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Management of Correspondence Administration and Guest Registration in Supporting Public Services in Village Government

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Abstract

Correspondence administration and visitor registration are important components in supporting public services at the village government level. However, the use of manual records alongside digital applications raises the need to understand how these administrative practices are implemented in service activities. This study aims to analyze correspondence administration and visitor registration in supporting public services at the Mangunjaya Village Government Office, Anjatan District, Indramayu Regency, Indonesia. This study employed a descriptive qualitative approach. Data were collected through observation, interviews, and documentation, and analyzed descriptively. The findings indicate that correspondence administration involves the preparation of official certificates, with attention to the accuracy of applicants' identities, document contents, and administrative procedures. Visitor registration is conducted through a manual guestbook and the e-Tamu application, which records visitor identities, purposes of visits, and arrival and departure times. The e-Tamu application also provides data recording and printing features, offering potential benefits for managing visitor information. This study highlights the importance of orderly administrative practices, improving village officials' capacities, evaluating digital system implementation, and protecting personal data to support more organized and accountable public services.

Keywords: Correspondence Administration, Visitor Registration, Public Services.

Introduction

Effective governance is not only determined by the government's ability to formulate and implement policies, but also depends on the quality of administrative management that supports all organizational activities. Government administration plays a strategic role in ensuring that every organizational activity is planned, orderly, documented, and accountable. In the context of public sector organizations, administration should not be viewed solely as a technical activity oriented towards recording and storing documents, but rather as part of the institutional infrastructure that supports coordination, information management, decision-making, and the continuity of public services. Good information and document management enables government organizations to maintain a traceable administrative track record, allowing every process of governance to proceed more systematically and accountably (Hiplunudin, 2025).

In a decentralized governance system, village governments occupy a strategic position as government institutions that directly address the administrative needs of the community. The close relationship between village governments and the community makes service quality at this level a concrete representation of the state's presence in meeting public needs. Village governments are required to provide effective, responsive, transparent, and accountable services. However, achieving this quality of service is not only related to the attitudes and competencies of the service providers but is also influenced by the organization's capacity to manage procedures, information, and administrative resources. Research (Sutowo & Ni'mah, 2026) shows that the quality of administrative services at the village level can be assessed through the dimensions of tangibles, reliability, responsiveness, assurance, and empathy. These findings demonstrate that the quality of public service is a multidimensional phenomenon that requires adequate administrative governance support.

One important component in village government administration is the management of correspondence. Correspondence is an administrative activity that includes receiving, recording, processing, distributing, creating, and storing letters as official organizational documents. In government administration, letters not only function as a medium of official communication but also serve as written evidence of information, instructions, decisions, and administrative actions. Therefore, systematic correspondence management is necessary to ensure orderly communication flows, information availability, and ease of document retrieval when needed. said through a study of electronic archive management in the government sector, identified that effective records management is related to support for the provision of public services. However, government document management still faces challenges in the form of limited human resource skills, managerial support, organizational resources, and an adequate policy framework (Ashri & Hayati, 2026).

In addition to correspondence administration, guest registration is also an administrative activity that is relevant in supporting the provision of public services in village government. Guest registration is essentially the process of documenting visits by individuals or groups coming to government offices for various purposes (Ramadhani et al., 2026). Recorded information can include visitor identity, time of arrival, purpose of visit, parties met, and other information relevant to service activities. Guest registration should not be understood solely as a visitor reception procedure, but also as a form of documentation of interactions between the village government and the community. Orderly management of visit data has the potential to provide insight into the intensity of service interactions, the types of community needs, and administrative activities taking place within the village office environment. Thus, guest registration can be positioned as a supporting instrument for administrative order, service documentation, and evaluation of government activities.

The management of correspondence administration and guest registration are functionally related in building an orderly and documented public service system. Correspondence administration plays a role in managing the flow of communication and official government documents, while guest registration serves to document visit activities and service interactions between officials and the public. Both activities generate administrative information that can be used to support work coordination, document tracking, and accountability for service implementation. From the perspective of public organization management, the availability of accurate and easily traceable information is a crucial prerequisite for the effective implementation of institutional

tasks. Research by Pramudita & Firmansyah (2026) on the adoption of digital technology in village government administration in Indonesia shows that administrative transformation is not only related to the availability of technology, but is also influenced by the capacity of officials, administrative skills, and infrastructure support. These findings reinforce the view that improving the quality of government administration requires attention to work systems and organizational capabilities, not merely the provision of technological facilities.

