

CHAPTER IV

CONCLUSION

According to the Regional Regulation No. 12 Year 2005 on November 14, 2005 concerning Organization Regional Secretariat Surabaya, Cooperation Division was established with the hope to be a facilitator of cooperation forged Municipal Government with various stakeholders including local governments (provinces, cities, or districts), agencies, institutions, universities, organizations, and other groups both domestic and foreign cities.

Having an opportunity to do the internship at Surabaya City Government as a staff of the International Cooperation Sub Division gave the writer a lot of experiences and knowledge. During the internship, the writer learned about the tasks done by the International Sub Division staff members in the office. Translating, writing a letter and meeting resume are some examples of the tasks. The writer also got much information about Surabaya that he did not know previously.

In order to improve the quality of all staff members in the Cooperation Division, especially staff members of the International Cooperation Sub Division, the writer had some suggestions. First, they need to apply the English program every day. The program is not only for the staffs of the International Cooperation Sub Division, but also for other two divisions'. Since the staffs mostly work with people from other countries, they also need to have English skills both writing and speaking. The facility such as internet connection (Wi-Fi connection) needs to be improved, since the Cooperation Division has a main room and a branch room. When the writer did his internship, the writer was placed

in the branch room that did not have Wi-Fi connection, only a LAN cable for each staff's computer. The Cooperation Division also needs to add more partners especially sister city, so Surabaya could be well known overseas. The last is updating the official website regularly, so people could get what they need when they access the website.

In addition, the writer felt doing internship in the Cooperation Division was fun and the staff members were very kind and helpful. Hopefully, the experiences and knowledge which the writer got during the internship can be very useful and applied in the future.

