

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

From discussion in previous chapter, the writer got some conclusions. The first is about the problems that occurring in intercultural business communication. There are wrong pronunciation from the captains, the writer's difficulties to understand about acronyms that used in a workplace, and also non-verbal communication between the writer and the captain. The second one is about the strategies used in intercultural business communication. The important things to used strategies in intercultural business communication are listening, effectively communicate, avoid ambiguity, respect differences, and no judgment. Next, the writer also got some obstacles when facing intercultural business communication which are the writer was confused about how to dealing with the clients who did not spoke the words English properly and to memorize the acronyms that used in a workplace.

Furthermore, when applying strategies in intercultural business communication, the writer found some difficulties because the writer was quite difficult to catch up the whole meaning of the conversation because the captains made a lot of mistakes in pronunciation. Also, the writer had no experience before being a ship agent, so that is way the writer did not know how to build a communication with people who have different cultures properly. Last, there are added values that the writer got during her internship time. The writer got to know

that being a ship agents is not easy. It is a very hard job to communicate with people with different countries, backgrounds, language, and cultures. It is need a big responsible for being a ship agent.

## **4.2 Suggestion**

### **4.2.1 Suggestion for PT Berkah Tata Baruna Surabaya**

The writer suggests that PT Berkah Tata Baruna Surabaya keep making a good service to the clients and become the number one of the biggest shipping line company in Indonesia in the future. The writer also suggests to practice English more to the workers in PT Berkah Tata Baruna Surabaya. Last, the writer suggests that the company could keep a good relationship with Airlangga University.

### **4.2.2 For D-III English Language**

The writer suggests that D-III English Language always gains more collaboration with several companies to improve skills from the students as a vocation student because the background of vocational education is prepared for the work in various job in several companies based on the course in D-III English Language. The writer also suggests that D-III English Language of Airlangga University could have a good relationship with PT Berkah Tata Baruna Surabaya in the future.