Despite its strategic function, the management of correspondence and guest records in village government practices requires attention to procedural, implementation, monitoring, and evaluation aspects. In correspondence administration, aspects that need to be considered include the accuracy of recording incoming and outgoing letters, numbering systems, distribution, storage, and ease of document retrieval. Meanwhile, in guest records, relevant aspects include the consistency of visitor identity recording, clarity of visit purposes, completeness of information, and the utilization of visit data for administrative purposes. If these two activities are not supported by clear procedures and division of responsibilities, there is the potential for administrative problems to arise, such as incomplete documentation, difficulty in retrieval of information, and suboptimal service coordination. Therefore, the main issue that needs to be examined is not merely the existence of administrative equipment, but also how this administration is managed and utilized to support the implementation of village government duties.

Studies on village government administration and public services have evolved through various research perspectives. Utami and Mursyidah (2024), for example, focused on the quality of population administration services at the village level, using service quality dimensions as an analytical framework. Meanwhile, Novianti and Agustina (2024) examined the effectiveness of the Village Information System in improving administrative services, demonstrating that the use of information systems can support speed and accuracy of service delivery, although implementation still faces challenges. Furthermore, Sihombing and Lumbantobing (2024) examined the adoption of digital technology in village government administration, emphasizing the importance of apparatus capacity and infrastructure support. From a government document management perspective, Matlala and Ncube (2025) discussed electronic records management practices and their relationship to public service delivery. These studies provide a conceptual and empirical basis for the importance of service quality, administrative capacity, technology utilization, and document management in public sector organizations.

Nevertheless, based on the direction of these studies, there is still room for research development that specifically integrates the management of correspondence administration and guest registration as two administrative activities within a single framework for analyzing public services at the village government level. Studies on service quality are more focused on public experience and satisfaction, while research on administrative digitalization tends to emphasize the use of information systems and human resource readiness. On the other hand, government document management is more often discussed from the perspective of archiving and records management. Therefore, the relationship between correspondence management, recording public visit activities, and their support for the public service process remains relevant for further study. This research area is important because these two administrative activities are part of the daily work process of village governments and have the potential to

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contribute to information order, service coordination, and administrative accountability. This gap statement serves as the starting point for this research, which needs to be further strengthened through a systematic review of previous articles that specifically address correspondence administration and guest registration.

Based on these gaps, the novelty of this research is directed at an integrated study of the management of correspondence administration and guest registration in supporting public services in village government. This research not only positions correspondence and guest registration as stand-alone technical office activities, but also views both as part of a complementary administrative mechanism in supporting service delivery. Aspects of concern include the management process, division of apparatus responsibilities, implementation procedures, documentation maintenance, and factors that support and hinder the effectiveness of its management. Through this perspective, this research is expected to provide a more comprehensive understanding of the position of internal administration in supporting public service performance in village government institutions. The novelty of this research thus lies not solely in the object of study, but in the integration of analytical perspectives between correspondence management, community visit documentation, and public service functions.

This research has theoretical and practical significance in the development of public administration studies, particularly in the context of village governance. Theoretically, this research is expected to enrich the discussion on public sector office administration management by linking document management and visitor activity recording to support the provision of public services. Practically, the research results are expected to provide evaluation material for village governments in improving administrative correspondence procedures, increasing orderly guest recording, clarifying apparatus responsibilities, and optimizing the use of administrative information. Thus, administrative management is not only oriented towards fulfilling recording obligations, but also directed towards building a more orderly, effective, transparent, and accountable work system.

Based on the above description, this study aims to analyze the management of correspondence administration and guest registration in supporting public services in village government. Specifically, this study is directed at describing and analyzing the process of correspondence administration management, identifying the implementation of guest recording and data management, uncovering supporting and inhibiting factors in its implementation, and explaining the contribution of both administrative activities to the provision of public services. The results of the study are expected to provide an empirical picture of how internal administrative management plays a role in supporting the orderliness of the service process and strengthening village governance.

Literature Review

1. Correspondence Administration

Correspondence administration is the activity of managing written documents, including the creation, receipt, recording, distribution, and storage of letters. Systematic management is necessary to maintain information accuracy and facilitate document retrieval when needed. Azizah and Kuswantoro (2021) explain that managing incoming letters includes receiving, recording, directing, following up, and storing them, while managing outgoing letters includes drafting, checking, numbering, storing, and distributing them. This aligns with Law Number 43 of 2009 concerning Archives,

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which emphasizes the importance of authentic, complete, and reliable archive management.

