

CHAPTER 3

ANALYSIS

In this chapter, the writer will give some theories which are matching and missing with the fact in the work field based on the observation and interviews with interviewee.

3.1. Description

3.1.1. The Matching Theories

From the observation and interviews result, there are several things that match between theory and the fact in work field. They are about :

- A. As cited by Bratawidjaja and Wiyasa Thomas in their book “*Sekretaris Profesional*” The term secretary, according to Prayudi Atmosudirdjo in his book entitled “*Secretary and Office Administration*” page 29 'secretary' is taken from Dutch 'secretaris' or English 'secret', which comes from Latin 'Secretum', which means 'the secret'. Simply, secretary can be defined as someone who is believed, give someone who keeps secrets or as an employee who handles confidential things (confidential employee).

Mrs Dewi berkata bahwa “*hmmmmm menurut saya sekretaris itu, seseorang yang dapat dipercaya, yang bisa menjaga rahasia-rahasia yang ada di kantor, atau juga seseorang yg bisa membantu bos, atau atasannya, dalam segala hal, dia mampu bekerja keras, mampu membuat surat-surat atau mampu melakukan semua pekerjaan, terutama pekerjaan yang memang harus di kerjakan oleh sekretaris, sesuai perintah atasannya*”.

Mrs Dewi said that “*hmmmmm I think the secretary is someone who can be trusted, who can keep secrets in the office, or also someone who can help the boss, or his boss, in every way, he was able to work hard, be able to make letters or*

able to perform all the work, especially the work that had to be done by the secretary, corresponding orders of his superior “,,,

From the theories and the results of the interview above, the writer noticed that, between theory and interview results are in matching ,that the point secretary is someone who can be trusted and can keep a secret company / office where he/she worked

- B. According to Louis C.Nanassy and William Selden, Secretary is: *“An office employee who has a more responsible position more than a stenographer and usually the duties involve taking dictation and copying, dealing with the public to answer the phone, making an invitation for meeting, making agreements, and keeping or achieving files, letters, and others. A secretary often acts as a helper or youth leader in administration”*. (Yatimah :2009)

From the interview the secretary said that:

“Biasanya juga sebagai seorang sekretaris ya mbak, kadang-kadang kita juga memiliki tanggung jawab yang lebih dari pegawai-pegawai lainnya, yaaa seperti harus menerima tamu saat bosnya tidak ada, menerima telepon yang khusus untuk atasan, jika atasan tidak ada, jadi saya yang harus ambil alih,, yaaaa semacam asisten getoo mbak”.

“Usually as a secretary ya mbak, sometimes we also have a greater responsibility than other employees. yaaa such as we should receive guests when the boss is not there, received a special phone to superiors, if the boss is not there, so I have to take over,, yaaaa sort of assistant mbak”.

From the theory and interview, the writer found that what was said by Louis C.Nanassy and William Selden about secretary, in accordance with what is said and what has been done by the secretary at Immanuel PPA

- C. According to Bratawidjaja and Thomas Wiyasa, in their book *“ Sekretaris Professional ”* said that Routine Tasks is the common tasks or everyday tasks which are need to be done without waiting for specific instructions from the leader

or without waiting its which is ruled based on the job description .(For example; manage and control the correspondence, handle and manage archives, serve the office guests, make and receive phone calls, arrange schedules activities of the leader, make report and minutes of meetings)

The secretary said that:

“Yaa iyaa itu salah satu tugas rutin saya juga, hmm ada tugas bulannya juga,, ya paling membuat laporan, pengiriman laporan ke Kantor pusat, itu juga harus di lakukan setiap bulannya. Intinya ya, tugas rutinnnya haus setiap hari dibuat, kalau bulanan kan tidak setiap hari”.

“Yaa yes it is one of my regular duties as well, hmm there is also a monthly duty,, yes most reports, sending reports to the central office, it also should be done every month. In essence, every day routine duties should be made, not every day of the month”.

