

Chapter 3

ANALYSIS

3.1. Description

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

After conducting observation, the writer found some points that correspond to the theory and some are not in accordance with the theory mentioned in Chapter II. Based on data that have been obtained by the writer, administration staff in Yayasan Kristen Trukajaya has same tasks with secretary, especially in correspondence. Based on the observation, administration staff at Yayasan Kristen Trukajaya also distribute the incoming letter to every department in that company. When he work in Yayasan Kristen Trukajaya, he said that he makes many kind of letter, such as business letter, invitation letter about the activity in that company, and also a warrant letter from the boss to every department in that company. He said sometimes when he does his job in writing letters, he uses the format of the letter once he write, so he just make some changes in the part of letter according to the need of the letter. Because he is an administration staff, he also has a responsibility to the archive of the company's activity in the past.

There is a condition about the administration staff in Yayasan Kristen Trukajaya that does not in accordance with the theories:

Agus Sugiarto (2006:8) said that written communication media is not replaceable by other media such as email and others because the written media has a legitimate legal force, has written a letter stamp of the issuer of the letter and have the signature of the person who in charge of the letter. But the era is growing, and technology evolves with communication era. Written letter is being replaced by electronic mail, commonly known as email. People now prefer to do correspondence by email because email is more easy, quick, effective, and efficient. And also administration staff in Yayasan Kristen Trukajaya, Mr. Yunus Effendy sometimes prefers to send a letter via email to make it easier and faster.

Based on the writer's observation, the administration staff in Yayasan Kristen Trukajaya does the tasks like what are mentioned in the theories. The roles is almost the same as what written in the theory. The type of the letter that is usually made by the administration staff in this company also nearly all the same with what is written in theory, like business letter to the business colleague of the company.

The writer thought that the mismatch between the observation and theories happened because the age is growing, and the technology was developed also in line with the development era. People prefer electronic mail because they feel more easy, quick, effective and efficient compared with a written letter.

3.2. The Role of English

Yayasan Kristen Trukajaya is in cooperation with several foreign donors foundation, so English certainly has an important role in the correspondence activities of this company. This is a quotations from the interview about the role of English in correspondence activity in Yayasan Kristen Trukajaya:

“Jadi untuk kegiatan korespondensi ke funding luar negeri biasanya menggunakan surat berbahasa inggris yang dikonsepan oleh direktur”

“So the correspondence activities to funding for abroad usually use the English-language letter drafted by directors”

English is also used in oral communication, but it is only used when there are visits from representatives of funding that comes from abroad. English is more commonly used in written communication while writing a letter to a business colleague from abroad. So for administration staff, English ability is really needed.

Problem in the using English in this institution is due to funding's letter from abroad is usually drafted or made by the director and the secretary just type the letter, so the secretary's ability to speak English at the institute is not so exposed.

3.3. Reflection

After doing the observation, the writer found some strength and weakness in the process of observation. And this is the strengths of the observation:

- Staffs at Yayasan Kristen Trukajaya is very friendly and cooperative make it easier for writer to do the observations
- The writer gets an idea of how the work of a secretary in the real world. Through this observation, the writer can understand what are the duties of a secretary, is the same as the writer learned during the lecture or a more difficult and detailed.

And the weaknesses found in the observation process are:

- Time limitation which leads to the minimum results of the observation.
The writer have limited time considering the given deadline to finish the final report, so there are several sections in the report that do not get the maximum results.
- The limitation of preparation time in preparing material. Remembering the existing deadlines so the time used to prepare the material that will be used at the observation was also limited. So that the material obtained is not maximized.

The writer learns that being a secretary is not an easy job. Secretary tasks is to make the letters out to other agencies and distribute letters to various departments in a company. If a secretary does little mistake when he or she does his or her job, it will give the bad affect to the company where he or she works. Become a secretary requires an accuracy so he or she will not make mistakes.