

## CHAPTER 3

### ANALYSIS

#### I. DESCRIPTION OF THE OBSERVATION

**I.1.** From the observation I have done, I found that *Le Beringin Hotel Salatiga* has managed all the jobs and staffs right. Especially at **Human Resources Development (HRD)** which also does the administrative works like filing, correspondence, and employees' recruitment. The **Human Resources Development (HRD)** saves some documents properly like saving the documents in a computer as protection act, like what Daryono (2011) stated about Digital Transformation of Filing system, a company needs to protect the conventional documents from physical destruction by creating electronic documents. The electronic documents can be saving the files in computer or saving documents, especially letters on electronic mail (email).

According to the manager of **Human Resources Development (HRD)** in *Le Beringin Hotel Salatiga*, the correspondence activities and the filing system are supported by electronic mail. When they need to check the incoming mail and the outgoing mail, some of those mails are saved automatically and systematically by date and he or his secretary are helped to find the mails they need. But if the mails are considered as very important, they also copy those mails and save them in the computer or mark the important mails as the *unread mails*. By marking them, those mails will be bold and will be easier to be found. They arrange in different folder and arrange them alphabetically or by the date those mails are received or sent, remember that the electronic mail cannot save all the mails for very long time. Beside that, they also delete the junk mails or the mails that is not important.

**I.2.** As we know that most of theories about office management, especially about business correspondence, explain that the correspondence can be done via post and the other way is using technology which we often know as electronic mail (email).

Basically, **Human Resources Development (HRD)** handles the letters as the correspondence activity by using two ways, they are: sending letters via electronic mail and sending letters via post. "*Kami biasanya mengirim surat via pos ke instansi-instansi pemerintah. Tapi kalau mengirim surat ke instansi lain atau swasta, pakai email aja nggak apa-apa,*" said the manager of **Human Resources Development (HRD)**, Mr. Prana Rahardja. Using email and computer for them is the easier and faster ways comprehended to sending letters via post. It was mentioned, too, that they use electronic mail to announce the people who apply the job there. However, they still use post to send the very formal mail like to the government instances.

**Human Resources Development (HRD)** of *Le Beringin Hotel Salatiga* has one email address and both of the manager and his secretary have the password of that email address. But in case that the manager in a very busy condition and cannot open the email address of **Human Resources Development (HRD)** of *Le Beringin Hotel Salatiga*, the secretary is the one who often open that email address or she also give her personal email address so that she can tell the manager if there were important mails that the managers should know.

**I.3.** The administrative works at **Human Resources Development (HRD)** of *Le Beringin Hotel Salatiga* are done by the secretary, which generally done by the administration staffs. Actually the secretary is also working as the administration staff, it means that Miss Sinta is the only one staff in **HRD** who roles as the secretary and administration staff. It is not usual for office but because the **HRD** in *Le Beringin Hotel Salatiga* has a small space or room of works, which means there are not many works that need to be done by different staffs or some persons as the staffs, the administrative works at **HRD** in *Le Beringin Hotel Salatiga* can be ran by one person who roles two positions.

Related to the filing system, the **HRD** in *Le Beringin Hotel Salatiga* will recycle the unimportant old documents –the documents that are not used anymore- and use those documents as the scretching papers to note some needs before they input it to

computer and make the reports. While the important old documents will be destroyed.

**I.4.** In the second point, I found a different thing related to the administration works' theories. It was mentioned that the correspondence that is ran by **HRD Department** in *Le Beringin Hotel Salatiga* can be done via other social media like *blackberry messenger* and *whatsapp*. By using those social medias, they do not have to type the letter like formal letter which is sent via post or semi-formal letter which is sent via electronic mail (email). The correspondence as the information or transaction exchange activity, especially for business, is not only done via post and email, but also using the other social media like *blackberry messenger* and *whatsapp* those are rarely used. Although this cannot exactly be considered as the correspondence like what many theories stated, but nowadays many companies (departments in companies) including **Human Resources Development (HRD)** of *Le Beringin Hotel Salatiga* use this media to do the informal transactions or announcement.

According to the observation I have done, this happens because they follow the global changing about technology development. People are no more using post or electronic mail only to do the correspondence, but they also use simpler social medias for some messages that are considered less formal and are possible done by using those social medias.

## II. THE IMPORTANCE OF ENGLISH

**II.1.** Mastering English nowadays for some fields, instances, and companies is very important, especially when they have to deal with foreign companies, customers, or foreign instances. In the case of *Le Beringin Hotel Salatiga* not all of the department should master the English. Mr. Prana said that the using of English depends on which department should really master it. They do not use much English for correspondence but they use much English orally rather than written. There are two

departments that should be able to master English; they are Front Office and Marketing department. But mastering correspondence for them in correspondence also important especially when the secretary should deal with the English term in administrative works, and especially for the **Human Resources Development (HRD)**, they require English mastering in those two departments mentioned above employees' recruitment. Like what Mr. Prana stated: "*Kalau penting ya penting untuk bisa menguasai bahasa Inggris tapi kalau di sini lebih mengutamakan yang tertulis karena paling untuk kepentingan hal-hal yang berhubungan dengan surat, misalnya ada pelamar kerja yang surat lamaran pekerjaannya pakai bahasa Inggris*", the secretary and the chief in this department need to understand and master English because they will receive letters, for example Curriculum Vitae (CV), the job applications, and proposals, just in case those letters are written in English.

**II.2.** According to the interview and the manager of **Human Resources Development (HRD) Department's** statement about the use of English in *Le Beringin Hotel Salatiga*, it is mentioned that they use English for understanding letters which are written in English. There are not many activities or works that need spoken English because letter will require written English skills more than spoken English. But since the correspondence activities at **Human Resources Development (HRD) Department** in *Le Beringin Hotel Salatiga* rarely use English, they also do not use written English optimally.

**II.3.** As what has mentioned in point two, the use of English in *Le Beringin Hotel Salatiga*, especially at **Human Resources Development (HRD) Department** is not done optimally, so there are no significant difficulties they have to face. Most of the letters and the administrative works there are still using *Bahasa Indonesia*.

### **III. REFLECTION**

**III.1.** This observation is simple and quite easy because I just had to do the interview several times, which means I did not have to stay at whole office hours everyday. The observation was done faster and answered the questions enough.

With those short times, surely this interview could not really reach the aims of the observation more optimally because I did not get involved directly in the field to observe more. But over all, this observation is well.

**III.2.** From this observation I can learn that the technology development has changed the way people see the simplicity in doing the correspondence, even for business, and the filing system as the important thing in order to face the global changes, especially in business. They have to compete so that all the administrative works as the important part of the company achieve the targets.

