

CHAPTER I

INTRODUCTION

1.1 Reason for Choosing the Title

Basically, people need communication to socialize and so do organizations. By doing good communication, organization can develop well. It is believed that, one organization without good communication will not develop but it will decline.

Communication plays an important role in the organization development. Communication can be done in two ways, oral and written communication. Each of them has advantages and disadvantages. The advantage of having oral communication is that we can directly meet the interlocutor while the disadvantage is that we will waste our time, because at the very first meeting we need to discuss about something else before we get into the point. Besides that as imperfect people, sometimes we make mistakes, so the purpose will not be reached smoothly (Suhada, 1986 : 1).

The advantage of written communication is that we will easy to express or achieve our purpose. Besides that, we can also save our time and money. The disadvantage of written communication is that we do not know hoe the readers react when they read the letter (Finoza, 2002 : 3)

Letter is one of communication forms in written communication and it has advantage which can achieve our purpose. It also completes with legal signature, so that if there is a problem, the letter can be used as

evidence, because this letter has been legalized by the authorized person. Letter also has disadvantage, namely we do not directly see the interlocutor, so that we do not know how the readers react when they read the letter (Finoza, 2002 : 3)

Giving the number or letter classification is one of exact ways in filing. It means that if those files are needed again anytime, they can be found easily.

Many organizations use letter service for their daily activity to communicate with other organization or personally. By letter we can inform, clarify, and tell something or ideas to other people that stay far away and can be related with the sources (Suhada, 1986 : 1). Correspondence is a part that can not separated from the world of business.

Organization can develop because of the wide relation of businessman through effective correspondence (Bratawijaya, 1992 : 3).

Regional Investment Coordination Board is an institute in which its duty assist the governor in the field of capital cultivation. In its daily activity, Regional Investment Coordination Board uses letter service to communicate with other organization. There are two types of letter in Regional Investment Coordination Board, incoming and outgoing letter. Incoming letter is letter which is received by organization and outgoing letter is letter which is made by organization and sent to other organization.

Based on the reason above, the writer is interested in choosing the title "The Procedure of Outgoing Letters at Regional Investment Coordination Board".

1.2 Statement of the Problem

The problem is stated as follows :

What is the procedure of outgoing letters in Regional Investment Coordination Board ?

1.3 Objective of the Study

The objective of this paper is to describe the procedure of outgoing letters in Regional Investment Coordination Board.

1.4 Significance of the Study

The result of this study is hoped can be useful for :

1. The writer
To improve the knowledge, especially on the procedure of outgoing letters.
2. The reader
To be an additional reference, especially for those who want to study about this problem further.

No	DATE	ACTIVITIES
1	February 1, 2005	The writer went to Regional Investment Coordination Board to meet Mr. Hantel, the Head of Administration Department.
2	February 2, 2005	The writer gave the clearance, purpose orally and also the reason why the writer choose Regional Investment Coordination Board as the object of the study.
3	February 1, 2005	The writer interviewed Mrs. Glyndal the staff at Administration Department of Regional Investment Coordination Board.
4	February 3-11, 2005	The writer copied, wrote and typed letters in agenda (incoming and outgoing).
5	February 14, 2005	The writer interviewed Mr. Hantel the staff

3. The university

To add references that might be useful for the central library of Dian Nuswantoro University.

1.5 Implementation of the Study

The study was held for three weeks (from February 1 to 28, 2005), while the writer activities did during the study were :

No	DATE	ACTIVITIES
1	February 1, 2005	The writer went to Regional Investment Coordination Board to meet Mr. Hadi Purnomo, the Head of Administration Department.
2	February 2, 2005	The writer gave the clearance, purpose orally and also the reason why the writer choose Regional Investment Coordination Board as the object of the study.
3	February 3, 2005	The writer interviewed Mrs. Giyanti the staff at Administration Department of Regional Investment Coordination Board.
4	February 4-11, 2005	The writer copied, wrote and typed letters in agenda (incoming and outgoing).
5	February 14, 2005	The writer interviewed Mr. Hendri the staff

		at Promotion Department of Regional Investment Coordination Board.
6	February 15-28, 2005	The writer opened internet and read message from investor.

Table 1. Implementation of the Study

1.6 Method of Data Collection

To write this paper, the writer used several data. while the method used in collecting there are as follows :

1. Observation

Nazir (1988 : 212) states that Observation is “method of data collection by using our eyes without standard tools”. By using this method the writer observed directly the personal department and operational department and also the facilities in Regional Investment Coordination Board.

2. Interview

Nazir (1988 : 235) states that Interview is “process interaction between interviewer and respondent”. By using this method, the writer interviewed the staff at Regional Investment Coordination Board about the procedure of outgoing letters.

3. Library Research

Nazir (1983 : 3) states that Library Research is “metode pengumpulan data dengan menggunakan buku-buku literature yang berhubungan dengan penelitian. (Library Research is a method of

collection data by using literature books used in the research). In this method the writer read the books related to the problem.

1.7 Paper Organization

The organization of this paper is :

Chapter I : Introduction. This chapter consists of reason for choosing the title, statement of the problem, objective of the study, significance of the study, implementation of the study, method of data collection, and paper organization.

Chapter II : Literature review. This chapter consists of letters, function of letter, type of letter, and procedure of outgoing letter.

Chapter III : Procedure of outgoing letters at Regional Investment Coordination Board. The chapter consists of history of Regional Investment Coordination Board, job description of Regional Investment Coordination Board, and procedure of outgoing letters at Regional Investment Coordination Board.

Chapter IV : Conclusion and suggestion.