

## CHAPTER I

### INTRODUCTION

#### 1.1 Reason for Choosing the Title

Files should be managed well to achieve some purposes in completing administration documents. Files provide us information, an evidence, and documentary material. Files give us information about kinds and letters which are stored in filing administration unit. They give us an evidence in order to find the files easily and quickly when they are needed. File has an important role in administration activities. Important roles of administration filing are as central memory and source of information to do many activities for example planning, analyzing, making report, evaluating, controlling, and taking responsibility accurately. In connection with this, file should be arranged and stored in accordance with applied the procedure. The purpose is to find the file easily and quickly. There are many companies which are using their own system for filing which is more effective and efficient.

There are two kinds of filing activities, namely storing, and retrieval. Storing is an activity to place files in filing cabinet, file cupboard, box file, and folder. Retrieval can be done either manually or by using machine. Manual retrieval is controlled by the hand, while retrieval by using machine that can show the location of file storage in a computer.

The good procedure of filing the incoming and outgoing letters really has big influence to the company administration activity because it will support the success of work unit and the purpose of the company can be reached effectively and efficiently.

Based on the reason above, the writer chooses the title “ The Filing Procedure of Incoming and Outgoing Letters at PT Astra International Semarang.”

## **1.2 Statement of the Problem**

Based on the reason above, the problem mentioned in this paper is “ What is the filing procedure of incoming and outgoing letters as well as the filing equipment used at PT Astra International Semarang..

## **1.3 Objective of the Study**

The objective of the study related to the problem is to describe the filing procedure of incoming and outgoing letters as well as the filing equipment used at PT Astra International Semarang.

## **1.4 Limitation of the Problem**

Procedure of filing letters consists of the preliminary procedure and the saving procedure. Based on the statement above, the writer just wants to discuss

