

**THE DESCRIPTION OF SECRETARIAL JOB AT
PDAM TIRTA BHAGASASI BEKASI**

A PAPER

**This scientific paper is submitted to School of Foreign Language-JIA to fulfill
one of the requirements for taking Diploma III program**



**GITA NOVITA
43131.315101.50007**

**ENGLISH PROGRAMME
SCHOOL OF FOREIGN LANGUAGES-JIA
BEKASI
2018**

THE APPROVAL SHEET

Name : Gita Novita
Student number : 43131.31015.0007
Title : The Description of Secretarial Job at PDAM Tirta
Bhagasasi Bekasi

Supervised and Approved by:

The Chairman of STBA- JIA

The Advisor

Drs. H. Sudjianto, M.Hum.
NIP. 195906051985031004

Yeni Norvatin, SS, M.Hum.
NIDN. 0425028105

The Personnel Division Head

Iman Nurani, S.Sos

INTELLECTUAL PROPERTY STATEMENT FORM

Name : Gita Novita

Student number : 43131.31015.0007

Departement : English

Title : The Description of Secretarial Job at PDAM Tirta
Bhagasasi Bekasi

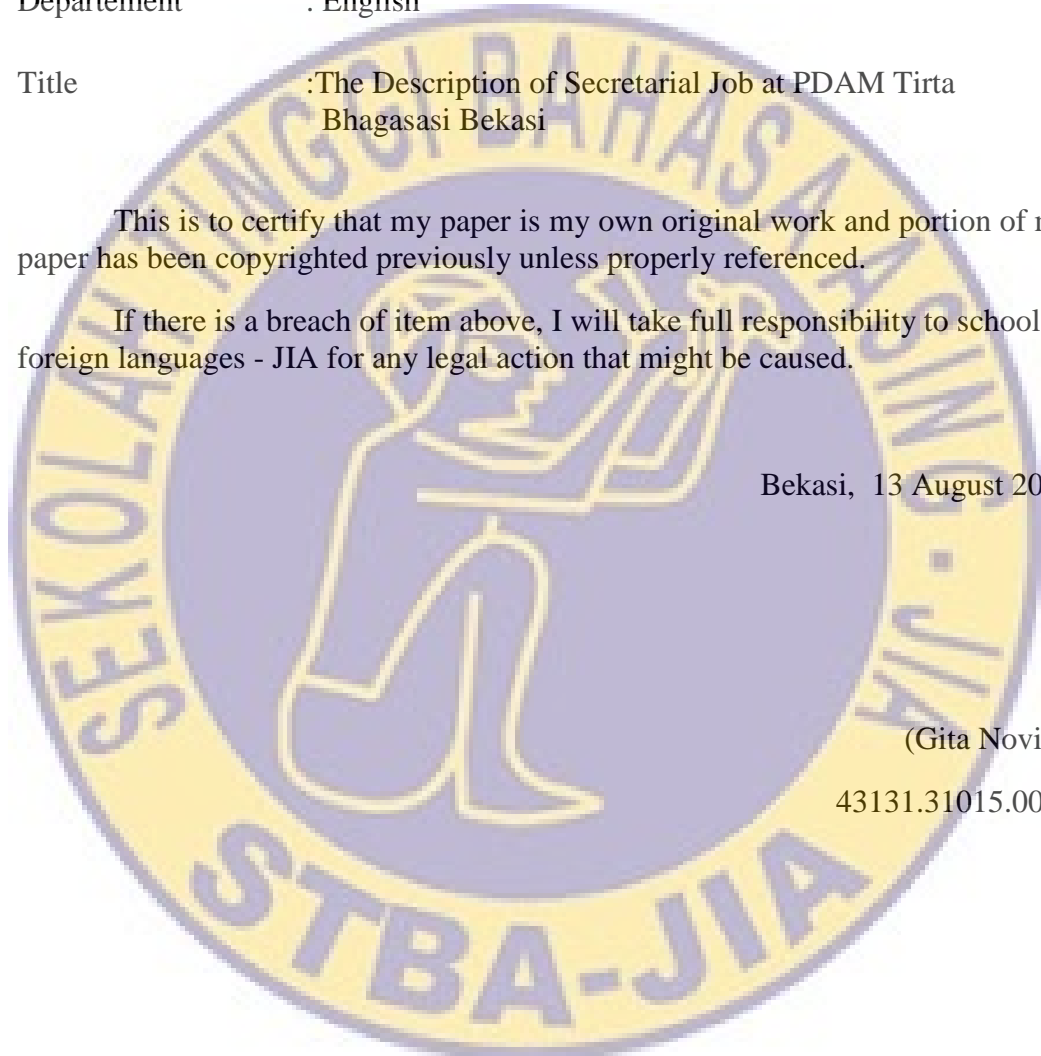
This is to certify that my paper is my own original work and portion of my paper has been copyrighted previously unless properly referenced.

If there is a breach of item above, I will take full responsibility to school of foreign languages - JIA for any legal action that might be caused.

Bekasi, 13 August 2018

(Gita Novita)

43131.31015.0007



THE IMPROVEMENT SHEET

THE DESCRIPTION OF SECRETARIAL JOB AT PDAM TIRTA BHAGASASI BEKASI

Gita Novita

43131.31015.0007

Supervised and Approved by

Examiner

Ade Surista M.Pd

NIDN. 0425127503



THE APPROVAL SHEET FOR PAPER EXAMINATION

It is declared that on August dated from August to September, The paper examination has been carried out.

Name : Gita Novita
Student number : 43131.31015.0007
Departement : English
Title : The Description of Secretarial Job at PDAM Tirta
Bhagasasi Bekasi



Approved by
Examiner

Ade Surista M.Pd
NIDN. 0425127503

MOTTO AND DEDICATION

MOTTO :

“Kill them with success and bury them with a smile.”

DEDICATION :

This paper is dedicated to my beloved family, my beloved friends, my future husband and all of people who love me.



THE DESCRIPTION OF SECRETARIAL JOB AT PDAM TIRTA BHAGASASI BEKASI

GITA NOVITA

ABSTRACT

The paper aimed to know how the work system and the job description of secretarial job at PDAM Tirta Bhagasasi Bekasi which Located at *Kavling 1 JL. K.H. Noer Ali, Jakasampurna, Bekasi Selatan, Jawa Barat 17145*. In this research, the writer has direct observe on each job in Secretarial job such as Secretary. This research starts from 16th Januari 2018 to 15th February 2018. The techniques of getting data are : (1) observation directly on the field, (2) determining how Secretarial job. The method of the research is qualitative descriptive by observing what each job do during 4 weeks. The faced three obstacles, they are : (1) Obstacles the writer faced is waiting for the job from secretaries. (2) Obstacles the writer faced is the writer do not know all of rooms and employees of company. (3) Obstacles the writer faced is the writer must be careful to check all job which given by secretaries. There are three problems solving, they are: (1) Problems solving when the writer faced is the secretary asked to the writer to wait for few minutes to get a new job. (2) Problems solving the writer faced is the secretary tell where the room and describe about employee look like. (3) Problems solving the secretary remind the writer to do the job well.

Key word: Secretarial Job.



**DESKRIPSI PEKERJAAN SEKRETARIS DI PDAM TIRTA BHAGASASI
BEKASI**

GITA NOVITA

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana cara kerja dan pekerjaan apa saja yang dilakukan oleh sekretaris PDAM Tirta Bhagasasi yang beralamat di Kavling 1 JL. K.H. Noer Ali, Jakasampurna, Bekasi Selatan, Jawa Barat 17145. Dalam penelitian ini penulis meneliti tentang pekerjaan yang dikerjakan oleh sekretaris. Penelitian ini dimulai sejak 16 Januari 2018 sampai dengan 15 Februari 2018. Teknik pengumpulan data adalah sbb : (1) meneliti langsung ke lapangan, (2) meneliti apa saja pekerjaan sebagai seorang sekretaris , Metode penelitian ini adalah metode kualitatif dengan cara mengamati pekerjaan yang dilakukan selama 4 minggu. Penulis menemukan tiga masalah, mereka adalah : (1) Kendala yang dihadapi penulis adalah menunggu pekerjaan yang diberikan sekretaris. (2) Hambatan yang penulis hadapi adalah tidak semua ruangan dan pegawai yang diketahui oleh penulis di perusahaan. (3) Kendala yang dihadapi penulis adalah penulis harus teliti untuk memeriksa pekerjaan yang diberikan oleh sekretaris. Penulis menemukan tiga pemecahan masalah, mereka adalah: (1) Pemecahan masalah yang dihadapi penulis adalah sekretaris meminta penulis untuk menunggu beberapa menit untuk mendapatkan pekerjaan baru. (2) Pemecahan masalah yang dihadapi penulis adalah sekretaris memberi tahu di mana ruangan dan menjelaskan tentang seperti apa ciri-ciri pegawai. (3) Pemecahan masalah yang dihadapi penulis adalah sekretaris mengingatkan penulis untuk berhati-hati dalam melakukan pekerjaan.

Kata kunci: pekerjaan sekretaris.

ACKNOWLEDGEMENTS

At first, the writer would like to thank to Allah SWT for all blessing and loving. It is impossible for the writer to finish this paper without the strength and chance given by Allah SWT.

