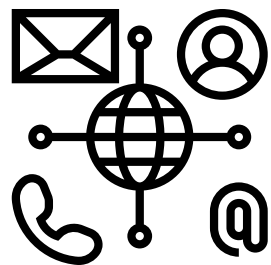


INCOMING MAIL ANALYSIS

Insight on Volume, Urgency, and Processing Speed

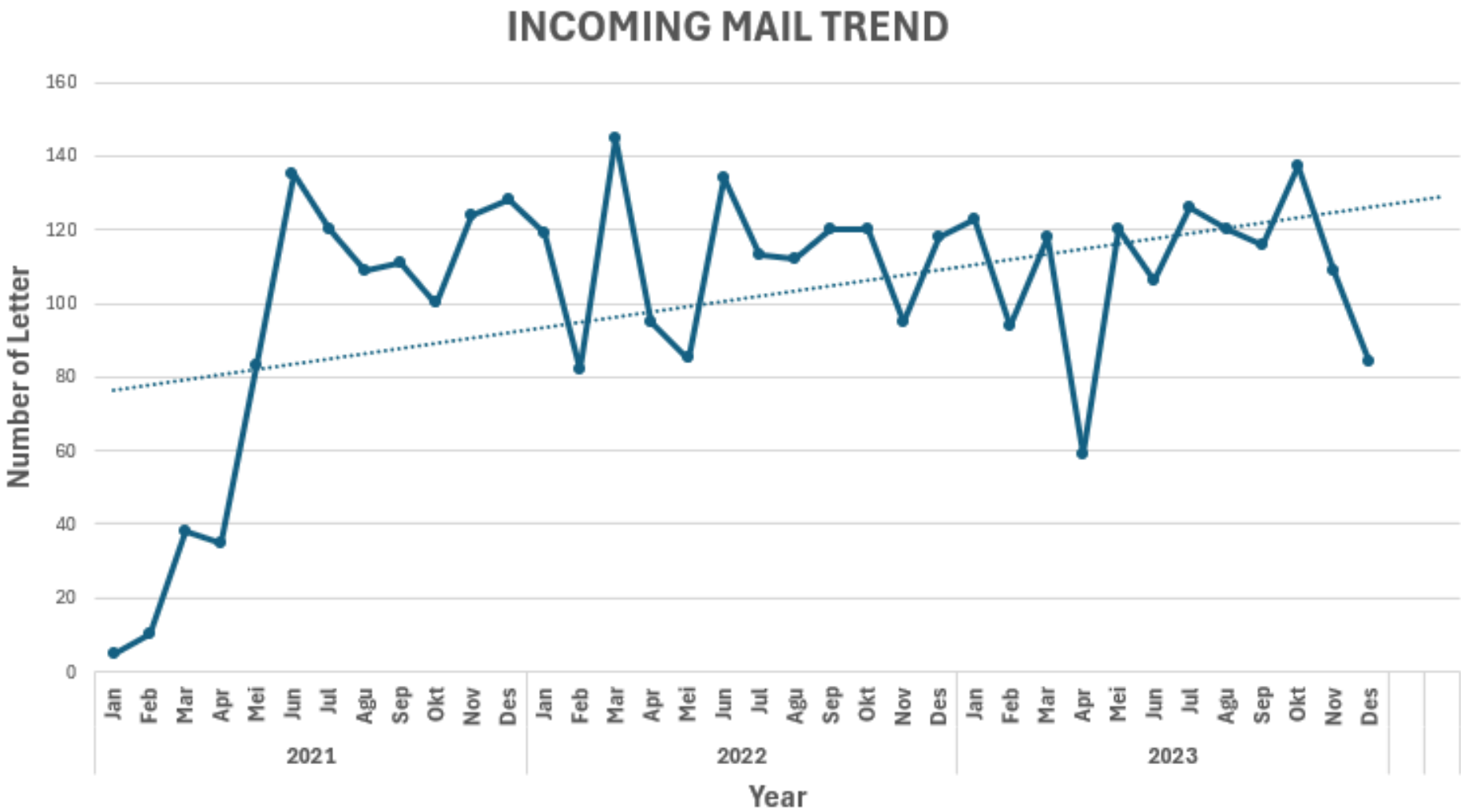


yogaandri0402@gmail.com

