

CHAPTER I

INTRODUCTION

1.1 Reason for Choosing the Title

Communication and information really need to get special attention, because communication and information are as human vital needs which must be fulfilled. Facing such changing, a company should make a program and some steps point to the future. With the program and steps, it will make the company exist and able to compete against business competition and the challenges.

If we see the demand and global challenges recently, one of the excellencies which should be possessed by the company is work quality excellency. It is a main component of the company to reach a success in business competition. And the main capital for the future of a company is how the company uses work quality of each of work unit.

Filing, as one of administration activities which is done by every government or private institution, is one of the factors which determines company work quality in work unit who has duty because filing is really important to human management especially for its relationship to the company administration activity which are in line with saving files.

According to Wursanto (1999:119) the importance of filing is : "Filing has important function of running the organization, those are as a source of information and as a source of remembrance to organization".

So, the good procedure of filing the incoming and outgoing letters really has big influence to the company administration activity because it will support the success of work unit and the purpose of company can be reached effectively and efficiently.

Based on the reason above, the writer choose the title " The Filing Procedure of Incoming and Outgoing Letters at PT. Telekomunikasi Indonesia. Area Work Group (AWG) Kudus ".

1.2 Statement of the Problem

PT. TELKOM AWG Kudus has its own the filing procedure of incoming and outgoing letters which is different from other companies, based on the reason above, the problems mentioned in this paper are :

1. What is the procedure of filing the incoming letters at PT. Telkom AWG Kudus ?
2. What is the procedure of filing the outgoing letters at PT. Telkom AWG Kudus ?

1.3 Limitation of the Problem

Procedure of filing letters consists of the preliminary procedure and the saving procedure. Based on the statement above, the writer just wants to discuss about :

1. The present preliminary procedure of filing the incoming letters at PT. Telkom AWG Kudus

2. The present preliminary procedure of filing the outgoing letters at PT. Telkom AWG Kudus

1.4 Objective of the Study

Conducting of this study at PT. Telkom AWG Kudus, the writer has some objectives, those are :

1. To describe the preliminary procedure of filing the incoming letters at PT. Telkom AWG Kudus.
2. To describe the preliminary procedure of filing the outgoing letters at PT. Telkom AWG Kudus.

1.5 Significance of the Study

The significance of this study are :

1. To the Writer :
 - a. To get a lot of experiences during the study.
 - b. To improve the writer's knowledge especially in administration work system.
2. To the Institution :

To give an input as consideration that can be used by institution in developing its archival matters.
3. To the University :

To provide some information about the procedure of filing letter applied by PT. Telkom AWG Kudus, as reference for other students.

1.6 Implementation of the Study

The study was conducted for a month (from 17 February to 14 March 2003). The writer came to the PT. Telkom AWG Kudus office on Monday to Thursday from 7.30 am to 12.00 am and 8.00 am to 11.30 am on Friday. Besides the activities, the writer also did the main activities during the study, those are :

DATE	PLACE	ACTIVITIES
1. Monday, 17 February 2003	Yantel Kudus	1. Introduced herself to all staffs, especially to her adviser of the study at PT. Telkom AWG Kudus.
2. Tuesday, 18 February 2003	Yantel Kudus	2. Discussed with the adviser the theme and draft of paper.
3. Wednesday, 19 February 2003	Administration support staff office	Discussed with the adviser Chapter I of the paper.
		Interviewed and observed the staff of Administration Support Unit about

7. Tuesday, 23 February 2003	Administration Support	Administration activity and the procedure of recording and controlling incoming
8. Wednesday, 26 February 2003	Administration Support	letters by Agenda Book.
4. Thursday, 20 February 2003	Yantel Kudus	Interviewed the adviser about job description, structure organization of PT. Telkom AWG Kudus.
5. Friday, 21 February 2003	Administration Support	Interviewed to the staff of Administration Support Unit about the preliminary procedure of
10. Friday, 28 February 2003	Administration Marketing	filing, recording and controlling outgoing letters by Agenda Book.
6. Monday, 24 February 2003	Administration Support	Observed procedure of recording and
11. Tuesday, 4 March 2003	Administration Support	controlling incoming
12. Wednesday, 5 February 2003	Administration Marketing	and outgoing letters computerize.

