

## CHAPTER I

### INTRODUCTION

#### 1.1. Background of the Report

English has turned into Global Language due to the most used language over the world. It is used for people who consider English as second language to communicate to each other. Not only does English take place in communication, but also it can be used in the business field. It is supported by Ku & Zussman, (2010), communication English skill brings strong impact in encouraging business over the world.

According to Nickerson (2005), an international business community includes negotiations, meetings, emails and advertising. In a meeting, every person who gets involved in the meeting delivers their purposes. In this case, the meeting needs some help to record or take some important points during the meeting. This situation is called meeting minutes. A person who records or takes some important points during a meeting that is delivered by the speakers is called minute taker.

AGE is one of parts of Universitas Airlangga that supports this university in terms of engaging with international universities, events, and sectors. In AGE, one of the ways to engage with international universities is meeting strategic with foreign universities, or institutes. In a meeting, both of Universitas Airlangga and

the other party reach the purposes as the result. One of them is making collaboration. The collaboration could be with the student, the staff, and researcher for instance the exchange of students, staff, research and the other collaborations. Those collaborations will be written in MoU or MoA. During the meeting, AGE needs a minute taker to record the information.

The writer did internship in Airlangga Global Engagement. Global Networking and Event Communication (GNEC) division was a position that the writer did the internship. GNEC division is responsible for the due diligence of all activities related to the development of global networks; arranging university/faculty agreement, strategic meeting and networking, both with academic institutions and relevant international bodies; managing international partnership agreement database and archive (Naskah Akademik, 2019). The writer's jobs were to help to do some job description of Global Networking and Event Communication. One of them was being a minute taker in some meetings. In accordance with what the writer did during intern, the writer got challenge into applying English skill. The writer had to listen clearly to the speakers. Sometimes the speakers did not use microphone while delivering information. The writer has never had such an experience to attend and meet with international personages in being a minute taker before. Therefore, the writer will express writer's own experience in being minute taker entitled "How To Be A Good Minute Taker in Meeting between Fukuoka University, Japan and Airlangga Global Engagement"

## **1.2. Statement of the Problem**

There are two problems in this problem as follow:

1. What are the problems faced by a minute taker in the meeting of Fukuoka University and Airlangga Global Enggement?
2. How to solve the problems in a meeting taking in the meeting of Fukuoka University and Airlangga Global Engagement?

## **1.3. Purpose of the Report**

The purpose of the report in the internship is in the following:

1. To identify what the problems faced by a minute taker in the meeting of Fukuoka University and Airlangga Global Engagement
2. To discover how to solve problems in a minute taking in the meeting of Fukuoka University and Airlangga Global Engagement

## **1.4. Significance of the Report**

1. For the writer

This report is useful for the writer in applying the writer's writing and listening skills. The writer can learn meeting minute in good way and enrich knowledge and experience in workplace.

## 2. For the alma mater

This report is beneficial for the Alma mater. This report can discover the education quality in English Diploma Program of Universitas Airlangga and help English Diploma Program of Universitas Airlangga to develop the education system, especially in the major of Business Communication, improve the students' skills and abilities in workplace.

## 3. For the institution

This report tells about how to be a good minute taker. This report can also be a reference for the institution to know how to be a good minute taker what the writer tells about. The institution can reform working performance.

## 4. For the other interns

This report can be useful to other researchers as well. This report can be a reference for them in the same topic in meeting minute. The reader gets to know a picture of being a minute taker.

## **1.5. Review of Related Literature**

### 1.5.1 Minute taker

Minute taker is a person who takes some notes and captures the important information. Gutman (2016) states that during a meeting, the minute taker has to listen to what the speaker is saying, catch the information, estimate what the point of view is. In addition, a minute taker plays important Ash (2012). The output of being a minute taker is meeting minute. Being a minute taker is not easy. It is not

only about writing fast skill, but also it needs understanding and figuring out what the speaker is saying.

#### 1.5.2 What to put on meeting minute

According to Gutman (2016), meeting minute is the key of success meeting. Thus, meeting minute can be an important part to record the information in the meeting. Meeting minute aims not to get dismissed information for people who could not attend the meeting at that time. Beside that, a minute taker should know what to put on meeting minute. Here are what to put on meeting minute:

##### a) Kind of meeting

According to Jennings (2004), it is quite important for a minute taker to know what kind of meeting held is. Regular meeting, special meeting, annual meeting, adjourned meeting and executive meeting would be the kinds of meeting. What regular meeting meant is a meeting is held in routine. Another word, it is scheduled in every week or every month. By the name of special meeting, this meeting is held in pretty urgent condition, if the bylaw of company approves. Next, annual meeting is attended by certain officers, executive board or both of them. Meanwhile, adjourned meeting is continuation of a meeting. It happens when special or regular meeting is not finished to reach the goal yet. It can be that the meeting has several sections. The last one is executive meeting. This kind of meeting is conducted by member of executive and has secret purpose commonly. Nonmember can be invited in that meeting.

