

**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:

ARIEF HIDAYAT
C21.2000.00185

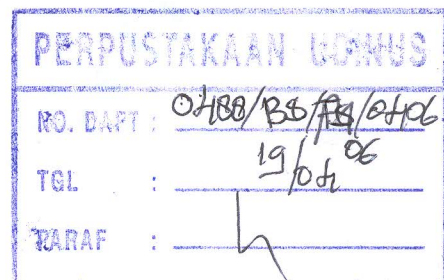
**FACULTY OF LANGUAGES AND LETTERS
DIAN NUSWANTORO UNIVERSITY
SEMARANG
2006**



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:

**ARIEF HIDAYAT
C21.2000.00185**

**FACULTY OF LANGUAGES AND LETTERS
DIAN NUSWANTORO UNIVERSITY
SEMARANG
2006**

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

Board of Examiners

Chairperson



Achmad Basari, S.S.

Member



Ardini Suryo Andriani, S.S.

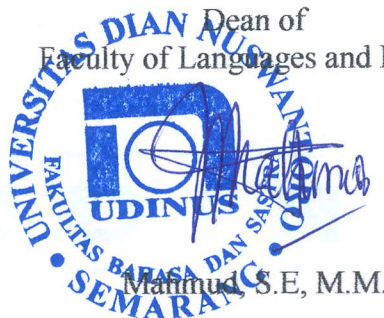
Adviser



Sarif Syamsu Rizal, S.S.

Approved by:

Dean of
Faculty of Languages and Letters



Mahmud S.E, M.M.

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.

TABLE OF CONTENTS

PAGE OF TITLE	i
PAGE OF APPROVAL	ii
ACKNOWLEDGEMENT.....	iii
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF APPENDICES	vii
LIST OF FIGURE	viii
CHAPTER I. INTRODUCTION.....	1
1.1. Reason for Choosing The Title	1
1.2. Statement of The Problem.....	2
1.3. Objective of The Study	2
1.4. Significance of The Study.....	2
1.5. Implementation of The Study.....	3
1.6. Method of Data Collection.....	4
1.7. Paper Organization.....	4
CHAPTER II. LITERATURE REVIEW	6
2.1. Incoming and Outgoing Letters	6
2.2. The Principles Used in handling Letters	6
2.2.1 Centralization.....	7
2.2.2 Decentralization.....	7

2.2.3 The Combination of Centralization and Decentralization.....	7
2.3 Procedure of Handling Incoming Letters.....	7
2.4 Procedure of Handling Outgoing Letters	8
2.5 The Equipment Used for Storing Letters	9
2.5.1 Folder.....	9
2.5.2 Filing Cabinet	10
2.5.3 Open Shelves	10
2.5.4 Rotary.....	10
2.5.5 Guide.....	11

CHAPTER III. THE HANDLING OF INCOMING AND OUTGOING

LETTERS AT TERMINAL PETI KEMAS SEMARANG ..	12
3.1. The History of Terminal Peti Kemas Semarang	12
3.2. Organizational Structure of PT. (Persero) Pelabuhan Indonesia III	13
3.3. Job Description.....	14
3.4. The Handling of Incoming and Outgoing Letters at Terminal Peti Kemas Semarang.....	14
3.4.1 Procedure of Handling Incoming Letters.....	15
a. Receiving Letters	15
b. Opening Letters.....	16
c. Recording Letters.....	16
d. Sorting Letters.....	17

e. Distributing Letters	17
3.4.2 The Procedure of Handling Outgoing Letters.....	18
a. Making the Draft of Letters	18
b. Typing the Draft of Letters	18
c. Sending the Letter	19
3.4.3 The Equipments Used for Storing Letters	19
a. Folder	20
b. Ordner	20
c. Filing Cabinet	21
CHAPTER IV. Conclusion and Suggestion	23
4.1. Conclusion.....	23
4.2. Suggestion	23

BIBLIOGRAPHY

APPENDICES