This paper writing is to fulfil one of requirements for taking diploma program (D3) of English Department of School of Foreign Languages JIA. In this paper, the writer explains about the description of Secretarial job at PDAM Tirta Bhagasasi Bekasi, Bekasi, West Java

During the research, the writer uncounted a lot of hardship and difficulties both finding the data and arranging it into an accepted scientific paper. Therefore, the writer would like to take this opportunity to express her thankfulness to all the following people who have advised and supported data and information to finish this paper, especially to :

1. Drs. H. Sudjianto, M.Hum, the chairman of the School of Foreign Language STBA-JIA Bekasi.
2. Yeni Noryatin SS, M.Hum as the advisor for giving motivation, suggestion, correction and guidance.
3. Ade Surista M.Pd for her advise, suggestion and guidance.
4. All the lecturers and staff of STBA-JIA for their guidance during her study.
5. Mrs. Santi Mulyadi as her friends who help her to training at PDAM Tirta Bhagasasi Bekasi
6. All the staff of PDAM Tirta Bhagasasi Bekasi.
7. Her lovely family to their endless love, support and prayers.
8. All the lovely friends in STBA-JIA for their motivation, support, prayer, laugh and help.

Finally, the writer hopes this paper will be useful especially for her and generally for everyone who reads it.

Bekasi, 13 August 2018

GN

TABLE OF CONTENTS

The Approval Sheet.....	i
Intellectual Property Statement Form	ii
The Improvement Sheet	iii
Motto and Dedication.....	iv
The Approval Sheet For Paper Examination	v
Abstract	vi
Abstrak	vii
Acknowledgements	viii
Table of Contents	ix
CHAPTER I INTRODUCTION	
A. Background of the Research.....	1
B. Question and Scope of the Research.....	4
C. The Objectives and the Significances of the Research.....	4
D. The Operational Research.....	5
E. The Systematization of the Research.....	6
CHAPTER II THEORITICAL DESCRIPTION	
A. Definition of Secretary.....	8
B. Qualification and Function of Company Secretary.....	10
C. The Role of Secretary.....	12
D. Relevance Research.....	24
CHAPTER III COMPANY PROFILE	
A. Company History.....	26
B. Organization Structure.....	27
C. Procedure and Work Frame.....	28
CHAPTER IV REPORT OF OBSERVATION FINDINGS	
A. Data Description.....	31
B. Observation Obstacles.....	32
C. Problem Solving.....	54
CHAPTER V CONCLUSION AND SUGGESTION	
A. Conclusion.....	59
B. Suggestion.....	60

Bibliography
Appendices



CHAPTER I

INTRODUCTION

A. Background of the Research

Language is a set of symbols being used mainly for communication. The symbols may be spoken or written. Language is an aspect of human behavior. In written form it is a long-term record of knowledge from one generation to the next while in spoken form it is a means of communication. Language is the key aspect of human intelligence.

Language is important because it is one of the main ways to communicate and interact with other people around us. It keeps us in contact with other people. English language is an example for the importance of a language because it is the international language and has become the most important language to people in many parts of the world. It is most widely used in communicating around the world, also it is spoken as the first language in many countries. English is playing a major role in many sections like education, medicine, engineering and businesses. There are many reasons that makes English is the most important language in the world.

The four reasons why English is important the first reason is that even though English is not an official language around the world but it is the most common language is used to communicate around two billion uses regularly. The second reason is that learning English is very important and necessary for the business world, researchers' show that cross-border business

communication is in English and learning it changes our lives. Moving to the third point English is mostly used in publishing books, making films, music and a lot of entertaining things. The last reason is that majority of the information on the internet is available in English by knowing it can be easy to access in any website. At the end it says that although learning English is challenging and take much time, but valuable and gives more.

The competition in this globalization era takes English become a skill which is needed by every company. The word company a means as legal entity. Legal entity is the division of law which is handle the company's need. The company itself is differed into three types, sole proprietorship, limited partnership and liability partnership.

Sole proprietorship is the simplest business form under which one can operate a business. Sole proprietorship is not legal entity. It simply refers to a person who owns the business and personally responsible for its debts. These types of company do not need English for their activity, for the business does not relate internationally. But, if the business connects to the international partners, absolutely English become the most important skill for the staffs. Limited partnership is the most common type of businesses with more than one owner. Liability partnership is similar business structure but it has no general partnership.

There are so many people who build a company. In the company there is an office. Office performs a clerical function such as information collection, recording analyzing and executive function such as planning, organization,

decision making, policies formulation. In the office, it has a general manager. General manager is not the most important person. General manager need a team work to run the business from every division such marketing departmen, technic, cashier and staff. General manager can not handle without a secretary. The things relate to general manager is handled by secretary.

Secretary is known as administrative, administrative is a person who handle all work, reschedule meeting, greeting investors, answering messages, take care of company letter. Secretary becomes an important person who help the manager handle all the job. The manager's job will be arranged and schedule well.

In order to know and understand about the secretary jobs, the writer took a month observation toward the secretary of general manager in PDAM Tirta Bhagasasi Bekasi. PDAM Tirta Bhagasasi is kind of liability partnership between private company with government regency. For about a month, the writer observed and identify the job of the secretary. There are some problems which are found. The problems make the writer feel interested and curious about the job of secretary. From that reason and explanation above the writer chooses the title of the paper: **THE DESCRIPTION OF SECRETARIAL JOB AT PDAM TIRTA BHAGASASI**

B. Question and Scope of the Research

1. Question Research

Based on the background of the research, the writer conclude some question of the research:

- a. What are the problems which found by the writer in secretary at PDAM Tirta Bhagasasi Bekasi?
- b. What are the solutions of the obstacle that the writer found in secretary at PDAM Tirta Bhagasasi Bekasi?

2. Scope

The writer only focus to the work process of PDAM Tirta Bhagasasi Bekasi. These work processes are handling all works, reschedule meeting, greeting investors and answering message. Those are the jobs which writer explain in this paper.

C. The Objective and Significance of the Research

1. The Objective of the Research

Objective of the research can be identified from the job description PDAM Tirta Bhagasasi Bekasi. Here are the objective related to the question:

- a. To explain the obstacles that the writer found in secretary at PDAM Tirta Bhagasasi Bekasi
- b. To find solutions toward the obstacle that is faced by secretary at PDAM Tirta Bhagasasi Bekasi

2. Significance of the Research

The writer hopes this research paper can be useful not only for the writer but also for the readers mainly who learn or at least like to learn English. The significance of the writing is described:

a. For the writer

The writer has to complete a paper of the final assignment in D3 Program in English Department at School of Foreign Language JIA. The writer should describe how important Secretary job at PDAM Tirta Bhagasasi Bekasi.

b. For the reader

The writer is expected that the paper can give the knowledge about the secretarial job to the readers.

c. For the company

The writer hopes that the paper can give contribution and information the to the company about the problem and the situation that the writer found in the job of secretary.

D. The Operational Definition

Secretary is a person who handle all works, reschedule meeting, greeting investors, answering messages, take care of company letter.

E. Research Methodology

In qualitative research, it is possible to use various methods for research with scientific background for the purpose of the research can be achieved. According to Berg (2007) which adopted by Djam' an (2010) said the qualitative research is refers to the meaning, concepts, definitions, characteristics and descriptions of things. According to the definition, qualitative research is emphasized in the description of the object under study. (as cited in Muhammad. 2011. p. 30)

There are three methods applied by qualitative research that is observation, interview and document review. In this research, the writer used the method of observation directly to the field. Which after data had been collected from the data source, the data were analyzed through the following steps. First, observation directly on the field. Second, determining how Secretary's jobs. Third, describing the data. The method of the research is qualitative descriptive by observing the job and explaining the obstacles during observation and giving the problem solving of the observation.

F. The Systematization of the Research

To get easier view in this scientific paper, the writer arrange scientific paper into five chapters which are summary of the writing which is called systematic of writing. The five chapters are as follow:

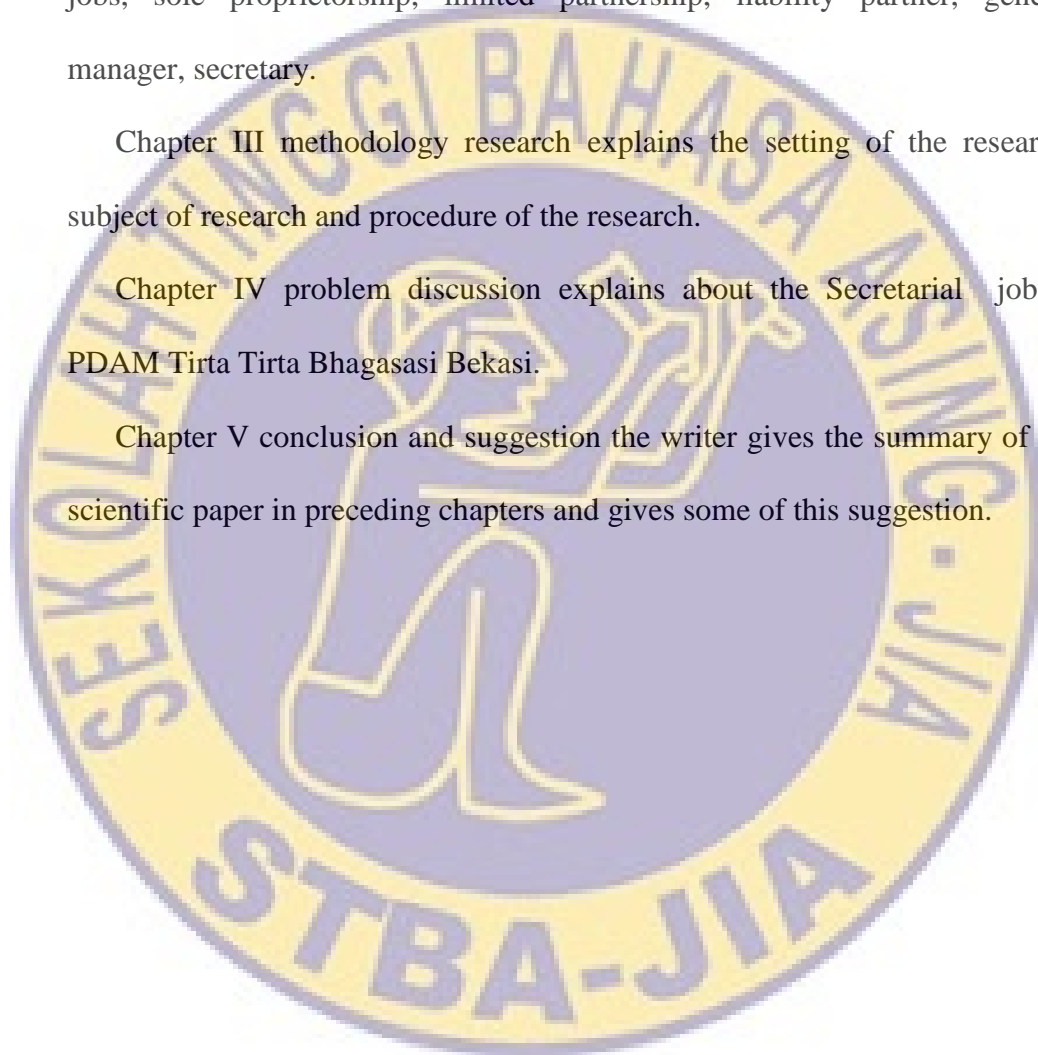
Chapter I introduction explains about background of the research, scope of the problem, question of the research, object of the research, significance of the research, and systematic of the paper.