<https://github.com/yoga-andri>

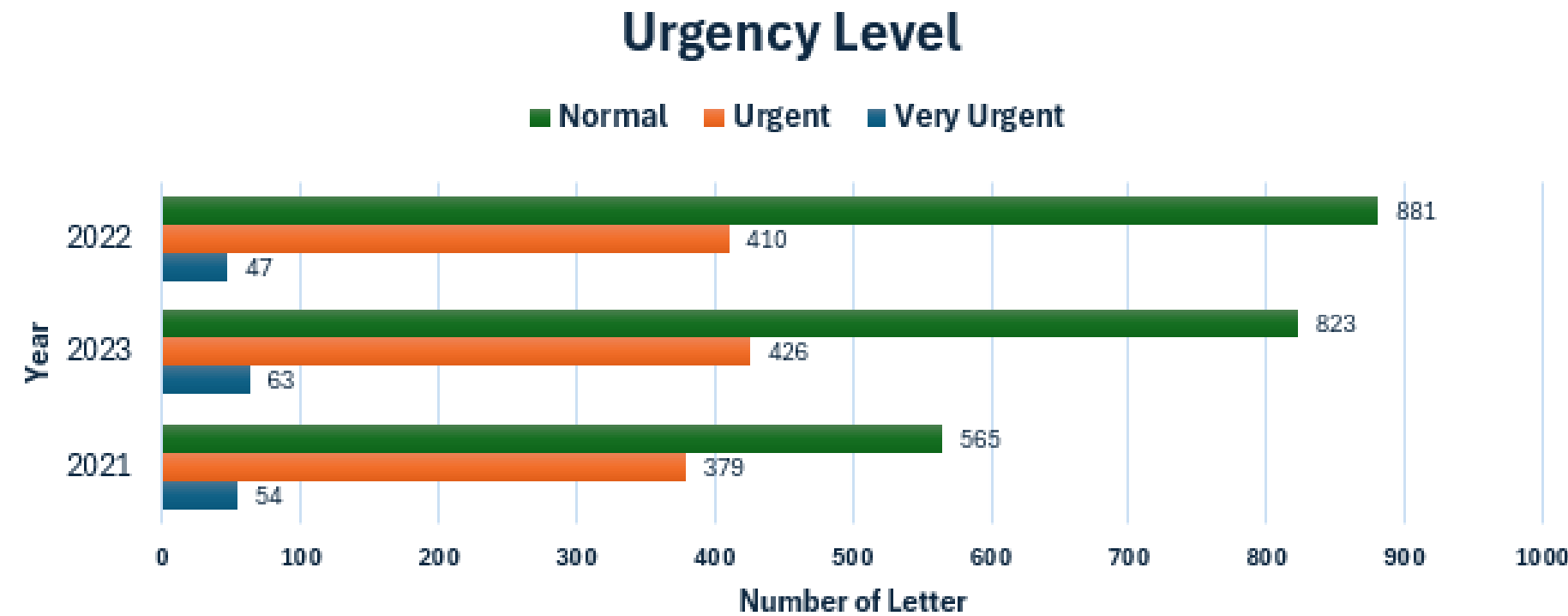


Letter Volume & Urgency



Letter volume increased significantly in 2022, followed by a slight decline in 2023.

