## CONTENTS

**ABSTRACT** iv

***ABSTRAK*** v

**ACKNOWLEGDMENTS** vi

**CONTENTS** vii

**CHAPTER I : INTRODUCTION**

1.1 Background to the Topic 1
1.2 Scope 2
1.3 Objectives 2
1.4 Significant to Knowledge 2
1.5 The Framework of the Theory 3
1.6 Research Method 4
1.7 Place and Time 4

**CHAPTER II: THE BUSINESS OF PT. POS INDONESIA**

2.1 The General Description of PT. Pos Indonesia 5
2.2 Vision and Mission
2.2.1 Vision 6
2.2.2 Mission 6
2.3 Division 7

**CHAPTER III: THE DESCRIPTION OF THE TOPIC**

3.1 The Description of The Letter Pos Manual 9

3.2. Explanation 9

**CHAPTER IV: CONCLUSION AND SUGGESTION**

4.1. Conclusions 13

4.2 Suggestion 13

**REFERENCES** 15

**APPENDICES** 16

**CURRICULUM VITAE** 34