Chapter II theoretical review describes about the definition of analysis, jobs, sole proprietorship, limited partnership, liability partner, general manager, secretary.

Chapter III methodology research explains the setting of the research, subject of research and procedure of the research.

Chapter IV problem discussion explains about the Secretarial job at PDAM Tirta Tirta Bhagasasi Bekasi.

Chapter V conclusion and suggestion the writer gives the summary of the scientific paper in preceding chapters and gives some of this suggestion.



CHAPTER II

THEORITICAL

A. Definition of Secretary

The term “company secretary” is commonly used in the United Kingdom and other commonwealth countries. In the United States, Canada, Eastern Europe, and post-Soviet states, the term “corporate secretary” is more common. Another commonly used term is “board secretary.” The U.K. study found that many corporate secretaries thought that the role is compromised by the term “secretary” in the job title. (IFC, 2016, p.2)

Although the role of the corporate secretary has been around for over 100 years, it is not well known among the general public. Many corporate secretaries tell stories of having been mistaken for an executive administrative assistant instead of someone carrying out a senior professional role in the organization.

A good corporate secretary should be able to assist the organization with identifying what should make up the correct infrastructure for each organization. In addition, and some would say more importantly, once the correct infrastructure has been identified, the good corporate secretary should be able to assist the organization with the creation of the culture and the relationships required to ensure

that the infrastructure is implemented, managed, and maintained effectively for the success of the organization.

The company secretary is a person who become the chief administrative officer of the company and the legal adviser of the board of directors (Modeme, 2016, p. 449). A private company is not required to have a secretary, but may have one if it. It is different with a public company, it must have at least one secretary. On another page, Modeme (2016) also concluded that, “secretary is a person responsible for the administration of company, the keeping and filing of company's statutory records and advising the board of directors on legal matters, especially compliance with company legislations”. (p. 462)

According to IFC (2010) in the book titled *Corporate Governance Manual*, The Corporate Secretary has some main tasks; organizing the meetings of the GMS, Board of Directors and Supervisory Board and ensuring Board of Directors' resolutions are in compliance with law. The Corporate Secretary is responsible for keeping the book of shareholders, the preparation and recording minutes of all meetings of shareholders, Board of Directors, and Supervisory Board, keeping minutes of all meetings of these corporate bodies and other documents in accordance with the law and the charter of the company as permanent records. The Corporate Secretary is required to keep confidential all information of the company. (p. 58)

Aston (2008, p. 6) in the book titled *The Company Secretary's Handbook* stated that, "The company secretary's responsibilities may include administration of personnel matters, employment legislation compliance, accounting and finance duties, insurances and intellectual property rights".

Erismann (2008, p. 43) in the book titled *The Insiders View on Corporate Governance* stated that, "Every company needs someone to take care of all the necessary administrative issues that fall under the board's responsibility. In the past, many companies did have a "company secretary" who was mainly in charge of ensuring smooth board processes. With the increased requirements resulting from legal and regulatory changes over recent years, some companies strongly enhanced the function of their secretary. They assigned the position a significant number of new responsibilities, placed it higher in the internal hierarchy, and named the function holder a "corporate governance officer."

Moncrieff (1980, p. 81) in the book titled *The Professional Secretary's Handbook* stated that, "The secretary prepares the agenda in consultation with the chairman. The agenda paper must be out well in advance of the meeting."

Fayol (2006, p. 15) in Laegaard's book titled *Organizational Theory* stated that, "The administrative principles in the form of management's hierarchical pyramid structure were to function as the basis of the part of the organization that involved activities."

According to Professional Programme (2011, p. 490) in the book titled *Company Secretarial Practice* stated that, “A company secretary is an officer of the company responsible for compliance by the company with the provisions of the Companies Act, 1956 and various other corporate, taxation, industrial and economic laws applicable to companies in general. Under the Companies Act, the role of a secretary is three-fold, as a statutory officer, as a co-ordinator and as an administrative officer.

Based on the definition above, it is concluded that secretary is a person who handle administrative of the company such as keeping and filling and also advising in legal matter.

B. Qualification and Function of Company Secretary

1. Qualification

According to Modeme (2016, p. 450), before somebody could be appointed the secretary of a public company, the directors must be satisfied that he has knowledge and experience needed to carry out the responsibilities of the company.

- a. Have held the office of company secretary for at least 3 of the preceding 5 years
- b. Be qualified as a barrister or solicitor in UK
- c. Belongs to the Institute of Chartered Accounts of England, Scotland or Wales or Ireland; Association of Certified Accountants; Institute of Chartered Secretaries and Administrators; Chartered Institute of

Management Accountant and Chartered Institute of Public Finance and Accountancy.

- d. Has held any office in the past or belongs to a professional body that equips him to be a secretary.

2. Function

Modeme (2016, p. 451) also stated that although the Companies Act did not specify any responsibilities for a secretary, a company secretary is an officer normally responsible for performing administrative and secretarial duties in a company. In fact, the UK Corporate Governance Code regards the company secretary as an impartial civil servant in the service of the board of directors. The responsibilities of the company secretary include:

- a. Organizing and taking minutes of General Meetings and Board of Directors' Meetings.
- b. Maintaining a company's statutory returns to the register, e.g. register of members, debenture holders and charges
- c. Filing necessary and statutory returns to the registrar of companies.
- d. Advising the board of directors on compliance with the Companies' Act and the procedure of the board.
- e. Ensuring that the company's accounts are prepared in accordance with statutory requirements.
- f. Ensuring that procedures for company meetings are followed.

The UK Corporate Governance Code 2012 adds that the responsibilities of the secretary include:

- a. Ensuring good information flow within the board and its committees and between senior management and non-executive directors
- b. Facilitating induction and assisting with professional development as necessary.

C. The Role of Secretary

1. Role in Preparing for Meeting

In preparing for board meetings, the corporate secretary would typically be responsible for the actions described below,

- a. Setting the dates for the board meeting after liaising with the chairman and CEO.

The corporate secretary should maintain an annual calendar so that members of the board and those preparing information for the board can know when items will be considered by the board. It also enables the board to schedule additional items and reallocate items to different meetings as circumstances change.

In compiling the annual calendar, the corporate secretary should ensure that it fits the business cycle of the company. Management should not be stopping its ordinary business to prepare reports for the board. The reports should be part of the business reporting cycle. Many companies just say “quarterly board meetings” and pick a date

without considering the additional pressure they are putting on management to produce reports out of the cycle.

- b. Ensuring that the board is properly constituted and that directors have been properly appointed and are operating within their terms.

Failure to do so will invalidate the meeting and any decisions taken.

- c. Notifying the directors of the time, date and place of the meeting.

Corporate secretaries can notify directors of meetings through an annual calendar of dates, which for larger companies can be in a three-year cycle, or through reminders to directors closer to the time. Reminders should note the venue, date and time of the meeting. Some companies are required in their constitutions or by statute to send out notices to directors before each board meeting. Other companies do not require notice to be sent to directors overseas.

- d. Meeting with management and the chairman to agree on items for the agenda and developing the agenda for the meeting.

The corporate secretary prepares the first draft of the agenda, drawing from items on the annual calendar and discussions with management. This draft is then discussed with the chairman who has the final say on what is on the agenda. The corporate secretary may have to manage negotiations between a CEO who wants certain items to be on an agenda and a chairman who has decided that in the interests of time they can wait to the next meeting.

A good corporate secretary will identify the six or seven things that the board needs to address each year and using a board calendar, allocate time for discussion of these items across the scheduled meetings. Maintaining flexibility in the agenda will allow for the unexpected events requiring board attention that occur throughout the year. One board meeting a year should focus on strategy. Often boards will take this opportunity to go on a board retreat and visit operations, customers or suppliers. The corporate secretary should be involved in identifying locations and making arrangements for the board retreat.

