THE FILING PROCEDURE OF INCOMING AND OUTGOING LETTERS AT PT ASTRA INTERNATIONAL SEMARANG

PAPER

Presented in partial fulfillment of the requirements for the completion of Diploma III Program of the English Language Department specialized in office management

by:

Afiyanto
C21.2003.00446

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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 15, 2007.

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ABSTRACT

This paper, entitled "Filing Procedure of Incoming and Outgoing Letters at PT. Astra International Semarang" is the result of field study conducted for one week (1st February - 28th February 2006) at PT. Astra International Semarang. This study is aimed at describing the filing procedure of incoming and outgoing letters at PT. Astra International Semarang.

The data of this study were collected by using observation, interview, and library research methods. The observation method was aimed at understanding the procedure of filing. The interview method was conducted to get information about the filing procedure in the company. Library research method was aimed at completing and supporting the data by reading literature material related to the problem.

From the data analysis, it can be concluded that the filing procedure of incoming and outgoing letters at PT. Astra International Semarang consist of several steps. The steps that PT. Astra International Semarang used for supporting the filing procedure of incoming letters are receiving, sorting, reading, recording, distributing, and storing letters. While the filing procedure of outgoing letters consists of making letter draft, typing letter draft, and sending letter. The equipment which are used at PT Astra International Semarang are portfolio, folder, filing cabinet, file box, and transparent file keeper.
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