according to their expertise. Staff has a strategic position in an organization, both government-owned and private, the provision of services or goods will not be achieved and implemented if there are no staff or the existing staff does not function properly. So the staff is the spearhead of

performance in an organization to achieve goals and that is the benchmark for the role of staff in the organization. Staff duties provide services and advice to managers in the implementation of an activity, staff in carrying out their functions are not directly involved in the main activities of the company or organization. The tasks performed by this are the main tasks of an organization or company. In the tightening that must be made by the organization at a critical time, it is determined by the choice of this line department or staff depending on the situation at hand (to <http://maylanilestari.blogspot.com/2012/03/staff-dalam-organization.html?m=1> accessed on October 10, 2021).

Some of the administrative staff duties are: (a.) Collecting data (facts), (b) Interpret data (facts), (c) Propose alternative actions, (d) Discuss the plans under consideration with various rights and obtain their agreement or obtain reasons why the plans were rejected, (e) Prepare written instructions and other documents needed to carry out activities that are the realization of the plans that have been set. (f) Observing operational activities and the conditions faced to determine whether the instructions have been carried out properly and whether the instructions hinder or facilitate the process of achieving goals, (g) Seek information exchange between operational officers regarding implementation to improve coordination activities, (h) Provide information and advice to operational officers regarding the implementation of tasks that have been delegated to them (<http://maylanilestari.blogspot.com/2012/03/staff-dalam-organization.html?m=1> accessed on October 10, 2021).

In a broad sense, the notion of administration is the process of working together several individuals in an efficient way to achieve organizational goals. While the definition of administration in a narrow sense is an administrative activity that includes note-taking activities, correspondence, bookkeeping, and filing of letters and other matters intended to provide information and make it easier to obtain information back if needed. (Ika Widiyanti, 2013:2)

According to Ika Widiyanti (2013: 3), based on the above understanding of administration, administrative work can be interpreted as writing or administrative / secretarial work. This work is related to receiving, recording, collecting, processing, duplicating, sending, storing, and so on. Administrative work can be grouped into 3, namely: (a) Correspondence or correspondence, namely, a series of activities relating to the delivery of information in writing starting from the preparation, writing to sending information to the intended party, (b) Expedition, which is the activity of recording any information sent or received, (c) Archiving is the process of systematically organizing and storing information so that it can be easily and quickly found whenever needed.

Institutionally, the administration is personnel, both individuals and groups of individuals. Therefore, administrative personnel in an organization or institution include the following: (a) Administrator, namely the individual who determines all the institutional provisions to be achieved in all activities carried out, (b) Managers, namely individuals who lead and directly mobilize human resources, money, machines, methods, and supporting equipment, (c) Staff Assistants, namely individuals who have expertise because they have to contribute ideas and as advisors to assist administrators and managers in making policies on institutional activities, (d) Workers or workers, namely individuals who directly do work on the orders of managers to produce what is the goal of the organization or institution. (Ika Widiyanti, 2013:3)

According to Ika Widiyanti (2013: 3) from the above explanation, an activity can be said to be administrative if it has the following main characteristics: (a) It is carried out by a group of people, meaning that administrative activities are only may occur if done by more than one person, (b) The existence of cooperation, meaning that administrative activities are only possible if two or more people work together. The working group together the formal and informal dientuk for satisfying needs (*the statisfaction of needs*), proximity and appeal (*proximity and attracion*), the purpose of the group (*group goals*), and economic reasons, (c) The existence of a division of tasks, meaning that administrative activities are not just ordinary cooperative activities, but the cooperation must be based on a clear division of labor. (d) Having activities that are coherent in a process, meaning

that administrative activities take place in certain stages on an ongoing basis, (d) Having a goal, means that there is something that is desired to be achieved through these cooperative activities.

Staff or individuals who have expertise, because they have to contribute ideas and as advisors or who provide consideration to assist administrators and managers in making policies on institutional activities. Administration in a broad sense is the process of cooperating several individuals in an efficient way to achieve organizational goals, while administration in a narrow sense is an administrative activity that includes note-taking activities, correspondence, bookkeeping, and filing of letters and other matters intended to provide information and make it easier to retrieve information if needed. So the understanding of administrative staff is an individual who organizes data or someone who helps directors (supervisors) in their activities in order to make systems or goals in companies and institutions that can be achieved properly and towards success. (Ika Widiyanti 2013: 3)