- e. Advising those preparing papers of when they need to submit their papers.
- f. Making sure that the board receives information-in a format that is easily digestible-before a board meeting and that the board members are briefed before a discussion takes place or a decision is made by the board.

Depending on the type of company, the corporate secretary may also check to be sure management has carried out all the relevant consultations before bringing a proposal to the board. Many corporate secretaries have introduced document-execution processes that require managers to get sign-off on a proposal from specified functions such as finance or legal before bringing a proposal to the board. This prevents ill-informed proposals from coming to the board and avoids a situation where the board approves a proposal only to find that there is

no budget for it. Good corporate secretaries should advise managers to consult widely on their projects so that they cover all the angles and gain the cooperation required for their proposal.

The purpose of board paper is to inform or stimulate debate and to seek approval. Papers for the board should be clear and concise in understandable language, answer all of the questions that directors are likely to ask and should not include organizational jargon or acronyms. The corporate secretary should ensure that there is a standard format, length and style issued for board papers.

- g. Organizing the attendance of presenters and advisers.

Board may also meet with non-board members, consultants, or representatives of stakeholders from within and outside the organization. A good corporate secretary will identify those stakeholder groups that have legitimate interests, monitor their activities, advise the chairman and be involved in arranging such attendance at meetings.

- h. Collecting and distributing the papers for the board meeting.

The corporate secretary should work with the chairman to determine when papers for board meetings should be distributed. Best practice is seven days before a meeting. However, papers may need to be distributed earlier if there are overseas directors on the board or there is a statutory requirement. With the agreement of the board, in smaller companies papers may be distributed within a shorter time. A

good corporate secretary will know the directors' preferences for receiving board papers. Some are happy with electronic copies and others prefer hard copies.

The corporate secretary should consider the sensitivity of the papers to be distributed. It may be in order to send hard copies of the documents by post or courier. Where documents to be hand-delivered by one of the company's staff.

- i. Organizing the room bookings and the other housekeeping arrangement, such as soundproofing, security, temperature, refreshments, table shape, chairs, seating arrangements and board etiquette.
- j. Organizing any associated events, such as lunches, dinners or committee meetings.

Dinners or lunches can boost the team spirit of the board, allowing board members to get to know each other and to discuss important issues prior to making a formal decision at the board meeting. The corporate secretary should ensure that these events do not become an extension of the board meeting. Issues can be discussed but no decisions should be taken. If decisions are taken, the corporate secretary inform the chairman, note the decision for the minutes and ensure that any statutory and regulatory requirement are dealt with within the prescribed time frames.

The corporate secretary when setting the dates for board meeting should be aware of the board's preference regarding the time between board committee meetings and board meetings. Many board like to have time between the committee meetings and the board meeting so minutes can be prepared and circulated for the board members to review before the board meeting. However, if committee members have to travel long distances, it may be more appropriate to have the committee meeting the day before the board meeting. In the case, the corporate secretary should help the committee chairman prepare a report summarizing the business of the committee and any recommendations for board approval.

k. Briefing the chairman prior to the meeting.

The corporate secretary should prepare a brief of the meeting for the chairman. Written in bullet format. It should include information on each item on the agenda-for example, whether the agenda item is for information or needs approval. It should outline the matters arising from the previous meeting and give a brief update to be dealt with on the agenda or to be dealt with at a future meeting.

l. Suggesting to the chairman or directors a pre-discussion of items on the agenda which require expertise that is not widespread on the board.

When items on the agenda require expertise that is not widespread on the board, the corporate secretary should suggest to the chairman or to the directors concerned that a pre-discussion take place on the issue

to bring the board's knowledge to a level that an informed debate can be held or a decision can be made.

A major challenge for chairman is how far to go in shaping discussions before the meeting. Best practice suggests that the more prepared the chairman and other members of the board are for the meeting, especially on contentious issues, the more effective the debate. However, the corporate secretary needs to assist the chairman in ensuring that board meetings are not pressured in any pre-discussions so that the decision is not a foregone conclusion.

- m. Preparing any formal resolutions that need to be passed at the meeting.
- n. Ensuring availability of any documents that might be referred to, such as accounts, memorandum and articles of association and so on.
- o. Checking that telephone numbers have been obtained and that the legal location of the meeting has been established, if the meeting is to be held by telephone or video conference.
- p. Ensuring that there is a quorum for the meeting.
- q. Checking to see if any directors have potential conflicts of interest in the business to be considered at the meeting, discussing these potential conflicts of interest with the director concerned prior to the meeting and then advising the chairman.

A decision will then be taken as to whether the director should be excluded from the meeting and have certain papers extracted from his or her board pack.

- r. Checking that the board does not require independent professional advice on any agenda items.

Best practice provides that directors are entitled to independent professional advice. The corporate secretary should ensure that there is a policy in place for how directors obtain independent professional advice. This typically states that the corporate secretary would be the person responsible for arranging for the independent professional advice to be obtained following a request from an individual director or the board as a whole.

- s. Organizing payment of allowances for directors to attend the meeting.
- t. Checking 30 minutes before the meeting to see that the projector and laptop are operating properly.

2. Role with Directors

In this chapter we will refer to board directors, but in many civil law countries it is the managers who have these duties. The corporate secretary typically would be responsible for performing the duties listed below.

- a. Familiarizing directors with their duties and liabilities.

The corporate secretary should be familiar with all the local requirements for board directors' duties, whether these are set out in statute, regulations, case law, the articles of association, or corporate governance best practice.

In addition to corporate duties listed in the box, below, there are multiple laws under which board directors have statutory obligations. The corporate secretary should advise the board directors on these obligations, which include the following areas: anti-trust, employee rights, data protection and privacy, health and safety rights, customer rights, and the environment.

- b. Advising the board, as matters come up, on how to apply its duties and liabilities.
- c. Providing information on duties and liabilities as part of a director's induction and the directors' annual training program.

The corporate secretary should advise the board on how all duties apply in the organization's jurisdiction and ensure that policies, processes, and procedures are introduced to ensure that board directors do not breach their duties through.

3. Role with Shareholders.

This separation of ownership and control has been the focus of companies and securities laws and regulations as well as corporate governance best practices, which have developed globally to ensure that the rights and assets of the investors or owners of companies are protected from unscrupulous managers.

The position of the corporate secretary is part of this framework of protection that has developed over the years.

- a. Ensuring that a new shareholder's interest is registered.

A person or entity can become a shareholder in many different ways and in doing so will usually interact with a corporate secretary.

- b. Organizing the transfer or transmission of shares from one shareholder to another.

The corporate secretary will often be responsible for organizing the transfer or transmission of shares from one shareholder to another.

When issuing or transferring shares to a shareholder, the corporate secretary must check that there are no restrictions on the individual or corporation becoming a shareholder. In most countries, an individual needs to be a person or a legally incorporated entity to own shares. Partnerships, clubs and associations are therefore unable to own shares themselves; they have to own them through one or more of their members or through a nominee shareholder.

Where limited liability partnerships exist, these can usually own shares in their own right, as they have been legally incorporated.

- c. Dealing with shareholders who cease to be members.

The corporate secretary should also be aware of how an individual or organization ceases to be a shareholder. The most common way a member ceases to be a shareholder is by transferring his or her shares. In a common law country, in an unlisted company, this can be done by lodging the appropriate forms with the corporate secretary.

- d. Advising on and drafting shareholder agreements.

The shareholders of many non-listed companies will require shareholder agreements to enable them to deal with conflict or exit the organization.

The corporate secretary will often be called on to advise on the content of these agreements and then to draft them.

- e. Ensuring that shareholder powers and rights are protected.

Shareholders generally have a number of powers and rights, which the corporate secretary has a role in protecting. The corporate secretary fulfills this role by advising the board when these rights are being or could be infringed. Corporate secretaries also assist shareholders in exercising their powers and rights.

- f. Protecting shareholders from abuse.

The corporate secretary plays a major role in ensuring that the abuses described below do not occur in their organizations.

- g. Issuing or cancelling shares.

Directors are usually authorized to issue (allot) shares in the articles of association or by resolution of shareholders in the general meeting.

- h. Advising on and organizing capital actions.

- 4. According to Kakabadse (2014, p. 10) a secretary has another role, there are:

- a. Making sure you have relevant, high-quality information

This requires an ability to be intuitive and know what types of information are important.

- b. Managing the ability and process of connecting and drawing consensus

The company secretary can become the casualty or target of animosity, which then takes time to repair. Relationship management is all-important.

c. Corporate memory

This includes picking up the pieces in a crisis, or dealing with the fallout from board members' decisions when they go wrong. Company secretaries are at the sharp end of decision-making.

D. Relevance Research

The writer took a relevance research from paper of Nurul Faiza, a student of Yogyakarta State University. The title of her final assignment was The Role of Secretary in Creating Work Efficiency of Company. This paper aims to explain the terms of being a secretary, the role of secretary, factors affecting in work efficiency, the role of secretary in creating work efficiency of company. The method of assessment used in this final assignment with a qualitative approach and problem solving deductively. Qualitative approach is problem approach based on the description of intangible numbers. Problem solving deductively is to explain from topics in general related and discuss which is taken by the library materials and given the conclusion specifically. The results of the discussion is to explain that the terms of being a secretary is quite diverse and a secretary should have many superiorities. The other terms to be a secretary are knowledges, skills and personalities. The role of secretary is quite diverse as a company protector, manage the information, the right's hand leader, a secret holder, an advisor for opinion, connector. Factos

affecting in work efficiency are discipline, responsible, ethic in work. A secretary should be able to perform the role well to improve the company's image and company quality. The similiar of the writer's final assignment with Nurul Faiza's final assignment is the role of secretary and the terms of being a secretary. The different of the writer's final assignment and Nurul Faiza's final assignment is factor affecting in work efficiency and the role of secretary in creating work efficiency of company.



