

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTIONS**

#### **4.1. Conclusion**

From the description in the previous chapters, the writer concluded that the most frequent problems in serving duties as Liaison Officer were miscommunications and misunderstandings. It was because the writer's clients were Asian basketball players that did not use English as their official language. The miscommunication and misunderstanding stem from the players difficulties to express their thoughts in English, their choosing of the wrong words in English, and their unique accents when communicating in English.

On the other hand, as a Liaison Officer the writer is required to be able to communicate with people from different cultures. The writer found that cultural awareness could minimize miscommunications and misunderstandings between the writer and the players during the internship. As a Liaison Officer, the writer was able to collect general information about the country of the players that enable the writer to know their culture. Unfortunately, the writer has not reached specific awareness of culture and sensitivity with a new culture.

During the internship, the writer discovered some new experiences such as meeting with new friends from different countries and cultural backgrounds; dealing with new situations and stories. All of them gave the writer more knowledge about different cultures and how to conduct on certain situation for certain people from certain culture. The writer was forced to decide and solve

problems quickly without harming both the teams and the committee of the events. In addition, the writer learned how to socializing and coordinating schedules, and other things needed by basketball players. In short, conducting the internship as a Liaison Officer made the writer more patient, and act as a professional even though the players did not cooperate well.

## **4.2. Suggestions**

During the internship, the writer found some things that need to be present in this suggestion. There are some suggestions for CLS Knights, English Diploma and next interns.

### **4.2.1 Suggestions for CLS Knights**

The writer suggest that CLS Knights keeps taking English Diploma students as interns for Liaison Officer and providing training for future interns of Liaison Officer so that they know how to act as a good Liaison Officer. The writer also suggests that CLS Knights maintains good relationship with education world especially with Universitas Airlangga.

### **4.2.2. Suggestions for English Diploma**

The writer suggests English Diploma to add some courses that related to Liaison Officer to understand more what is needed by a Liaison Officer. The material can be in the form of cultural diversity, cultural awareness, the theory to be a good Liaison Officer and others materials related to the Liaison Officer to avoid miscommunication and misunderstanding.

### **4.2.3. Suggestions for Next Interns**

The writer suggests the next interns to read and learn more about Liaison Officer. So, the next interns can work as Liaison Officer and understand the importance of cultural awareness while working in a culturally diverse working environment. So, the next interns can do well and correctly.