

## **CHAPTER III**

### **ANALYSIS**

#### **3.1 DESCRIPTION**

##### **3.1.1 WORK OBSERVED**

Based on the observation and interviews, some of the works from the observation were appropriate with the theories like the office management practice, scope of office management, office jobs, role and characteristic of administration, office equipment, handling outgoing letter, handling incoming letter and archiving letter. However, some of the theories did not appropriate with the real practice of work. First, there were some office equipment that could not be found in the office, for examples dictating machine, adding machine, microfilm machine, etc., It was because of the very limited space of the office and procurement procedure that was not easy. Second, process of handling the incoming letter, i.e. receiving letter, sorting letter, recording letter and directing letter, is similar with the theory but the steps are different in several parts. Third, handling letter with agenda book system especially for listing agenda did not appropriate with the theory that the listing agenda did not use stamp but only recorded in the agenda book.

##### **3.1.2 PATTERNS**

In the observation, the writer found some patterns, as follows:

- ✚ Office management, it was implemented in the office.

- ✚ From the observation, the writer found some patterns on how to implement the office management, such as every six months the principals do the controlling, organizing, recording, directing, analyzing information, and supervising educational personnel by not only asking about problems but also carrying out evaluation and direction to all job. The planning are recorded in work programs of SMP Kristen 2 Ebenhaezer Salatiga that is done once in a year. For organization, the school is a responsible to foundation, but all school's internal sections are responsible to the principal in accordance with the organizational structure of the school. Administration activities are done by one person that is responsible for handling all of schools correspondence such as receiving, dispatching, shipping order, billing, dictation, typing, etc.
- ✚ Office equipment, several things to procurement of goods are: the purpose of facilities, financial / budget, and skill. The procurement procedures of the goods should be made. It started from making plans/ project proposal, then sent it to the foundation to be approved. It sometimes needs longer time, about a week, for the foundation to consider three main points above. The most important is price of the goods. If the goods are inexpensive and reasonable then it might be approved. However, if the goods has big-size and the realisation of the machines which need much money it will likely be in the "pending" status.
- ✚ Handling of incoming letter, the pattern of handling of incoming letter

are receiving letter, sorting letter, recording letter, and directing of letter. When she received the letter, the administration just looked and asked the sender about the origin and purpose of the letter and then gave the letter directly to the principal (without opening it first except the letter is very important and should receive a reply on the same day or if the principal was not in school), to be read and followed up. For sorting letters and recording letters, these steps were not done at the day but the sorting was done once a month or even once in every three months. For directing letters, in this case the incoming letters before following up, the letter must be disposition by principal, after that followed-up by the leader or other section in accordance with disposition instruction of the principal. Then, the principal returned the letter to administration, or directly gave to the teacher or archived it if it's for the office letter. The disposition also was attached with the letter.

✚ Handling of outgoing letter, some of patterns for handling of outgoing letter are drafting letter, typing letter, editing letters, folding and enveloping letters, writing letter address, recording letter, and delivering letters. The drafting letter is flexible. It can be made by principal and then edited by the administration or the administration made the draft according to the direction of the principal e.g. creating an invitation, letters of agencies, etc. The draft then was given to the principal, perhaps to be edited, and took the final draft back from the principal. For typing letter, it used 70 grams HVS size A4 and F4.

It may make use of computers or typewriters.

- ✚ Folding and enveloping letters for formal letter use “3 fold” (Accordion fold) and “4 fold” (Semi accordion fold), but not for informal letters, such as an invitation letter to parents, students invitation, announcement letter. Letters that couldn’t be folded use a large brown envelope size. Envelopes were used for letter that sent to other institution and education departments. Letter address was written at the bottom right of the page (where the address, the instance/person intended). After the letter had been signed by the principal as a leader, the administration recorded it directly into the external expedition book (outside of school) and internal expedition book (in school). Before the letter was delivered, it should be recorded in external expedition book. The expedition book functions as an evidence if one day the recipients forget if they had ever received the letter. The external agenda book contains of number, date, purpose, terms, and initials. Whereas, the internal agenda book contains: date, content, recipient, signature.
- ✚ Handling of letter with agenda book system, also had a pattern. The administration collected all of the letters and then did the sorting. All of incoming letters were collected. At the end of each month or a maximum of three months, the incoming letters are sorted based on the education department, other institutions and from the Ebenhaezer Foundation. After sorting based on the sources, the letters were arranged by month, date, and number, then recorded them on the agenda book.

The agenda contains of number/date, letter number, sender, and contents of the letter. The procedure of handling outgoing letter agenda was not much different from incoming letter. However, the recording of each outgoing letter every day used expedition book both external and internal, after the letters were sorted and recorded in an outgoing letter's book.

✚ Archiving, the last procedures in handling letters which was done after sorting and recording. Equipment and supplies used to archive included filing cabinet (made from wood), ordner, letter tray (specifically for archive the financial report), computer, desk tray. The equipment were used for incoming letter, outgoing letter, school reports, financial report, invoice, etc. The archiving was located in the room of administration office. When the archived has reached a 10-year period, it will be resorted.

### **3.1.3 DISCREPANCY**

According to the writer, there are some factors that cause the discrepancy. First, the theories tend to be more procedural and have any steps. However, for the effectiveness of time and to accelerate the office work the staff didn't follow all procedures. Second, although the administration staff has secretary background, she also should work in other sections, so she should be flexible without relying on the theory. It is because not all of the staff in the office have skill or knowledge on administration.

### **3.2 THE USE OF ENGLISH.**

In general, there were not problems related to the use of English in this section. However, once there was a student who wanted to move abroad, so the academic rapport should be translated into English. It can be said that the administration had ever used the English language in written form but it was not performed in daily work activities.

### **3.3 REFLECTION OF THE OBSERVATIONS**

From this observation the writer could provide new knowledges to all of the readers about the office equipment and correspondence. Particularly, this report will make the readers understand how to do services in an office, as well as the role and activities of the administration staff. It also may describe how an employee works in a professional manner with a high level of skill and dedication in their sections. Before conducting the observation, the writer thought that the administration works are easy. As a matter of fact, the administration works are complicated and sometimes the administration staff must work beyond their basic tasks. So, the administration staff need skill, patience, perseverance, and professionalism.