

CHAPTER 4

CONCLUSION

English plays an important role in everyday life. There is a great utility of English in modern world (Chopra, 2015). English language is widely used in official communications that is used in education as well as in business. Since Indonesia is predicted to be the tenth largest economy in the world by 2030, it causes many foreign stockholders have the will to expand their businesses in Indonesia (Rebrová & Ondrejová, 2013). Not only companies, but also institutions struggle to create partnership each other. Therefore, those institutions need staffs with good English business communication skill.

One of institutions in Indonesia that requires staffs with good English business communication skill is Universitas Airlangga, with its unit named International Office and Partnership (IOP). It works as a bridge and an entrance for international institutions to establish partnership with the university. IOP hopes to achieve a world-class Universitas Airlangga through partnership and international networking. It initializes, facilitates, and develops international network and also partnership in education, research and community service.

The role of every worker of this unit was critical to the development of the institution. The writer had the opportunity to do an internship as a supporting staff in the International Partnerships Division there. The writer felt a pleasurable experience from the internship, such as doing the real administrative tasks, handling strategic meetings, processing cooperation documents, being a translator,

and even designing posters. The writer encountered various problems from her internship, but fortunately she could tackle all the problems and learned so much from her mistakes. The important things she acquired from her internship were being positive thinking in all matters and doing her best in every opportunity.