

CHAPTER I

INTRODUCTION

1.1.Place and Time of Observation and Interview

Every Diploma III student of English Language Program of Satya Wacana Christian University has to do an observation according to the concentration or major that he or she takes during the study. This observation is aimed to give students a deeper knowledge and understanding toward the fields of interests. The writer did an observation in PT.TripilarBetonmasSalatiga. The writer did the observation with secretary of that company, because the writer took office administration as her major. The observation was done on 16th March 2015.

1.2.Company Profile

PT. Tripilar Betonmas is a fiber cement industry which is located in Salatiga, Central Java. The product of PT. Tripilar Betonmas is in accordance with ISO standard.

1.3.Interviewee Profil

The writer had an interview with the secretary of PT. Tripilar Betonmas, who has profile as follows:

Name	: Faridha
Position	: Secretary
Length of Work	: 15 years
Sex	: Female