D. Requirements of Secretary according to (Bratawidjaja, Thomas Wiyasa :1994)

- Education Requirements
 - ✓ High school graduated or graduate from secretary education department.
- Skills Requirements
 - ✓ Be able to speak Indonesian well.
 - ✓ Be able to speak at least one foreign language.
 - ✓ Be able to do administrative tasks.
 - ✓ Have the ability to work as a secretary, be able to type, be able to operate the offices machines, be able to write reports, etc.
 - ✓ Be able to use computer well/computer literate.
- Having integrity
- Trusted in keeping secrets
- Having diligence and faithfulness in doing the duties.
- Having ability as an internal public

The secretary said that “syaratnya ya,,,, di instansi saya, yang pertama, saya harus hidup baru, karena instansi punya gereja, harus lulusan dari sekretaris, atau sejenisnya, saya juga harus menguasai setidaknya sedikit bias berbicara Bahasa Inggris, mampu mengaplikasikan computer juga,, hmm mampu bekerja sama dengan orang lain/ team, bertutur kata dengan baik, ramah, penampilan juga baik dan sopan, menguasai pekerjaan yang saya kerjakan juga “

“Condition yes,,,, at my institution, the first, I had a new life, because the agency had a church, must graduate from the secretary, or the like, I also have to master at least a few can speak English, are able to apply computer also,,, hmm able to cooperate with other people / team, well-spoken, friendly, appearance is also good and polite, mastering the work I do as well”

From the results above, the writers noticed that, so many alignment only between chapters two and interviews. writers see that what was raised by the experts above, was also carried out by the secretary at work

3.1.2. The Missing Theories

The missing theories that the writer found after done the observation and interviews are about :

- A. According to Diane Daniels and Ann Barron in their book about "Sekretaris Profesional" (1995), Secretary in an organization is someone who leads a small part or a secretariat of a company in a particular government agency whose primary function is to coordinate all administrative services that support the operations of the company.

From interview the secretary said that: *“hmmmm fungsi utama saya, yaaaa saya harus bertanggung jawab dengan pekerjaan saya, dan mengkoordinasi beberapa*

tugas yang memang itu adalah tugas yang harus saya lakukan,, tapi juga tidak semua hal, harus saya yang mengkoordinasi”.

“My main function, I have to be responsible with my work, and coordinate multiple tasks that indeed it is the task I have to do,, but not all things, should I who coordinates”

From theory and the results of the interview above, the writers found out that, according to Mrs Dewi, “not all things can be coordinated by her”. therefore, the authors felt that between theory from Diane Daniels and Ann Barron practice is not matching

- B. For that a secretary must be able to communicate well and mastering Indonesian and several foreign languages such as English well, so it can communicate with his guests executive level, and is able to assist management in negotiating. He also demanded to choose words and construct sentences properly and clearly, delight all those who communicate with it.

The ability to communicate and interact with leaders, outsiders and also business associates a very important role for a secretary, she also must have extensive knowledge to be able to compete in the business world.

English is the capital to compete for a better job and an international language connecting any language (<http://siscaciut.blogspot.com/2009/09/pentingnya-bahasa-inggris.html>)

The secretary said that: “hmmm tidak juga ya, inikan bukan instansi besar mbak,, jadi saya rasa Bahasa inggris bukan menjadi hal yang penting juga, hanya saja,, saya harus bisa saat mengurus surat-surat dari luar negeri tadi, disini kan kebanyakan yang kerja

orang Indonesia mbak, jadi lucu dong kalau saya berbahasa inggris sendiri, Eheeh kalau mau bilang bersaing ya bersaing mbak, tapi kan di instansi saya

yang lumayan biasberbahasa inggris cuman saya, lha,saya harus bersaing dengan siapa??”.

The secretary said that: “ hmmm not too yes, it's not a big agency ya,, so I think the English language is not the important thing too, it's just that, I have to be when dealing with letters from abroad earlier, ,, here the most Indonesian people who work ya dong,, so funny when I speak English alone,. Eheeh if you want to say yes to compete ya, but in my agency just me that can speak English fairly, so, I have to compete with anyone??”

The writer found the inequalities between theory and practice because, according to the theory above said that “a secretary must be able to communicate well and mastering Indonesian and several foreign languages such as English well” . But in practice, Mrs Dewi did not feel that English is not very important for her, and also she does not need to compete with the English language, because in her office allof her friends is Indonesian people, unless he uses the English language only when she dealing letters from their sponsors

3.1.3. The Pattern of The Observation

From the missing and matching theories that have been discussed above, the authors find that many theories that match with the results of interview or observation yesterday than the missing for example: secretary at the site must be able to perform all the duties, the company is able to keep a secret, and can meet all the requirements to be a secretary. Authors find many theories in accordance with what is done, or done by the secretary at Immanuel PPA.

