INCOMING MAIL ANALYSIS

Analyzed using Microsoft Excel
(Data Cleaning, Pivot Table, Pivot Chart, Slicer)
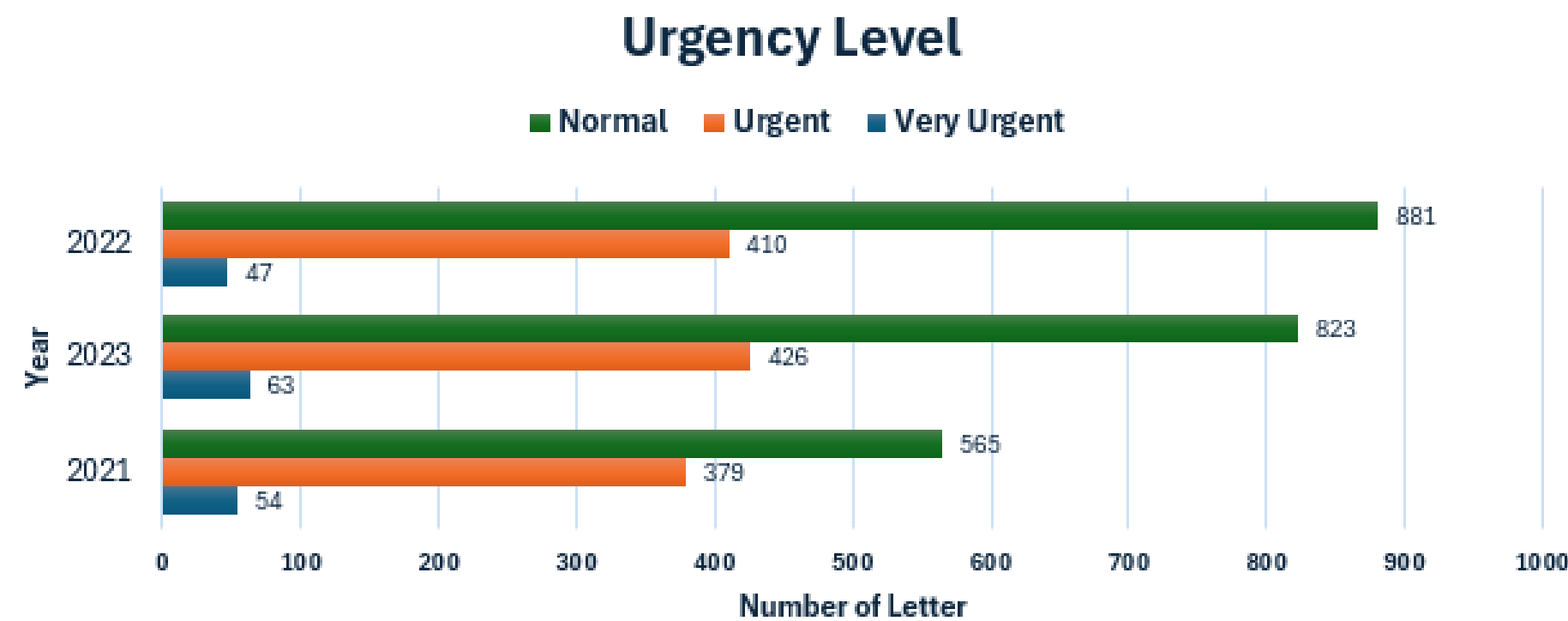
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Letter Volume & Urgency

