

ABSTRACT

Digital transformation in higher education institutions drives the need for integrated information systems to enhance administrative efficiency. One of the major challenges faced is the management of official correspondence, which is still carried out manually and across multiple platforms. This study aims to analyze and design a letter management system based on Enterprise Resource Planning (ERP) using Odoo at the Laboratory of the Faculty of Industrial Engineering. The methodology used is the Quickstart approach, which includes analyzing existing business processes, conducting a fit and gap analysis, designing the targeted business processes, and implementing the system using Odoo Studio.

The results of the study show that the designed system has successfully integrated the processes of letter request, delivery, digital signature, and document archiving electronically. The system was evaluated through usability testing and the System Usability Scale (SUS) questionnaire for both internal and external users. External users gave an average SUS score of 83, which is considered acceptable, while internal users gave a score of 38.1, which falls into the not acceptable category. This indicates that although the system effectively supports digital services for external users, the needs of internal users have not been fully met, particularly in document creation, which is still performed outside the system.

This study recommends the development of features that allow document creation and editing directly within Odoo, as well as enhancing system flexibility by migrating to the Odoo Enterprise version. The system developed in this research shows great potential in supporting administrative efficiency at the laboratory but requires further development to achieve full end-to-end process integration.

Keywords: Digitalization, ERP, Letter Management, Odoo, Quickstart, System Usability Scale (SUS), Usability Testing