

CHAPTER 1

INTRODUCTION

1.1. Background of the Report

Communication is the act of passing on information and a shared understanding from one individual to another (Keyton, 2011). Communication can be accomplished in a variety of ways, formal or informal communication, verbal or nonverbal communication, written or wireless communication, accidental or strategic communication, mission or relationship-oriented communication are all possibilities (Keyton, 2011). Communication is essential for us as social beings to build a better social life. Not just that, but communication is also crucial to a company's growth. Therefore, good communication skills are needed.

Many problems can arise in the workplace due to poor communication. Good communication skills are needed to avoid any problems and misunderstandings between two or more people. As stated by Dwyer & Hopwood (2019), employers are looking for applicants with the emotional intelligence and interpersonal skills to develop meaningful relationships and achieve job tasks and goals due to the value of knowing oneself and others and possessing the interpersonal skills to build positive relationships when working towards productive outcomes.

Not just to communicate with other people who speak the same language as us, but we also communicate with people who speak different languages. On

the other hand, language barriers often obstruct communication. Rani (2016) stated that a communication barrier was something that stopped us from accessing and interpreting the signals that others used to convey their information, opinions, and thoughts. One of the communication barriers is the language barrier.

There are many languages spoken all over the world. A common language is needed so that everyone in the world can speak one language and people from different countries can understand each other while communicating. English is an international language that can be a common language for people from all over the world who have different languages. Therefore, English language skills are essential for establishing effective communication.

An activity that will help the development of English language skills in a company is required to develop the English language skills of its employees. Doing English training for a company's workers is one way to develop their skills. In this case, a phrasebook is created to assist them in speaking English. Therefore, the phrasebook is required to facilitate English training exercises.

A phrasebook is a set of foreign language idioms and their translations (Merriam Webster, n.d.). It is suitable for all forms of company or university and can be found in a wide variety of fields. A phrasebook often contains useful phrases and words to help the employees to speak correctly. A company that is trying to implement the use of phrasebooks to support English training is Pelindo III.

PT Pelabuhan Indonesia III (or known as PT Pelindo III) is a company that manages 43 ports in 7 provinces in Indonesia. The company is constantly

developing and providing comprehensive port services. The company has always been the holding company of its subsidiaries. One of the company's missions is building and expanding domestic and international business networks (Pelindo III, n.d). Also, the company often forms business partnerships with other firms, both national and international. Therefore, the scope of port services can be expanded not only to the national level but also to the regional or global scope.

The employees of Pelindo III must have great English language skills to communicate with international partners so that Pelindo III could have a successful partnership. On September 12 in 2014, the General Manager of Pelindo III, Eko Harijadi, in his speech said that Friday was designated as the day of compulsory English speaking or we can call it “Friday is English day”. Public Relations of Tanjung Perak Port, Dhany R. Agustian said that this program is one of the management efforts to further develop human resource capabilities, especially in improving English language skills (Pelindo III, n.d).

The aim of “Friday is English day” was to ensure that all employees are familiar with English language and have strong English skills by requiring all employees to communicate in English every Friday in the workplace. From this statement, it can be summarized that English language skills must not only be mastered by employees who have important positions but also all Pelindo III’s employees including receptionists, security guards, drivers, and OB. “Friday is English day” program was quite new for some of its employees. Some employees were learning some new words and terms that can be used every day. There were various new jokes that employees use in English such as “I’m just your child

fruit” which means “I’m just a subordinate”. Nevertheless, many employees also struggle so hard in this program. Those are employees that need special and deep training to keep up with others. To help this program works effectively, especially for receptionists, security guards, drivers, and office boys or girls, the writer created a phrasebook containing collections of expressions for business communication in English along with examples of English conversations.

The writer did an internship at Pelindo III because she wanted to explore how English was used in business communication at work. While doing her internship, the writer’s job was to make a phrasebook for receptionists, security guards, drivers, and office boys or girls. The writer wanted to discover characteristics and strategies used in writing a phrasebook. The writer wants to give a title for this final report with “The Characteristics and Strategies Used in Writing a Phrasebook in Pelindo III”.

1.2. Statements of the Problems

In this report, there are two major problems:

- 1.2.1. What characteristics were applied in making a phrasebook in Pelindo III?
- 1.2.2. What strategies were used in writing a phrasebook in Pelindo III?

1.3. Objectives of the Report

- 1.3.1. To discover the characteristics applied in making a phrasebook in Pelindo III
- 1.3.2. To determine the strategies used in writing a phrasebook in Pelindo III

1.4. Limitations of the report

1.4.1. Lack of available references

The writer was having trouble finding international and national references for this report. This is due to the scarcity of books, journals, websites, and other references that discussed about phrasebook. The writer only found a few books, journals, websites, and other resources that described phrasebooks when working on this report.

1.4.2. Lack of Time

The writer also conducted a three-month internship at Pelindo III while working on the final report. The writer found it difficult to allocate time to work on the final report because, at the same time, the writer also worked on other assignments from her internship place.

1.5. Significance of the Report

1.5.1. For the writer

1.5.1.1. Being able to understand how to write or make a phrasebook by

learning, observing, analyzing, and following some feedback from the writer's supervisor in Pelindo III.

1.5.1.2. Applying the courses that have been learned in the class during

the internship in Pelindo III.

1.5.1.3. Experiencing and observing the working environment.

1.5.1.4. Completing graduation requirements for a degree of English diploma.

1.5.2. For the Alma mater

1.5.2.1. Building a relationship between Airlangga University and Pelindo III.

1.5.2.2. Increasing the number of scientific works of Airlangga University and the quality of Airlangga University students.

1.5.2.3. Helping other interns in getting knowledge about how to write a phrasebook

1.5.3. For the Company or Institution

The final report is expected to be beneficial for the Pelindo III

1.4.3.1. Using this final report observation as a reference to improve their service

1.5.3.1. Improving their quality in speaking English

1.5.3.2. Using this report as a guide for the new staffs

1.5.4. For other interns

1.5.4.1. Getting knowledge about the way of writing a phrasebook for Pelindo III

1.5.4.2. Being able to use this for preparing themselves when they want to improve their English skills in Pelindo III