INCOMING MAIL TREND
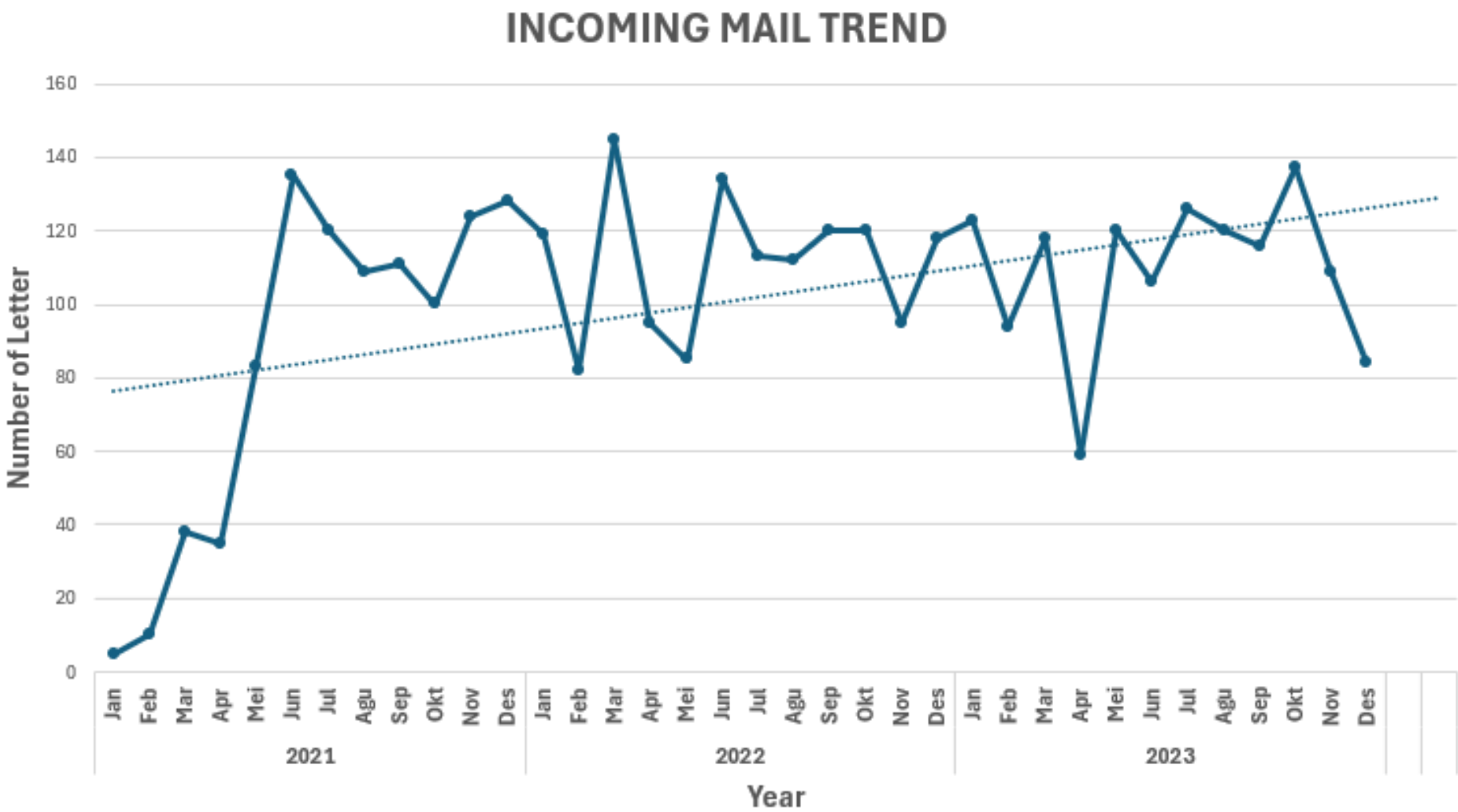
Letter volume increased significantly