3.1.4. The Factors Influenced Matching and Missing Theories

Factors that led to a match and a mismatch between theory and practice is :

Matching is because secretary in the office working on a lot of things that exist in theory such as; doing things, helping the boss to prepare everything. almost all theories are said by experts conducted by the secretary at PPA Immanuel.

Not matching because: the secretary only works in small agencies, so there theory that not all done by the secretary. for example, just the use of the English language, because he worked in establishments that all the Indonesian workers, automatic, the use of English is not very in need, except when dealing with letters from abroad, and the use of the English language is rarely used as well.

Therefore, the secretary felt that English is not a measure used to compete in the work place.

3.2. The Role of English for Secretary

3.2.1. The Use of English

In carrying out his duties as a secretary at Immanuel PPA Salatiga, he is also required to be able to speak English even though English is not always used in the place. The secretaries required to speak English because remember this office has always cooperated with the Americans, because the sponsors come from there. Using the English language, the secretary will be easier to help her boss in a meeting with guests from abroad, and can speak with them directly if there is an agenda for a meeting in Indonesia or abroad.

However, as long as I run observation, the authors rarely hear the secretary held talks with his boss using the English language, in addition to talking to the author. I also have not found the guests who came from abroad. That the author is writing a letter many get to use the English language to be sent abroad

3.2.2. The Types of English Use

The secretary at PPA Immanuel, no used so much English to say, because in their office, the use of English is not very important, just used so much English when she had writing a letter to be sent overseas. Mrs. Dewi many use English when writing letters to their sponsors abroad

Saat wawancara ibu dewi mengatakan bahwa: *“hmm aa kalau dikatakan sering, ya sering, tapi tidak secara aktif ya seringnya bukan secara aktif, tapi pasif, karena saya hanya menggunakan Bahasa inggris saat saya mengurus surat anak-anak dari sponsor mereka yang ada diluar negeri, jadi, kebanyakan saya menggunakan Bahasa inggris saat menulis surat untuk dikirim ke sponsor anak-anak di PPA ini yang berada diluar negeri”*.

From interviewee Mrs Dewi said that: *“ hmmm aa if you say often, I often use English, but not active or passive, because I only use the English language when I was taking care of children letter from their sponsor from abroad, so, mostly I use the English language when writing a letter to be sent to sponsor children in this PPA who are abroad”*.

3.2.3. The Problem of Using English

Saat wawancara ibu dewi mengatakan bahwa: *“Kesulitannya, yang pertama, saat menulis, saya sangat kesusahan karena kurangnya vocabulary, dan kadang- kadang saya bingung menyambungkan kata-kata yang satu dengan yang lainnya. Kalau berbicara juga seperti itu,, saya juga kekurangan vocab dan kadang-kadang suka takut salah, dan takut untuk ngomong”*.

When interviewing Mrs. Dewi said that: *"The trouble is, the first, while writing, I very distress due to lack of vocabulary, and sometimes I am confused to connect the words with each other. If talking is like that, I also lack the vocabulary and sometimes like to be afraid of, and be afraid to say anything "*.

3.3. Reflection

3.3.1. Strengths and Weaknesses of During the Observation

Having finished the observation, the writer found some strengths and weaknesses during the observation process.

The Strengths Are ;

- The author can understand about how the real world of work: Getting to know and understand about how the world works in the office and what activities will be done.
- The author knows how to serve the guests are polite, answering phone calls and good: Serving guests with friendly and courteous is characteristic of an administrative employee in performing the work. It was also done in making and receiving phone.
- The author knows how to set the time correctly: Can set time well so there is no pending work.
- The author understands the importance of creativity in the work: Learning about how to work creatively because it is one of the important keys to work.

The Weaknesses Are;

- during the observation, the authors did not have much time to retrieve the data, it is because the writer trouble finding a place and wait for a call from the company in question. authors also lack information about where to observation
- for preparing the report, the authors recognize many obstacles, among others, the authors do not have a laptop and adequate media to create report

3.3.2. The Lesson Learnt During the Observation

During the observation, the writer found a lot of valuable lessons are as follows:

- . The writer can understand how the position and work of a secretary,
- . The writers can learn all the things that never in getting writers on School,
- . The writers understand the ways well disciplined, and how manages, as well as preparing documents - documents.

and through the activities of this observation, the writer learned to how to appreciate the time, and more caring and responsible with what we do.

