CHAPTER I

INTRODUCTION

1.1 The Background

Today, it is not surprising that English becomes one of the important languages used in many offices. Many employees in all over different kind of field of Job now have to understand and use English as the language commonly used in their communication with the other members because a lot of companies in Indonesia that have business connection in abroad ask them to use it besides Bahasa.

The abilities in English or any foreign languages are important to support people in doing business relation. It indicates that English takes important role in communication for business people, especially for business in abroad. English is used in both written and spoken activities when people is involved in business activities such as writing the letters, E-mail, negotiation, dealing, and meeting.

In addition, business communication is a way to communicate among employees. It is also a major concern of human relationships. Good business communication is a must to meet the demands in enhancing the needs of business activity. The main objective of most business communication is to improve performance of business form and relation abroad.

Business Communication includes a variety of subjects, such as Branding, Advertising, Marketing product, Customer Relations, which involve mailing and E-mail activity in order to communicate with the other Business relation around the world. It is closely related to the fields of professional communication and technical communication.

In this kind of matter, I have seen the importance of English in business communication during I did job training in PT. Telekomunikasi Indonesia, Tbk. Every employee from all departments in this company must have abilities to speak and write in English. Therefore, I used English as the main language and Bahasa as a second language during the job training.

The Mailing process which is one of the parts of Business Communication takes important position in doing business because every people who work as negotiator in business field meet any kind of people, many kind of different background, different social and custom behavior and many kind of the communication ways from around the world. They all should know the system in writing a mail to avoid misunderstanding between the sender and the receiver, because in some other country the custom and mailing habit behavior tend to be rather different.

The mailing activities are the basic of the guidelines which were made by me during job training in PT. Telkom. The function of these guidelines is as the reference for all the businessmen in PT. Telkom. Then, I made several guidelines relating to business communication.

All data about the making of business mailing guidance from which I have been collected during the job training, is used to write a final report entitled **"The Compiling of Guidance of Business Mailing at INTERNAL CORPORATE PLANNING DIVISION in PT. TELEKOMUNIKASI INDONESIA, Tbk."**

1.2 The Background of Job Training

Before making the final report, I have already passed the process of job training activity, because it is one of the requirements to graduate from Diploma III Program English Department, Literary Faculty in the Indonesia University of Computer (UNIKOM). The Job training that the writer has been through becomes the media to implement all knowledge that is gained by me in the university. I have had opportunities to know about working during job training.

1.3 Aims of Job Training

The aims and objectives of the job training are:

a. To give the guidance of making business mail to employee.
b. To understand, deepen, and apply the knowledge that have been gained by me in the university.
c. To learn and know how English language is performed in business area.

1.4 Methodology

1.4.1 The Writing Method

In writing this report, I use descriptive method. The main purpose of this method is to describe the data and characteristics about what is being studied.

1.4.2 Data Collecting Technique

Data collecting techniques for this report are:

a. Media Browsing : Internet

I used Media browsing to search all data in making guidelines.

b. Book searching

I tried to buy and read books that are related to the business communication.

1.5 The Location and Time of Job Training

I conducted job training at PT. Telekomunikasi Indonesia, Tbk. Jl. Japati No 1, Bandung. I was placed as Administrator and I held the job training started from 1st August until 31st August 2007 at the schedule that had been established started from Monday to Friday at 09.00 am to 05.00 pm.