in 2022, followed by a slight decline in 2023.
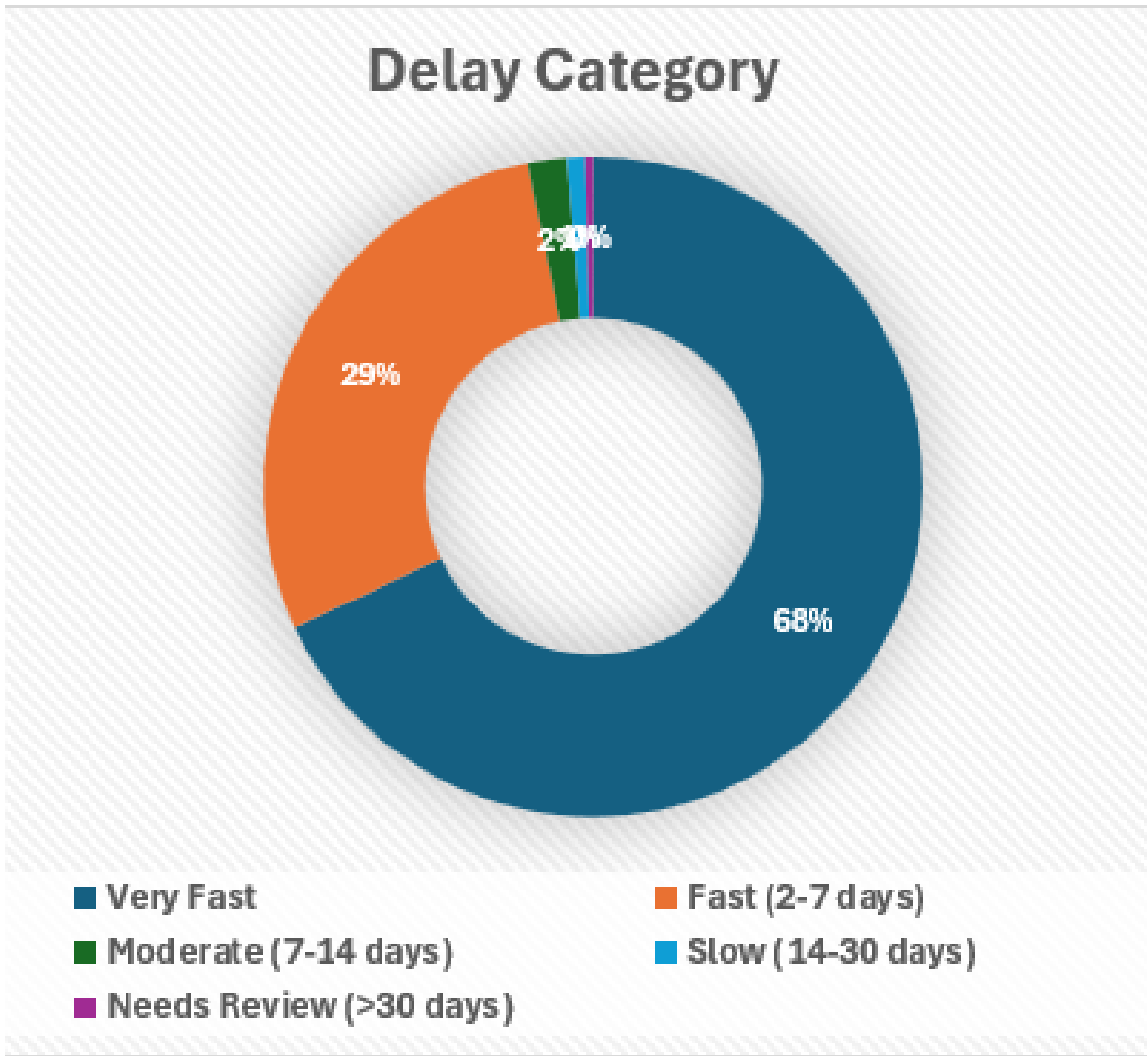