

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan prosedur pengelolaan surat masuk dan surat keluar pada bagian Tata Usaha SMP Negeri 7 Palembang serta mengidentifikasi hambatan yang dihadapi. Penelitian menggunakan pendekatan kualitatif dengan jenis studi kasus. Data primer diperoleh melalui wawancara mendalam dengan tiga informan. Pengolahan data menggunakan model interaktif Miles, Huberman, dan Saldaña (2014), sedangkan keabsahan data diuji melalui triangulasi teknik dan triangulasi sumber. Hasil penelitian menunjukkan bahwa prosedur pengelolaan surat masuk terdiri atas lima tahap, yaitu penerimaan, penyortiran, pencatatan, pengarahannya (disposisi), dan penyimpanan arsip dengan sistem tanggal (kronologis) menggunakan *ordner*. Prosedur pengelolaan surat keluar terdiri atas enam tahap, yaitu pembuatan konsep surat, pencatatan di buku agenda, pengetikan surat, tanda tangan pimpinan, pengecekan, dan pendistribusian surat. Seluruh prosedur telah berjalan secara tertib dan sesuai dengan teori yang dikemukakan oleh Endang dan Yatimah dalam Kuswantoro dkk. (2022), Wursanto (2004), serta Sularso Mulyono dalam Mahmud (2016). Hambatan yang ditemukan bersifat insidental, yaitu keterlambatan penyampaian surat dan gangguan aliran listrik yang sesekali menghambat proses pengetikan surat.

Kata kunci: *Pengelolaan, Surat Masuk, Surat Keluar, Tata Usaha*

ABSTRACT

This study aims to describe the management for handling incoming and outgoing letters in the Administrative Office (Tata Usaha) of SMP Negeri 7 Palembang and to identify the obstacles encountered in their implementation. This research employs a qualitative approach with a case study design. Primary data were collected through in-depth interviews with three informants. Data were processed using the interactive model proposed by Miles, Huberman, and Saldaña (2014), while data validity was ensured through technical triangulation and source triangulation. The findings reveal that the incoming letter handling procedure consists of five stages: receiving, sorting, recording, directing (disposition), and filing using a date-based (chronological) system with ordner binders. The outgoing letter handling management consists of six stages: drafting the letter, recording in the agenda book, typing the letter, obtaining the principal's signature, checking, and distributing the letter. All management have been carried out in an orderly manner and are in accordance with the theories proposed by Endang and Yatimah in Kuswanto et al. (2022), Wursanto (2004), and Sularso Mulyono in Mahmud (2016). The obstacles identified are incidental in nature, namely delays in letter delivery and occasional power outages that disrupt the typing process.

Keywords: Management, Incoming Letter, Outgoing Letter, Administration