CHAPTER III

COMPANY PROFILE

A. History of PDAM Tirta Bhagasasi Bekasi

Through a certificate of the Minister of Public Work number: 036/KPTS/CK/VI/1979, with the form Institution of Drinking Water Management Agency, District of Bekasi is under supervision of clean water project in West Java. Establishment of PDAM Tirta Bhagasasi Bekasi according to the Local Regulation number: 04/HK-D/PU/.013/VIII/81 which has undergone two changes of Local Regulation number 8 in 1998 and number 2 in 1992.

The Merging is done in 1998 by servicing two districts and city of Bekasi based on mutual agreement between the city and district Government of Bekasi about the development and management of water supply system municipal territory of Bekasi by the district of PDAM DT. II Bekasi number: 690/24A/PDAM and 690/191/PDAM

Joint management in 2002 is done by the name of PDAM Bekasi based on mutual agreement city and district of Bekasi about ownership and management of PDAM Bekasi number: 503/Kep.389.B-PDAM/2002 or 690/Kep.457-HOR/XII/2002

The Changes of the name and logo from PDAM Bekasi to the Local Water Company Tirta Bhagasasi Bekasi was on 29 September 2009.

According to Joshi (2018, p.68) in the book titled *Organizations*, the important function of organization structure is the preparation of an organization chart for a new business might be relatively straightforward. However, the organization structure of an established business might have developed in a rather haphazard manner as the business has expanded as circumstance have dictated.”

C. Procedure and Work frame in PDAM Tirta Bhagasasi Bekasi

1. Point of view and Ideological Role of PDAM:

Point of view:

Create PDAM Tirta Bhagasasi Bekasi:

- a. Professional
- b. Healthy
- c. Ready to serve

Ideological role:

- a. Create the professional business entity based on an excellent value system.
- b. Create the company to give a value for employee and citizen
- c. Create the business water which orientation to stakeholder's satisfaction

2. Motto of Company

”We serve the pure water to citizen of Bekasi.”

3. Job Description

PDAM Tirta Bhagasasi has a job description for the secretary as follow:

- a. Arrange a work plan, sub-division's budget and submit to the head division.
- b. Receive the guest's company, serve and see off the guest to the division or intended party.
- c. Manage the phone office.
- d. Receive an office phone call and forward to the intended extension.
- e. Make a consumption and completeness of company meetings.
- f. Be in charge of corporate events along with public relation and protocol.
- g. Manage the administration of office, branch, mechanical and electrical equipment.

As a profession a Secretary is responsible for information, educating, convincing, getting people to understand and accept a situation.

Work time start from 07.45 am until 15.45 pm, 2 break for lunch and praying times from 12.00 pm until 13.00 pm, praying at 15.00 and go home at 15.45. There is no shift for a Secretary.

An uniform for a secretary is same with the other employee. The uniform from Monday and Tuesday are blue. Wednesday is white. Thursday is batik. Friday is Muslim. Saturday is a day off.



The writer with the secretary of PDAM Tirta Bhagasasi Bekasi. This picture is taken in the last day of research. The writer and the secretary wore Batik in Thursday. All employees, secretaries, directors have to wear Batik in every Thursday.

CHAPTER IV

REPORT OF OBSERVATION FINDINGS

A. Data Description

In this research, the witer describe uses qualitative research methods.

In this chapter, the writer tries to describe and explain about anything of daily activities during the observation as a secretary.

1. Location

Object of the research is located at PDAM Tirta Bhagasasi.Kavling 1 JL. K.H. Noer Ali, Jakasampurna, Bekasi Selatan, Jawa Barat 17145.

2. Time of Research

The writer made observation for a month, that was from 16th January until 15th February.

3. Time of Research:

1. First week: 16th January – 19th January
2. Second week: 22th January – 26th January
3. Third week: 29th January – 2nd February
4. Forth week: 5th February – 9th February
5. Fifth week: 12th February – 15th February

4. Observation of Time:

1. The research: 7.45 – 12.00
2. Break: 12.00 – 13.00
3. After break research: 13.00 – 15.45

This chapter also presents the report of observation finding and the problem of the research will be answered in this chapter. Data are taken from secretarial job in PDAM Tirta Bhagasasi Bekasi as follow:

- a. Arrange a work plan, sub-division's budget and submit to the head division.
- b. Receive the guest's company, serve and see off the guest to the division or intended party.
- c. Manage the phone office.
- d. Receive an office phone call and forward to the intended extension.
- e. Make a consumption and completeness of company meetings.
- f. Be in charge of corporate events along with public relation and protocol.

B. Observation Obstacles

During the research in secretarial job at PDAM Tirta Bhagasasi Bekasi the writer observed several tasks which describe as follow and obstacles in observation are:

1. Observation Time

Dates: January 16th – February 15th

2. Job Tasks

Write a date for meeting in secretary's book, give the data and paper to the other secretaries and employees, ask for the signature of the other secretaries and employees, give the budget to the finance division, write a

letter, ask for the number of letter to general division, write the data of employee into secretary's book, greeting guests.

3. Obstacles

a. 16th January

First day was Monday, the writer did the research in secretarial job at PDAM Tirta Bhagasasi Bekasi. PDAM Tirta Bhagasasi Bekasi have 4 secretaries to handle all data of company. PDAM Tirta Bhagasasi Bekasi has 4 directors are president director, general director, business director and technical director. Every Monday to Wednesday PDAM Tirta Bhagasasi Bekasi always do the ceremony before working. The ceremony is one of the rule from local government. The writer came to the office at 7.45 am before all secretaries, employees did the ceremony and the writer should wait until the ceremony finished. After waiting for few minutes, the writer entered to the office and did not know where the room of secretary so the writer should wait in the waiting room. After waiting for a few minute, an employee introduced himself and take the writer to the secretary's room. The writer was doing the research in President Director's room, which is the president director has 2 secretaries to handle the company's data. The writer was meeting up with all secretaries for the first time. All secretaries spoke English to the writer and introduced self. After introducing, one the secretary told the writer to do the best in work. The writer got first job in the first day.

The writer got a problem because the writer did not know about rooms of the company for the first time. The writer asked the secretary before doing the job, a secretary guides the writer a way to reach the destination. The writer and the secretary walked together. The writer got 2 times to break, it were at 12.00 pm and 15.00 pm. The writer has done a job at 11.55 pm and the writer got a break time for praying and having a lunch at 12.00 pm. At 13.00 pm, the writer back to help the secretary. The secretary asked to the writer to write all data of employees. Before writing all data, the secretary told the rule of writing very carefully because many important data of employee that the writer has to write. After writing all data, the writer got a break time for praying and going home at 15.45 pm.

b. 17th January

The writer came to the office at 7.45 am. The writer came before the ceremony begun and the writer should wait until the ceremony finished. The writer entered to the room with all secretaries. The writer got a job that the writer should bring the paper and ask for a signature of employees. The writer got a problem that the writer did not know all employees so the secretary explained how all employees looked like. The writer understood and brought the paper to the employee immediately and asked for the signature. The signature is an evidence that writer has already given a data to the employee very safely. After getting a signature, the secretary asked the writer to wait

for an hour in the room because all secretaries were busy with their tasks. The writer was doing the research in President Director's room so that is why many guests, officials, employees and investors come to the room with many business. The writer waited and watched the secretary how to do the task well. The writer watched the secretary how to receive the guest well and politely. The writer watched the secretary how to handle all company's data. The writer watched the secretary how to schedule a meeting for directors and employees. Many experience that the writer got from all secretaries. At 10 am, the secretary has finished doing the tasks and then asked the writer to bring the paper, also bring book of signatures to employee and ask for a signature. The writer got same jobs for 2 hours. At 12.00 pm it was time to break for the secretary and the writer. At 13.00 pm, the secretary and the writer back to work. The secretary asked to the writer to write data of employees. The writer wrote until 14.55 pm. At 15.00 pm, it was time for praying and at 15.45 pm it was time to go home.

c. 18th January

The writer came to the office at 7.45 am. The writer saw all secretaries were busy with tasks. The secretary told the writer that the secretary has a meeting with president director and researchers from Japan at 9.00 am. Researchers wanted to do a research in processing. Before doing the research, researchers asked for a permission to the

president director. Before meeting, the secretary prepared the stuff and called some of employee to take some picture while the meeting begin then, the secretary asked to the writer to wait for an hour and told that another secretary would give the job for the writer. During a meeting, the writer got a job from another secretary. The writer has to do the job, the writer should bring the paper, book of signature for employee and ask for the signature. The writer got a problem that the writer could not bring all the stuff so the writer ask the secretary that the writer wanted to bring the stuff one by one. The secretary agreed with the writer to bring the stuff one by one. The writer did the same job until 11.55 pm before a break time. After breaking and praying, at 13.00 pm it was time to back to work and a meeting has done, the secretary asked to the writer to translate a data from the meeting in Indonesian language. The secretary asked to the writer to translate carefully because it was an important data of company that the secretary should save. At 14.55 pm before a break time, the writer has translated and given to the secretary. The secretary asked again to the writer to translate another data into English and told that the writer should bring tomorrow.