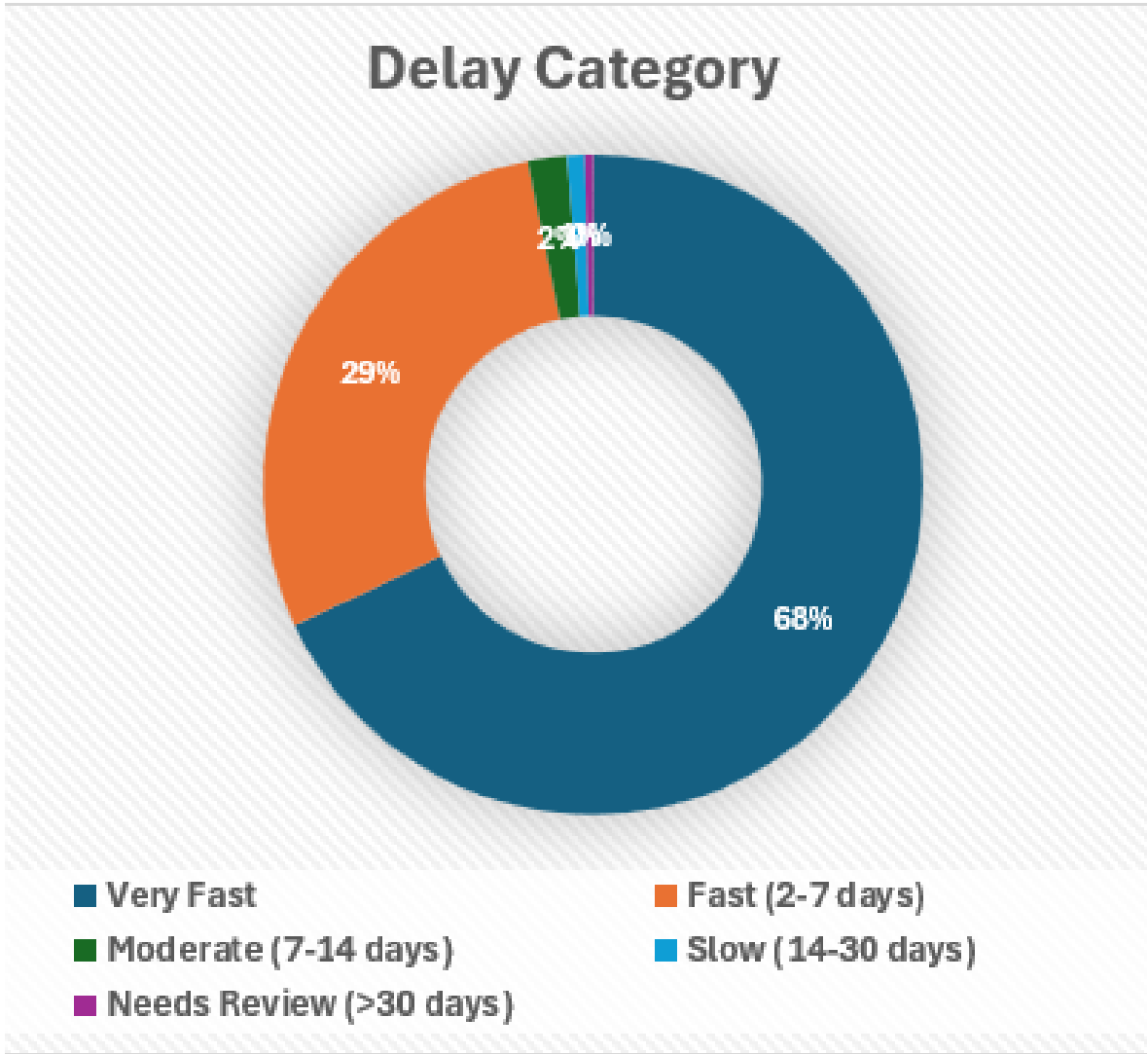
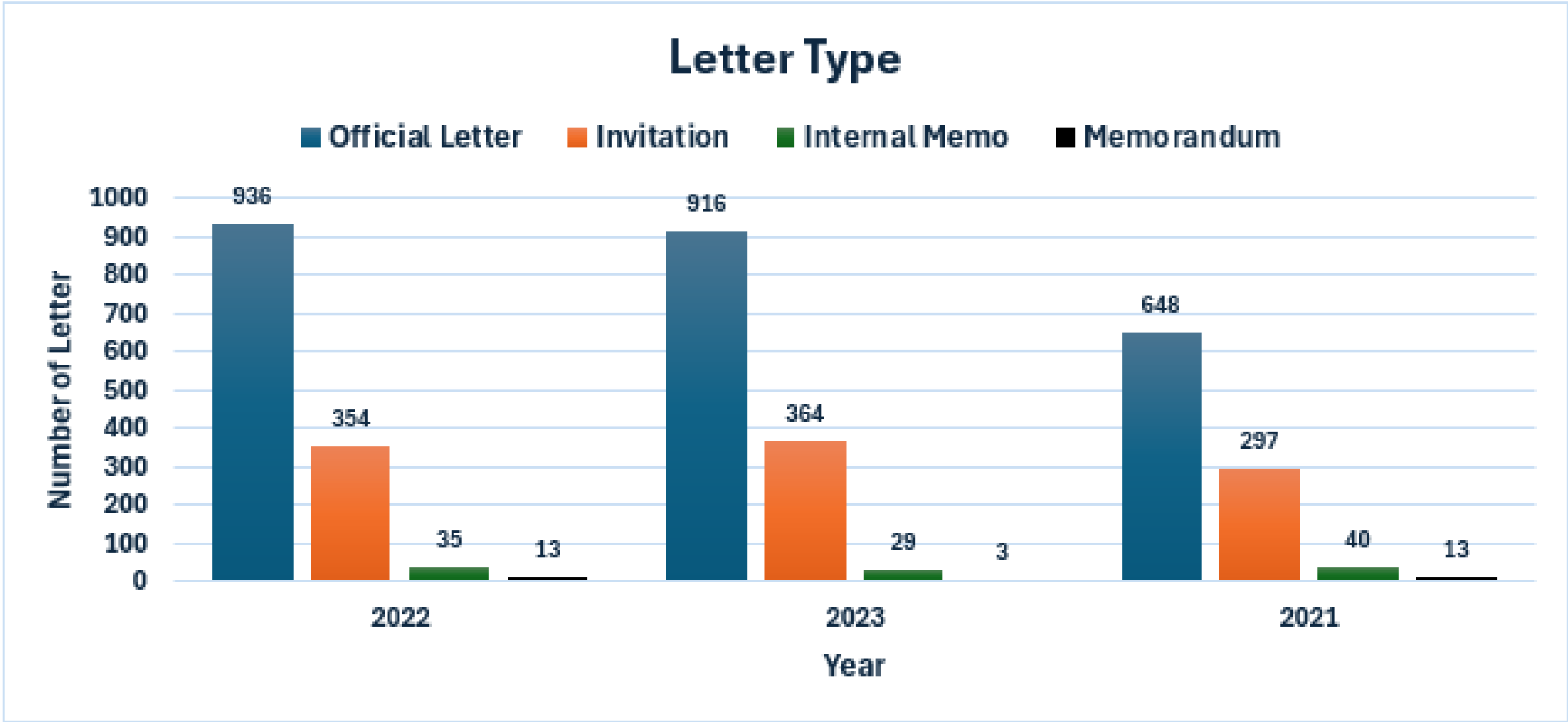
From 998 in 2021 → 1,338 in 2022 → 1,312 in 2023.



