

CHAPTER IV

CONCLUSION

1.1. Conclusion

According to the observation and interview result done by the writer in PT MAKMUR ALAM SENTOSA, it can be concluded that :

a. The observation gave new informations and experiences about working especially becoming a secretary. This experience will be helpful for the writer if she wants to enter real working field and to anticipate difficulties that might be found later in work.

b. All of theories got from studying in the class room can not always be applied in offices, especially in administration office and secretary. Subject as Office Administration and Secretary, English for Office Administration, Self Development and many others had helped the writer to know all jobs and responsibilities of becoming a profesional worker.

1.2. Suggestions

After all of the results of doing observation and interview, these are some suggestions that the writer wants to deliver :

a. For PT MAKMUR ALAM SENTOSA. It will be better if the employee equipped some studies or courses like studying English and studying to be a better secretary to increase the human resources quality and profesionalism of the employee. Therefore when doing telephone service, secretary could be better and pay more attention on it.

b. For school, real experience is important for students, so it is better if student do more than just observation and interview. It is not enough if student just observed without applying theories, because without experience theories will be forgotten easily.

These are some suggestions and also the conclusion of this paper that can be delivered by the writer. Hopefully it would be helpful to anyone.

