

CHAPTER I

INTRODUCTION

1.1 Reason for Choosing the Title

Every organization activity, whether it is in government or private, a good and comprehensive administration is badly needed to reach the goal that has been planned. One of many administrative activities in a company is handling letters. Since handling letters is a part of administrative activities, consequently it also needs to be well handled.

Efficient handling of letters is important to support the function of office operation. The importance of letters can be better understood from the simple fact that more than half of the business transaction is done by letter.

Beside modern electronic instruments, a letter as a media of communication is still chosen by many companies due to its effectiveness. By letter, there are less chances of creating misunderstanding as the messages can be re-read and studied whenever needed. Moreover, it provides evidence.

In a company, there are two kinds of letters, namely incoming and outgoing letters. To handle both incoming and outgoing letters is not an easy way, as it needs carefulness and patience. Because of this reason, the writer is interested in describing "The Handling of Incoming and Outgoing Letters at Terminal Peti Kemas Semarang (TPKS)"

1.2 Statement of the Problem

There are many aspects involved in handling incoming and outgoing letters, the writer put a big interest in :

1. What is the procedure of handling both incoming and outgoing letters ?
2. What equipment is used to store letters ?

1.3 Objective of the Study

The objective of this study is to describe the handling of incoming and outgoing letters and to describe the equipments used to store letters applied by TPKS.

1.4 Significance of the Study

This study will give significances to:

1. The students
In enriching the writer knowledge about the handling of incoming and outgoing letters applied by TPKS
2. The company (Terminal Peti Kemas Semarang)
In giving input that should be considered for the the company progress
3. The university (Dian Nuswantoro University)
In providing the readers with some information about the details of handling incoming and outgoing letters at TPKS.

1.5 Implementation of the Study

This field study was conducted from 18th February until 18th March at TERMINAL PETI KEMAS SEMARANG, Jl. Coaster 10 A. The result of this field study is as follows:

No.	Day	Date	Activities	Instructor
1	Tuesday	18-02-03	Introduction to all staff	B.M Suko
2	Wednesday	19-02-03	Understanding in handling incoming letters	Natje Sapa
3	Thursday	20-02-03	Receiving incoming letters	Natje Sapa
4	Friday	21-02-03	Looking data of incoming letters	Natje Sapa
5	Monday	24-02-03	Office Administration System	Natje Sapa
6	Tuesday	25-02-03	Office Administration System	Natje Sapa
7	Wednesday	26-02-03	Letters classification pattern	Natje Sapa
8	Thursday	27-02-03	Filing code	Natje Sapa
9	Friday	28-02-03	Filing Code	Natje Sapa
10	Monday	03-03-03	Understanding in handling outgoing letters	Natje Sapa
11	Tuesday	04-03-03	Making outgoing letters	Natje Sapa

1.6 Method of Data Collection

In writing this report, the writer used three methods to gain the information and data related to the topic. Those methods are:

1. Observation.

Observation is gathering information on the fact that will be studied by observing certain things, (Koentjaraningrat, 1994; 108). Using this method, the writer observed directly the daily activities of the administration at TPKS particularly in handling incoming and outgoing letters.

2. Interview.

Interview is the way used to obtain information from respondents by asking them series of question in either informal or formal situation. (Koentjaraningrat, 1994:128). Using this method, the writer interviewed the staff concerning the handling of incoming and outgoing letters.

3. Library Research

Library research is a method of data collection by searching the data from books and document in the library, which have any connection with the study. (Keraf, 1980:165)

Using this method, the writer also collected the data by reading and taking notes of many reading materials related to the problem.

1.7 Paper Organization.

Arranging this report, the writer organizes it into four chapter as follows:

Chapter I: Introduction. It consists of reason for choosing the title, statement of the problem, objective of the study, method of data collection and paper organization.

Chapter II: Review of Literature. It consists of theoretical review about incoming and outgoing letters, the principles used in handling letters, the procedure of handling incoming letters, the procedure of handling outgoing letters and the equipments used for storing letters.

Chapter III: The Handling of Incoming and Outgoing Letters at Terminal Peti Kemas Semarang. It consists of the history of Terminal Peti Kemas Semarang, organizational structure, job description and The Handling of Incoming and Outgoing Letters at Terminal Peti Kemas Semarang

Chapter IV: Conclusion and Suggestion. It consists of conclusion and suggestion for handling incoming and outgoing letters at Terminal Peti Kemas Semarang.