Most letters are categorized as “Normal,” suggesting routine administrative handling.

More than 70% are marked as normal across all years; “Urgent” letters slightly increased in 2023.

Letter Types Overview



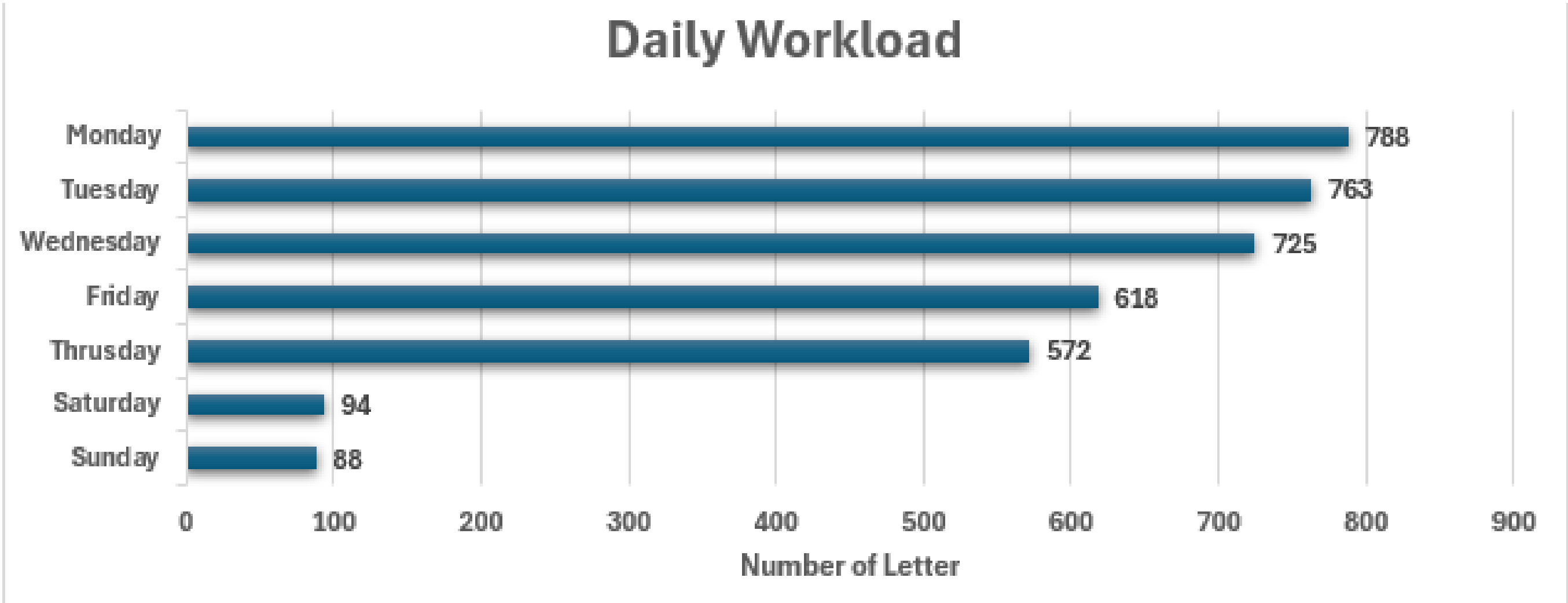
The majority of incoming letters were categorized as “Official Letters,” followed by “Invitations.”

- 🔍 Distribution: Official Letter (most frequent), then Invitation, Internal Memo, and Memorandum.

Among all types, “Invitation” letters showed the fastest processing time.

- 🔍 68% of Invitations were categorized as “Very Fast” in terms of delay.