The duties and responsibilities are separate so that work in the company or office can be carried out properly. In general, the task of administrative staff is to record data, manage documents and keep it organized. In addition, the coordination of tasks from the administration is in harmony and is closely related to the company's management so that good communication is needed to make this happen. The other duties of the Administrative Staff are as follows: (a) Archive Data: The task that is usually done by administrative staff is to archive data, this needs to be done so that the existing data is easy to manage and the data and documents can be well organized, (b) Enterprise Data Entry: In addition to archiving data, the administration department needs to enter or recapitulate existing data in the company, recap the data can come from clients or consumers who have worked with or are loyal to the company. If the company has developed well again, data recording is usually assisted by the warehouse division, so the task of the administration is to recap the conclusions that have been made by other divisions. Therefore, an administrative staff is required to have the accuracy to be able to recap the company's data, (c) Create Office Agenda: In addition to the above tasks, the administrative staff has the task of making office agendas. The agenda is made so that the schedule of company leaders does not conflict with activities or appointments with other companies, even administrative staff are given the authority to make agendas or activities that will be carried out by the company or local agency with a period of months to years, (d) Receiving Phone Calls: The administrative staff section must have good communication skills, because these skills will be used for an admin to communicate well by telephone from clients or other parties. In companies that do not yet have a large scale, the task of receiving phone calls is part of the jobdesk of the administrative staff, while for large-scale companies this task has been handled by the customer service department, (e) Prepare Tickets and Accommodation for Work Activities or Work Visits: The administrative staff must also prepare tickets and accommodation for leaders or employees who will make work visits out of town or abroad, this task is carried out so that the office's financial flow can be well planned and organized, (f) Ensure Office Stationery Supplies (<https://jadikaryawan.com/apa-itu-staff-administration-task-function> accessed on October 10, 2021)

Besides taking care of the tickets and accommodation for a working visit, the administrative staff is required to view and ensure supplies tools stationery properly fulfilled. At first glance, the supply of office equipment is something trivial, but it is from the smallest things that office activities can be carried out well and look neat. According to Lamuddin Finoza, SS (2010: 4), a letter is a sheet of paper that contains information that one person wants to convey to another. The information can be in the form of notifications, questions, requests, reports, warnings and so on. Often a letter requires a response or reply, and thus there is a correspondence or correspondence.

According to Drs. Thomas Wiyasa, MBA (2005: 1), Accuracy and accuracy. Time is the most important requirement in the management of office letters and documents. The secretary must be nimble in processing incoming letters addressed to the leadership. Every time there is an incoming letter, the secretary must immediately examine it carefully and

immediately convey it to the leadership. A secretary is fully responsible for all office letters and documents, in connection with which the secretary must come to the office earlier than the leadership. The secretary's duties in managing letters are as follows: (a) Selecting letters that are addressed or addressed to the leadership, (b) Distribute incoming letters that have been given a disposition by the leadership to officials or work units listed in the disposition, (c) Submit and forward the letters that have been signed by the leadership to the archives or expeditions or the work unit that drafted the letter.

The secretary's job is inseparable from correspondence, therefore, in order to make it easier to process letters, there needs to be a solid plan. The secretary must be careful and careful with every sheet of incoming letter and must be able to distinguish between important and unimportant letters, confidential letters, very confidential letters, confidential, ordinary letters and private letters. The secretary must help smooth the tasks of the leadership as well as possible, and save time in terms of handling letters. In processing letters, the following steps are needed: [1] Sorting and classifying carefully, [2] Open by cutting the left side of the paper, [3] take out a letter and examine the contents of the envelope, [4] Stamp the date, month, year and if necessary added with the time the letter was received, [5] Reading, underlining things that are considered important and giving sufficient or necessary notes, (6) Distribute to sections or work units according to the contents of the letter.

The equipment needed for the smooth running of a secretary's duties in relation to the management of letters needs to be adjusted to the volume of letters being processed. The equipment must be arranged or arranged neatly to add to the comfort in the office space, the equipment needed includes letter openers, scissors, staplers, perforators (paper punchers), paper clips, clips, pencils, staples, cutters, glue, highlighters, date stamps, sheets disposition.

## METHODS

Making this paper, the author requires data-data related to the author's study, which is sourced from: (1) Observation: that is research conducted by going directly into the administrative staff section in managing correspondence which is carried out at the Notary and PPAT office as the object of study and writing, (2) Literature study: that is the collection of data - data that is done by studying various kinds of written things such as books - books supporting studies, as well as books on learning or procedures for managing good and correct letters , notes and written references.

