Informal Reports

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2017

Understanding Report Basics

Functions
- Informative reports
- Analytical reports

Formats
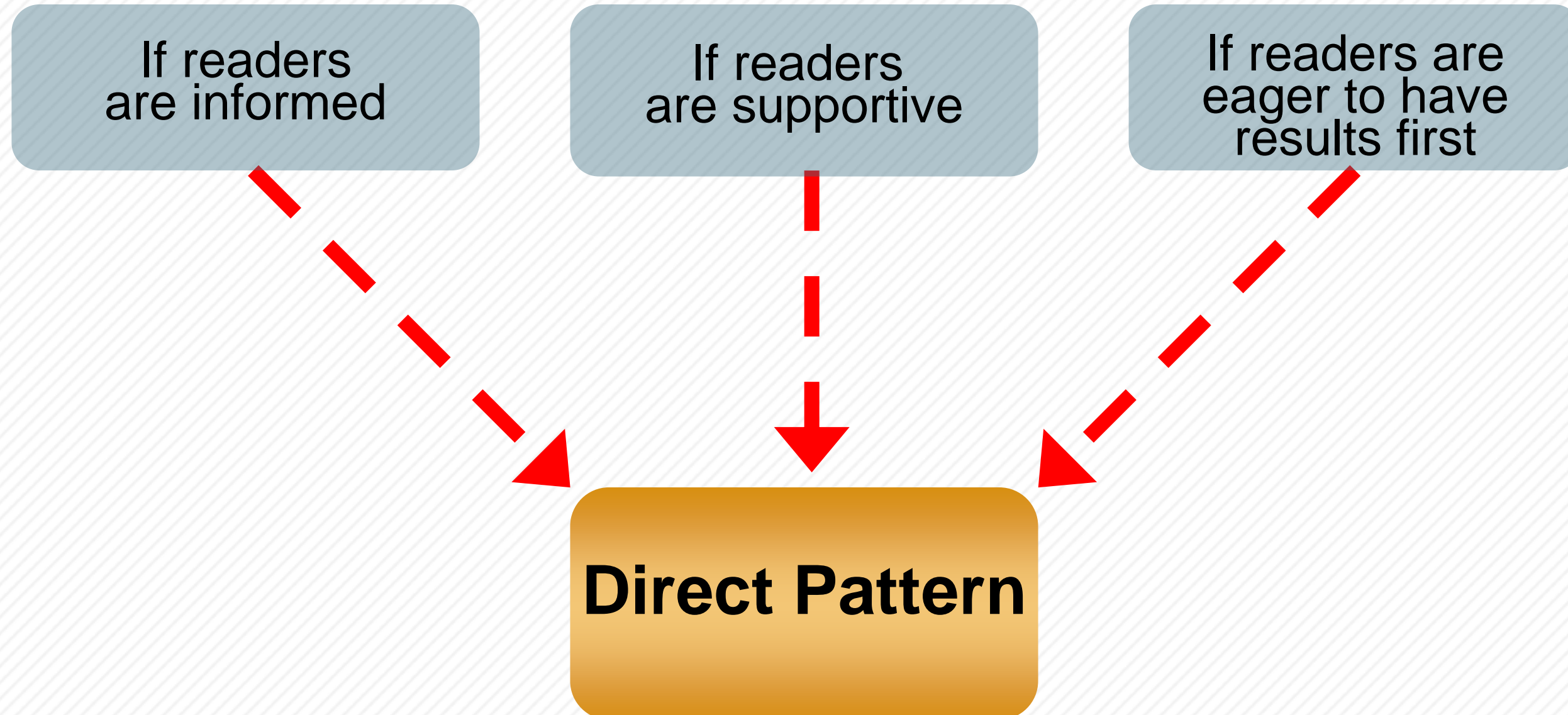- Letter
- Memo
- Manuscript
- Printed form
- Digital

