CHAPTER III

JOB TRAINING ACTIVITIES

3.1 The Positioning

During the job training at PT. Telekomunikasi Indonesia, Tbk, I was placed in SICP division. The activity of this division is to negotiate with people from other companies abroad. I worked as the administrator to collect some articles about the making of business mailing guidance. In doing my duties, I associated with Assistant Vice President SBD (Strategic Business Development), Mr. Heru Basuki and Assistant Vice President SICP, Mr. Andy Revara.

3.2 The Activities

During the job training at PT. Telekomunikasi Indonesia, Tbk, I worked according to the regulation that has orderly been specified by PT. Telkom. I worked from Monday to Friday at 9 am to 5 pm which are the office time of Telkom. From Monday to Thursday, I wore black and white uniform which was black pants and white shirt, and this is the normal day uniform of all employees of Telkom. On Friday, PT. Telkom's employees and I might dress more casual like wearing polo shirt and cottons pants or even Jeans.

On the first day of activity or the first week for working, I was informed by the counselor in the SBD (strategic business development) about everything that

should be done at the process of job training. Besides the guidance given by the counselor, I also got guidance through e-mail from the Assistant Vice President of Strategic Business Development. With this information and guidance, I was expected to work as optimal as possible to eliminate all problems heading through.

During the job training at PT. Telkom, my activity was make guidelines about Business mailing guidance in order to support SICP and SBD in doing their jobs in business especially in mailing activity. In his daily activity, the writer was facilitated by internet media to help browse the articles about mailing required. Internet was necessary during the making of business mailing guidance because it provided a lot of data. Every data should be checked before being used as material for guidelines. I must assure the accuracy of data because it was needed to avoid misinterpretation.

All guidelines which have been made by me must be presented in front of AVPs and related unit (SICP and SBD Unit).

The points here are the explanations about job training that I had done in detail, description and explanation are followed.

3.2.1 Browsing

Browsing is an activity to view or look over the problem that human found in order to enhance the knowledge from the online dictionary, as in searching for the items expected. This process was the easiest part because the writer used the fastest internet data access in searching or browsing for making the guidelines. By

using the internet facility, I could obtain certain information and articles that were asked by the company in order to make appropriate guidelines. I used WIKIPEDIA & GOOGLE to search any information about business mailing guidance. WIKIPEDIA & GOOGLE, as one of the complete search engine facility, provide so many data from A to Z, including business mailing activity and all system used.

Searching data through Google is not difficult. I just typed the keyword in the search box form, for example, *"Mailing Manner,"* then Google displayed the information or articles that were related to mailing manner. Usually I added punctuation mark at the beginning and the end of phrase if the WIKIPEDIA asked the more specific items, for example, *"Mailing Activity"* or *"Mailing system"* to get the data.

3.2.2 Data Collecting

In this part of working, I started to collect all data which have been obtained from the sources. I collect all data from the internet and the data was put into one specific folder in one computer which was linked with other computer called LAN (Local Area Networking), so the other member of employee can open the folder. By collecting all data, I could choose the right articles for making the guidelines. However, not all articles got from the internet were used because of the lack of detail. Every article was needed to be read and specified again before it was used as the material for guidelines. After reading the entire articles, I chose one by one and made sure that articles have fulfilled the standard mailing form that I was

looking for. They must be suitable with the international standard. For example, when explaining about Mailing System, I chose article that discuss about system in mailing process which have proper standard.

I had to choose the right articles, because there were so many articles from internet discussing about mailing process. After the materials were collected in one specified folder, I read and assured that the articles that had been collected deserves and proper to be used. It was important to develop the articles in order to give best information. I believed that by giving best and correct information, it would be a good guidance for people in SICP division. Moreover, to get specific and accurate data, I browsed some selected websites that discuss business mailing process, Mailing System and manner, for example **www.4hb.com w**hich is one the largest websites containing many systems about mailing form.

3.2.3 Data Processing

After all data has been gathered, the writer started to process the data. I determined all material which has been selected. For some of the Guidelines, I translated the material first before taking choices in it. All data in English was translated into Bahasa Indonesia and some of them to the English. Therefore, I should be aware of it. After translating all the data in Bahasa Indonesia, I chose selected materials that become the material for guidelines.

In collecting data progress, sometimes I found the articles that have similiar topic and many source related to the Business Mailing process, and it was the duty of I to choose correctly. For example, when I made guideline about mailing

process; at the time of getting the material there were so many articles that discuss about Mailing Manner specifically, culture and also custom. There was an article that discussed about mailing in general side. It was used as references for guidelines but was not used as the material. I needed articles that review deeply about mailing process. So, if the data had no relevancy in compiling the final of guidelines, I would sometimes remove the non relevant data of mailing system.

