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SISTEM INFORMASI PENGELOLAAN SURAT MASUK DAN SURAT KELUAR BERBASIS WEBSITE DI PMI KOTA PEKALONGAN, dibawah bimbingan Dicke JSH Siregar, S.Kom., M.Kom. dan Wahyu Setianto, S.Kom., M.Kom.

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ABSTRAK

Palang Merah Indonesia (PMI) Kota Pekalongan merupakan organisasi sukarela yang membantu pemerintah di bidang kemanusiaan dengan berbagai unit pelayanan, seperti unit donor darah, markas relawan, dan klinik pratama. Dalam operasional administrasinya, khususnya pengelolaan surat masuk dan surat keluar, PMI Kota Pekalongan masih menggunakan metode manual dengan pencatatan pada buku besar. Jenis surat yang dikelola meliputi surat umum, surat permohonan petugas medis, dan surat permohonan pemateri/fasilitator. Metode ini dinilai kurang efektif dan efisien, mengakibatkan risiko kehilangan informasi, kesulitan pencarian data, serta keterlambatan disposisi surat. Berdasarkan hasil wawancara dengan staf bagian arsip, diketahui bahwa pengelolaan manual kerap mengalami kendala, termasuk penumpukan dokumen yang berisiko hilang atau rusak. Untuk mengatasi masalah ini, diperlukan pengembangan Sistem Informasi Surat Masuk dan Surat Keluar berbasis website. Metode pengumpulan data yang digunakan dalam penelitian ini antara lain observasi dan wawancara. Kemudian metode pengembangan sistem menggunakan metode waterfall, yang sering disebut sebagai classic life cycle, meliputi tahapan analisis, desain, pengodean, pengujian, dan pemeliharaan. Proses pengujian sistem dilakukan dengan menggunakan metode white box, black box, dan UAT (User Acceptance Test). Sistem ini diharapkan mampu mencatat, menyimpan, dan mengelola surat secara digital, sehingga meningkatkan efisiensi dan efektivitas pengelolaan administrasi di PMI Kota Pekalongan. Dengan implementasi sistem ini, proses pengarsipan menjadi lebih aman, terorganisir, dan mudah diakses, mendukung kelancaran operasional administrasi organisasi.

Kata Kunci : Sistem, Informasi, Surat, Web

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**WEBSITE-BASED INCOMING AND OUTGOING MAIL MANAGEMENT
INFORMATION SYSTEM IN PMI PEKALONGAN CITY**, under guidance

of Dicke JSH Siregar, S.Kom., M.Kom. dan Wahyu Setianto, S.Kom., M.Kom.

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ABSTRACT

The Indonesian Red Cross (PMI) Pekalongan City is a voluntary organization that assists the government in the humanitarian field with various service units, such as blood donor units, volunteer headquarters, and private clinics. In its administrative operations, especially the management of incoming and outgoing mail, PMI Pekalongan City still uses manual methods by recording in a ledger. The types of letters managed include general letters, letters requesting medical personnel, and letters requesting presenters/facilitators. This method is considered less effective and efficient, resulting in the risk of losing information, difficulty searching for data, and delays in letter disposition. Based on interviews with archive staff, it is known that manual management often experiences problems, including the accumulation of documents that are at risk of being lost or damaged. To overcome this problem, it is necessary to develop a website-based Incoming Letter and Outgoing Letter Information System. The data collection methods used in this research include observation and interviews. Then the system development method uses the waterfall method, which is often referred to as the classic life cycle, including the stages of analysis, design, coding, testing, and maintenance. The system testing process is carried out using the white box, black box, and UAT (User Acceptance Test) methods. This system is expected to be able to record, store, and manage letters digitally, thus increasing the efficiency and effectiveness of administrative management at PMI Pekalongan City. With the implementation of this system, the archiving process becomes more secure, organized, and easily accessible, supporting the smooth administrative operations of the organization.

Key Word : System, Information, Mail, Web