

CHAPTER 3

The field study report

3.1 The Place and Time of the Field Study

This Field Study was completed in SMK Kristen (Business and Management) which located in Jl. TentaraPelajarNo 6 Salatiga. The writer started this Field Study from January 30, 2013 to March 8, 2013.

Approximately for 6 weeks, the writer spent her time in the Administration division, and completed the given tasks. The writer could not fulfill all the corrected regulations in SMK Kristen (Business and Management) because the writer had to attend the course and also work as part-timer in PPA Immanuel IO-968 – Salatiga. The office hours in SMK Kristen (Business and Management) are Monday to Thursday (07.00 – 13.00), Friday (07.00 – 11.30), and Saturday (07.00 – 12.45).

3.2 Institution Profile

Name : SMK Kristen (Business and Management)
Headmaster : Mr. EkoPambudyo, S.Pd
Address : Tentara Pelajar street No 6, Sidomukti,
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3.2.1 The Background History of SMK Kristen (Business and Management)

It was started from the SidangSinode II of Christian churches in Central Java which discussed about the intention to build a special school for economy, or at that time called as SMEP. This school had an objective to educate young generation in economic field. Moreover, it was built to prepare and equip skillful work forces in the education field of social-economic development cadres for the church and the center for rural development education. Due to the large number of SMEP found in Central Java, thus there was built a connecting school between SMEP and Economics Faculty which subsequently will be present in Central Java. Finally, it was found a *SekolahMenengahEkonomi Tingkat Atas* (SMEA) Salatigain tahun 1985, the exact date was on August 1st. In 1996, the *SekolahMenengah Tingkat Atas* (SMEA) *Kristen* changed its name into *SekolahMenengahKejuruan (BisnisdanManajemen) Kristen*. The principle being stringly held by SMK Kristen (Business and Management)is that to serve with heart. And reaching its 50th years, SMK Kristen (Business and Management)has been able to graduate 7,304 students who are working in many Indonesian regions with various professions.

3.2.2 Vision and Mission of SMK Kristen (Business and Management)

The vision of SMK Kristen (Business and Management)are as follow: to be an educational institution that is able to produce human resources as personnel who have moral, serving in spirit, and professional in taking part of embodying the peace, prosperous, equitable, and wealthy society.

Meanwhile, the missions of SMK Kristen are:

- To develop a conducive teaching-learning process and bring the students to have adequate skills and expertises that being supported by professional educators.
- To build a laboratory that are relevant with skills and expertise for middle work forces.
- To create a conducive environment for developing students' spiritual mental.

In addition to vision and mission, SMK Kristen also has its special objectives, such as:

General Objectives

- The availability of adequate learning means and media.
- To increase the learning quality that will be directed to the increase of the quality of students graduated based on IPTEK.
- The availability of proper classrooms.
- To create the clean and healthy school environment.

Special Objectives

- To grow students' learning spirits.
- To create comfortable and fun learning atmospheres.
- To make school tenacity even stronger and sturdier.
- To beautify the school.
- To provide a proper learning place.

3.3 Activities Done During the Field Study

In SMK Kristen (Business and Management), the writer only performed activities in the administration section. During the Field Study, the third grade students were going to face their National exam, practical exam and *try out* held by the school and city level, thus the writer was asked to help in the administration section (*Tata Usaha*). As written by Ursula Ernawati in her book entitled *Pedoman Lengkap Kesekretarisan* (2004:14), the jobs of secretary are divided into three parts: routine jobs, special jobs, and other particular jobs. The writer will group those jobs.

Routine Jobs

- Filing the in and out letters, the writer could implement the theories obtained during the office management course in arranging and filing the in and out letters based on their codes. For example: the HM letter code was used for letters that were related to community/society. Letter numbering was also important in filing or recording the in and out letters.
- Duplicating in or out letters for the sake of filing.
- Checking the third grade students' reports and if they weren't complete yet, the writer had a task to ask the report from the class teacher and reminded her or him for any incompleteness.

Special Jobs

- Checking stationeries for examination.

