

## INTISARI

**PENGOLAHAN ARSIP KORESPONDENSI BERBASIS *ELECTRONIC MAILING SYSTEM* SEBAGAI UPAYA MENCAPAI EFISIENSI DAN EFEKTIVITAS LAYANAN INFORMASI  
DI KANTOR IMIGRASI KELAS II PEMALANG**

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Pengolahan arsip korespondensi dalam Kantor Imigrasi Kelas II Pemalang menggunakan aplikasi berbasis *Electronic Mailing System*. *Electronic Mailing System* merupakan sistem tukar-menukar informasi elektronik dalam arsip korespondensi. *Electronic Mailing System* mempermudah dalam pengolahan arsip korespondensi internal (nota dinas, disposisi) dan arsip korespondensi eksternal (surat dinas dari pihak diluar Kantor Imigrasi Kelas II Pemalang) dan menemukan kembali arsip agar lebih efisien dan efektif. *Electronic Mailing System* membutuhkan SDM pelaksana, sarana prasarana seperti, server, komputer, printer, scanner, serta jaringan internet.

Terdapat tiga metode yang digunakan dalam penyusunan laporan tugas akhir ini. Pertama, studi pustaka yang digunakan sebagai referensi dan pengumpulan data dalam penulisan laporan tugas akhir. Kedua, observasi partisipasi selama Praktik Kerja Lapangan dengan mengamati dan melaksanakan kegiatan proses pengolahan arsip korespondensi. Ketiga, wawancara dengan beberapa narasumber untuk mengumpulkan data mengenai pengolahan arsip korespondensi berbasis *Electronic mailing System*.

Pengolahan arsip korespondensi berbasis *Electronic Mailing System* sebagai upaya mencapai efisiensi dan efektivitas layanan informasi Kantor Imigrasi Kelas II Pemalang sudah baik, meskipun terdapat beberapa kendala yang menghambat dalam proses pengolahan arsip korespondensi berbasis *Electronic Mailing System*.

***Kata kunci: Pengolahan arsip korespondensi, Electronic Mailing System, Efisiensi dan Efektivitas, Layanan Informasi.***

## **ABSTRACT**

# **PROCESSING OF CORRESPONDENCE RECORDS BASED ELECTRONIC MAILING SYSTEM AS EFFORT TO ATTAIN EFFICIENCY AND EFFECTIVENESS INFORMATION SERVICE IN KANTOR IMIGRASI KELAS II PEMALANG**

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The process of correspondence records in Kantor Imigrasi Kelas II Pemalang use Electronic Mailing System. Electronic Mailing System is an exchange system to make it easier in process of internal correspondence records (official letter, disposition), and external correspondence records (official letter from outside Kantor Imigrasi Kelas II Pemalang), and recover the records in order to make it more efficient and effective. Electronic Mailing System needs human resource as the executor, infrastructure such as server, computer, printer, scanner, and internet connection. .

There are three methods used in writing this graduating paper. First, library study which is used as reference and collect the data in writing this graduating paper. Second, observation of participation the writer did during the internship program by doing observation and doing the process of correspondence records. Third, interview with some informants to collect the data about process of correspondence records based on Electronic Mailing System.

The process of correspondence records based on Electronic Mailing System as the effort to attain efficiency and effectiveness information service Kantor Imigrasi Kelas II Pemalang is good, though there are some obstacles that obstruct in process of correspondence records based on Electronic Mailing System.

***Keywords: Processing of Correspondence Records, Electronic Mailing System, Efficiency and Effectiveness, Information Service.***