

## **DECISION SUPPORT SYSTEM FOR HANDLING INCOMING AND OUTGOING MAIL: TO FACILITATE ARCHIVES RETRIEVAL**

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### **ABSTRACT**

Mail handling is an activity that must be carried out by organizations engaged in any field, whether it is a profit or non-profit institution. There are two types of mail managed, incoming and outgoing mail. The management of the two types of letters must consider the retrieval activity, because it measures work effectiveness. This type of research is action research, by testing it on school institution administrators in Indonesia. Furthermore, to measure its acceptability, it is done with TAM. Mail handling is offered with optimization in Microsoft Access, for reasons of low cost and easy operation. The results show that all administrators feel helped by the presence of Microsoft Access for mail handling, and most importantly when they need the letter in the future it can be easily and quickly found. Very helpful for retrieval activities and found it very spot on. It is concluded that the optimization of Microsoft Access in mail handling can support decision support system activities. Accurate retrieval helps in making quick and appropriate decisions, because nowadays the speed of response and problem solving is an indicator of the health of an institution.

**Keywords:** Decision support system, mail handling, incoming mail, outgoing mail, archives retrieval.