b) Name of organization

According to Jennings (2004), the minute taker has to mention between or among the parties what organization or institution or company etc they are from. The meeting is not only for reaching the deals, yet it can build new partnership. There might be connection between the opponent organization.

c) The date, time, and location of the meeting (don't list the location if it's always the same)

According to Jennings (2004), the minute taker has to include date, time and location of the meeting on meeting minute in order to know when, where the meeting held people whoever reads the minute meeting.

d) Checking the attendance list at meeting

According to Jennings (2004), checking the attendance list at meeting is necessary to know the people who could not attend the meeting at that time. Then those people don't miss the information. It can be done through calling the names one by one. Yet, remembering every person's name will be a better way rather than calling the names one by one.

e) Body of content

Zimmerman (2007) states that body of content includes the name of the speakers and important points. This can be called important part of meeting since it contains of what the speaker are saying inside on meeting minute. The purpose of meeting and discussion in meeting will be captured in this part. It is

recommended to use indirect sentence. Yet, it is allowed to use direct sentence for quoting someone's word.

f) Final paragraph

According to Zimmerman (2007), final paragraph includes the adjournment and the time of adjournment. Based on Official Oxford Website (2020) adjournment means time for break of meeting. In this final paragraph, there are signature as approved and date. Final paragraph can be filled with conclusion of meeting as well.

### 1.5.3 Problems faced by a minute taker in meeting minute

Being a minute taker is not easy. Several problems will occur in the meeting. Here are the problems faced by a minute taker according to Gutmann (2016), and how to handle it:

a) Where to sit

It is important where the minute taker takes a seat. Sit wherever the minute taker can hear the voices clearly. Not too close to the sound system. It is very recommended to sit next to the chair person so that the meeting taker can listen to clearly if it is possible. If it is organized already, then it will be fine.

b) Finding put who is who

If the minute taker does not know the people's names who attend the meeting, then it can be a problem. The problem is on meeting minute. In meeting minute, person's name should mention in part of speakers. Name is very

important to mention at the result of meeting in meeting minute paper. If the minute taker is in that situation, she or he should ask the strangers or look at the attendance list.

c) Not understanding

Getting blank while the speaker is speaking can disrupt minute taker. The minute taker cannot follow the flow during the meeting. If the minute taker does not understand what the speaker is saying, she or he should ask the clarify during the meeting by saying “could you please explain...” or “could you clarify please...”. if interruption is not possible to do, the minute taker should give some marks or notes where it is unclear.

d) Hearing

Having good hearing is important. When the speaker says in low voice or even does not use microphone as loudspeaker in large meeting room, the minute taker will get a problem. If it happens to minute taker, the minute taker should clarify or ask the other people after the meeting is finished.

e) Maintaining concentration and focus

This usually happens when the minute taker does not understand the topic told. The speakers keep delivering what they want to say. If the minute taker is in that situation, don't be nervous. Catch back the concentration and follow the flow. Listening to the speaker well is the best way to find out what the speakers want to say or give some marks or notes which get lost.

## **1.6. Methods of the Report**

### 1.6.1 Location and Participant

The writer conducted an internship for two months in Airlangga Global Engagement from 3 January 2020 to 28 February 2020. The writer conducted a case study on International Partnership division at Airlangga Global Engagement. In this case, the writer's jobs in International Partnership are managing international partnership database and archive, making universities' profiles, being a meeting minute in international meetings and national meetings, searching contacts of international offices of universities around the world, picking up the phones and calling, etc. Ms. Citra Pratiwi, as the writer's supervisor, gave the writer a lesson in terms of academic and non academic values for instance "Salim" to the head of Airlangga Global Engagement. She also evaluated the writer's work.

### 1.6.2 Data Collection

First, the writer did observation during the meeting. Then, the writer wrote a draft of meeting minute of Fukuoka University, Japan 2020 as a tool to write meeting minute and take notes what the writer did an observation during the meeting. Then, the writer wrote a meeting minute from a draft of meeting minute. Last, the supervisor's writer revised the writer's work.

### 1.6.3 Data Analysis

In terms of data analysis, the writer did observation about the meeting minutes of meeting strategic with Fukuoka University, Japan 2020. Then,

observation results and theories as part of data collection made the writer could find out problems faced in meeting minute. Then, to solve the problems by a minute taker, the writer used the three documents such as draft of meeting minute, the writer's meeting minute, and meeting minute revised.

Unit of analysis	Data collection techniques
Problems faced by a minute taker in meeting of Fukuoka University, Japan and Airlangga Global Engagement	<ol style="list-style-type: none"> <li>1. Observation</li> <li>2. Draft of meeting minute</li> </ol>
How to solve problems in a meeting minute in the meeting of Fukuoka University and Airlangga Global Engagement	<ol style="list-style-type: none"> <li>1. Draft of meeting minute</li> <li>2. The writer's meeting minute</li> <li>3. Meeting minute revised</li> </ol>

Following up the table below, the writer analyzed the data collected from each of instruments separately based on the units of analysis in observation. After the writer figure out from each other of data, the writer merge the findings out from each data to answer statement of problem.

### 1.7. Framework of the Report