## RESULT AND DISCUSSION

The role of administrative staff is very important in a company or organization, administrative staff are required to have knowledge and skills such as correspondence in both Indonesian and English, typing, and organizing office archives which includes storing important documents so that they are easy to find. Based on the results of my field work, the following is a description of the discussion. Incoming mail handling procedure: [1] Letter Receipt: Receipt of letters can be done by those who usually work at the front of the office or the front office, there are even small companies whose handling of letters is carried out by the receptionist as well. Their activities range from receiving to storing archives, because their place is indeed at the entrance of an office, [2] Mail sorting: After the letter is received from the receptionist, then the letter will be separated based on the intended address, if the letter is for an individual and involves a personal problem, the letter can be given directly to the addressee, but if the letter is an official letter because it involves the interests of the company or organization, then the letter must be processed first, [3] Mail recording: The recording was made by using books agenda, officers can open and read the letter to determine whether the letter is an official letter unusual, important, or secret recording is very

important, because it is known the volume of incoming mail every day, week, month and year, as well as facilitate in storage so that the mail will be easier to find. After being recorded, the officer affixed an agenda stamp as a sign that the letter had been recorded, [4] Stage of opening and reading letters: Administrative staff can do this by opening the cover book (envelope), then removing the letter from the cover, examining the letter, and reading the contents of the letter quickly and carefully and understanding the letter and then the letter is scanned and the results of the scanning letter are sent via email if the leadership is working. not office but the letter is very important, [5] Letter briefing: The directing of the letter is to determine who will then process the letter related to the problem of the letter. The direction of the letter is carried out by the leadership, because the leader will be responsible for handling the letter. The leader can write his instructions on the disposition sheet, and write down who must process the letter, [6] Submission of letters: If the leader has written the instructions on the disposition sheet, then the letter and the disposition sheet are given directly to the person appointed by the leadership who has written it on the disposition sheet. When the letter is given to the person who has been appointed, the recipient must sign the receipt in the internal expedition book.

There are several obstacles or shortcomings at Notary and PPAT Eny Sulaksono, S.H., office are: [1] There are still limited equipment and work equipment in the office which results in documents or letters being not organized and stored neatly and even scattered on the employee's work desk, this is due to the lack of storage cabinets and file boxes, [2] Likewise, the storage space in the office is very narrow while a notary stores a lot of old documents belonging to clients and also adds new documents, so it requires a fairly large document space to store these documents or letters, [3] The lack of staff or labor in the office, because when I worked in the office there were no staff who took care of the correspondence.

Based on the obstacles described above, the following is a description of how to overcome obstacles in the management of incoming mail, namely: [1] Work equipment and supplies such as printers, as well as less HVS paper, don't forget paper for deeds, so at the same time, if you want to print letters, you have to take turns. Therefore, it is better if the printer is added by 1 unit so that if it is urgent, it is not scrambled to print, [2] the storage space is less spacious as a result of the letters piling up and scattered not neatly arranged, to overcome this it is better if the room is expanded, [3] Lack of employees or human resources at the office of Notary and PPAT Eny Sulaksono SH., causing some work to be delayed because no one is doing and has to share tasks, therefore it is better if employees are added so that no work is delayed and becomes piled up, [4] The last one is the problem of internet connection, which I feel for myself that the connection at the office is very unstable which causes work to be slow and problems often occur when accessing work online, it's better if the wifi is replaced with a better one.

There are several practical work objectives that the author did at the Notary and PPAT Eny Sulaksono SH. office, including the following: (a) Can make deed of Limited Liability Company (PT), deed of Sale and Purchase of Land and can also classify the deeds, (b) Understand what requirements are needed to create a Limited Liability Company (PT), the requirements if you want to sell and buy land, make a certificate, and also if you want to change the name of the certificate, (c) Understand what warmaking is and legalize documents and the requirements to do it all.

## CONCLUSIONS

Based on the description in the previous discussion, and the results of field work practices carried out by the author at the Notary and PPAT office of Eny Sulaksono, SH., the authors conclude several things, namely: (1) The role of the administrative staff in handling

incoming letters at the Notary's office and PPAT Eny Sulaksono, SH., includes receiving letters, sorting letters, recording letters, opening and reading letters of direction, delivering letters, but there are several obstacles in managing incoming letters regarding places that are not adequate, (2) As for the obstacles in managing incoming letters at the Notary and PPAT offices, Eny Sulaksono, SH., lack of manpower or human resources such as limited employees in managing incoming letters so that procedures do not run optimally and maximally and facilities are still inadequate such as room or a place for storing documents and securities so that incoming letters are not organized and stored neatly.

Based on the results and conclusions above, the author suggests that the Notary Office and PPAT Eny Sulaksono, SH., realize that the importance of letters in an agency, therefore if it is better for a notary office. This adds a special room or place for storing important letters or documents to avoid damage to letters. And it makes it easier for staff employees or notaries if you want to find old letters or documents because they have been neatly arranged in a separate room. Likewise regarding the second obstacle, namely the lack of manpower or human resources in the office, so my suggestion is that it is better if the Notary can add special workers to handle incoming mail management, so that the work of each staff can run optimally and maximally and can expedite the administration of the notary office.

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