d. 19th January

The writer has arrived to the office at 7.45 am. The writer submitted the result of translate to the secretary. The secretary corrected those translate. One of secretary asked to the writer to check

the date for a meeting and asked the paper to other division. After the writer got the date and the paper, the secretary asked to the writer to bring all budget to the finance division. The writer got a problem because the writer did not know who is the head of finance division and the secretary told the writer about head of finance division. The secretary will never forget to bring the writer a book of signature. At 9.00 am and the writer did the job, the secretary needed a help to make a new line for data of company in the book of secretary. After making a new line at 10.00 am the writer saw some of guest came to the president director's room. The secretary handled and some of guest waiting for their turn to meet the president director. The secretary asked to the writer to write data of employees. The writer has finished writing at 11.00 pm. One of secretary asked to the writer that a secretary wanted to prepare for praying Jumma at 12.00 pm. After breaking time at 13.00 pm, the secretary and writer back to work. The secretary asked to the writer to bring data of company to other secretary in another room when the writer arrived to the room, the writer got a problem that other secretary was not in there so the writer back to president director's room and bring the data. The writer told the truth to all secretaries, one of secretary is said that the writer should wait for few minutes. The writer waited and saw the secretary work very hard to keep all data of company. After waiting, the writer

asked again for those data to take signature of other secretary. At 15.00 pm the writer has finished the job.

e. 22nd January

The writer arrived to the office at 7.45 am before the ceremony begun. The writer waited for few minutes. After the ceremony finished, the writer entered to the office with employees. The writer got a job at 8 am. The writer did the job immediately. The jobs were giving the paper and asking a signature to employee. The writer got a problem because the writer did not know where was the room. The writer decided to ask to another employee because the writer knew that all secretaries were busy, another employee gave the right way to the writer to reach there. After giving the paper, the writer came back to the room and saw all secretaries still busy. All secretaries were busy because the director wanted to have a meeting with manager of investors from Korea and all secretaries had to prepare the stuff for a meeting. The meeting would begin at 9 am. The writer watched how busy all secretaries were. The writer could not do anything while all secretaries were busy. The manager came with investors to the room and greeting all secretaries. The manager and investors wanted to meet with a president director and talked about business. During a meeting, the writer got a job from one of secretary. The secretary asked to the writer to give the budget to the finance division and brought a book of signature. After giving the budget and book of

signature, the writer submitted to the secretary. The secretary asked to the writer to give the data to other secretary. The writer got a problem because the writer did not know where other secretary should write the signature because in there were many handwriting. The writer went back to the room and asked the secretary about that and come back to there and told the truth. The writer did the job until 12.00 pm and one of secretary allowed the writer to break. At 13.00 pm the writer back to work to help all secretaries. The secretary asked to the writer to ask the schedule of meeting in January to general division and re-schedule the date of meeting. The secretary asked to the writer to write budget of company necessity. The writer has done the job at 15.00 pm.

f. 23th January

The writer came to the office before ceremony begin. The writer arrived at 7.35 am. The writer should wait until the ceremony finished. The writer came with all secretaries. The writer did not know the code of room because the room of all directors are very secret. Employee and training staff could not enter the room without permission. The writer watched all secretaries doing their job. All secretaries looked busy. Many data, schedule of meeting, budget of company should be handled by secretary. At 9.00 am, the secretary asked to the writer to write data of employee into book's secretary. The writer got a problem because the writer could not read the text fully so the writer asked to

secretary and the secretary read the text for the writer. The writer wrote the text. At 12.00 pm the writer has finished all jobs. The secretary allowed the writer to break. At 13.00 pm the writer back to work. The secretary still looked busy with the tasks. The writer helped the secretary to bring data and book of signature to intend employee. The writer did the same job until 15.00 pm.

g. 24th January

The writer arrived at 7.45 am while all employee and secretaries did a ceremony. The writer has to wait until the ceremony finished. After 2 days left, at 8 am the writer entered to the room and looked all secretary were busy to prepare for a meeting. The secretary wanted to have a meeting with the manager of investors from Korea. The secretary made sure that all tasks were in a good condition and the secretary made sure to the director that all stuffs were ready before meeting. After all stuffs were ready, the manager entered to the room of president director with secretary. One of secretary asked to the writer to give the data to the general division and ask for the signature as evidence. The writer got a problem because the writer could not find an employee. The writer came back to the room and asked the secretary. The secretary told to the writer a way. The writer followed what a secretary said, the went to the general division and found the employee. The writer gave the paper and book of signature. The writer has finished the job at 12.00 am. The writer back to work at 13.00 pm.

The secretary asked to the writer to write the data of employee. The writer wrote all data until 15.00 pm.

h. 25th January

The writer arrived at 7.45 am. In the morning, all secretaries looked busy, many guests came to the room to meet the president director so one of secretary asked to the writer to give total of company to the finance division and bring a book of signature. The writer got a problem because the writer could not meet a person. The writer told the truth to secretary and waited in the room for few minutes. After few minutes, the writer came back and gave total of company. At 9.00 am, all secretaries had many guests of president director and one of secretary asked to the writer to write a schedule of meeting in the book of secretary's. Many schedules of meeting that the writer has to write. The writer has finished writing at 12.00 pm. All secretaries and the writer took a break time for an hour. At 13.00 pm, the writer has already taken a break time. All secretaries back to work. One of secretary asked to the writer to give the data to the general division and bring a book of signature. The writer did the job immediately. After giving the data, the secretary asked to the writer to write some data of employee. The writer wrote the data until 15.00 pm.

i. 26th January

The writer arrived at 7.45 am. The writer looked all secretaries were busy to handle many data of company and guest who comes to the president director's room. At 8.00 am, the secretary asked to the writer that the writer should give the data and ask for the signature to other secretary. The writer has to wait because too many data that other secretary should check and write a signature. The secretary asked to the writer to give the data to employee in other room. the secretary asked to the writer to write some data into secretary's book. At 9.00 am, the secretary asked to the writer to write the data in secretary's book. The writer got a problem because the writer could not find the paper but there was a date. The writer asked the secretary and the secretary told the writer did not have to wait because the data is on the way. The writer back to write. At 11.55 pm, the writer finished writing and the secretary allowed the writer. At 13.00 pm the writer back to work. The writer looked many guests who came to the room. Guests came with many business. The secretary looked busy to tell to the president director if many guests came. One of secretary asked to the writer to give data and book of signature to other secretary. The writer did the same job at 15.00 pm.

j. 29th January

The writer came to the office at 7.45 am before the ceremony begun. The writer waited until ceremony finished. The writer came to

the room and looked many guests have been waiting to meet with president director. All secretaries were busy with the tasks at 8.30 am. The secretary asked to the writer to help a secretary to check data of papers on computer. The writer got a problem because the writer felt confused with many papers. The writer should be focus to check one by one, if the writer was not focus, all data were going to go wrong. The writer has finished checking all data and told to the secretary. The secretary asked to the writer to write all data of employee into secretary's book at 9.00 am. The writer has written at 10 am. The secretary asked to the writer to bring all data to the employee and ask for a signature. The writer finished the same job at 12.00 pm. The secretary allowed the writer to break. The writer back to work at 13.00 pm. The secretary asked to the writer to write the data of employee. The writer wrote very carefully. After writing, the secretary asked to the writer to give the data to other secretary and bring a book of signature. At 14.30 pm, the secretary asked to the writer to check the budget of company. The writer has been checking at 15.00 pm

k. 30th January

The writer arrived at 7.45 am. The writer came before the ceremony begin. The writer came to the room and looked all secretaries were busy. The secretary asked to the writer to write the data of employee. The writer has been writing and telling to the secretary at 9.30 am. The secretary asked to the writer to give the data

that the writer has been writing to other secretary and ask for a signature. The writer got a problem because the writer could not find one paper. The writer told to the secretary. The secretary said to the writer not to worry because those paper was in the other room, other secretary should give a signature of those paper later and the writer told to the other secretary to give a signature to other papers. The writer went back to the room and looked that all secretaries were still busy. The secretary asked to the writer to ask the date of meeting in general division. After asking, the secretary asked to the writer to write some of data of employee into secretary's book. The writer has written at 12.00 pm. The secretary allowed the writer to break for an hour. The writer back to the room at 13.00 pm. The secretary asked to the writer to write the data of employee. The secretary asked to the writer to check the data. The writer did check the data careful. The secretary asked to the writer to write about a meeting into secretary's book. The writer has been writing at 15.00 pm.

