

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

Based on the research and discussion it can be concluded as follows :  
Letters handling is all process management activities of correspondence, there is handling of outgoing letters.

The steps and procedure of outgoing letters done at Regional Investment Coordination Board are :

1. Drafting
2. Approving draft
3. Numbering
4. Typing
5. Legalizing
6. Recording
7. Copying the Letters
8. Sending the Letters

If the letter related to more than one department, the draft must be forwarded to each department first.

#### 4.2 Suggestion

1. It is better for the Regional Investment Coordination Board to add more computers, especially in the administration department, so that the activities in the office will be done smoothly.
2. To support the administration department activities, it should be completed by photocopy machine, so that if we need to copy some letters, we will not go to another place to copy them.