# CHAPTER IV

# CONCLUSION AND SUGGESTION

## 4.1.  Conclusion

I would like to conclude all the chapter that I have discussed in this final report. First, most of the data were collected from e-office and email. Therefore, they are very highly valuable. After the data had been registered to the agenda book, the letters were printed and handed to the directors to give the order in a memo. I classified the data before distributing it to the addressed person.

In terms of common problems occurring in business correspondence at AGE, there are several problems listed in this final report. The first thing is the discordancy of the draft and the final letter. This experience may have happened since the e-office procedures were still a bit puzzled to me. Other problems listed in this final report are a maximum size for the letter in e-office, incomplete letter aspects, the misunderstanding in a partnership, undelivered attachment, and the grammar value in Bahasa Indonesia letters. In many methods on how I sought the solutions, the first step was to admit that you had made a mistake. I was assisted and eventually my supervisors guided me to overcome the problems together.

The obstacles I experienced was translating the source from email and made a cover letter. I had to understand the patterns and phrases used in SL and pinpoint the important words. Since the source was an informative and descriptive text, I had to transfer the information without altering many of the meaning. Referring to Newmark

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(1988), I used a literal translation since I had to transfer the meaning without altering many amounts of grammatical constructions.

By conducting a correspondence in English, I felt appreciative towards my native language. I am aware that I was busy studying a foreign language but my native language. In many formal letters that I had written, I realized how much my native language improved by considering the subject and verb agreement.

I also happened to appreciate every moment I spent my internship cooperating with my colleagues and supervisors. I learned that as much as you capable of doing everything on your own, you will need someone who is willingly to guide you. An institution is built by many aspects, therefore there are several divisions you need to cooperate with.

## 4.2. Suggestions

### 4.2.1. Suggestion for Airlangga Global Engagement

I had the best of my time working in Airlangga Global Engagement (AGE). The suggestion I would like to present to AGE is to encourage and welcome more of English Diploma Students. The vocational students are trained to have clarity in terms of practice and in work area.

### 4.2.2. Suggestion for English Diploma Program

My suggestion to D-III Diploma Program is to be more involved with AGE. AGE is a portal between potential international institutions that could be beneficial for the academics. As UNAIR is still working on in *World Class University,* I believe

it is a great platform for D-III English Diploma Program to participate in many programs of AGE to be more recognized.