THE HANDLING OF INCOMING AND OUTGOING LETTERS AT TERMINAL PETI KEMAS SEMARANG

PAPER

Presented in partial fulfillment of the requirements for the completion of Diploma III Program of the English Department specialized in Office Management

By:

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C21.2000.00185

FACULTY OF LANGUAGES AND LETTERS DIAN NUSWANTORO UNIVERSITY SEMARANG

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PAGE OF APPROVAL

This paper has been approved by Board of Examiners, Diploma III Study Program of English Department, Faculty of Languages and Letters, Dian Nuswantoro University on February 7th, 2006

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ABSTRACT

This paper, entitled “The Handling of Incoming and Outgoing letters at Terminal Peti Kemas Semarang (TPKS)”, is the result of field study conducted for one month (18 February-18 March 2003) at Terminal Peti Kemas Semarang. This study is aimed at describing the handling of incoming and outgoing letters at Terminal Peti Kemas Semarang.

To collect the data for completing this study, the writer has applied three methods of data collection namely: interview, observation and library research. The interview method was conducted to get information about the handling of incoming and outgoing letters in the company. The observation method was aimed at understanding the activities of handling incoming and outgoing letters. The library research method was studied to get additional information about handling incoming and outgoing letters.

From the data analysis, it can be concluded that the procedure of handling incoming letters at Terminal Peti Kemas Semarang includes:
1. Receiving letters
2. Opening letters
3. Recording letters
4. Sorting letters
5. Distributing letters

While handling outgoing letters at Terminal Peti Kemas Semarang includes:
1. Making the draft of letters
2. Typing the draft of letters
3. Sending the letters.
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