

CHAPTER I

INTRODUCTION

1.1 Background of Study

Post Indonesia is an Indonesian State-Owned Enterprise (BUMN) occupied in postal services. At this time, Post Indonesia is a limited liability company or often referred to as PT. Indonesian post. This Post Indonesia business entity is based on the Government Regulation of the Republic of Indonesia Number 5 of 1995. This Government Regulation contains the transfer of the initial form of the Indonesian Post Business Entity in the form of a public company to a limited liability company.

The expansion of the Post Indonesia service area covers the territory of Indonesia and includes the international world. This international service allows Post Indonesia to carry out one of its aspirations to go global. Expanding the Post Indonesia service area does carry out by cooperating with business entities in other countries on an international scale, such as Western Union. Indonesian post offices are spread across various regions in Indonesia, one of which is Singaraja, Buleleng, Bali. Singaraja post office provides several international services ranging from sending items and money. This service is known as Western Union, a unique service for sending and receiving money from abroad. For the delivery of things, this service is called an express mail service or EMS. This service is the fastest international mail delivery service. Therefore, at the Singaraja post office, there are several forms in English.

So far, research has been carried out on English terms and phrases on hotel check-in forms or other forms. However, there has been few research related to the terms and phrases in general. To fill this empirical gap, conducted a study aiming at identifying terms and phrases used in Forms and Applications Used in Sending Items or Money at Post Office Singaraja.

1.2 Research Questions

Based on the background of the study the research questions can be formulated as follows:

1.2.1 What are forms and applications used in sending items or money abroad at the Post Office Singaraja?

1.2.2 What are the terms and phrases used in the forms and applications used in sending items or money at Post Office Singaraja?

1.3 Purpose of Study

The purposes of the study are:

1.3.1 To identify the forms and applications used to sending items or money abroad at the Post Office Singaraja.

1.3.2 To describe the terms and phrases used in the forms and applications in sending items or money at the post office Singaraja.

1.4 Significance of Study

The results of this study do expect to be useful as follows:

1.4.1 For the students

It is hoped that this research can be used for students who will work in a company, especially for students who want to work in logistics companies, courier services, or financial transactions in certain areas in Bali, where they can learn some information about the types of forms and applications used to sending items or money at the post office and also find out terms and phrases used on the form. In addition, the researcher hopes this research can help other researchers to as a preliminary research.

1.4.2 For the institution

The results of this study can also be helpful for related institutions as a reference to support some material about the terms and phrases used in a form.

