

ABSTRACTION

In a both private and government agencies in conducting its activities can not be separated from the activities of the correspondence, because the letter has an important role in the function and means of achieving the objectives of the company / agency concerned. The problems examined in this study is how the management procedures incoming and outgoing mail and the constraints faced by Dukcapil Bangka in the management letter and what steps have been taken to overcome the existing obstacles. This study aims to determine management procedures incoming and outgoing mail at the office Dukcapil Bangka regency, and to know the constraints faced in the management letter and what steps have been taken to overcome existing constraints.

The location of this research is on Sub Division General Office Dukcapil Bangka, while the data collection methods used in this research is observation, interview and documentation. The collected data were evaluated by descriptive analysis method. The results showed that the dept office Bangka Management Procedures incoming mail or letter using the principle of centralization discharge, while in the recording of Population and Civil Registration system uses two systems of agenda books and cards of control, as for the management of the entry of the letter include: receipt, checking mail , the signing of the expedition, sorting mail, open the cover / envelope, guidance letter, the sender of the letter, Storage card file control incoming mail, while for outgoing mail include; manufacture net concept, the concept of typing, copying letters, attestation letters out, giving the number and stamp duty, checking the completeness of letters, recording the agenda book, giving a cover letter and Delivery letter. At the Department of Population and Civil Registry his management are still having some problems, namely a lack of understanding employee management procedures are effective and efficient mail and incoming mail in the presence of a buildup of general sub-section.