

CHAPTER IV

CONCLUSION

There are several companies provider in the world. In Indonesia, there is PT. Telekomunikasi Indonesia or known as Telkom. The top leader of PT. Telekomunikasi Indonesia is Alex Janangkih Sinaga as the CEO of the company. The company produces wireless services and network operations. The company also creates visions and missions to achieve the goals. PT. Telekomunikasi Indonesia has many regional divisions. Telkom regional division V is based on Surabaya, Jawa Timur. Besides, it has organization structure and divided into several divisions. One of divisions is public relation division. Public relation division has some main tasks, such as managing the meeting, promoting the products, communicating with foreign client customers, and answering all of questions from customers.

Public relation division is important for company. It is not only for PT. Telekomunikasi Indonesia, it also necessary for company provider around the world. Public relation division in PT. Telekomunikasi Indonesia V has a role in communication skill. Communication skill is very useful for public relation because public relation always meet a lot of people especially from different country. English is needed to communicate with foreign client. In this case, public relation should be good in English. Thus, the writer chose PT. Telekomunikasi Indonesia regional division V as a place to do internship.

The writer started her internship from 16th of January until 24th of February as an assistant in public relation division. There, the writer gained a lot of experiences and skills. Moreover, she got new knowledge as an assistant in public relation division. She also got a task that the writer never did before, such as making letters of disposition. There were several experiences that the writer got during her internship, for example, translating letters of agreement and letters of dispositions, being an interpreter for foreign client, managing the meeting, preparing event, and answering customer's question.

The writer got opportunity to do internship in the PT. Telekomunikasi Indonesia Regional Division V. She felt very proud and fortunate to be an intern as an assistant in public relation division. There, the writer met staffs and employees who were very well and friendly. The writer felt comfortable doing internship because the staffs who helped her were patient and carefully. They always helped her to finish her tasks when she got difficulty of her tasks.

The writer suggests that PT. Telekomunikasi Indonesia Regional Division V can increase their quality especially in services. Thus, the customers do not feel disappointed again and they can get facilities well. The writer also suggests that PT. Telekomunikasi Indonesia Regional Division V can accept the other students who want to do internship there. For anyone who wants to do internship, PT. Telekomunikasi Indonesia Regional Division V is recommended for English Diploma, the writer suggest that it will keep the cooperation between English Diploma and PT. Telekomunikasi Indonesia Regional Division V. The writer recommend PT. Telekomunikasi Indonesia Regional Division V for junior

English diploma who wants to do internship in there especially in Public relation division, they should take public relation subject before internship because the subject is very useful to do tasks during internship.