CHAPTER I
INTRODUCTION

A secretary has an important role in a company/organization, with the development like today, the role of the secretary is very important and greatly needed based on the development of the tasks that must be done by a secretary. Secretary is a very important profession and really needed to work in doing many things in a company. Secretary is no longer considered only as a typist/clerk, but it needs more responsible because the consideration on the task of the secretary that is growing day by day. With the development of secretarial duties, the secretary must be able to responsible and do all the tasks assigned to him/her well. But in fact, there are many secretaries who do not meet the criteria yet. They are educated but lack of experience and responsibility. Dealing with this problem, English Department of Satya Wacana Christian University requires the students to do observation and interviews. The students are required not only to master the materials they got in the classroom during the study, but also there are requires to be skillful, creative, innovative, and have many experiences. Those things will be valuable things for them to face the real world work. By doing this activity, students can practice the knowledge they got in the classroom. Besides, by doing this activity, the students will get more new knowledge because they will find many things they never got in the classroom before.

Observation activity and Final Report Writing is one of requirements for English Department students to get the professional title of Ahli Madya.

1.1. Place and Time of the Observation and Interview

The writer did the observation in Immanuel PPA office which is located in Merbabu Street number 26, that lasted in two days started on 7th January 2015 until 8th January 2015. Immanuel PPA is Children Development Center which is located in Salatiga. The owner of this school is Gereja Kristus Raja Salatiga Foundation.

The working time of Immanuel PPA office is as follows:

The working time starts on every Monday – Friday at 10.00 – 17.00.
1.2. LSM Profile/LSM Identity

Name: Imanuel Children Development Center
Address: Merbabu Street number 26 Salatiga
District: Sidomukti
Village: Kali Cacing Rt 01/RW 05
Regency: Salatiga
Province: Central Java
Post Code: 50742
Phone & Fax: (0298) 324834
Email: Imanuel1968@yahoo.com
Status: Private
Foundation Name: Gereja Kristus Raja
Year Establishment: 2000

Organization Structure

The organization structure of Immanuel Children Development Center is described as below:

Pdt. Markus Sukarno
Head Pastor

Mr. Joko
Committee

Mr. Yusuf
Committee

Mr. Yusuf
Committee
1.3. Interviwee Profile

Identity

Full Name : Mardiana Dewi Riskiani
Nick Name : Dewi
Gender : Female
Date and Place of Birth : Salatiga 7th Februari 1982
Education :
  : SD Kristen 3 Salatiga (2000-2004)
  : SMA Kristen 1 Salatiga (1998-2000)
  : D3 Secretary UKSW (2000-2004)
Institution : Children Development Center (PPA)
Institution Address : Merbabu Street Number 26 Salatiga
Position : Secretary