Patterns
- Direct Pattern
- Indirect pattern

Report Delivery
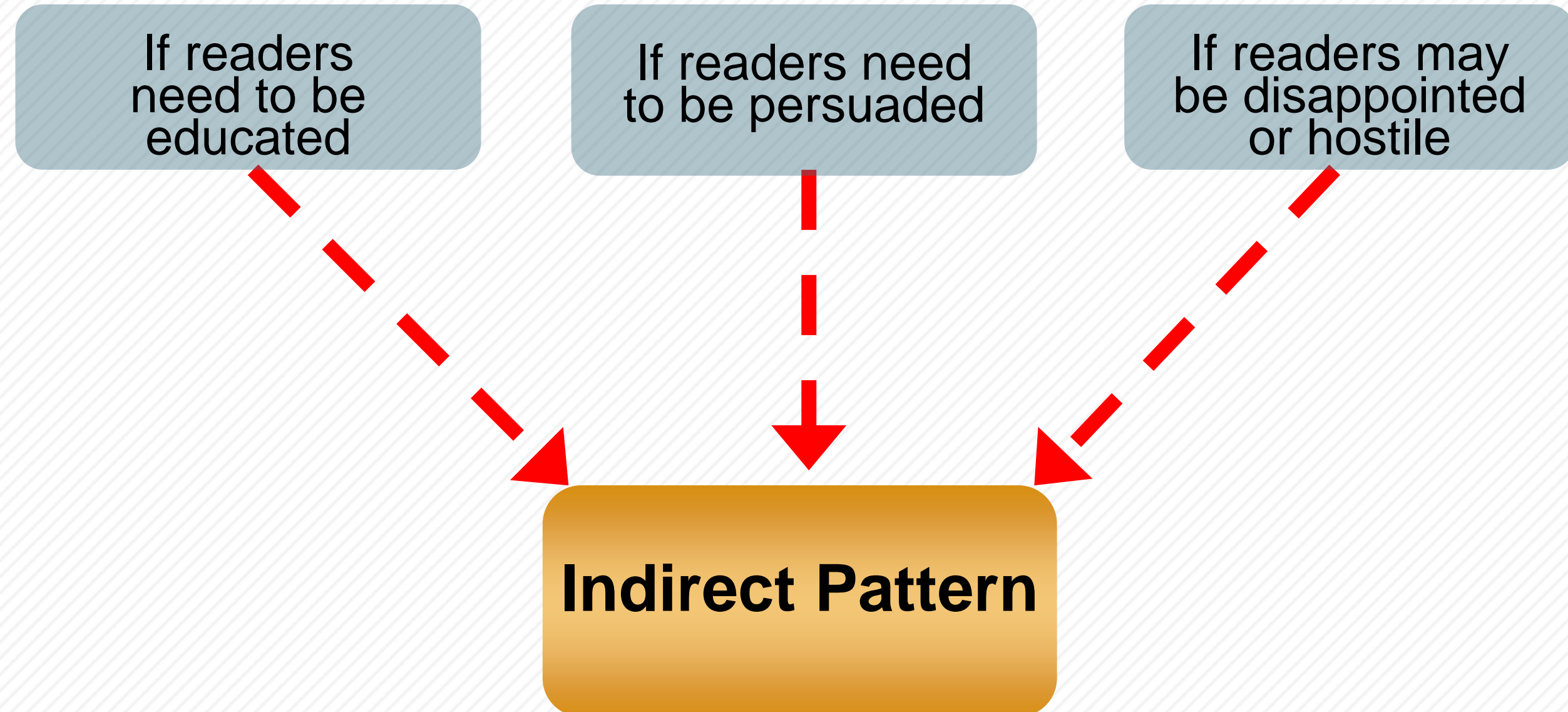- In person
- U.S. mail
- Fax
- E-mail or online
- Online

The Indirect Pattern

If readers need to be educated

If readers need to be persuaded

If readers may be disappointed or hostile

Indirect Pattern

Reader Response Determines Structure

Reader will likely agree with recommendations

Reader may oppose recommendations

Direct Pattern

Problem

Recommendations

Facts

Discussion

Indirect Pattern

Problem

Facts

Discussion

Recommendations

Report Delivery

Letter	Letterhead stationery. Useful for informal reports sent to outsiders.
Memo	Memo style. Useful for informal reports circulated within organizations.
Manuscript	Plain paper. Useful for longer, more formal reports.
Printed form	Standardized forms. Useful for routine activities, such as expense reports.
Digital	Viewed online. Useful for collaboration and for posting to company intranet.