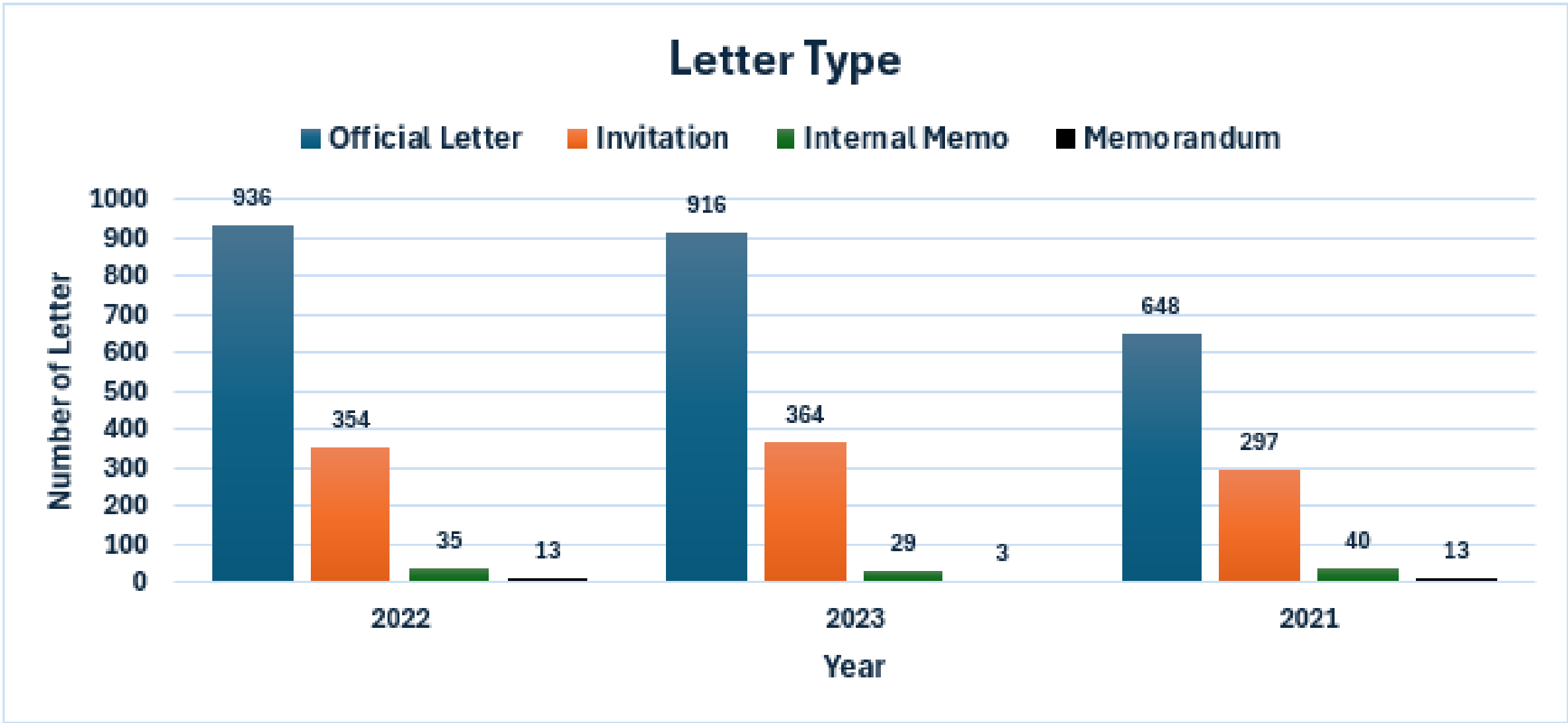
🔍 From 998 in 2021 → 1,338 in 2022 → 1,312 in 2023.

