

ANALYZING THE FORMAT OF BUSINESS LETTER AND TENSES

AT PT. SAMUDERA TRANS LOGISTIK

A FINAL REPORT



by

RIZKY KARALLA SUNGKONO
STUDENT NUMBER: 151911813023

ENGLISH DIPLOMA PROGRAM
DEPARTMENT OF BUSINESS
FACULTY OF VOCATIONAL STUDIES
UNIVERSITAS AIRLANGGA
2022

STATEMENT OF ORIGINALITY

I, Rizky Karalla Sungkono (151911813023), hereby declare that the final report I wrote does not contain or parts of the works of other people, except those cited in the quotation and the references, as a scientific paper should.

Surabaya, 12 April 2022



Rizky Karalla Sungkono
151911813023

APPROVAL

**ANALYZING THE FORMAT OF BUSINESS LETTER AND TENSES
AT PT. SAMUDERA TRANS LOGISTIK**

A FINAL REPORT

Presented in partial fulfilment of the requirement for the Diploma Degree in
English Language
Department of Business, Faculty of Vocational Studies
Universitas Airlangga

by
Rizky Karalla Sungkono
Student Number: 151911813023

Approved by

Final Report Advisor



Lutfi Ashar Mauludin, S.Pd., M.A., M.Pd.
NIP. 198810172016033101

BOARD OF EXAMINERS RATIFICATION

The final report has been examined and ratified before the Board of Examiners

Study Program : English Diploma
Department : Business
Faculty : Vocational Studies of Universitas Airlangga
Day/Date : Friday/01 July 2022
Time : 14.00-15.00
Room : Rapim 2

Chair of the Board Examiner



Triubaida Maya Ardianti, M.A., M.Pd

NIP. 199007162016033201

First Examiner



Celya Intan Kharisma Putri.S.S., M.App.Ling

NIP. 19930530201803201

Second Examiner



Lutfi Ashar Mauludin., M.A., M.Pd

NIP. 198810172016033101

GUIDELINES TO USE THE FINAL REPORT

This report is not published, but is available in libraries within Universitas Airlangga. It is permitted to be used as a reference. Citation must be authorized by the writer and must cite the source according to scientific practice.

This report is the property of Universitas Airlangga.

ACKNOWLEDGEMENT

The writer would like to give his biggest gratitude to ALLAH SWT for the endless blessing and power that are given to him. The writer also would like to say thank you to all people who have been supporting him through thick and thin until he can finish his final report.

1. The writer would like to express his sincere appreciation to Mr. Lutfi Ashar Mauludin, S.Pd., M.A., M.Pd., as the writer's lecturer in English Diploma Universitas Airlangga and as the writer's internship advisor as well as his final report advisor at the same time. The writer is very grateful to have him as his advisor. His endless guidance guides the writer in finishing his final report. Thank you for all the time that was given to perfect this final report, and thank you for caring for the writer up until this time.
2. Mr. Sidarta Prasetyo, S.S., M.A. TESOL., as the head of English Diploma Universitas Airlangga, who has been managing and improving the major to be better.
3. Whole-hearted appreciation to all lecturers in English Diploma Universitas Airlangga who have been giving the writer a lot of knowledge to improve himself in using English. Thank you for all the experiences and advice that are given to the writer. The writer hopes that all the knowledge could be used for good.
4. The writer's family who has been supporting him in every way, especially his beloved mother, his father, and his older brother. Thank you for all the love and prayers up until now.
5. Johanes Pribadi Sasongko. as the Director of PT. Samudera Trans Logistik who has given the writer the opportunity to do an internship.
6. Rasyid, Bagus, Jasmine Nafila, Argy, Rafy, Refi, Faris, Anjar, Alan, Tino, Rizal, Adinda Nur, Titis and Alif, the writer's beloved friends, who have been giving each other support and motivation to learn and grow together until the writer finishing this final report.
7. Everyone in EDSO 2019, 2020, 2021 especially the BI-1 class, thank you for the fun and memorable studying experiences.

