

CHAPTER I

INTRODUCTION

1.1. Background

In this globalisation era, where technology grow faster, people strive to have many skills. Profesionalism is defined by wikipedia as the standards of education and training that prepare members of the profession with the particular knowledge and skills necessary to perform the role of that profession (Wursanto,2004). It is the most important thing which need to be had by people if they want to be success. Profesionalism can be shown by having capability more than anyone else out there. Most people get profesionalism by learning in school or taking some courses. But at the end theory is nothing without practice, that is why things like observation is important.

Office administration and secretay is one of the majors for students of DIII English Language in FBS SATYA WACANA CHRISTIAN UNIVERSITY which will help students learn various things deal with secretary jobs. After all, field observation is the opportunity which should be taken by students before graduating and start to enter the real life of work.

In a company secretary assists leadership. Working as the assistant of the boss, a secretary must do many jobs, so a secretary should have a high capability to do all the jobs. One of the task is handling telephone, making or even answering telephone call. Telephoning plays an important role, because the service creates first impression just like a receptionist although by telephone. Professionalism shows in attitude, emotion, reaction is during the conversation.

Deeper, telephone service is not just making a good impression in telephoning, but also about the capability and skill of a secretary in delivering messages and information, reacting to someone who is talking out there, the way the secretary talks and chooses the right word to avoid making mistakes and falling into misinterpretation. It needs high accuracy to react directly.

Due to the importance of knowing and understanding how to serve people in telephone line well, students of DIII English Language are equipped with Office Administration and Secretary subject to be applied if they work in a company. Hopefully students will have some experiences and not to be afraid or even shocked in the real work later.

1.2. Purpose

This observation is done for the aim of :

- Fulfilling one of the requirements to graduate and get professional degree.
- Applying theories got during the class especially in office administration and secretary.
- Having some experiences of work.

1.3. Advantages

By doing field observation, student would get some advantages, such as :

- Student can apply theories that had been learned in the class room.
- Student knows and understand well the situation in the working world.
- Student knows difficulties and barriers in the working world.
- Student can learn something new through the experiences.

1.4. Place and time of the observation and interview

The writer observed a company named PT MAKMUR ALAM SENTOSA. The two-day observation started in 12th december 2014 until 13th December 2014 started from 09.00 a.m. until 02.00 p.m.

1.5. Company Profile

Company Name : PT MAKMUR ALAM SENTOSA Unit Butuh
Address : Jl. Salatiga-Solo Km.8, Butuh, Tengarang, Semarang.
Established in : 2010
Landmass : 5 hectare
Total Employee : 2700
Working Hour :

- A Shift : 08.00 – 16.00
- B Shift : 16.00 – 12.00
- C Shift : 12.00 – 08.00

Staff who work in offices only apply the A shift.

1.6. Interviewee profile

Name : Agus Sudarmanto
Address : Tegalwaton, Rt.08 Rw.22, Kel. Suruh, Kota Salatiga.
Sex : Male

Age : 27 years

Position : Administration

Had been work for : 3 Years