Urgency Level

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

Letter Type

Legend: ■ Official Letter ■ Invitation ■ Internal Memo ■ Memorandum

Year	Official Letter	Invitation	Internal Memo	Memorandum
2022	936	354	35	13
2023	916	364	29	3
2021	648	297	40	13

Y-axis: Number of Letter — X-axis: Year

Delay Category

- Very Fast: 68%
- Fast (2-7 days): 29%
- Moderate (7-14 days): 2%
- Slow (14-30 days): 0%
- Needs Review (>30 days):

**Legend:** ■ Very Fast ■ Fast (2-7 days) ■ Moderate (7-14 days) ■ Slow (14-30 days) ■ Needs Review (>30 days)

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.
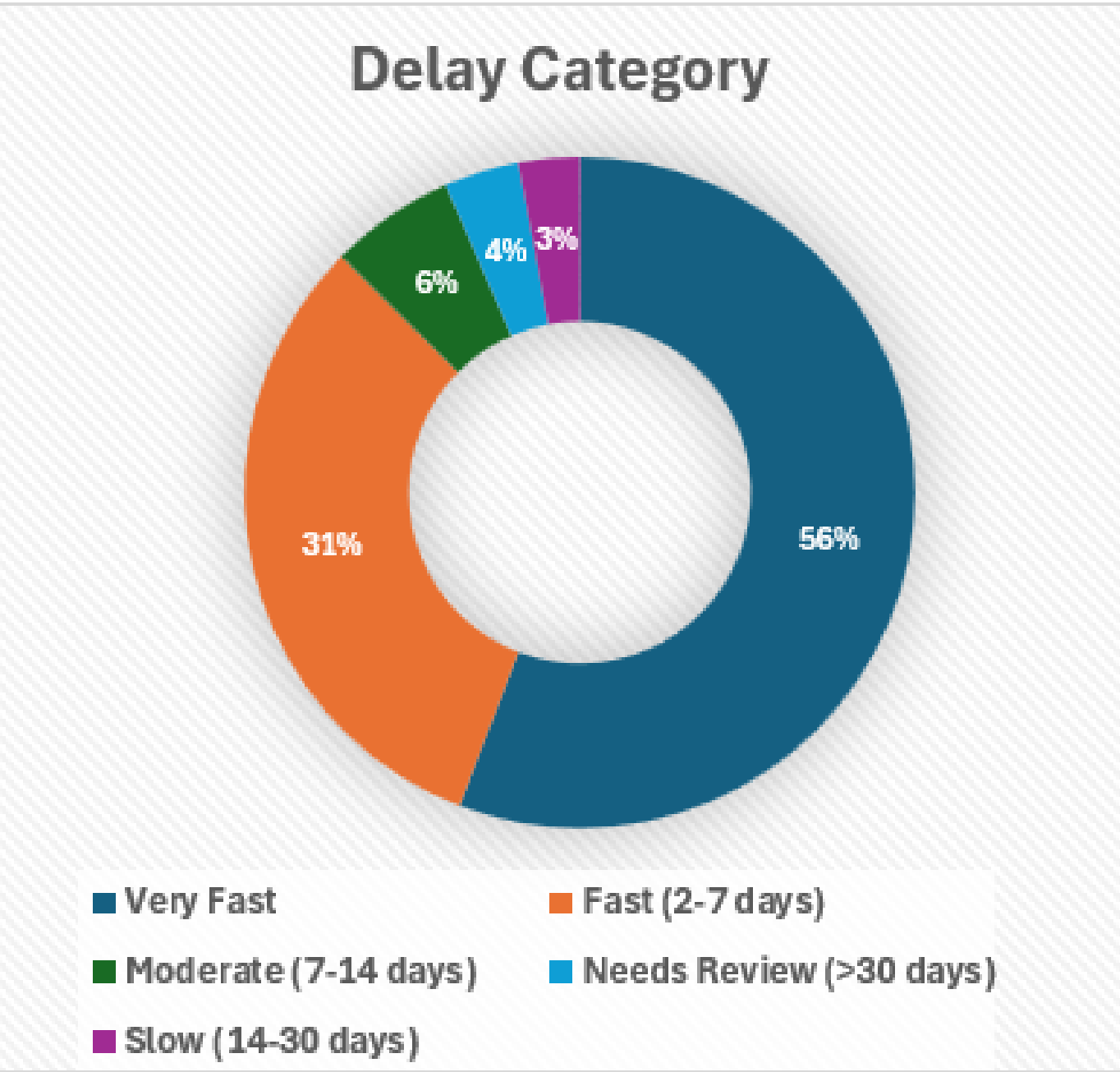
Daily Workload
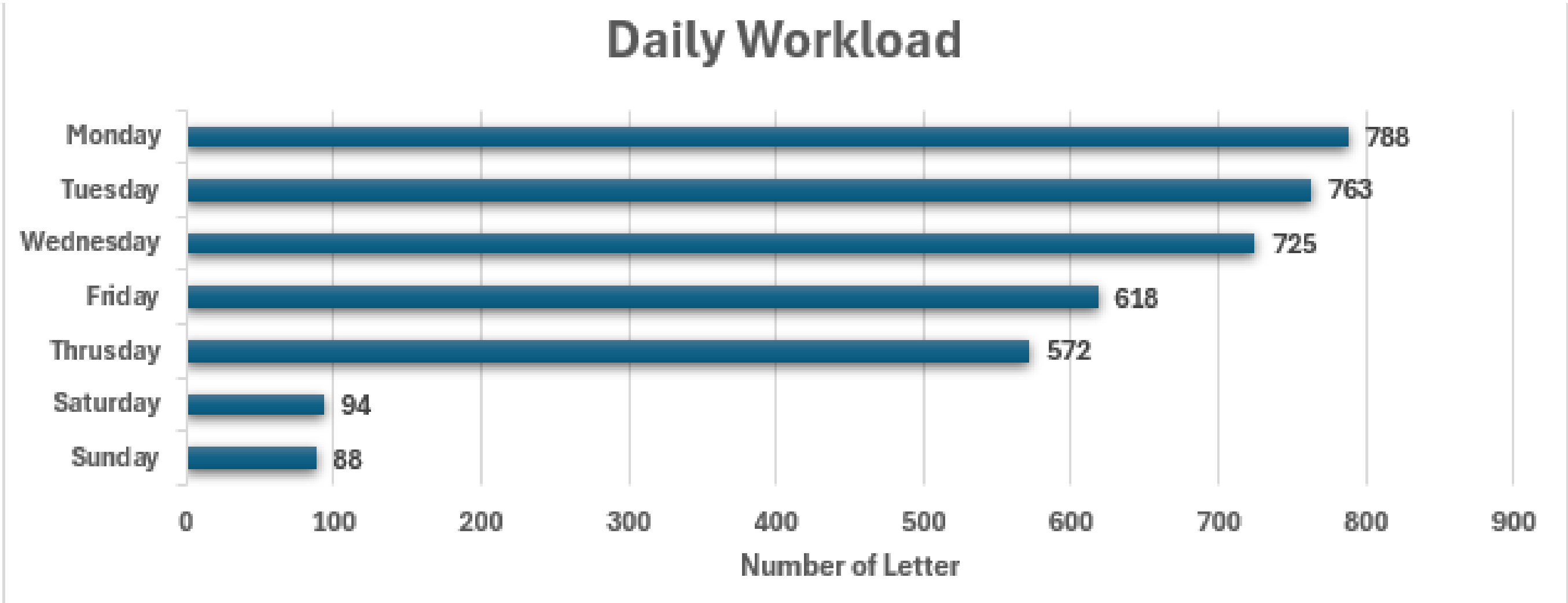
Monday has the highest letter volume, likely due to weekend accumulation.
🔍 Consistent across all three years.