Guidelines for Developing Informal Reports

- Determine problem and purpose.
- Gather data.
- Organize data.
- Write first draft.
- Edit and revise.

Where to Gather Data for Reports

Look in company records.

Make personal observations.

Use surveys, questionnaires, and inventories.

Conduct interviews.

Search printed material such as books, newspapers, and periodicals.

Search databases and other electronic resources.

Being Objective in Writing Reports

Present both sides of an issue.

Separate fact from opinion.

Be sensitive and moderate in language.

Cite sources carefully.

Making Effective
Report Headings

Use appropriate heading levels.

Strive for parallel construction within levels.

Use first- and second-level headings for short reports.

Capitalize and underline carefully.

Keep headings short but clear.

Making Effective Report Headings

Don't use headings as antecedents for pronouns.

For example, avoid:

Inserting Hypertext Links. These links . . . .

Include at least one heading per report page.

Preparing Typical Informal Reports

❶ Information reports
❷ Progress reports
❸ Justification/recommendation reports
❹ Feasibility   reports
❺ Minutes of   meetings
❻ Summaries

Information Reports

Information reports provide findings without analysis or persuasion. For example, your boss asks you to investigate prepaid legal services as a possible employee benefit.

Progress Reports

Progress reports explain the progress of continuing projects. For example, you must report on the progress of a golf tournament your organization is planning.

# Justification/
Recommendation Reports

Justification/recommendation reports are written to justify or recommend something, such as buying equipment, changing a procedure, hiring an employee, consolidating departments, and so forth.

Feasibility Reports

Feasibility reports examine the practicality and advisability of following a course of action. For example, your company must decide whether to add a child-care facility.
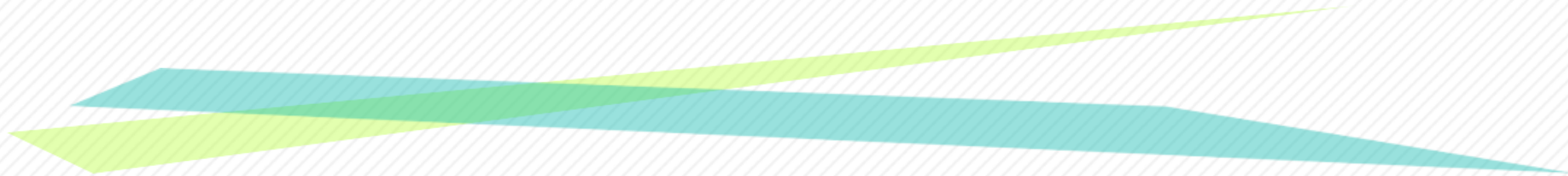
Meeting minutes summarize the proceedings of a meeting.
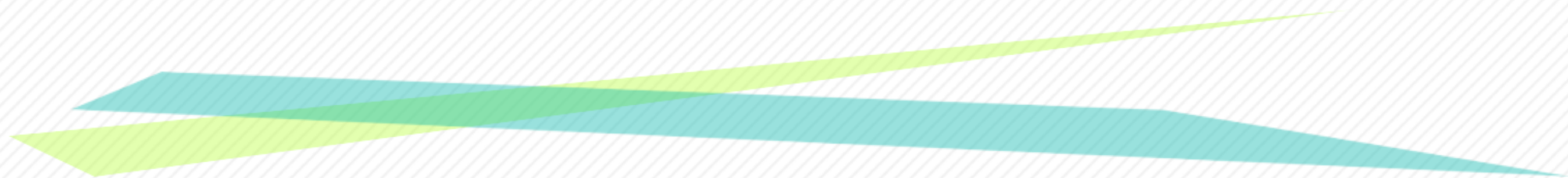
REFLEKSI

- Informasi penting hari ini

- Manfaat penting dari informasi penting hari ini

- Tindak lanjut yang dapat saudara lakukan

Thank You! ☺

Any Questions?