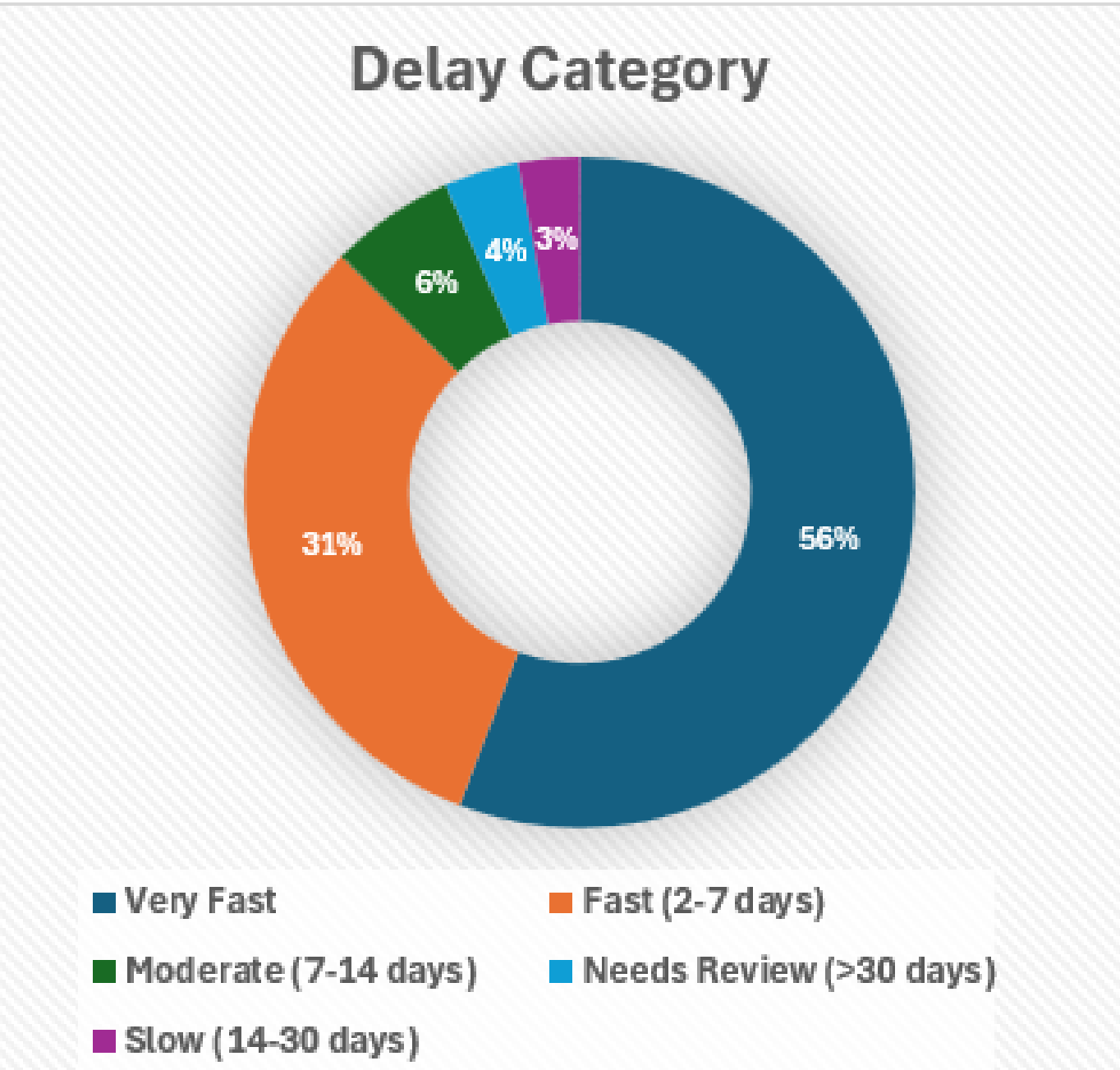
Monday has the highest letter volume, likely due to weekend accumulation.

🔍 Consistent across all three years.

Letters are also received on weekends, though in small amounts.