Letters are also received on weekends, though in small amounts.
🔍 Indicates some institutions remain operational on Saturdays and Sundays.

Processing Speed

Delay Category

- Very Fast — 56%
- Fast (2-7 days) — 31%
- Moderate (7-14 days) — 6%
- Needs Review (>30 days) — 4%
- Slow (14-30 days) — 3%

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.

Date Receive

2021   TAHUN ▾

2021   2022   2023

Delay Category

- 62%
- 28%
- 5%
- 3%
- 2%
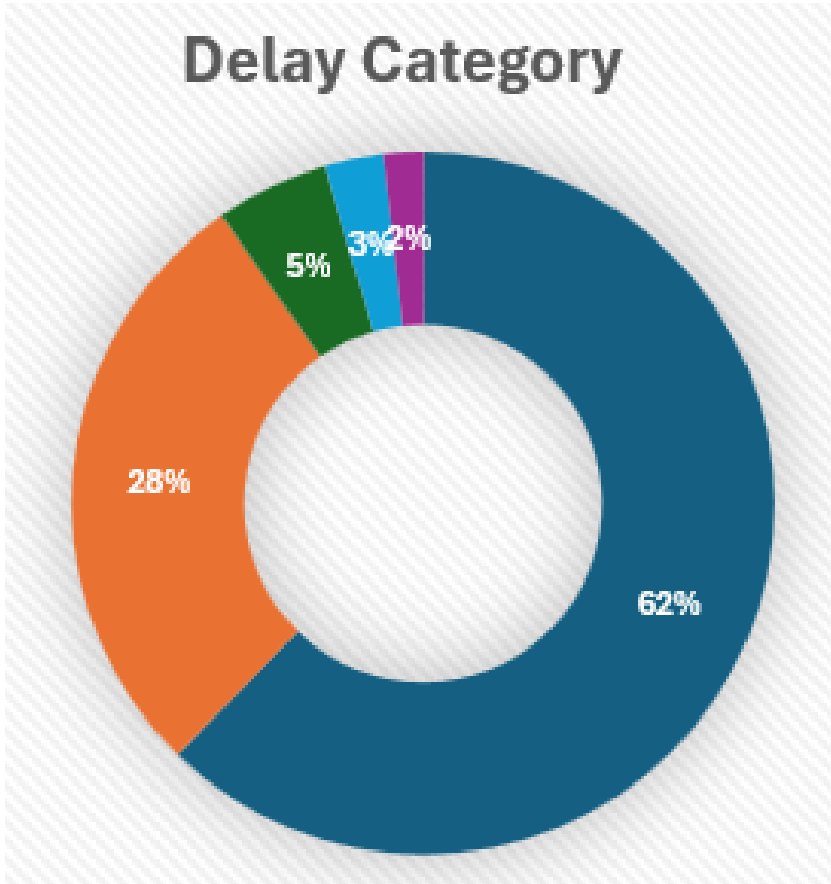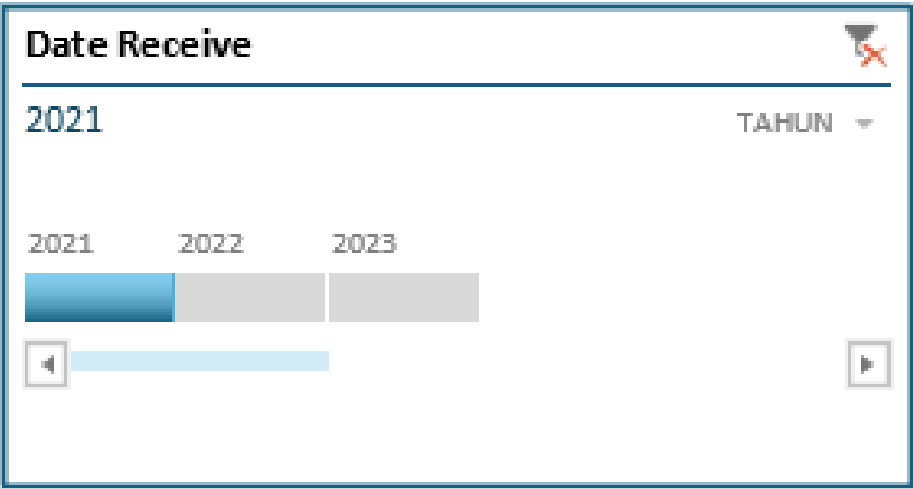
Urgency status doesn't strongly influence processing speed, showing good operational consistency.

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.
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✅ 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.