2. Guest Registration

Guest registration is the activity of documenting the identity and purpose of a public visit to an institution. Registration can be done manually using a diary or digitally using an application. A diary serves as a documentation of the visit, while a digital application allows information to be stored and presented electronically. Both forms of registration require complete data, consistent entry, and orderly information management. If digital registration includes visitor identities and photos, its management must also comply with personal data protection provisions as stipulated in Law Number 27 of 2022.

3. Public Services in Village Government

Public services are activities carried out by the government to meet the needs of the community in accordance with statutory provisions. Law Number 25 of 2009 concerning Public Services emphasizes the importance of professionalism, openness, accountability, timeliness, and ease of service. In the context of village government, correspondence administration supports the provision of documents needed by the community, while guest records help document visitor activity. Thus, both are part of the administrative support in the provision of public services.

4. Research Position

Previous research by Azizah and Kuswantoro (2021) focused on procedures for managing incoming and outgoing mail. Meanwhile, the regulatory framework for archiving and public services explains the importance of document order and administrative accountability. Based on this review, this study focuses on describing the management of correspondence administration and guest registration, both manually and digitally, within a village government context. This study is expected to provide an overview of the contribution of these two administrative activities to supporting public services based on observations and practice during the internship.

Method

This study uses a descriptive qualitative approach to describe the management of correspondence administration and guest registration in supporting public services at the Mangunjaya Village Government Office, Anjatan District, Indramayu Regency. The research is based on observations and direct practice during the internship.

Data collection was conducted through observation and documentation. Observations included observing administrative correspondence activities, recording community visits through a guest diary, and the use of the e-Tamu application. Direct practice involved preparing several letters of reference, while documentation was obtained through observation of the documents and administrative media used during the internship.

Data were analyzed descriptively through information sorting, grouping based on research focus, presenting findings, and drawing conclusions. This analysis refers to the qualitative data analysis stages of Hafizd et al. (2026), which include data condensation, data presentation, and drawing and verifying conclusions. The analysis focused on correspondence management, manual and digital guest registration, and their relationship to public services.

Results and Discussion

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1. Management of Administrative Correspondence at the Mangunjaya Village Government Office

Based on observations and practical experience during the internship, correspondence administration at the Mangunjaya Village Government Office is one of the activities directly related to meeting the community's administrative needs. Activities observed and practiced included preparing certificates of poverty, certificates of relocation, and business certificates.

In the practice of writing letters, there are several things that must be considered, including the accuracy of the applicant's identity, the suitability of the letter's contents to the purpose, and the completeness of the information included. Accuracy in document preparation is necessary to ensure that the letters are prepared in accordance with the administrative needs of the community. Furthermore, during the internship, the author also gained an introduction to official document format and the use of classification codes in administrative correspondence.

This management is related to the principles of official document management as stipulated in the Minister of Home Affairs Regulation Number 1 of 2023 concerning Official Document Management in Regional Governments (Supriatna et al., 2025). This regulation regulates the elements and forms of official documents, including numbering, paper usage, signing, and completeness of official documents (Ministry of Home Affairs of the Republic of Indonesia, 2023). Meanwhile, Law Number 43 of 2009 concerning Archives emphasizes the importance of archive management to ensure the availability of authentic and reliable information (Republic of Indonesia, 2009b).

Thus, the observation results indicate that correspondence management is not only related to letter creation, but also requires accurate information, formatting, and document order. However, this study did not measure letter completion times or administrative error rates, so it cannot yet conclude the level of effectiveness of correspondence services quantitatively.

2. Recording of Community Visits through the Guest Agenda Book

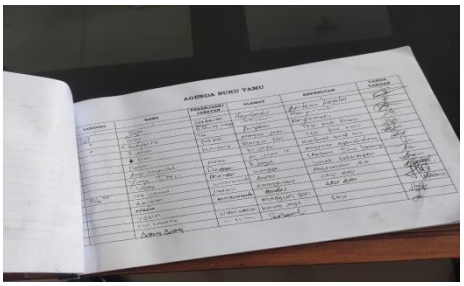


Figure 1: guest agenda recording book

In addition to correspondence, another administrative activity observed during the internship was the recording of community visits through a guest diary. This diary is used to record information about visitors to the village office, including their date of arrival, name, occupation, address, purpose of visit, and signature.

