

CHAPTER 1

INTRODUCTION

I. BACKGROUND

Almost all departments in a company run the administrative works. That is why the administration management works should be effective for the goodness of that company. Administration works in office are often considered as easy jobs. Because of this assumption, administration works is not managed well and the activities related to this become obstructed. The administration activities consist of: planning and schedule of activity, messy files, inconsistency of document classification, and still many administration managements that are caused by administration works because the slow response and any inconsistencies in all activities cause time inaccuracy jobs completion.

A company must have office that runs all of administration management for the fluency of its business. The employees; chief secretary, office manager, and all administration staffs should realize the mission of their work place. To reach that, they should not underestimate every single part of the jobs in their office, especially the office jobs. Every job should be planned as well as possible in order to reach the achievements or office goals on time with the expected result.

Nowadays, the competition among companies massively and strictly happens. That is why the administration employees should be more pay attention and give their maximum effort in order to complete every target on time. To achieve that, the employees also need to be able to use any electronic media and equipments, moreover, nowadays' development of those things really help the effectiveness of the jobs and everything could be done efficiently. Effective means that all works or jobs are covered well by the time, organized, and systematic.

In the last ten years the business email communication has been researched from several perspectives, providing different views on this new emerging communication genre. Most discussion on email letter has been theoretical in nature leaving to the English for Specific Purposes (ESP) and Business English; moreover Baron (2000, 2002) has discussed stylistic features such as the length of the messages, abbreviated and elliptical form. That is

why; email letter is very possible to be used for reaching the aim of the office to do the office works more effectively.

II. TIME AND PLACES OF THE OBSERVATION AND INTERVIEW

The interview was done in three days on Monday, 8 December 2014, Tuesday, 9 December 2014, and Wednesday, 10 December 2014 in *Le Beringin Hotel Salatiga*, at **Human Resources Development (HRD) Department** office, at noon.

III. PROFILE OF LE BERINGIN HOTEL SALATIGA

Le Beringin Hotel Salatiga is located at the center of Salatiga, around the markets, bank, drug store, food court, and other conveniences which has 66 rooms. It has 24 hours services and gives the best convenience for the customers.

It was built by Mr. Handoko and started to operate since 1 March 1969. At the first time, this hotel had 4 rooms but then as the development of the economy of Kota Salatiga, *Le Beringin Hotel Salatiga* added more rooms and the facilities like restaurant, bars, swimming pool, event and meeting rooms, spa and aromatherapy service, and hot spot.

Le Beringin Hotel Salatiga was built and run by the big family of Mr. Handoko, but after he passed away this hotel was inherited to his son and daughter. For the main responsible of the operational of this hotel was given to Mr. Ir. Roy Budhianto Handoko who is now becomes the President Director of *Le Beringin Hotel Salatiga*.

This hotel is located in Jalan Jendral Sudirman 160 Salatiga, Cental Java, Indonesia and also known as PT. BERINGIN HANJAYA SEJAHTERA.

IV. INTERVIEWEE PROFILE

1. Mr. Prana Rahardjo

Mr. Prana Rahardja or also called Mr. Prana is a manager at Human Resources Development (HRD) Department in *Le Beringin Hotel Salatiga*. He was born in Salatiga on September 22, 1972 and he has been working at *Le Beringin Hotel Salatiga* for one

year. He studied at **Management Economy** of Satya Wacana Christian University in 1991 and was graduated from there in 1995.

2. Miss Sinta Krismiati

Miss Sinta Krismiati or also called Miss Sinta is the secretary and the administration staff at Human Resources Development (HRD) Department in *Le Beringin Hotel Salatiga*. She was born in Salatiga on January 20, 1990 and she has been working there for nine months. She studied at **Faculty of Mathematic and Education** of **Satya Wacana Christian University** in 2007 and was graduated from there in 2011.

