# CHAPTER IV

# CONCLUSION AND SUGGESTION

## 4.1 Conclusion

Filing is a part of administration activities. It is very important for an institution, because it plays some important roles. The purpose of this report are to describe procedure of filing the incoming and outgoing letters

Each job or activity has some steps to finish the related job from the preliminary until the end. The step is called procedure of filing. Filing the Incoming and Outgoing Letters at PT. TELKOM AWG Kudus also has a procedure of filing letters.

The procedure consists of preliminary procedure and the saving procedure. The preliminary procedure of filing the incoming letters, is : the activities of receiving letters, sorting letters, opening letters, recording letters and distributing letters.

Incoming letters are divided into two kinds of letter, those are external and internal letters.

The preliminary procedure of external and internal incoming letter basically is the same. The letters are recorded into an agenda book and a computer. The difference is the source or the sender of letter .

While the beginning procedure of filing the outgoing letters, is : making the letter's draft, typing the letter's draft and sending the letter.

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The procedure of controlling letters is the part of the beginning procedure of filing the letters. PT. TELKOM AWG Kudus appropriate in using an Agenda Book and a Computerize to control some letters, because they are simpler and easier if they are applied at PT. TELKOM AWG Kudus.

Besides Agenda Book and Computer, the procedure of filing letters at PT. TELKOM is also supported by problem classification. It is separating of letters based on the problem and activity in the company. And the form of problem classification is Alpha Numeric.

In combination Agenda Book or Computer with problem classification, the preliminary procedure of filing the incoming and outgoing letters can be handled well and efficiently. And the writer does not agree with Zulkifli's opinion which states that procedure of controlling letter by Agenda Book can take long time and difficult when we want to find each letter in a folder.

## 4.2 Suggestion

In this sub chapter, the writer would also like to give some suggestions which may be useful for the progress of PT. Telkom AWG Kudus :

1. Each folder in filing cabinet should be arranged based on the running of problem classification code.

   For example : folder in code HK ( *Hukum* : Law ) is placed in the left of filing cabinet and followed by folder in code KU, LB, LG etc.

2. To perform the office work efficiency, Administration Support Unit should add the equipment for storing letter.

3. To support administration office activity, it should be completed by photo

copy machine.