

**THE ABILITY OF THE FIRST YEAR STUDENTS OF SMKN 2
PARIAMAN IN WRITING INQUIRY LETTERS**

THESIS

*Submitted as partial fulfillment of the requirements to obtain strata one (S1)
degree*



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2017

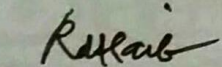
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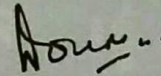
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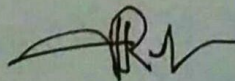
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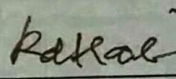
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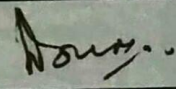
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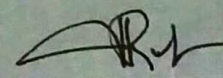
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ABSTRAK

Turrahmah, Latifah. 2016. "The Ability of the First Year Students of SMKN 2 Pariaman in Writing Inquiry Letter". *Skripsi*. Padang: Jurusan Pendidikan Bahasa dan Sastra Inggris. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Penelitian ini merupakan penelitian tentang kemampuan siswa dalam menulis sebuah surat bisnis, yaitu surat permintaan penawaran. Penelitian ini bertujuan untuk mengetahui tingkat kemampuan siswa dalam menulis surat permintaan penawaran dilihat dari struktur sebuah surat. Desain penelitian yang digunakan adalah penelitian deskriptif. Populasi dari penelitian ini adalah seluruh siswa kelas X, jurusan Administrasi Perkantoran SMKN 2 Pariaman. Populasi berjumlah 74 siswa dari dua kelas, X AP1 dan X AP2. Pengambilan sampel dilakukan dengan teknik random sampling, sehingga didapat jumlah sampel sebanyak 25 sampel. Instrumen yang digunakan adalah tes menulis surat permintaan penawaran selama 60 menit, dengan tiga topik yang telah ditentukan oleh siswa pada minggu sebelumnya. Tulisan siswa dianalisis menggunakan rubrik menulis surat permintaan penawaran terkait dengan struktur suratnya. Berdasarkan penelitian ini, kemampuan siswa dalam menulis surat permintaan penawaran masuk dalam kategori 4 (well/baik). Meskipun kemampuan siswa menulis surat permintaan penawaran masuk dalam kategori 4 (well/baik) dengan memperhatikan struktur suratnya, namun ada beberapa bagian surat yang belum dimengerti siswa cara penulisannya. Siswa diharapkan lebih memahami bagaimana cara penulisan surat dengan memperhatikan strukturnya dengan baik dan benar.

Kata kunci : kemampuan menulis, menulis, surat permintaan penawaran

ACKNOWLEDGEMENTS



In the name of Allah, the most gracious and the most merciful

All praises to Allah SWT., the Lord of the Universe, who has remarkably guided the researcher through His abundant blessing and ‘a drop’ of knowledge in the process of accomplishing this thesis entitled “**The Ability of the First Year Students of SMKN 2 Pariaman in Writing Inquiry Letters**” as a partial fulfillment of the requirements to obtain strata one (S1) degree at the English Department, Faculty of Languages and Arts, *Universitas Negeri Padang*. *Salawat* and *Salam* are addressed to the noble prophet Muhammad SAW.

A great number of people have given significant contributions in making this thesis possible. In this opportunity, the researcher would like to express appreciation and gratitude toward the advisors: Prof. Rusdi Thaib, Ph.D and Drs. Don Narius, M.Si. for the valuable advices, endless support and motivation, as well as durable understanding during the whole process of completing this thesis. It is also a pleasure to express the researcher’s sincere thanks to the reviewers of the thesis proposal seminar as well as the examiners of the thesis comprehension test: Dr. Refnaldi, S.Pd, M.Litt., Drs. Saunir Saun, M.Pd. and Delvi Wahyuni, S.S., M. A. The researcher is very thankful for the beneficial contribution of ideas, suggestions, positive criticism and correction for the betterment of this thesis.

Furthermore, the next truthful acknowledgments go to Dr. Refnaldi, S.Pd, M.Litt., and Fitrawati, S.S., M.Pd. as the head and the secretary of English Department, *Universitas Negeri Padang*. In addition, great thanks are also given to headmaster, teachers, and staff of SMKN 2 Pariaman for their helpfull supports towards this research, especially to Yurniati, S.Pd, as the teacher of Correspondence subject for her support and inspiration.

The deepest gratitude and thanks are addressed to the researcher's beloved parents, brothers, sister, and big family who always support the researcher in any circumstances with their prayer, affection, encouragement, and sincere love which never ends. Finally, special thanks to all friends from English Department especially to the class K2-2011, for the support mentally as well as love that was never tearing apart. Finally, the researcher realizes that this work is still far from perfect. The researcher welcomes to the constructive criticisms and suggestions to improve this thesis.

Padang, Februari 2017

The Researcher

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Chapter I

INTRODUCTION

1.1 Background of Problem

Writing is one of the English major skills that should be learned by students at vocational high school. Other English skills that should be learned are listening, speaking, and reading. Learning writing can be the hardest skill to be learned since students need to express their ideas in writing form. Students are also expected to write in correct grammar and proper vocabulary. Learning writing becomes a very important skill, since students are expected to be able to write various writings well at school. Writing skill is still needed, even when they have graduated from school. It is needed to pass the test to go to college or to apply for a job.

Students learn to write several texts in their school. They will have to write different texts in each grade based on the syllabus. For example, in the *Kurikulum 2013* the second grade students of vocational high school have to write the invitation letter, the personal letter, the procedure text, the report text, the analytical exposition text, the hortatory exposition text, the narrative text, and the biography text. Each type of texts has its own characteristics that differentiate one text from the other texts.

