

CHAPTER III

ANALYSIS

3.1. Description

In this part the writer will analyze about the compatibility between the observation and theories, the mismatch between observation and the theories, the patterns and the reasons of mismatch between the observation and theories.

3.1.1. The Compatibility between the Observation and Theories

After conducting observation, the writer found that almost all points correspond with the theory in Chapter II. Based on data that have been obtained by the writer, secretary at PT. Tripilar Betonmas can be classified into secretary of leader who is in charge of tasks, administrative offices or companies. In terms of work experience and ability, secretary at PT. Tripilar Betonmas can be classified as a senior secretary, because the secretary has long worked in the company and be familiar with the duties and obligations. She said that she has worked as secretary in PT. Tripilar Betonmas for 15 years. Based on the observation, secretary at PT. Tripilar Betonmas has the task as an intermediary between the leader and other employees. She also arranges the leader's schedule and prepare everything he needs for an important meeting. These are in accordance with the theory of Saiman (2002) in Chapter II. Another task that should be done by a secretary at PT. Tripilar Betonmas is everything related to export import.

3.1.2. The Mismatch between the Observation and the Theories

There is a bit mismatch of the duties of the secretary which was observed by the writer and the theory she learned before. Secretary at PT. Tripilar Betonmas did not have its own

authority in managing other employees. Whereas according to the theory in Wursanto (2006) *'Usually a senior secretary has discretionary authority in managing employees at the instruction of the leader.'* For example, the secretary of PT. Tripilar Betonmas did not have an authority to give the instruction to stop or change a production. It can be shown from her statement when the writer asked about her authority, she said that she doesn't have authority. It's because the authority has to be approved by the leader. Another mismatch that the writer find in this observation is the secretary in PT. Tripilar Betonmas didn't fully give suggestion to the leader. It can be shown from her statement that *'Mungkin tidak terlalu banyak ya, mungkin hanya beberapa hal yang tidak terlalu krusial.'* It's not match with the theory from Saiman (2002) that one of secretary tasks is as the person who gives suggestion to the leader.

3.1.3. The Pattern of Secretary of PT. Tripilar Betonmas

There is a pattern of secretary in PT. Tripilar Betonmas. Based on the writer's observation the secretary in PT. Tripilar Betonmas does the tasks like what are mentioned in the theories. Almost all of activities done by the secretary is to organize the schedule of leader. She prepared the material before meeting, and she is being the minute keeper during the meeting. She also deals with correspondence, especially in terms of export import.

3.1.4. The reason of Mismatch Between the Observation and The Theories

The writer thinks that the mismatch between the observation and the theories happened because PT. Tripilar Betonmas has its own section head who has authority to the workers or employees of their offices, so that the secretary can concentrate on her job as secretary and in export import correspondence.

3.2. The Role of English

In this part the writer will analyze about The Role of English for Secretary in PT. Tripilar Betonmas, The Types of English used by Secretary in PT. Tripilar Betonmas, and The Problems of Using English in PT. Tripilar Betonmas.

3.2.1. The Role of English for Secretary in PT. Tripilar Betonmas

The role of English for secretary in PT. Tripilar Betonmas is very important. It is because there are many foreign companies that cooperate with PT. Tripilar Betonmas. And also because leader of PT. Tripilar Betonmas is a Chinese who isn't fluent in English. So the role of foreign languages, especially English, is very important. Another required foreign language needed by the secretary at PT. Tripilar Betonmas is Chinese language. Unfortunately secretary at PT. Tripilar Betonmas is not fluent in the Chinese language. If there are important partners who speak Chinese then the leader himself will deal with it. The company also has a translator.

3.2.2 The Types of English used by Secretary in PT. Tripilar Betonmas

English is often used in oral and written form. In oral form, it is usually used in the meeting among colleagues. Whereas in the form of writing, English is used for making correspondence related to export-import.

3.2.3. The Problems of Using English in PT. Tripilar Betonmas

The problem of using English for conversation is mainly in Grammar. This is because the secretary has to speak in English spontaneously, so she has no much time to think about the word and sentence structure properly. She solves that problem by learning from the foreign colleagues.

She said, “*Kendala yang saya temui hanya grammar, tapi saya slalu belajar dari pengalaman saat bertemu dengan kolega asing.*”

3.3. Reflection

3.3.1 The Strength and Weaknesses of Doing the Observations

After carrying out the observation, the writer found some strengths and weaknesses in the process of observation. The strength points of the observation are as follow:

- It helps the writer to complete the observation in a short time
- It helps the writer to understand the activities performed by the employee only by conducting observation.

On the other hand, there are also some weaknesses found in the observation process, namely:

- Students are not able to apply the abilities and skills gained during the lecture in the real working field.
- Time limitation which leads to the minimum result of observation.

3.3.2. What the Writer Learnt from this Observation

In this case I learnt that being a secretary was not easy. Secretarial work is an great job. As a secretary, a person should be able to complete the duties and obligations of leader, besides doing his/her own task and responsibilities.