

## **ABSTRACT**

*Villages as the closest government organization to the community have an important role in providing public services, especially in the administration of correspondence. The correspondence process that is still carried out manually in Selang Village results in a lack of efficiency, accuracy, and work effectiveness. This study aims to implement an electronic-based correspondence and letter disposition information system to improve service quality. The research methods used include interviews with village officials to obtain information related to the current system flow, as well as direct observation of the service process. Secondary data were obtained from agency documentation and related research. The results of this study indicate that the electronic correspondence information system is able to simplify the management of incoming and outgoing letters, record letter numbers automatically, and facilitate more structured operational reporting. The designed system includes key features such as recording letter numbers, creating template-based letters, and monthly and annual reporting. With the implementation of this system, it is hoped that the efficiency and effectiveness of services will increase, so that it can be a reference for the development of similar information systems for other government agencies.*



