

TABLE OF CONTENTS

A FINAL REPORT	i
STATEMENT OF ORIGINALITY	iv
TABLE OF CONTENTS	v
ACKNOWLEDGEMENT	xi
CHAPTER I	1
INTRODUCTION	1
1.1 Background of the Report	1
1.2 Statement of Problem	3
1.3 Purpose of the Report	3
1.4 Significance of the Report	4
1.4.1 For the writer	4
1.4.2 For the alma mater	4
1.4.3 For company/institution	4
1.4.4 For other interns	5
1.5 Review of Related Literature	5
1.5.1 Negotiation Style	5
1.5.2 How to negotiate with Singaporean	7
1.5.3 How to communicate with Singaporean	9
1.5.4 Methods of Interpreting	11
1.6 Methods of the Report	12
1.6.1 Location and Participant	12
1.6.2 Data collection	13

1.6.3 Data Analysis	14
1.7 Framework of the Report	16
CHAPTER II.....	17
INSTITUTION DESCRIPTION.....	17
2.1 Institution History.....	17
2.2 Organization Charts.....	18
2.2.1 Job and Responsibilities.....	19
2.3 Locations	22
2.4 Facilities	23
2.5 Product	25
2.5.1 ATM KIPIN	25
2.6 Services	25
2.7 Customers.....	27
CHAPTER III	28
DISCUSSION	28
3.1 Description.....	28
3.1.1 Negotiating with Singaporean who do not obey to the embassy's regulation.....	28
3.1.2 Being a good interpreter using two languages; Bahasa and English between the assistant and boss	40
3.2 Obstacles	45
3.2.1 Obstacles in negotiating with Singaporean	45
3.2.2 Obstacles in interpreting from Bahasa to English and vice versa	47
3.3 Added Value.....	48
3.3.1 Added values in negotiating with Singaporean.....	48

3.3.2 Added values in interpreting from Bahasa to English and vice versa.....	49
3.4 Related Courses.....	49
3.4.1 Interpreting.....	49
3.4.2 Business communication.....	50
3.4.3 Bahasa Indonesia.....	50
3.4.4 Intercultural business communication.....	50
3.4.5 Speaking I-IV	50
CHAPTER IV	51
CONCLUSION AND SUGGESTION	51
4.1 Conclusion	51
4.2 Suggestion	52
4.2.1 Suggestion for PWNI/BHI	52
4.2.2 For D-III Bahasa Inggris	52
REFERENCES.....	53
APPENDICES	55
APPENDIX 1: Internship Acceptance Letter	55
APPENDIX 2: Internship Assesment Sheet	55
APPENDIX 4: Certificate Chingay Parade 2019.....	56
APPENDIX 5: Transcript Observation	57
APPENDIX 6: Transcript Notes	58
APPENDIX 7: Transcript Interview with Senior.....	62
APPENDIX 8: Transcript Conversation	63
APPENDIX 9: Sample of Employment Contract	71
APPENDIX 10: List of Salary	72
APPENDIX 11: Pictures	72

BIOGRAPHICAL SKETCH	80
Picture 1. Main Gate of Indonesian Embassy in Singapore.....	22
Picture 2. TKI Illustration.....	36
Picture 3. Acceptance Letter.....	55
Picture 4. Internship Score Sheet	55
Picture 5. Internship Certificate	56
Picture 6. Certificate Chingay Parade 2019	57
Picture 7. Sample of Employment Contract.....	71
Picture 8. List of Salary.....	72
Picture 9. The writer with Ambassador H.E. Ngurah Swajaya.....	72
Picture 10. The writer with Protocol&Consular Staff.....	73
Picture 11. The writer with Mr. Michael Nio.....	73
Picture 12. The writer with Mrs. Kalsom.....	74
Picture 13. The writer with Andri, Kelvin, Mr. Zalfi and Dennise.....	74
Picture 14. The writer with Mr. Satrio, Mr.Irwan and Fadli.....	75
Picture 15.The writer with Ambassadors and all interns Batch February 2019.....	75
Picture 16. Briefing on Chingay Parade.....	76
Picture 17. Meeting Situation.....	76
Picture 18. The writer with PWNI/BHI staff	77
Picture 19. The writer with her colleagues in Chingay Parade 2019 second day.....	77
Picture 20.The writer work as an officer	78