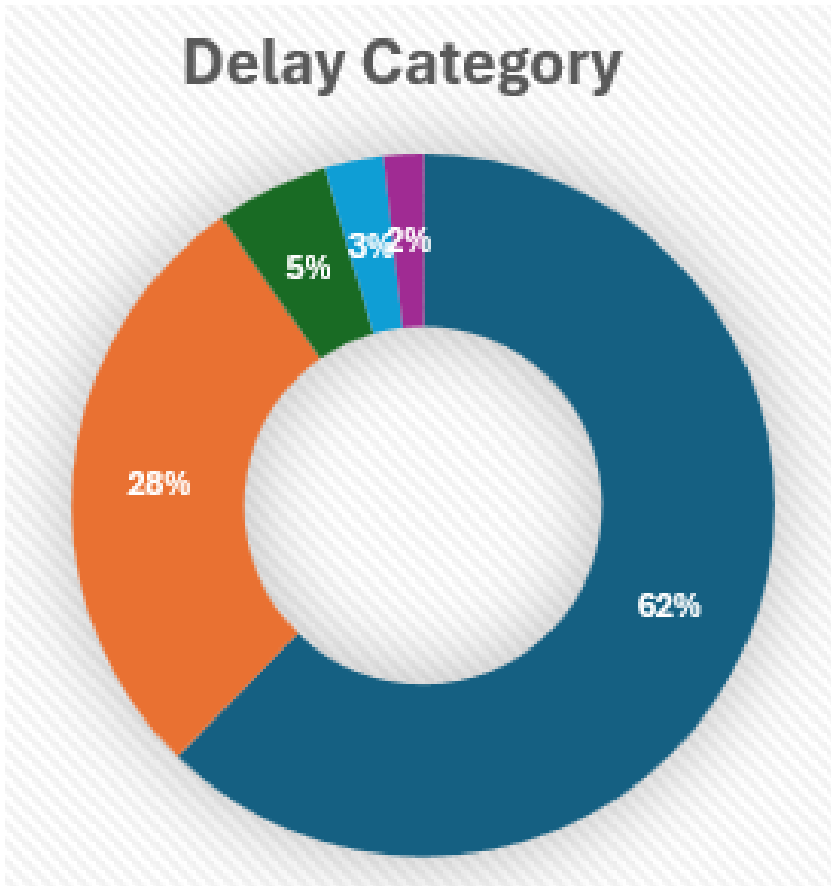
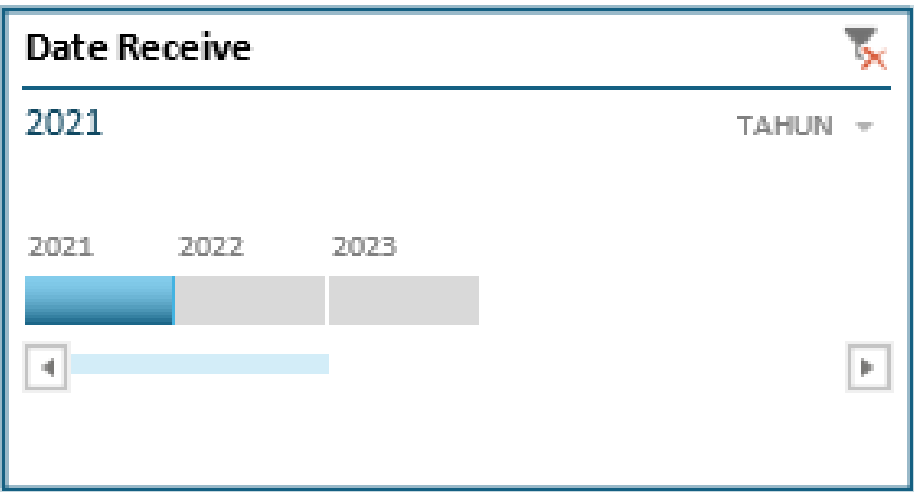
🔍 Indicates some institutions remain operational on Saturdays and Sundays.

Processing Speed



Most letters are handled very quickly, including those marked as urgent.

In 2021, 62% of letters were processed in the “Very Fast” category – trend stays stable.



Urgency status doesn’t strongly influence processing speed, showing good operational consistency.



Key Takeaways & Recommendations

Key Insights:

- Volume peaked in 2022 but saw a slight drop in 2023.
- Most letters are processed quickly and efficiently.
- “Normal” remains the dominant urgency category.
- Weekend operations, though minimal, indicate inter-agency flexibility.
-

✓ Recommendations:

- Standardize urgency labeling to ensure clarity across departments.
- Optimize workload handling on Mondays due to volume peaks.
- Maintain fast processing standards while improving consistency in urgency tagging.