3.2.4 The Making of Guidelines

According to the job I had as a guide of a business mailing, The Making here is to compiling many selected information from the internet compiled in one specified Guidelines. I started to make guidelines which is the writer got from the media browsing and book search for selected the materials. I chose the topic for a guideline that would be presented in weekly meeting. For the material and description are followed here below.

I tried to make the correct guidance for the employee of Telkom, I also avoided any kind of obstacle that could make me confused that would lead into misperception. I made a standard guidance for mailing process just like getting it from the internet and any kind of source. For example:

The standard mail or letter is consisting of many structures.

A. Parts of the letter.

a. Heading

The heading is a must in every address, because it gives the information about the sender and the letter's date.

b. Inside address

The beginning of the inside address contains the name and address of a firm, individual or a company; it shows the direction to whom the writer is writing.

c. Salutation

In a business letter salutation is the formal writing equal to saying *"hello"* or *"good morning"*. It should be written in the first line and two spaces bellow the last line of the inside address.

d. Body of the letter

This is the main part of the letter or mail, in this way, the mail writer gives the main reason of writing letter.

e. Complimentary close

Complimentary close is same with salutation; it is equivalent of "*good morning*". Complimentary close commonly used in the last form of body of letter it can also equivalent with *"good-bye"* or *"yours truly"*.

f. Signature

The signature is the name of the person who wrote or dictated the letter. Signature is typed first, and the name of the sender is written above the typed signature.

In the example presented we can see that this is the simplest structure in making letter. Because the good letter is a letter that consists of 6 rules which is the writer writes in the example before.

In the letter structure up there we can see how the important of making a good letter is. A good letter doesn't always consist of the structure but also the manner and the style in writing a letter.

As we know there are many styles in writing a letter, a style like how we make writing position standard like *Block Format*, *Modified Block Format*, Mo*dified Semi Block Format*, *Simplified Format* and *Hanging intended Format* are presented here below.

Letter Format Example:

A. Block Format

So far this kind of form was very simple. In this letter format there need not indentation, it means that every letter is typed started from the left margin with space from its part of the letter.

This format gives the easiest way in typing and also safe the time. This format is also ideal for a work in a big sum.

B. Modified Block Format

Just like in Block Format, Modified Block Format gives the advantages because every paragraph is separated, it could be possible that every paragraph has own stance. The space in every component of this letter format is same with the Block Format. Date, complimentary close and signature are placed in one straight line near the middle section of the letter. Complimentary close and signature is placed two spaces below the last paragraph. This kind of form is now often used.

C. Modified Semi Block Format

The principle of this kind of form is same with the Modified Block Format except that the beginning of each paragraph is typed five spaces from the left. All the space between each components still same.

D. Simplified Format

The typed manner for this kind of form is basically same with Block Format; it means the type of writing is started from the left margin. But in this format, we don't have to write salutation and complimentary close. The space between components of the letter is just same like Block Format. The special feature from this format is a *subject of the letter* or the letter point.

E. Hanging intended format

Practically, this kind of form is not simple. This kind of form is rarely used in the common correspondence. The advantage from this kind of letter is the reader more deeply attracted their attention into the main of the letter

or the body of the letter itself. Space between components is same with many other formats.

3.2.5 Discussion and Presentation

Every Wednesday, a guideline that had been made by me was presented in front of AVP from SICP and SBD. The purpose of this presentation was to give explanation about the guideline itself and to discuss its content. I explained about the guideline and led the discussion. The topic for the presentation/discussion was determined by AVP. SBD, Heru Basuki. In a week, the writer had to make one or more guidelines that became the material for presentation/discussion in weekly meeting.

For the first week, I explained about business communication and how to negotiate; with the title **Intercultural Communication and Body Language/ Gesture** and **How to Negotiate.** For Intercultural Communication, I discussed all aspects that involve in business. In the second week, I discussed about **Mailing Guidance.** I explained about how to make a good or standard mailing form. In the third week, the discussion was about **Company Gift** which asked by AVP. Heru Basuki. For the last meeting, I discussed about **Custom and Culture.**

3.3 The Problem and Solutions

3.3.1 The Problem

One that become a problem during the job training at PT. Telkom is the lack of books concerning to the business correspondence, which is the part that help me in compiling the guidance. The inexistence of the related books made me had difficulties in searching the references for the guideline materials.

3.3.2 The Solution

To solve this problem, the writer searched the materials through the internet. Internet provides many data that discusses business mailing guidance and other related field in business. By using internet facility, the writer could overcome the problem during the job training at PT. Telkom. Without using the internet the writer couldn't get more specific material for guidelines.