

Chapter 2

THEORITICAL REVIEW

2.1. Secretary Definition

According to Drs Sutarto, secretary is a staff which has a confidence from the manager to arrange the secret things. The example of confidential things are letters of reference, letter of reference is a letter that was made by a person or agency on behalf of the information about the conditions of an individual's personal circumstances as requested by another party, and secretary is one of those people who knows the contents of the secret letter. Secretary also takes care of and stores confidential company archives (1992:8). Dianne Daniels and Ann Barron in *Sekretaris Profesional* said that generally, secretary does not only need a typewrite and shorthand skill, but a secretary should also have more expertise than just typing a letter. For the example, secretary must open and distribute the letter, order some things, keep the archives, accept the order by telephone, make an appointment and meeting, typing a letter and the other written communication, arrange the journey plan, and also handle the salary list for some department. Secretary usually works for one person, but sometimes secretary also works for many people, secretary in an organization for example. Agus Sugiarto (2006:6) said that if someone wants to be a good secretary, he or she must complete some requirements, like to know how the right procedure of correspondence, has a good ability to write letters, understand what will be written in the letter, and understanding of the relationship between the recipient and the sender of the letter. Correspondence activities which is performed by secretary is related to things that has an administrative nature, because secretary is a part of an office management which is in a sphere with the administration department in a company.

Therefore the relationship between secretary and administrative staff are very close, especially in correspondence activities.

2.2. The Definition of Correspondence

Correspondence can be broadly defined as writing letters, whether it is from an individual to a company or organization, from individual to individual, and from companies to individuals. Agus Sugiarto in *Korespondensi Bisnis*, said that correspondence is an activity that plays an important role in the progress of the company. A correspondence activity is done by secretary. A written communication is irreplaceable by another communication media, because letter is used for identification sign which has the power of law (2005:8). We can imagine how it would be an organization without the correspondence function, all kinds of information will be closed or communications will not be documented. The role of secretary in the correspondence is also very important. As we know that one of the duties of the secretary is to make the letter. Whether he or she makes the letter by him or herself or just typing a letter that has been drafted by his superiors. Besides that, secretary also has a responsibility to distributing incoming mail to the company, distributing to each department intended by the letter.

2.3. The Function of Letter

Agus Sugiarto (2006:6) mentioned the function of the letter :

1. The written identification sign

Letter has a function as a written identification sign because letter has a valid power of law. The original letter certainly has a signature of the manager and the stamp of the organization. The example of the case, when someone bring a letter with signature and stamp, it's more valuable than the letter which just the print from email.

2. Media for remember something

Human is a creature who has a weakness, one of the weakness is the human's brain capacity to remember the old things and the things which has a great number. So, letter can keep the information and when we need something and we forget about that things, we can read the letter again to remember about what he or she is going to do. For example, secretary usually keeps the archives of the letter, so someday he or she can use that letter for the information source

3. Line of action

Someone can control her or his action by follow the instruction from the letter. From that, we can say that letter has a function to control their action when do some activity.

4. Representative the organization

With the letter, someone is not necessary to meet the involved person. With hand over the letter, it distributes the information. Because letter is a representative organization, we must write the letter politely. So, the letter can represent our self well. Example, if someone needs to send some information to another person, they can just send a letter without meet up with the involved person.

5. Historical documentation of an activity

A letter can become a historical documentation about the past, because the information which include in the letter is a record from the activities in the past.

Example, the archive activity in a company will keep the letters containing the information about company's activity in the past.

6. Explanation of safety

With the letter, someone can do some activity safely. When someone goes aboard, he or she will feel safe and comfort when they have a letters which need along the trip such as passport, visa, etc.

2.4. The Kind of Letter

In *Korespondensi Niaga Indonesia Modern*, Drs Lamuddin Firoza mentioned the kind of the letters :

- Private Letter

Private letter is an individually letter from person to another person or organization.

There are two kinds of private letter :

- Informal letter : letter which is sent for friend or family. (example : a letter from the child's mother who works outside the city)
- Formal letter : letter from a person to organization so it must use a polite language. (example : application letter from individuals to company)

- Government Letter

Government letter is a formal letter which used by government for an administration government importance. It is a formal letter, so the language must be polite and formal.

For example, letter of submission mutation civil servants.

- Business Letter

Business letter is a letter which used by a company for marketing importance. Business letter has many variations of types but still follow the direction of formal letter. The language of business letter is more attractive than a government letter. For example, letter of business cooperation agreement.

- Social Letter

Social letter is a letter which is used by social organization, like institution, gymnastic association, district organization, and another organization which has no profit. For example, a letter of request to the citizens for voluntary work.