7. Tuesday, 25 February 2003	Administration Support	Studied procedure of recording and controlling outgoing letters computerize.
8. Wednesday, 26 February 2003	Administration Support	<ol style="list-style-type: none"> 1. Made an outgoing letter to the Dean of Faculty of Technique, Muria Kudus University. 2. Made a service note to a staff.
9. Thursday, 27 February 2003	Administration Support	<ol style="list-style-type: none"> 1. Answered Telkom questioner. 2. Asked the example of incoming letters.
10. Friday, 28 February 2003	Administration Marketing	<ol style="list-style-type: none"> 1. Archived some documents. 2. Studied and practiced writing the data.
11. Tuesday, 4 March 2003	Administration Support	Asked more information on disposition letter.
12. Wednesday, 5 February 2003	Administration Marketing	Helped some jobs at <i>ADMAS</i> unit.

13. Thursday, 6 February 2003	Administration Support	Interviewed Administration Support about handling of malfunction files.
14. Friday, 7 March 2003	Administration Support	Consulted to the staff of Administration Support Unit about Chapter I and Chapter II of the paper.
15. Monday, 10 March 2003	Administration Support	Consulted to the Administration Support Unit the report of the study especially about the preliminary procedure of filing the incoming letters.
16. Tuesday, 11 March 2003	Administration Support	Consulted about the preliminary procedure of filing outgoing letters.
17. Wednesday, 12 March 2003	Administration Support	Consulted about the procedure of recording and controlling incoming letters.

18. Thursday, 13 February 2003	Administration Support	Consulted about procedure of recording and controlling outgoing letters.
19. Friday, 14 March 2003	Administration Support	Consulted about conclusion and suggestion.

1.7 Method of Data Collection

To write this paper the writer used several methods. While the method used in collecting the data are, as follows :

1. Observation

According to Soeratno and Lincoln Arsyad (1988:11) observation is "*Cara pengumpulan data dengan cara melakukan pencatatan secara cermat dan sistematis atas gejala-gejala yang sedang diteliti*". (The method of collecting data by taking note accurately and systematically towards the researched phenomena).

The writer collected the data by observing closely and directly the activity of filing letters at PT. Telekomunikasi Indonesia Area Work Group (AWG) Kudus, particularly in the beginning procedure of filing the incoming and outgoing letters.

2. Interview

According to Soeratno and Lincolin Arsyad (1988:115) interview is “*Metode pengumpulan data dengan cara bertanya langsung (berkomunikasi langsung) dengan responden*”. (The method collecting data by asking directly (communicate directly) to the respondent).

By using this method the writer collected the data by giving direct questions that are connected with the topic to some informants, especially to the staff of Administration Support Unit. To get proper information the writer interviewed the staff who are concerning with the procedure of filing and controlling the incoming and outgoing letters.

3. Library Research

According to Singarimbun and Sofian Effendi (1989:82) library research is “*Memanfaatkan sumber informasi yang terdapat di perpustakaan dan jasa informasi yang tersedia*”. (Use the source of information in the library and the provided information service).

By using this method the writer got the data and information by reading and taking notes from book or other reading materials that are related to procedure of filing letters.

1.8 Paper Organization

To ease the writing of this paper, it was arranged in the systematization, as follows :

Chapter I : Introduction. This chapter consists of reason for choosing the title, statement of the problem, limitation of the problem, objective of the study, significance of the study, implementation of the study, method of data collection, and paper organization.

Chapter II : Literature Review. This chapter consists of the kinds of file, Function of Letters, Procedure of Filing Letters, procedure of filing letters, procedure of recording and controlling letters.

Chapter III : The Filing Procedure of Incoming and Outgoing Letters at PT. Telekomunikasi Indonesia Area Work Group (AWG) Kudus. This chapter consists of history of PT. Telkom AWG Kudus, organizational structure of PT. Telkom AWG Kudus, job description of PT. Telkom, vision and mission of PT. Telkom AWG Kudus, the filing procedure of incoming and outgoing letters at PT. Telkom AWG Kudus.

Chapter IV : Conclusion and Suggestion