

CHAPTER 2

THEORITICAL REVIEW

I. OFFICE ADMINISTRATION

According to William and Robinson in 1950 (p.47) office administration has a function which is a branch of the knowledge of administration related to the implementation of office works efficiently wherever it is taken place. While G. R Terry (1974; 48) stated that office administration is planning, controlling, and organizing the office works so that they can reach the goals and targets that are appointed before. Planning is about making schedule of what are must be done on one day or several periods. Controlling is about checking whether the plans that have scheduled are done on time. While organizing is surely how to arrange the plans and time like what the targets are. In relation to the achieving of the main purpose of the office administration a company, which is basically an organization, cannot be separated from these things.

1. Management function consists of planning, organizing, actuating, and controlling of any kind of activities in that organization.
2. Office operational function, which is generally consist of marketing field, production or operational, finance, human resources, and office administration. From the definitions above, it is obvious that office administration covers a large area; it is the controlling of all works that is related to the information.

II. EFFECTIVE

Effective is the achievement of the expected efforts like what has planned (doing the right things) or when the plans achieve the expected result (Akmal, 2006:36). Effectiveness refers to how success the things are done. In other words, effective is about doing the right things. In office, one of effective act is using technology for training and other works, especially administrative works.

There is one thing which is related to effectiveness, it is efficient. Both of those things are important in office management. Efficiency also showed by how fast the things are done. Both of effectiveness and efficient are related each other. A company must consider

how those two things go together; doing the right tasks and do the tasks fast so that everything is done on time

III. BUSINESS CORRESPONDENCE

Correspondence is communication by exchanging letters with someone (Kamus Besar Bahasa Indonesia). So, the ones who communicate by letter are doing the correspondence activity.

Business according to Musselman and Jackson (1992; 15) is the activities that are done for fulfilling people's economic needs. So business correspondence is communication related to business activities in written form. Business letter is the most formal method of communication following specific formats. They are addressed to a particular person or organization.

IV. EMAIL IN COMPANY FOR BUSINESS CORRESPONDENCE

Email is the least formal method of business communication. It is the most widely used method of written communication usually done in a conventional style. Most discussion on email language for business letter has been theoretical in nature leaving to the English for Specific Purposes (ESP) and Business English (BE). According to Charles J. Muhl (2003) the widespread of the internet and electronic mail (email) has transformed the way business is conducted in the typical American workplace. Written communication to almost anyone in the world now can be completed instantaneously; information about any subject encountered in a daily job task can be retrieved in seconds from the internet.

Because of this instantaneous mechanism of work of the internet, then people started to use this for any kind of communication and company considered to use the internet, especially electronic mail to do business correspondence faster in order to reach the company's goal more effectively. They do not have to wait for several days to send and receive the business letter. Moreover, the company can economize the use of papers which one day would be useless things and then destroyed by the paper shredder.

V. FILING SYSTEM

Filing system is the system that is used for saving the files so that be easy to find when they are needed anytime (Doni Juni Priansa, 2012). This system is arranging the files systematically, organized, based on alphabet, numbers, or the combination between number and the alphabet as the identity of the files. The other ways are filed the files by the date and geographic. According to Sedarmayanti (1997: 57) filing system also needs equipments like folder, guide, filing cabinet, etc. Those equipments are for making the filing system works be easier and systematic. In a computer, a file system (sometimes written file system) is the way in which files are named and where they are placed logically for storage and retrieval.

VI. ENGLISH FOR BUSINESS

According to a publisher *Niegel Newton*, English is now a global language that belongs to all those who speak it.' English nowadays has hegemony and influence the world especially in business. Companies compete to use it for the development of the companies so that they could follow the massive change of the era. Business is not only talking about the companies that reveal the goods product but also a place which give services like hospital, banks, and hotels.

The business made tasks for the employees in relation to English and these things are necessary to master. They are:

1. The ability to communicate appropriately with superiors, colleagues and subordinates, and to representatives of other companies from abroad.
2. The ability to assist an English-speaking (native or non-native) person when hosting business partners from abroad.
3. To participate in the social life of the enterprise (e.g. sports and social clubs, etc.) when visiting business partners abroad.

There are two types of using English for business; spoken and written. The ability of speaking English is needed the most in some departments of the companies especially Marketing, Human Resources Development, and Public Relation. English written is needed for almost all departments, especially for those who work in office administration. Those

departments surely will deal with letters and they have to be able to understand the letters when the letters are written in English.

