ABSTRACT

Incoming and outgoing mail archiving governance is an important activity that must be carried out by an agency. Correspondence activities must get serious attention, because the contents of the letter to the agency will be a means of achieving the goals of the agency, therefore it is necessary to have good mail management in a company or agency. The purpose of this study is to describe the management of incoming and outgoing records at PT Bunda Asri Lestari. The data analysis technique starts from collecting information through interviews and the final stage by drawing conclusions. Problem analysis of the filing system for incoming and outgoing mail is carried out using the PIECES analysis technique so that it can provide an overview of the weaknesses of the current system and agencies can correct these weaknesses with a new web-integrated system. The results show that the management of incoming and outgoing mail archives at PT Bunda Asri Lestari is not yet fully computerized and has not run effectively and efficiently, where web-based outgoing mail management must be able to facilitate the process of storing letters, disposition and access of incoming mail as well, this is caused by facilities and infrastructure factors as well as human resources factors that are less supportive.