1. 31st January

The writer arrived to the office at 7.45 am. The writer came before the ceremony begun. The writer come to the room. The writer looked many guests came there. Guests came with business. All secretaries were busy to handle the business with guests. While a secretary was busy. One of secretary asked to the writer to write the data of employee. The writer got a problem because the writer could

not find a sheet of paper. The writer told to the secretary and the secretary said that the writer should wait for a sheet of paper because a sheet of paper was in other room. The writer writing for few seconds another paper to finish the job. After finishing the job, a sheet of paper has arrived. One of employee brought to the room. The writer write the job. The secretary asked to the writer to give the data to other secretary and other employee, also the secretary did not forget to prepare a book of signature for the writer. After giving and asking the signature, the secretary asked to the writer to write some budget of company's necessity. At 11.55 pm, the writer did the job. The secretary. The writer took a break time for an hour. At 13.00 pm, the writer back to work. The secretary asked to the writer to write data of employee into secretary's book. The writer wrote the data immediately. After writing, the writer give the data to the secretary and the secretary asked to the writer to give to the employee and ask for a signature. The writer back to the room and the secretary asked to the writer to give a sheet of paper to an employee for a note. The writer told ton the secretary that a sheet of paper has been receiving well. At 15.00 pm, the writer did not have any job.

m. 1st February

The writer arrived to the office at 7.45 am. The writer looked the secretary was busy with the stuff. The secretary was busy to prepare a meeting with a researcher from Japan. The researcher will

be arrived to the room at 9.am. before doing a research, the researcher should make an agreement of time firstly so the secretary will make sure to the president director to have a discuss with. The researcher wanted to discuss to the president director and secretary. The secretary asked to the writer to give the data to employee. The writer got a problem because the writer could not meet with the employee. The writer went back to the room and told to secretary the truth. The writer gave the data back to the secretary. After few minutes, the writer try to come back and ask to the secretary for the data. The writer give the data and ask for a signature to employee. At 8.30 am, the writer looked the secretary and other employee to prepare stuff for a discuss. The writer helped to bring those food to make the job quickly. The researcher has came to the room and introduced self to the secretary. The secretary and the researcher were ready for meeting. One of secretary asked to the writer to write some data into secretary's book. After writing, the secretary asked to the writer to give and ask for a signature to the employee. At 11.45 am, the writer has done the job and the secretary allowed to the writer to take a break. After breaking time at 13.00 pm, the writer back to work. The secretary asked to the writer to give the data and ask for signature. The secretary asked to the writer to write the data into secretary's book. The writer did the job immediately. The writer finished writing before at 15.00 pm.

n. 2nd February

The writer arrived to the office at 7.45 am. The writer came to room and looked all secretaries were busy with the tasks. One of secretary asked to the writer to give the data and ask for a signature to employee. The writer got a problem while bring the data. The writer could not find the room so the writer came back and asked to the secretary where the room was. The secretary told to the writer that the writer should walk go straight. The writer tried to follow what secretary said. The writer found the room and give the data, book of a secretary to the employee. The writer should wait for a second to receive a signature from employee. At 12.00 pm, the secretary allowed the writer to take a break. At 13.00 pm, the writer back to work. The writer looked the secretary still looked busy. The writer helped the secretary to write the data into secretary's book. The secretary asked to the writer to bring the data and a book of a signature for employee. The secretary said that the employee has been waiting for these data. The writer did the job immediately. the secretary asked to the writer to write the data. The writer has finished writing. The writer did the job at 15.00 pm,

o. 5th February

The writer arrived to the office at 7.45 am before the ceremony begun. The writer entered to the room and looked all secretaries were busy. All secretaries were busy to prepare a meeting with president

director and the president director of PDAM Bali. The writer was waiting and asking for new jobs. After waiting for few minutes, one of secretary asked to the writer to give the data to the employee. The writer got a problem because the writer brought the wrong book of signature so the writer came back and told to the secretary that the writer brought a wrong book. After giving the data and asking for a signature, the writer looked other employee was busy to prepare food for the meeting. The writer helped the employee to bring the food in meeting room. After helping, the secretary asked to the writer to give the data and ask for a signature to employee. During the meeting, the writer could do the job. The writer got a job from one of secretary. The secretary asked to the writer to write the data into secretary's book. The writer finished writing the data at 12.00 pm. The writer got a break time. At 13.00 pm, the writer back to work. The secretary asked to the writer to write the data. Even though it was afternoon, the secretary still have guests. The writer has been writing before 15.00 pm.

p. 6th February

The writer arrived to the office at 7.45 am before the ceremony begun. The writer entered to the room and looked all secretaries were busy. All secretaries were busy to prepare a meeting with all employees. One of secretary asked to the writer to give the data and ask for a signature to employee. The writer got a problem that the

writer did not know where should the writer bring the data. The writer came back and asked to the secretary. After telling to the writer, the writer understood and brought the data immediately. At 12.00 pm the writer got a break time. At 13.00 pm the writer back to work. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

q. 7th february

The writer arrived to the office at 7.45 am before the ceremony begun. The writer entered to the room and looked all secretaries were busy. All secretaries were busy to prepare a meeting for some of employee in Jakarta. Some of employee will go to Jakarta tomorrow. One of secretary asked to the writer to give the data and ask for a signature to employee. The writer got a problem that the writer did not find an employee in the room. The writer asked to another employee in the same room that the writer should wait. The writer came to the secretary and told the truth. The writer waited and asked for a signature to employee when the employee has arrived. The secretary is doing another job and asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and

ask for a signature to employee. The secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

r. 8th February

The writer arrived to the office at 7.45 am. The writer entered to the room and looked all secretaries were busy. All secretaries looked busy to prepare the guest of president director. One of secretary asked to the writer to give the data and ask for a signature to employee. The writer got a problem that the writer did not find the handwriting in secretary's book. The writer asked to the secretary and told to the writer. After telling to the writer, the writer understood and went back to those room. After giving and asking for a signature, the writer back. At 12. 00 pm the writer have to break. At 13.00 pm, the writer back to the room. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

s. 9th February

The writer arrived to the office at 7.45 am. The writer entered to the room and looked all secretaries a bit relax. One of secretary asked

to the writer to give the data and ask for a signature to employee. The writer got a problem that the writer did not bring a book of signature for employee. The writer asked to the secretary and the secretary gave a book of signature to the writer. After the writer giving and asking for a signature, the writer did the same jobs at 12. 00 pm the writer have to break. At 13.00 pm, the writer back to the room.. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

t. 12th February

The writer arrived to the office at 7.45 am. The writer entered to the room and looked all secretaries were busy while all secretaries were out of the room for few minutes and the writer stayed in the room alone. The writer got a problem that the writer could not answer the phone. The writer should wait until all secretaries came back to the room. After all secretaries came, the writer told about the phone call. At 12.00 pm the writer have to break. At 13.00 pm, the writer back to the room. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The secretary asked to the writer to

write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

u. 13th February

The writer arrived to the office at 7.45 am before the ceremony begun. The writer entered to the room and looked all secretaries were busy. All secretaries were busy to prepare a meeting with a wife of president director. One of secretary asked to the writer to give the data and ask for a signature to employee. The writer got a problem that the writer did not find the room. The writer told to the secretary and the secretary gave the writer a way. After telling, the writer understood and brought the data immediately. At 12.00 pm the writer got a break time. At 13.00 pm the writer back to work. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

v. 14th February

The writer arrived to the office at 7.45 am before the ceremony begun. The writer entered to the room and looked all secretaries were busy. All secretaries were busy to prepare the stuff. One of secretary

asked to the writer to give the data and ask for a signature to employee. The writer got a problem that the writer did not find the employee. The writer told to the secretary and the secretary told the writer what the employee looked like. After telling, the writer understood and brought the data immediately. At 12.00 pm the writer got a break time. At 13.00 pm the writer back to work. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The writer did the same job until 15.00 pm.

w. 15th February

The writer arrived to the office at 7.45 am. The writer entered to the room and looked the secretary bit relax. One of secretary asked to the writer to give the data and ask for a signature to employee. The writer got a problem that the writer could not meet the employee. The writer come back and told to the secretary. The writer should wait until the employee back. After waiting, the writer try to came there and brought the data immediately. At 12.00 pm the writer got a break time. At 13.00 pm the writer back to work. The secretary asked to the writer to write the data into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. The

secretary asked to the writer to write the data of employee into secretary's book. The secretary asked to the writer to give the data and ask for a signature to employee. Before the research finished, the writer asked to the secretary to take some picture for the last time. The writer did the same job until 15.00 pm.

C. Problem Solving

Based on the obstacles which are faced by the writer, some problem solving are described as follow:

1. 16th January

Problem solving toward the problem that the writer asked the secretary before doing the job: a secretary guides the writer a way to reach the room.

2. 17th January

Problem solving when the writer did not know the employee: the secretary explained how all employees looked like.

3. 18th January

Problem solving when the writer brought a lot of stuff: the secretary agreed with the writer to bring the stuff one by one.

4. 19th January

Problem solving when the writer asked about the head of finance division to the secretary: the secretary told the writer about head of finance division.

5. 22nd January

Problem solving when the writer decided to ask another employee because the writer knew that all secretaries were busy: another employee gave the right way to the writer to reach there.

6. 23th January

Problem solving while the secretary read the text for the writer: the writer wrote the text immediately.

7. 24th January

Problem solving when the writer came back to the room and asked about the room to the secretary: the secretary told to the writer a way.

8. 25th January

Problem solving when the writer told about the truth to secretary: the writer waited in the room for few minutes. After few minutes, the writer came back and gave total of company.

9. 26th January

Problem solving when the writer asked the secretary about the data: the secretary told the writer did not have to wait because the data is on the way.

10. 29th January

Problem solving toward the problem that the writer should be focus to check one by one: if the writer was not focus, all data were going to go wrong.

11. 30th January

Problem solving when the secretary said to the writer not to worry because those paper was in the other room: the writer should tell to another secretary to give a signature of those paper later and the writer told to the other secretary to give a signature to other papers.

12. 31st January

Problem solving when the writer told about a sheet of paper to the secretary: the secretary said that the writer should wait for a sheet of paper because a sheet of paper was in other room. The writer writing for few seconds another paper to finish the job.

13. 1st February

Problem solving toward the problem that the writer went back to the room and told to secretary about the truth: the writer gave the data back to the secretary. After few minutes, the writer try to come back and ask to the secretary for the data. The writer give the data and ask for a signature to employee.

14. 2nd February

Problem solving when the secretary told to the writer about the room: the writer should walk go straight.

15. 5th February

Problem solving while the writer came back and told about the wrong book to the secretary: the writer brought a wrong book.

