

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

First is learning about how to negotiate with Singaporeans especially for those who do not obey to the Indonesian regulation. Despite explaining about the theoretical way in negotiating with Singaporean, comprehending it could make the writer know how to solve and handle it. By understanding the theories in negotiation which happen in real life, the writer also learns about people's characteristics when conducting negotiation. Even though sometimes their personality during negotiation process can make the writer worried, being a front-officer coerces her to be well-manner and friendly as prominent obligation.

For the second point, the writer learns a lot about applying interpreting that has been learnt in advance in the real situation. Interpreting is not only about translating words orally but also making people understand about what have been translated from source language to target language. It is about the ability of conveying the message that should be delivered. When interpreting from English to Bahasa Indonesia, the writer will interpret in easy way to make the listener gets the idea so does other party. That is done in order to avoid misconception in catching the meaning by using the words that are commonly used.

All in all, not only the bad side that the writer felt but also good side that could be learnt by her. It made the writer realized that no matter what kind of jobs were, she should into it and did everything whole-heartedly.

## **4.2 Suggestion**

### **4.2.1 Suggestion for PWNI/BHI**

The writer suggests that PWNI/BHI could keep its integrity in protecting Indonesian people who live in Singapore as well as never-ending assistance. Furthermore, it could improve its division in serving people whom in need and increasing staff who able in communicating with people well and using English fluently. The writer hopes that Universitas Airlangga could building agreement with Indonesian Embassy in Singapore in the future.

### **4.2.2 For D-III Bahasa Inggris**

The writer suggests for D-III Bahasa Inggris to assess its student in improving themselves when facing the situation in work field. Not only assess student but also increase the level of difficulty in many subjects to make student take bigger step and have critical mind in dealing with situation. The writer also expects that D-III Bahasa Inggris could set up a cooperation with Indonesian Embassy in Singapore.