

DEVELOPMENT OF WEBSITE-BASED INCOMING AND OUTGOING MAIL MANAGEMENT APPLICATIONS

(Case Study: Pengadilan Agama Bengkalis)

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ABSTRACT

Letters are an important means of supporting administrative processes and public services at the Bengkalis Religious Court. However, the management of incoming and outgoing letters is still carried out semi-manually, resulting in the processes of recording, distribution, disposition, and archiving not being optimally integrated. To address these issues, a Web-Based Incoming and Outgoing Mail Management Application was developed using the Laravel framework and MySQL database. The application provides features such as online letter submission, incoming and outgoing mail management, letter disposition, digital archiving, WhatsApp notifications, document authenticity verification using QR Codes, report generation, and data backup. The implementation results indicate that the application supports a more structured and well-documented mail administration process. Based on Black Box Testing, all application features functioned according to user requirements. The application also supports the activities of Administrators, Operators, Officials, Employees, and Applicants based on their respective access rights. In addition, the application can be accessed through various web browsers on laptops and smartphones connected to the internet.

Keywords: Application, Letter, Disposition, Archiving, Laravel