16. 6th February

Problem solving when the writer came back and asked about the way to reach a room to the secretary: the secretary told to the writer, after telling to the writer, the writer understood and brought the data immediately.

17. 7th February

Problem solving when the writer asked to another employee in the same room that the writer should wait: the writer came to the secretary and told the truth. The writer waited and asked for a signature to employee when the employee arrived.

18. 8th February

Problem solving toward the problem that the writer asked about the handwriting to the secretary: the secretary told to the writer. After telling to the writer, the writer understood and went back to those room.

19. 9th February

Problem solving when the writer asked to the secretary about the book of signature: the secretary gave a book of signature to the writer.

20. 12th February

Problem solving toward the problem that the writer should wait until all secretaries came back to the room: After all secretaries came, the writer told about the phone call.

21. 13th February

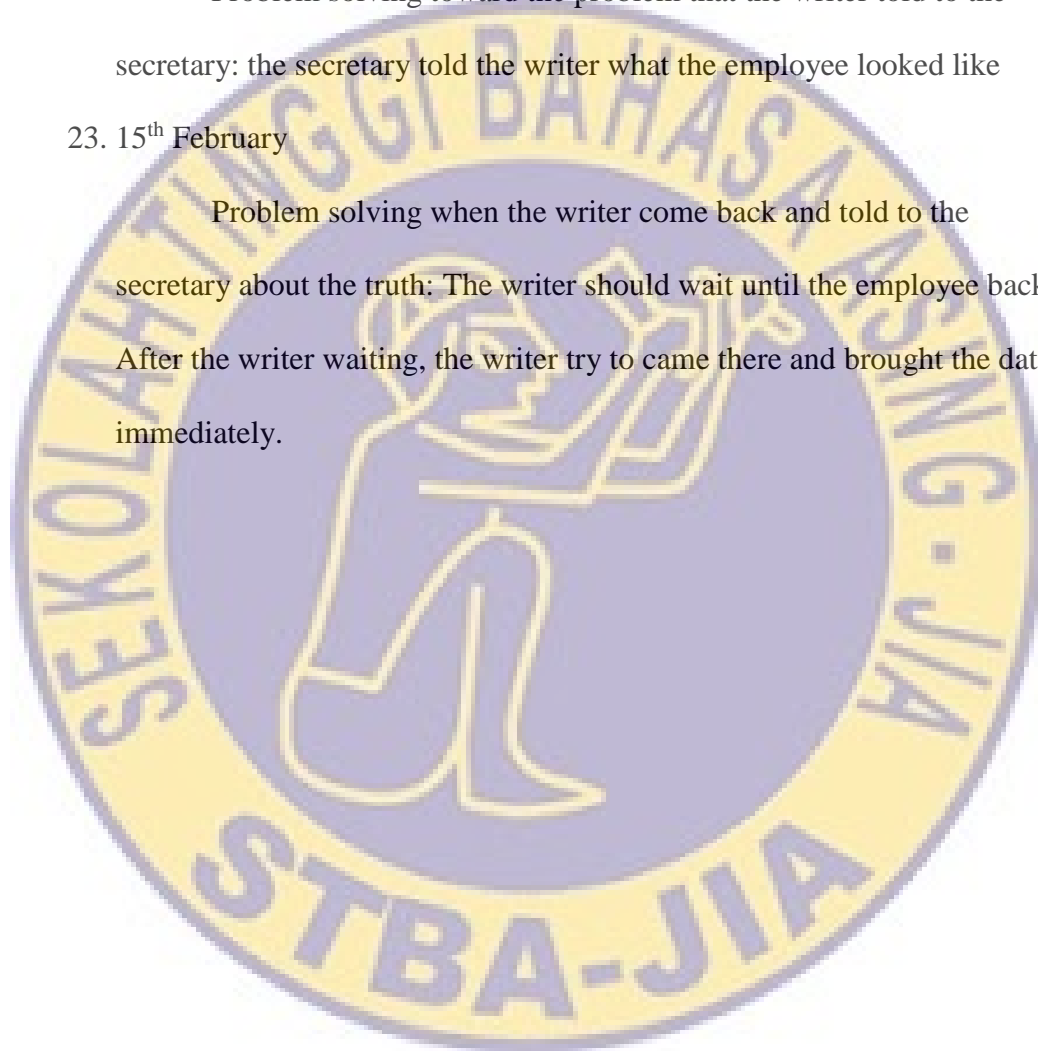
Problem solving when the writer told about the room to the secretary: the secretary gave the writer a way.

22. 14th February

Problem solving toward the problem that the writer told to the secretary: the secretary told the writer what the employee looked like

23. 15th February

Problem solving when the writer come back and told to the secretary about the truth: The writer should wait until the employee back. After the writer waiting, the writer try to came there and brought the data immediately.



CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

From this research, the writer got many experiences from secretary such as the writer learnt how to be polite and nice to people and learnt how to be descipline. The writer learnt how to handle all job in a team and learnt how to treat people well. The writer learnt how to keep a secret and learnt how to understand each other. The writer learnt how to schedule the time, learnt how to talk to people nicely and learnt not to give up. The writer learnt how to be carefully to do something and learnt how to respect each other. The writer learnt to do the best and learnt how to appreciate the time because the time is precious.

B. Suggestion

1. For the Reader

The suggestion that the writer found in this research for the reader are:

- a. To make the readers know what and how is the secretarial job
- b. To make the readers understand about the secretarialn job

2. For the Company

The suggestion that the writer found in this research for the company are:

- a. The serve is good because all secretaries handle the job well.
- b. All secretaries in company has a good team work.

3. For the Next Researcher

The suggestion that the writer found in these research for the next researcher are:

- a. Believe that all of you can do.
- b. Do not give up to reach what you want.



BIBLIOGRAPHY

- Aston, H. (2004). *The Company Secretary Handbook's: A Guide To Duties and Responsibilities*. London: Kogan Page Limited.
- Erismann, G., Steger, U., & Salzmann, O. (2008). *The Insiders View On Corporate Governance: The Role of The Company Secretary*. New York: Palgrave Macmillan.
- International Finance Corporation. (2010). *Corporate Governance Manual*. Washington DC: International Finance Corporation.
- Joshi, M. (2018). *Organisations*. Manmohan Joshi.
- Kakabadse, P., Korac-Kakabadse, P., & Khan, N. (2014). *The Company Secretary: Building Trust Through Governance*. United Kingdom: Institute of Chartered Secretary and Administrators.
- Laegaard, J., & Bindslev, M. (2006). *Organizational Theory*. Jorgen Laegaard and Mille Bindslev.
- Modeme, L. E. (2016). *Business Organisations and Agency*. Manchester: Lawrence Emeka Modeme.
- Moncrieff, J., & Sharp, D. (1980). *The Professional Secretary's Handbook*. London: The Macmillan Press Ltd.
- The Institute of Company Secretary of India. (2011). *Company Secretarial Practice*. New Delhi: The Institute of Company Secretary of India.
- The International Finance Corporation. (2016). *The Corporate Secretary: The Governance Professional*. Washington DC: International Finance Corporation.



SEKOLAH TINGGI BAHASA ASING - JIA

Jalan Cut Muthia No. 30 Telp./Fax. (021) 882 2727

KOTAMADYA BEKASI

Nomor : 869/ STBA JIA / X / 2017
Hal : Permohonan Magang

Kepada Yth.
Bapak/Ibu Pimpinan
PDAM BEKASI
Jln. KH. Noer Ali Kavling 1 Kota Bekasi
di
Tempat

Dengan hormat,

Dalam rangka melengkapi penyelesaian studi Teaching Methodology Program Strata Satu (S1) pada Sekolah Tinggi Bahasa Asing JIA, mahasiswa/i diwajibkan melakukan magang selama \pm 1 bulan. Waktu pelaksanaan magang serta lamanya magang kami serahkan kepada kebijaksanaan Bapak / Ibu.

Maksud dari pelaksanaan magang tersebut ialah agar mahasiswa/i dapat memahami secara lebih nyata kegiatan – kegiatan dunia usaha, sehingga diharapkan dapat menambah keterampilan yang dimiliki mahasiswa/i.

Berkaitan dengan hal tersebut diatas, maka dengan ini kami mohon perkenan kiranya para mahasiswa/i STBA JIA dapat diberikan kesempatan melaksanakan magang pada instansi yang Bapak/Ibu pimpin.

Sebagai bahan pertimbangan, mahasiswa/i yang akan melaksanakan magang adalah sebagai berikut :

Nama : Gita Novita
NPM : 43131310150007
Jurusan : Bahasa Inggris
Program : Diploma Tiga (D3)

Demikian permohonan ini kami sampaikan, atas perhatian dan kerjasama yang baik kami ucapkan terima kasih.

Bekasi, 27 Oktober 2017
Waket 1,


(Yusnida Eka Puteri, S.S., M.Si.)

NIDN : 0412067304



Tembusan :
Ketua STBA JIA
Ka. BAAK
Kaprodik Bahasa Inggris
Arsip

Ibu Ratnasih

BIOGRAPHY



The writer was born in Bekasi on 20 November 1997, Her mother is Ratnasih and father is Cece Hidayat. She is the second child of three children. She educated at Raudhatul Jannah kindergarten in 2002. She continued studying at 1 Elementary School Bekasi in 2003-2009. She continued studying at 3 High School Bekasi in 2009-2012. The writer took Social Science when she was in 4 High School Bekasi in 2012-2015. After graduating she interested to join at School of Foreign Languages-JIA Bekasi at English Department in 2015. After studying 3 years at School of Foreign Languages-JIA, the writer hopes that she will be graduated this year.

