Kontrak Perkuliahan/Pedoman Perkuliahan Mahasiswa

**Business Correspondence**

FAKULTAS ILMU BUDAYA

UNIVERSITAS DIAN NUSWANTORO

Pengajar : Dr. R. Arief Nugroho, S.S., M.Hum.

Semester : V/2019-2020

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| **INFORMASI PERKULIAHAN** |
| Nama Mata Kuliah | Business Correspondence |
| Kode Mata Kuliah | C11.5.1/2/3/4 |
| Pengajar | Dr. R. Arief Nugroho, S.S., M.Hum. |
| Email pengajar | raden.arief.nugroho@gmail.com |
| Nomor telepon pengajar | 0818 0587 9141 |
| Semester | V/2019-2020 |
| Hari Pertemuan/Jam | Senin 12.30 – 14.10 |
| Selasa 12.30 – 14.10 |
| Rabu 08.40 – 10.20 |
| Jumat 18.30 – 20.10 |
| Tempat Pertemuan | G.3.1 (Senin) |
| G.3.5 (Selasa) |
| G.3.6 (Rabu) |
| G.37 (Jumat) |

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| 1. **Aims or Objectives**
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1. Enable the student to recognize the relationship of effective communications skills to success in academic, work and social environments.
2. Challenge the student to understand how to plan and develop messages that achieve the message objective and maintain goodwill by using a suitable approach, appropriate message strategy, and basic message qualities.
3. Develop written communication skill to produce clear, complete, accurate messages.
4. Understand message strategies and formats appropriate for professional communication situations.

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| 1. **Course Description**
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The ability to communicate effectively plays a major role in achieving career success.  Technological advancements have increased the need for skilled communicators, and employers state that the application of acceptable communication skills is essential for a workforce to survive in a competitive, global environment.  This course is designed to provide the student with those skills.

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| 1. **Competence Standard**
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English department students will be expected to meet the basic academic competency standards as described below:

1. Cognitive competence
2. Demonstrate the ability to develop ideas
3. Demonstrate the ability to make coherent letter
4. Demonstrate the ability to use various business letters settings
5. Psychomotor competence
6. Demonstrate writing skill
7. Affective competence
8. Understand the English culture of written communication
9. Demonstrate cross cultural understanding on business settings

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| **4. Course Scheme** |

Mahasiswa mampu menulis bermacam-macam *business letters*

(14)

Mahasiswa mampu menulis dan merespon *reminder letter*

(12)

Mahasiswa mampu menulis dan merespon surat personal kepada karyawan, dari karyawan, dan kolega umum

(13)

Mahasiswa mampu menulis dan merespon surat lamaran pekerjaan

(8)

Mahasiswa mampu menulis dan merespon permintaan surat layanan jasa dan permintaan barang

 (9)

Mahasiswa mampu menulis dan merespon surat permintaan informasi

 (10)

Mahasiswa mampu menulis dan merespon surat klaim

(11)

Mahasiswa mampu mengidentifikasi macam-macam *business letters*

(7)

Mahasiswa mampu mengidentifikasi dan menggunakan karakteristik khusus berbagai *business letters*

(5)

Mahasiswa mampu memahami perbedaan lintas budaya tulis bahasa Inggris dan Indonesia dalam konteks bisnis

(6)

Mahasiswa mampu memahami tata bahasa Bahasa Inggris

(1)

Mahasiswa mampu menulis, minimal, teks *descriptive* atau *recount* bahasa Inggris dengan baik

(2)

Mahasiswa mampu mengidentifikasi tujuan dari berbagai macam *business letters*

(3)

Mahasiswa mampu membuat dan mengembangkan ide menulis secara runut

(4)

**ENTRY BEHAVIOUR**

**--------------------------------------------------------------------------------------------------------------------**

Mahasiswa mampu menulis dalam genre *descriptive* atau *recount*

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| 1. **Teaching Methods**
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1. Lecturing by the lecturer.
2. Discussions/Workshop by the students. In this activity, students attempt to write an inappropriately informal business letter in a more appropriate, formal style.
3. Question and answer session/drill.

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| 1. **Assignments or Exams**
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1. Mid examination: written test (fill in the blank, error identification, writing)
2. Final examination: written test (fill in the blank, error identification, writing)
3. Weekly assignment: writing or practice book. Official email of Business Correspondence class is businesscorrespondenceudinus@gmail.com
4. Homework

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| 1. **Scoring**
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1. Score range

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **100 point-system** | **A** | **AB** | **B** | **BC** | **C** | **D** | **E** |
| **90 - 100** | **80 - <90** | **70 - <80** | **60 - <70** | **60 - <65** | **50 - <60** | **00 - <50** |

1. Scoring Aspects

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| **Aspects** | **Percentage** |
| Final examination | **40%** |
| Mid examination | **30%** |
| Assignments  | **15%** |
| Classroom | Homework |
| 10% | 5% |
| Classroom participation(Weekly presentation, asking, making arguments, etc.) | **15%** |
| **Total** | **100 %** |