- Inputting data of first grade students.
- Recording the field study destinations in the source book for second and third grade students.
- Checking the Junior High School diploma of first to third grade students.
- Recapitulating students' attendance list from first to third grade and stating the total number.
- Answering phones, the *English of office administration* course was really helpful for the writer to be able to answer the phones from school relations.
- Folding the notification letters and dividing them per class, the secretary etiquette course in the section of folding letters was really helpful for the writer to be able to perform the task.
- Recording the in and out letters agenda.

Other Particular Jobs

- Making photo envelopes, because the third grade students were going to face their examinations, thus the writer made the photo envelopes for each student.
- Duplicating the in and out letters, in this case the writer had an opportunity to learn how to operate school's photocopy machine. The writer was very pleased because can learn about how to operate and use that photocopy machine.
- Helping to prepare the room for third grade students' examination.

- Helping the supervisor to prepare refreshment for the examination superintendants, the writer obtained the new knowledge of learning another job as a secretary. It turned out that a secretary should be able to select a proper and suitable food to be served to business partners or guests. The job of a secretary is not merely sitting behind the desk and waiting for tasks given by the superior, but she or he has to be active outside the room to get the perfect results for the satisfaction of institution or superior.
- Ringing the bell as signs of break times and class changes if the supervisor was out or busy.
- Welcoming guests or school clients.

3.4 Problems Faced During the Field Study

There are some problems faced by the writer during completing the Field Study, such as:

- Photocopy machine

At first, the writer did not know anything about how to operate a photocopy machine. This was writer's first experience. The writer solved the problem by asking help from the person in charge of the school photocopy machine to teach how to operate the machine.

- Facsimile machine

Once, while studying in SMK, the writer had ever learned about how to operate the facsimile machine. However, because of time, the writer had forgotten how the steps of operating the machine. The writer solved this problem by asking the supervisor how to operate and use that machine.

- Courtesy

Despite the theory and skill of answering telephone during the college study, the writer still had confusion and nervousness when there was an incoming call. In addition, the phone connection was bad (unclear sound). The writer solved this problem by trying and learning to concentrate and focus more on the caller's voice (sound) and minimize any distracting noises.

- Socialization

The writer was slow in adapting to the Field Study environment. During the first weeks of Field Study, the writer was still awkward and a little bit shy to perform any activity, but gradually the writer was feeling comfortable, and able to adapt with other co-workers, as well as communicate with teachers and staffs.

3.5 Experiences Obtained During the Field Study

The writer obtained a lot of new things or experiences during completing the Field Study in SMK Kristen (Business and Management).

New environment gave new things, such as:

- The writer could implement the courses, *office management*, secretary etiquette and also self-development to complete the Field Study in SMK Kristen (Business and Management)
- The writer gained full understanding about how was the job as a secretary in the real working world, not only in theories.
- The writer was able to operate the photocopy and facsimile machines.
- The writer got lesson and understanding that letter filing should be in a simple as possible, so it will facilitate a secretary in finding the needed letter.
- The mutual relationships of helping each other and kinship was obviously seen in the office of SMK Kristen (Business and Management). Although they had their own tasks and different positions, they did not limit the cooperation between teachers, staffs, and other workers.
- The writer learned how to dress formally in a high school. The self-development course was really helpful for the writer to apply the formal grooming and mix and match colors in accordance with what had been obtained during the self-development course.

3.6.1 Match and Mismatch Discussion Between Theory Given and Field Practice

During completing the Field Study in SMK Kristen (Business and Management), the writer gained some lessons. It starts with the matching theories

given to the real field works done every day. In SMK Kristen (Business and Management), more especially in the Administration section which functions as the school principal' secretary, almost all of them had used and practiced the functions of secretary as stated by the source persons.

The match between theories of DorotulYatimah (2009:39-41) and field practice, in the writer's opinion is related to build rapport with every division and unit. In SMK Kristen (Business and Management), more especially in Administration Office, the rapport has been well built and performed as theories stated. Whereas, for the mismatch between theories given and field practices are: the writer always performed routine and incidental tasks. The writer felt hesitant to ask about the subsequent tasks should be completed. It has been said by DorotulYatimah (2008:40), that one of secretary task is creative task. And also the writer did not do all of the jobs of secretary as stated by Ursula Ernawati, such as: managing schedules for activities or superior's agenda, taking care of business travels, preparing speech or papers, and preparing for meetings