

## CHAPTER IV

### CONCLUSION

#### 4.1. Conclusion

Surabaya city government has tried to develop Surabaya in all sectors to be a progressive city. Surabaya city government especially International Cooperation Sub Division has given a lot of contribution in education, environment and society of Surabaya. International Cooperation Sub Division has an important role in establishing communication and cooperation with the other foreign parties that will be useful for the progress of Surabaya City.

The writer got many beneficial experiences during her internship at International Cooperation Sub Division in Surabaya City Government. The writer got much knowledge about her duties in the International Cooperation Sub Division such as translating letters, answering telephone, making a report about the progress of Surabaya Sister City Cooperation, attending meeting and making resume of meeting. The writer also got much information about International Cooperation Sub Division such as how many Surabaya's Sister Cities are, what kind of cooperation that Surabaya has done with these sister cities, how the cooperation has been done and all of the activities which usually did by staffs.

The writer felt proud, excited, and lucky because she had a chance to do her internship at International Cooperation Sub Division. The writer got a lot of experiences, knowledge, and information about the duties as a staff. The work atmosphere of workstations was comfortable because all of staff are friendly and helpful. When the writer found the difficulties to do her job, the staff helped the writer to give little instructions.

#### 4.2. Suggestion

If the writer was given an opportunity to share something or some ideas for the improvement to International Cooperation Sub Division, she would like to suggest for Cooperation Division. It may be better if the Cooperation Division provides computers for the students who will do an internship there. So, the students can finish the job easily and fast. She would like to suggest for the improvement of the toilets like renewing the bathroom by providing the lid or roof in each bathroom. So, the employee will feel comfortable if the toilets are also comfortable. They need to apply the English program everyday. 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 writer hopes that the suggestions can be accepted by Surabaya City Government. Overall, the writer expect that all of the knowledge and experience when the writer got will be useful for the writer's future.