

CHAPTER 4

CONCLUSIONS AND SUGGESTIONS

4.1 Conclusion

The observation activity is done by the writer in order to fulfill one of the requirements to get the degree of Ahli Madya is well done by the writer in one week. During the observation, the writer can see and observe what is done by the secretary in doing his tasks, thus gain the understanding and opinion about the tasks of a secretary. The writer is very happy because by doing this observation, the writer can directly experienced the importance and understand the description of how to be a secretary in the real world work.

In Immanuel Children Development Center (PPA), the writer can observe and learn everything related to the real job of a secretary in an institution. The writer gets many experiences which are really beneficial for the writer in facing the real world work later on. In doing this observation, the writer also faced some problems. These problems motivate the writer to work hard in order to solve the problems, by doing so, the writer gains new experiences and knowledge as well.

4.2. Suggestions for English Department of Satya Wacana Christian University and Immanuel Children Development Center (PPA).

During the observation, the writer found that there are some things need to be improved by English Department of Satya Wacana Christian University and Immanuel Children Development Center (PPA).

As what is explained in the previous points that the writer found some problems during the observation. The writer suggests that English Department needs to provide more facility, especially for the students that are majoring in office administration in

which by providing the facility can help the students what they have learned in the classroom.

The writer also suggest to Immanuel Children Development Center (PPA) staff to pay more attention on how to tidy the documents well that will be easy for the secretary to find the documents if needed.

For the English Department students that will do observation to take all new experiences gained during the observation as the beneficial experiences to face the real world work.

