

CHAPTER III

ANALYSIS

3.1. DESCRIPTION

In this description will expose the compatibility of theories and practices, find the incompatibility, working pattern and some things which influence the incompatibility of theories and practices according to the observation.

3.1.1. Compatibility of theory and practice

Most theories learned from study of *Pengembangan Diri* (Self Development subject), English Office Administration, and other secretary subjects are applied in work of secretary in PT MAKMUR ALAM SENTOSA. Especially when handling telephone service, because it is not only showing skill to talk, it also needs the capability to behave carefully. Theories of the main jobs of secretary, such as how to handle telephone conversation; manage preparation to make telephone calls and how to give best services are used by secretary in this company. Self Development subject teaches students to have a good attitude. To be professional, it takes an important role in this job of telephoning, because when a secretary does not show professionalism by having good attitudes then the services will result nothing moreover in telephoning.

These are the results of analysis in the use of the telephone call in PT MAKMUR ALAM SENTOSA which are compatible with theories:

- Types of secretary

The secretary can be categorized as an organisation secretary because the

secretary works under many departments and also he is a junior secretary that just worked for about three years as a secretary.

- Job of secretary

The jobs handled here were as an aubade operator in the morning to warm up the employee before starting work, made and received telephone call, followed up proposal, received guest, made appointment, sent faximile, prepared official journey, and prepared meeting.

- Types of telephones

There are two kinds of telephone used here. The first is walky-talky phone (classified as moving phone) that is used by security and department head. And second is single line telephone (can be clasified also as table phone, wall phone, informative phone, and external phone).

- Rules of telephoning

When secretary did telephoning he would see first to the caller number if it is coming from department or people inside the company he would serve it casually but still mannered. If the caller was coming from outside then he would carefully served the caller, so also if they wanted to make a call. They did not let the phone rang more than three times, did not greet with saying “hello”, spoke carefully and friendly, used simple and clear words or sentences, not fast to talk, politely asked to hold if the caller wanted to transfer telephone to someone.

3.1.2. Incompatibility of theories and practices

Even most of theories are used by secretary in this company, but there are some cases which are not equal with the theories principle.

First, when a secretary makes calls, according to Wursanto (2004) secretary has to introduces her or his identity then mentioned the identity of company. In fact, the secretary did not introduce himself but they greeted and introduced the company only. This fact can be seen in this greeting : *“Good morning with PT MAS, could you transferred to Mr. Uchi please ?”*

Second, there was no telephone message form that used here. Usually telephone messages form is always used to help secretary organised her or his own work, also to obtain data from other people, and to maintain essential records which is needed someday if there will be an error or mistake in deliver messages and information (<https://books.google.co.id/books?id=N8eAAgAAQBAJ&pg=PA55&lpg=PA55&dq=the+use+of+telephone+message+form&source>). In fact when someone called and wanted to talk with someone else in the office the secretary directly made an extension calls. If the addressed people was unavailable the secretary gave some options to them. If they wanted to leave message then the secretary would write it down manually in a piece of paper or in a word documents in computer before delivering the messages. Usually the messages will then be delivered directly not in written way. The next option was secretary would ask the caller to end the telephone and hold till the people addressed was available and secretary would call them back. Even this theory is not used by this company but the messages and information are addressed and delivered rightly and secretary having no experiences of misunderstanding in this case.

3.1.3. Working Pattern

According to the observation, there is a pattern of delivering telephone messages. Having no telephone message form is not making the delivery becoming so crucial. The secretary said *“We did not use many procedure here, but it results well, not using telephone message form because it is crucial and taking longer time to handling on that things”*. PT MAKMUR ALAM SENTOSA is having DASH AND DRIVE (*gerak cepat*) system. All of the department here including offices and production hold this principle. The management is not wishing for complicated appearance such as writing down messages and delivered it. They choose the shorter way by directly addressing the caller to someone they want to talk to.

3.1.4. Things influence the incompatibility.

These are some things influences the incompatibility:

1) Managerial system

The management does not use things they think it would make them work slower. It is because PT MAKMUR ALAM SENTOSA is a production company, they want everything finish fast and well.

2) Human resources

There are lots of things need to be worked here, one person could be in charge of at least four tasks in their department everyday. Lots of responsibilities bear by one person makes the unavailable things like telephone message form is ignored. So it needs another person to be in charge on this matter.

3.2. THE ROLE OF ENGLISH

In this Globalisation era, global market is growing fast, the working competition is getting harder. English as the international language need to be learned by people so they can fight and strive in the working world because people who is not skilled in written or oral English will be left behind.

3.2.1. The role of English in this company

PT MAKMUR ALAM SENTOSA is a factory, so most of the employees work in the production department should not speak or talk one with another. Even though this company is also exporting product but they would never do things related to the activity which usually needs capability to understand well English, written and oral. The main administration is handled by PT SAMKO TIMBER (The Marketing and Central Office of PT MAKMUR ALAM SENTOSA). All the activities including ordering product are happened in PT SAMKO TIMBER. The information of ordering is translated into Indonesion before it is delivered to PT MAKMUR ALAM SENTOSA.

Until now there is no activity related to the use of English in conversation. English is only used by the general manager to contact the importer. It shows when the secretary said *“no one speak English here, nobody use it except manager, because he is the one who keep contact with the exporter and marketing”*.

3.2.2. Form of the use of English

The only form of using English is in written English. It is used just to name or label things like giving name of a division and technical terms.

3.2.3. Obstacle of the use of English

The obstacles of using English that found in this company are :

- Environment; The environment is uncondusive to use English because nobody uses English.
- Chance; Because nobody talks in english then there will be no chance to talk in English or even learning English.
- Education; Most of employees graduated from senior high school, but few of them also passed the junior high school and more elementary only. These make employee can not speak English because they have no enough education of learning English.

3.3. REFLECTION

After finishing the observation, the writer learns and understand very useful thins. This experience will make writer learn to strive to be good and to be profesional in the work later. These are some excess, shortages and learning got during the observation.

3.3.1. Excess and shortages

From the observation the writer found various system used in the working world. The system depends on the kind of a company, so not all the theories can be totally applied. It needs to be sorted carefully, which is compatible and which is not.

Unfortunately the writer had no chance to apply theories, she just saw the activity of the secretary and analyzed it. If the writer can practice to handle telephone call it will be better because she would have a real experience. The writer also had no much time to observe deeper, the time was so limited. It was because the manager gave permission only for about four hours a day to do observation.

3.3.2. Learning

The writer learned many things from this observation, such as knowing how and what things need to be prepared before making call, how to make a good telephone call, how to control conversation in telephone, how to respond messages and how to make extension calls.