1. Presentation description

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| **Description** | **A /AB** | **B / BC** | **C** | **D** | **E** |
| **Active writer****Accurate** **content & writing****Good word choice****100% task /** **80 - 90% task** | **Average writer****Accurate content with average grammar accuracy****Less word choice****<90% task /****<85% task** | **Poor writer****Poor content and grammar****Bad word choice** **<75% task** | **Poor writer****Poor content and grammar****Incomprehensible word choice****Less than 50% task**  | **Absent** |

1. Presentation Rating



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| 1. **Schedule**
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| Week | Basic & Support Material to be covered | References and Activities |
| (1) | 1. Introduction2. Writing a cover letter | Course ContractReference 1Reference 2Lecture, Practice, Review |
| (2) | Replying to a job applicant | Reference 1Reference 2Lecture, Practice, Review |
| (3) | 1. Requesting a service2. Confirming a service  | Reference 1Lecture, Practice, Review |
| (4) | Ordering supplies | Reference 1Reference 2Lecture, Practice, Review |
| (5) | Confirming an order | Reference 1Reference 2Lecture, Practice, Review |
| (6) | Requesting information | Reference 1Reference 2Lecture, Practice, Review |
| (7) | Providing information | Reference 1Reference 2Lecture, Practice, Review |
| (8) | MID EXAM | Written Test |
| (9) | Writing claim letters | Reference 1Reference 2Lecture, Practice, Review |
| (10) | Writing adjustment letters | Reference 1Lecture, Practice, Review |
| (11) | Writing reminder and collection letters | Reference 1Reference 2Lecture, Practice, Review |
| (12) | Replying to a reminder and collection letters | Reference 1Lecture, Practice, Review |
| (13) | Writing employee relations letters | Reference 1Lecture, Practice, Review |
| (14) | Writing customer relations letters | Reference 1Reference 2Lecture, Practice, Review |
| (15) | Writing personal business letters | Reference 1Reference 2Lecture, Practice, Review |
| (16) | FINAL EXAM | Written Test |

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| 1. **References**
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1. Lougheed, Lin. 2003. Business Correspondence. New York: Longman
2. Littlejohn, Andrew.1992. Company: A New Approach to Business Correspondence in

English. Cambridge: Cambridge Univ.Press

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| 1. **Class Rules\*In Indonesian Language**
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1. Presensi kehadiran **DIWAJIBKAN** mencapai angka 75% kehadiran atau anda hanya mempunyai hak maksimal “membolos” sebanyak 3x.
2. Presensi kehadiran hanya merupakan pra-syarat untuk mengikuti ujian tengah semester maupun ujian akhir **BUKAN** merupakan faktor penambah penilaian.
3. Bagi mahasiswa yang berhalangan hadir dengan alasan-alasan seperti:
	1. Sakit (dibuktikan dengan surat)
	2. Kejadian insidental dalam keluarga (orang tua sakit, dsb)
	3. Pekerjaan (dibuktikan dengan surat)
	4. Alasan lain yang **MASUK AKAL** (disertai bukti)

dapat meminta ijin kepada dosen pengampu melalui **SMS** atau **SURAT RESMI** minimal 1 hari sebelum perkuliahan atau 2 jam sebelum kuliah dimulai. Ijin pada saat jam perkuliahan dimulai **TIDAK** akan ditindak lanjuti. Jumlah maximal ijin adalah 1 x untuk ijin selain sakit.

1. Apabila dosen pengampu berhalangan hadir maka jadwal pengganti dapat berupa:
	1. **Jadwal pengganti perkuliahan pada hari lain (diatur terlebih dahulu)**
	2. **Tugas pengganti perkuliahan**

Lebih lanjut, presensi tugas pengganti perkuliahan dilakukan sebanyak 2x dalam form presensi yang berbeda.

1. **LUPA TANDA TANGAN TIDAK AKAN DITINDAK LANJUTI.**
2. **TERLAMBAT** maksimal **15 MENIT** terhitung sejak dosen masuk.
3. Keaktifan siswa dan kesopanan di dalam kelas juga merupakan salah satu faktor yang mempengaruhi penilaian mahasiswa.
4. Dalam mengikuti **UJIAN TENGAH SEMESTER** dan **UJIAN AKHIR SEMESTER** mahasiswa diperbolehkan mengikuti **UJIAN SUSULAN** dengan alasan sebagai berikut:
	1. Sakit (dibuktikan dengan surat)
	2. Kejadian insidental dalam keluarga (orang tua sakit, dsb)

Alasan lain di luar 2 alasan tersebut **TIDAK AKAN DITINDAK LANJUTI**.

1. Untuk ikut ujian susulan wajib memberitahukan dosen pengampu maksimal 1 hari setelah pelaksanaan ujian reguler.
2. Pelaksanaan ujian susulan dijadwalkan oleh TU.
3. **MENCONTEK / CURANG** dalam **UTS dan UAS** adalah **PELANGGARAN BERAT** untuk itu nilai tidak akan ditindak lanjuti.
4. Remidi hanya untuk mengganti nilai **UAS**. Nilai remidi maksimal **B**.
5. Pelaksanaan remidi dijadwalkan oleh TU.
6. Kontrak lain yang belum dibahas akan disampaikan secara verbal dan disetujui Mahasiswa.

**Disetujui oleh Perwakilan Mahasiswa**

**------isi nama dan no. Handphone-----**

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