

**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 :

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C21.2003.00446

**FACULTY OF LANGUAGES AND LETTERS  
DIAN NUSWANTORO UNIVERSITY  
SEMARANG  
2007**

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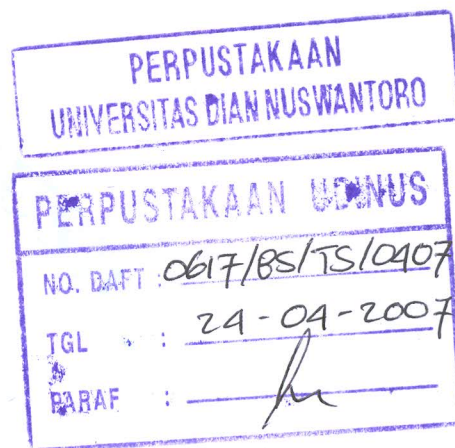
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## PAGE OF APPROVAL

This paper has been approved by Board of Examiners, Diploma III Study Program of English Departement, Faculty of Languages and Letters, Dian Nuswantoro University on February 15, 2007.

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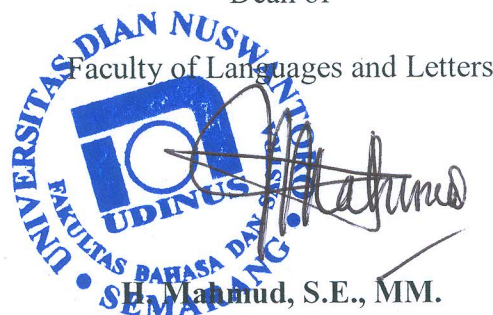


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## ABSTRACT

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 ( 1<sup>st</sup> February- 28<sup>th</sup> 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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