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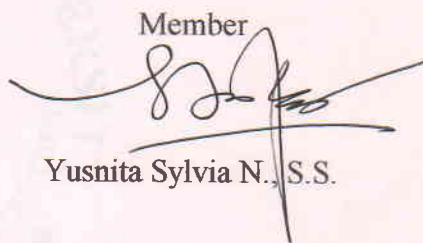
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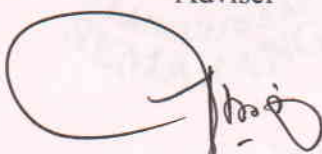
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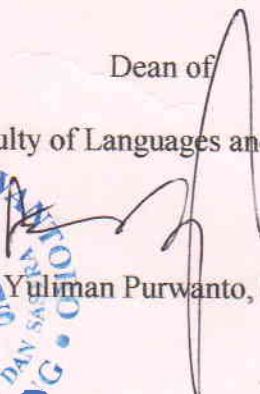
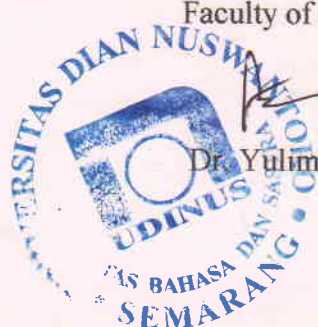


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Finally, I do realize that due to my limited ability this paper must have short coming. For this I welcome any suggestions and criticisms.

Semarang, 1 August 2003

Niac Yolanda

ABSTRACT

This paper, entitled “ The Filing Procedure of Incoming and Outgoing Letters at PT. Telekomunikasi Indonesia Area Work Group (AWG) Kudus” is the result of field study conducted for one month (17 February-14 March 2003) at PT. Telekomunikasi Indonesia area Work Group (AWG) Kudus. This study is aimed at describing the procedure of filing letters, especially filing incoming and outgoing letters at the company.

The data of this study were collected by using observation, interview and library research method. The observation method was aimed at understanding the activities of filing incoming and outgoing letters. The interview method was conducted to get proper information about the filing incoming and outgoing letters in the company. The library research method was conducted to collect the data by ~~reading and taking notes of many reading materials related to the filing~~ reading and taking notes of many reading materials related to the filing of incoming and outgoing letters.

From the data analysis, it can be concluded that the filing procedure of incoming and outgoing letters at PT. Telekomunikasi Indonesia Area Work Group (AWG) Kudus is divided into the preliminary and saving procedure of filing. The preliminary procedure of filing incoming letters, are : receiving letters, opening letters, recording letters, sorting letters and distributing letters. Where as, the preliminary procedure of filing outgoing letters are : making the letter's draft, typing the letter's draft and sending the letter. The procedure of recording and controlling incoming and outgoing letters applied by the company can be described as follows : Administration Support Unit uses a system called Problem of Classification Code and method of Agenda Book. Problem of classification Code is divided into 12 functions or activities at the company. Besides that, the procedure of recording and controlling incoming and outgoing letters also uses a computer as data resources (about the letters).