

CHAPTER II

THEORETICAL REVIEW

2.1 OFFICE MANAGEMENT

Office management is a process undertaken by an organization to achieve the goals of the organization or institution, that thing also same with definitions of office management according to some experts like Komarudin Sastradipoerah in <http://www.academia.edu/4781360/> MAKALAH_I said that “The office Management as a branch associated with service management (service) in the acquisition, recording and analyzing information, planning and communication with the functions and organization of management care for activities, developing the functions and activities and achieve its goals.” So from the some definitions, we can know if the office management is very important in a office and The Liang Gie in Lina Nurasih (2014) summarizes that “the management office is planning activities, organizing (arranging and composing), directing (giving directions and instructions), supervising and controlling (do control) until organizing an orderly thing.”

2.1.1 SCOPE OF OFFICE MANAGEMENT

From <http://www.academia.edu/4781360/> MAKALAH_I, Charles O. Libbey divides the scope of office management into nine areas, i.e. office space, office communication, office personal, furniture and equipment, appliance and

machine, supplies and stationary, methods, records, and executive control.

2.1.2 OFFICE JOBS

Office is a place to doing anything of jobs especially for office jobs, According to Leffingwell and Robinson in The Liang Gie (1996), office jobs can be clasified into the following activities:

- ❖ Receiving, dispatching, and shipping orders.
- ❖ Billing.
- ❖ Correspondence, dictation, typing.
- ❖ Filing.
- ❖ Passing credit and collecting outstanding accounts.
- ❖ Handling, distributing, and dispatching mail.
- ❖ Duplicating and addressing work.
- ❖ Miscellaneous, such as telephone, receiving visitors, messenger service. Special tasks that objectives: Simplication of system; elimination of unnecessary Work.
- ❖ Making records.

2.2 OFFICE EQUIPMENT

In each of office actually should be have the office equipment, below are some definitions of office equipment according to some sources: Administration Encyclopedia, mentions that office equipment is “a whole things that used to help continuity tasks of administrative or administration”.

Also from <http://onlyinrizky.wordpress.com/2012/08/28/peralatan-kantor/> mention that “office furniture is every kind of office goods which function to support the office work”.

2.2.1 CATEGORIZATION OF OFFICE EQUIPMENT

The office equipment have four categories that are office furniture, office Supplies, office machine, and office ornament.

2.2.2 ADVANTAGE OF OFFICE EQUIPMENT

The office equipment have some advantages. Moekijad (2002) writes some of advantages of office equipment. First, saves labor, by using machines some employess may be moved to another section. Second, save time, for example in making a payroll we can use a computer so we can make it faster. Third, improve the carefulness and quality of jobs, for example adding machines to get accurateness. Fourth, reduce boredom. The machines can make the employess enjoy in their work. Moreover, the machines make the work is quickly finish so the boredom maybe reduced. Fifth, the work is better, for example an invoice typed by using typewriter for example cheque writer machines for check anti-fabrication or fraud. Six, reduce employee fatigue, the machines very help the employee in the work for example using an electric typewriter, with it so the employee can reduce of the fatigue and also increase the quality of the work. And last, give more information, for example by using a computer, it can also save the document so if somebody need the document or other data, the machine can provide the document faster.

2.3 GENERAL IDEA OF THE CORRESPONDENCE

The general idea of the correspondence according to Durotul Yatimah (2009) “Letter is one tools of written communication to convey the information from one party (people, institution, or organization) to other party (people, instance, or organization)”. Durotul Yatimah (2009) also said that handling of letter is arranging activities that is begun from receiving an incoming letter, processing, or complete it until the letter is archive. For outgoing letter, started from make a letter until the letter sent and the copies be archive.

2.3.1 THE GOOD SYSTEM OF CORRESPONDENCE

Prajudi Atmosudirjo mentions three requirements to develop a good correspondence system in an organization as follows:

- It should confirm who sign the letter, about what, and to what extent they may bind the organization, although only a statement or source of information.
- It should have correspondence facilities, for example the supplying of stenographic, dictation machines, etc.
- It should have a system that guarantees the improvement of out going letters quality because the letters are ambassador for the organization.

2.3.2 THE ADVANTAGE OF HANDLING LETTERS

Lina Nurasih and Sri Rahayu (2014) mention that the advantages of handling letters are giving:

- A clear description about the content of the letter that needs to be conveyed.
- Positive impact to create effective communication for the organization.
- Help to achieve organization goals easily.

2.4 HANDLING INCOMING AND OUTGOING LETTER

The handling incoming letter has five procedures that are receiving letter, sorting letter, recording letter, directing letter, and archiving letter. For the handling of outgoing letter has seven procedures that are drafting letter, typing letter, editing letter, folding and enveloping of letter, writing letter address, recording letter, delivering and archiving letter.

2.5 HANDLING LETTER WITH AGENDA BOOK SYSTEM

Agenda book is a book to record the incoming letters which has three forms. First, the single book's agenda, that is recording incoming and outgoing letter with in a series numbers (mixed) in every pages and only for one year. Second, twins book's agenda, that is recording incoming letter and outgoing letter in the respective (separate book). Lastly, paired/multiple books agenda, that is for noting the incoming letter and out letter in one book. For listing agenda, Yurotul Yatimah (2009) mention that before noting on agenda's book the secretary should imprint (stamp) the agenda on empty space at the first page of the letter. Stamp includes date, number, code, incoming letter, and initial officer.

2.6 HANDLING OF ARCHIVES

Archiving is an important activity for correspondence which organizing all of incoming letters and outgoing letters in a company or institution. Equipment for handling archives are filing cabinet and ordner. The filing cabinet equipped with tab, guide, hang folders, schenekhecter folder, folders, and files tickler so it can load many documents. Other kind of ordner or equipment for archives are letter tray, safe-keeping document, book case, visible record cabinet, compact shelving rolling (roll-o-pact), rotary filing systems, compact rotary filing, mobilplan filing system, etc.