Based on observations, manual recording provides documentation of community visit activities at the village office. This information can reveal the visitor's identity and purpose, including when the community requires administrative services (Sabrina & Harahap, 2026). This recording also relates to the function of archives as a record of activities created or received by the institution in carrying out its duties, as explained in Law Number 43 of 2009 concerning Archives (Republic of Indonesia, 2009b).

However, using a diary book has limitations in tracking previous visit data. Officers need to review the notes directly on the pages, so information retrieval depends on the completeness and regularity of the records. Therefore, consistency in data entry and diary maintenance is crucial to ensure visit information can be retrieved when needed.

3. Utilization of the e-Guest Application in Recording Visits

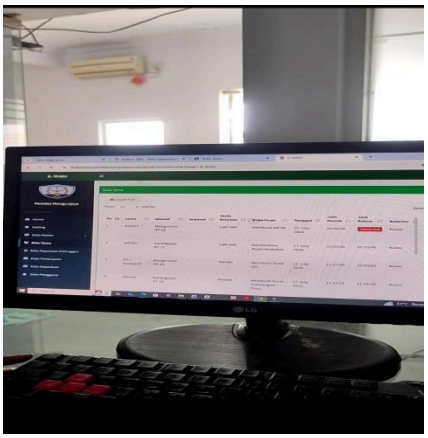


Figure 2: E-Guest Application Practice

In addition to using a guest diary, based on observations during the internship, the Mangunjaya Village Government Office also utilizes the e-Tamu application as a digital means of recording visits. The application contains several visitor information, such as name, address, gender, purpose of visit, date, time of arrival and departure, and a photo. The application also provides facilities for printing or exporting visit data.

The existence of e-Tamu demonstrates the use of information technology in village government administration activities. Digital recording has the potential to facilitate the storage and presentation of visit information in a more structured manner (Hayati & Arifin, 2026). However, based on data obtained during the internship, no measurements have been conducted regarding the differences in data retrieval time, service speed, or recording error rates between the manual and digital systems. Therefore, the use of this application cannot be proven to improve service effectiveness.

Another aspect that requires attention is the security of visitor information. Data such as identity, address, and photo data must be managed responsibly. This aligns with Law Number 27 of 2022 concerning Personal Data Protection, which regulates the protection of personal data during its collection, use, storage, and processing (Republic of Indonesia, 2022). Therefore, the use of the e-Guest application requires data access and management arrangements that adhere to the principles of personal data protection.

4. Contribution of Correspondence Administration and Guest Registration to Public Services

Observations and practical work during the internship indicate that correspondence administration and guest registration have different functions, but both are part of the public service support activities at the Mangunjaya Village Government Office. Correspondence administration is concerned with providing documents needed by the community, while guest registration serves to document visits and community needs when visiting the village office.

The creation of a certificate provides an overview of the process of fulfilling the community's administrative document needs. Meanwhile, the guest diary and e-Guest application serve as a medium for recording visit activities (PUTRI, n.d.). Both activities demonstrate that administrative order is necessary to support the availability of documents and information in carrying out village government duties.

These findings are related to Law Number 25 of 2009 concerning Public Services, which emphasizes the principles of legal certainty, professionalism, openness, accountability, timeliness, and speed and ease in the provision of public services (Republic of Indonesia, 2009a). In the context of this research, the management of correspondence and guest registration can be understood as administrative elements that support the provision of these services. However, observations have not yet shown any technical integration between the e-Guest application and the correspondence administration system. This study also has not measured the level of public satisfaction or changes in service quality after using the application. Therefore, the contribution that can be emphasized based on the research findings is support for orderly documentation and recording of administrative information, not a measurable improvement in service quality.

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Conclusion

Based on observations and practice during the internship, administrative management at the Mangunjaya Village Government Office includes the creation of letters of reference, recording visits through a guest diary, and the use of the e-Tamu application. The main findings indicate that these three activities play a role in supporting orderly documentation and providing administrative information for public service needs. The e-Tamu application provides digital recording and printing of visit data, but improvements in service effectiveness cannot be proven because no specific measurements were conducted. The Mangunjaya Village Government needs to pay attention to the accuracy of letter creation, consistency of visit recording, and security of personal data in the use of the e-Tamu application. Further research is recommended to involve interviews with village officials and the community and measurement of service time so that the contribution of administration to the quality of public services can be studied more in depth. The limitations of this study lie in the use of data sourced from observations, direct practice, and documentation during the internship. The study also has not measured service effectiveness quantitatively and has not explored the experiences of officials and the community as service recipients.

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