Surabaya, 12 April 2022

The writer

ABSTRACT

Writing and reading emails in letters need professionalism. The writer must understand or learn the basic techniques of writing an email. Every job has some type of format to write an email. In business when things have happened there may be things that cannot be negotiated because this could impact the procedures for doing business—analyzing the format of a business letter via email. There are three business letter formats used when making a business letter, namely full block format, semi-block format, and indented format. Then, the email used tense there are 12 tenses in Betty Azar's book. The kinds of tenses are Simple tense, Progressive tense, Perfect tense, and Perfect Progressive tense.

Keywords: Business Correspondence, Format Letters, Tenses

TABLE OF CONTENTS

STATEMENT OF ORIGINALITY	ii
APPROVAL.....	iii
BOARD OF EXAMINERS RATIFICATION	iv
GUIDELINES TO USE THE FINAL REPORT	v
ACKNOWLEDGEMENT	vi
ABSTRACT	vii
TABLE OF CONTENTS.....	viii
TABLE OF FIGURES.....	x
CHAPTER 1	11
INTRODUCTION.....	11
1.1. Background of the Report	11
1.2. Statements of the Problems	14
1.3. Objectives of the Report.....	14
1.4. Significance of the Report.....	14
1.4.1. For the writer	14
1.4.2. For the alma mater	15
1.4.3. For the company/institution	15
1.4.4. For other interns.....	15
CHAPTER 2	16
REVIEW OF RELATED LITERATURE.....	16
2.1. Email for Business Correspondence	16
2.2. Format Email.....	16
2.2.1. Full Block Format.....	17
2.2.2. Semi-Block Format.....	18
2.2.3. Hanging Indented Format.....	19
2.3. Tenses.....	20
CHAPTER 3	25
METHODOLOGY.....	25
3.1. Location and Participant.....	25
3.2. Data Collection.....	25
3.2.1. Observation.....	25
3.2.2. Documents.....	26
3.3. Data Analysis	26
3.4. Framework of the Report	28

CHAPTER 4	29
RESULTS AND DISCUSSION	29
4.1. Description	29
4.1.1. The Format of Business Letter used at PT. Samudera Trans Logistik	29
4.1.2. The Tenses of Business Letter used at PT. Samudera Trans Logistik	36
4.2. Obstacles	40
4.2.1. Obstacles of The Format of Business Letter used at PT. Samudera Trans Logistik.....	40
4.2.2. Obstacles of The Tenses of Business Letter used at PT. Samudera Trans Logistik.....	41
4.3. Added Values	41
4.3.1. Added Values of The Format of Business Letter used at PT. Samudera Trans Logistik.....	41
4.3.2. Added Values of The Tenses of Business Letter used at PT. Samudera Trans Logistik.....	42
4.4. Related Courses.....	43
4.4.1. Business Correspondence	43
4.4.2. Elementary Structure	43
4.4.3. Academic Writing.....	43
4.4.4. Basic Computer Applications.....	43
4.4.5. Extensive Reading	44
CHAPTER 5	45
RESULTS AND DISCUSSION	45
5.1. Conclusion.....	45
5.2. Suggestions	46
5.2.1. Suggestions for PT. Samudera Trans Logistik	46
5.2.2. Suggestions for English Diploma Program	47
REFERENCES	48
APPENDICES	49
BIOGRAPHICAL SKETCH	56

TABLE OF FIGURES

Figure 1. Full block format	17
Figure 2. Semi-block format	18
Figure 3. Hanging Indented format.....	19
Figure 4. Email 1.....	30
Figure 5. Email 2.....	31
Figure 6. Email 3.....	32
Figure 7. Email 1.....	33
Figure 8. Email 2.....	34
Figure 9. Email 3.....	35
Figure 10 Payment Lift On Lift Off.....	53
Figure 11 The Writer in the work field Depot Fortuna.....	53
Figure 12 Payment Fumigation at Depot Fortuna 2.....	54
Figure 13 Delivering DO at MSC Office	54
Figure 14 The writer at PT. Samudera Trans Logistik.....	55