

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

From the description in the previous chapter, the writer got some conclusions. The first is about the type of barrier problem in communication during the internship in CLS Knights Company. Becoming a Liaison Officer must have a piece of knowledge about the types of barriers in communication, which were physical barriers specifically distortion that occurred with one of the Adroit Singapore team because of differences perception of view in dress code between Indonesia and Singapore, and linguistic barriers that occurred with the coach from Macau's team that communicate using an idiom because of differences perception of view in idiomatic languages. By understanding the types of barrier problem in communication, the writer got a conclusion that from these problems the barrier of communication could be lead to lack of effective communication because of different perception of view that causes a barrier problem in communication during the writer's internship at CLS Knights Company.

The second is to overcome and solve the barrier problem in communication as a Liaison Officer. There are some ways to overcome and solve the problem in the barrier problem in communication as a Liaison Officer. The first way to overcome and solve is eliminating difference perception, second is using media properly, and the third is the emotional state. From these methods, the writer overcomes and solves the first problem by eliminating the different

perceptions that occurred with the Adroit Singapore team and the coach from the Macau team, then the writer used the media properly that occurred with the manager of Taiwan's team about the picture of money changer's building through by Google Maps, and handle the emotional state when the manager of China's team complained about inappropriate transportation problems when the writer did the internship at the CLS Knights Company. From these ways, the writer could aware of the barrier problem in communication and calm when overcoming and solving the barrier problem in communication as a Liaison Officer.

Conducting the internship in CLS Knights Company, the writer learned about types of barrier problem in communication and how to overcome and solve the barrier problem in communication. It was a great experience and new knowledge gained that is very beneficial for the writer in the future. In addition, after joining the internship program in CLS Knights Company, the writer realized her own weakness such as lack of knowledge difference perception of view and communicates well with other. On the other hand, the writer got some new experiences which may be useful for the writer in the future.

4.2 Suggestion

4.2.1 Suggestion for CLS Knights Company

The writer suggests that CLS Knights Company provides a training program for a Liaison Officers first and evaluate a Liaison Officer's work at the end. Moreover, the company can give the comments or corrections about their work. So, in the future, the Liaison Officer is well prepared to handle cases that

have occurred and more responsive to the problem. The writer also suggests that the company maintains a good relationship, especially with Universitas Airlangga.

4.2.2 Suggestion for D-III Bahasa Inggris

The writer suggests that D-III Bahasa Inggris to explore the ability in the service field. It can be through workshops or internships. The writer also suggests D-III Bahasa Inggris to improve the subject of intercultural business communication because being a Liaison Officer in a company will have a communication with other people and face some of the problems, such as, a barrier problem in communication. This subject needs to improve because it is related to business communication. Then, the writer also suggest to D-III Bahasa Inggris to maintaining a good relationship with CLS Knights Company.

4.2.3 Suggestion for Next Interns

The writer suggests the next interns to learn more about the field that is related to service, communication, and culture. So, the next interns will understand and get knowledge about context and technical terms of services, communication, and culture in the internship place.