

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

After analyzing the handling of incoming and outgoing letters at Terminal Peti Kemas Semarang, the writer concludes that there are several main points to be concluded from the previous chapter.

Briefly, the staff of Administrative Division organizes the handling of incoming and outgoing letters at General Affairs Department using a system called centralization and a method of Agenda Book.

The procedure of handling incoming letters at General Affairs Department of Terminal Peti Kemas Semarang can be described as follows: receiving letters, opening letters, recording letters, sorting letters, and distributing letters. Whereas, the procedure of handling outgoing letters applied by Terminal Peti Kemas Semarang are making the draft of letter, typing the draft of letter, and sending the letter. Next, to keep the letters in a good condition, it is used some equipments namely folder, ordner, and filing cabinet.

#### 4.2 Suggestion

In this chapter, the writer would also like to give some suggestion, which may be useful for Terminal Peti Kemas Semarang, that the Administrative Division should improve more employees in handling letters, so that each person can handle incoming and outgoing letters.