In addition, students in a vocational high school, particularly majoring in Office Administration, have several subjects that require them to write some documents related to office work. They learn about how to write meeting reports,

presentation, memos, and letters. One of the subjects which teach them how to write various letters properly is Correspondence subject. This subject is specialized in writing correspondence (letter) both in Bahasa Indonesia and English. The purpose of this subject is students are expected to be able to write proper letters in both languages.

Students in vocational high school are expected to have job after their graduation. It is stated in *UU No. 20 Tahun 2003*, that one of the specific purpose of a vocational school is to enrich students with competences according to the chosen major. So, writing letter for students majoring Office Administration is a very useful skill that they can use at work.

Students who are majoring Office Administration learns Correspondence when they are in the first year of vocational high school. They learn about basic knowledge of correspondence and writing letter in Bahasa Indonesia when they are in the first semester. So, in the second semester, they will be focus studying about writing letter in English. In this semester, they learn four types of letter; an inquiry letter, a reply to inquiry letter, a sales letter, and a reply to sales letter.

The students learn about the organizations and the styles of a letter in both semester. According to Salim (1979:171) the organizations of a business letter are divided into the essential and additional parts. The essential parts of a business letter are letterhead (heading), date line, inside address, salutation (greeting), body, complimentary close, and signature block. The additional parts of a

business letter are identification initials (references), attention line, subject line, enclosure, postscript, and carbon copy.

They also learn about the styles of a letter in this subject. The styles of a business letter according to Carey and Dugger (2002: 17-20) are block, modified block, modified semi block, and simplified format. Moreover, Bovee and Thill (2012:443) states that there are three major letter formats that are used in United States; which are block, modified block, and simplified format.

A business letter is a formal letter that is used in business communication. One of business letter that they learn is inquiry letter. Inquiry letter is the first English letter that they learn in the Correspondence subject. Inquiry letter is a letter that requesting about information or something to recipient. The letter can contain the request of catalogue, pricelist, the sample of product, lower the price, discount, and free shipping. It mostly contains the requesting of the detail information about the products or services.

Students have learned about basic knowledge in writing letters in the first semester, so later on in the second semester they only needed to apply their knowledge in writing letter in English. However, there are still some difficulties that students find in writing letter in English, especially in writing an inquiry letter. Adding the fact that inquiry letter was the first English letter that students learn in this subject, the body of letter sometimes do not contain the message that must be an inquiry letter delivered. In some cases, it was found that students still

confuse the inquiry letter for order letter. An inquiry letter is a letter asking for information, whereas an order letter is a letter to order products or services.

Formal letter which is like an inquiry letter has some differences between letter in Bahasa Indonesia and English. The differences are found on how to write the date or dateline and the placed of letter's organization (reference, dateline, enclosure, salutation, and subject line). Each part of a letter has some elements that are in it. For example, an inside address has four element; name of recipient, name of company, company address, and city. However, the students only put two or three elements in this part.

In conclusion, it was necessary to know the ability of students in writing an inquiry letter. In fact, Office Administration's students' ability in writing an inquiry letter has not been researched yet. So, the researcher was interested to conduct the research related to an inquiry letter in order to find out the common problem that students did in writing inquiry letter. The research was aimed to the first year students of vocational high school, majoring Office administration at SMKN 2 Pariaman.

1.2 Identification of Problem

Based on the background of problem above, there were two problems appear in writing an inquiry letter that have been identified by the researcher. First, students could not write a proper letter according to the right letter's

organization. Second, students could not deliver the right messages that should be delivered by an inquiry letter.

1.3 Limitation Problem

The problem of this research was limited to the ability of the first year students in writing an inquiry letter at SMKN 2 Pariaman dealing with its organizations. The inquiry letter organizations that were analyzed in this research were: letterhead, reference line, dateline, inside address, salutation, subject line, body of inquiry letter, complimentary close, and signature block.

1.4 Formulation of Problem

The problem was formulated as follow:

“What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing an inquiry letter viewed from its letter’s organizations?”

1.5 Research Questions

To analyze the formulation of the problems, here were the research questions:

1. What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the letterhead of an inquiry letter?

2. What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the reference line and dateline of an inquiry letter?
3. What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the inside address of an inquiry letter?
4. What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the salutation and subject line of an inquiry letter?
5. What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the body of an inquiry letter?
6. What was the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the complimentary close and signature block of an inquiry letter?

1.6 Purposes of Research

The puropse of this research were :

1. To find out the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the letterhead of an inquiry letter,
2. To find out the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the reference line and dateline of an inquiry letter,
3. To find out the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the inside address of an inquiry letter,

4. To find out the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the salutation and subject line of an inquiry letter
5. To find out the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the body of an inquiry letter
6. To find out the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing the complimentary close and signature block of an inquiry letter

1.7 Significance of Research

It was expected that this research findings could give contribution for the reader and the researcher herself both theoretically and practically. Theoretically, the finding of this research provided useful information to the reader about the ability of the first year students of SMKN 2 Pariaman of 2015/2016 academic year in writing an inquiry letter deals with its letter organization. Through this research, the reader would get descriptive information about students' ability in writing a business letter, especially an inquiry letter. Practically, the result of this research could give significant contribution to the development of teaching Correspondence at the vocational high school.

1.8 Definition of Key Terms

1. Students' writing ability: the students' scores in writing an inquiry letter.

2. Inquiry letter: letter for requesting information about products or services.
3. Letter's organization: some parts that build a letter; it is divided into two parts, essential and additional parts. The essential parts are letterhead, dateline, inside address, salutation, body, complimentary close, and signature block. The additional parts are reference line, attention line, subject line, enclosure, postscript, and carbon copy.