

CHAPTER FIVE

CONCLUSIONS AND SUGGESTIONS

V.1. Conclusions

Based on the small-scale research and the result of the data, the present writer can assume several conclusions and suggestions.

From the analysis in the previous chapter, the present writer concludes that the basic English skills (speaking, writing, reading and listening) are needed by PT Indomarco Prismatama in handling the export-import activities. In dealing with foreign companies the present writer believes that English takes a very important role. The export-import manager can not get involved into the international communication without mastering English skills.

The company will suffer a considerable loss due to the low competence of English skills. If the speaking skill is low, the manager can not convey the message clearly. If the listening skill is low, he can not understand what he listens. Therefore, he may misunderstand the business partner's statement. If the reading skill is low, he will face many obstacles for not being able to understand all crucial documents which are written in English. If writing skill is low, he will face trouble in completing the document and in developing relationship with customer, especially foreign companies. The customer will not trust the company and the other company will find another company for a better service.

V.2. Suggestions

The present writer tries to give some suggestions which hopefully can be useful for an export import manager, the reader, and the company.

V.2.1 For export-import manager

An export-import manager has to maintain and improve his English skills to develop the company's service.

V.2.2 For the readers

It is a good idea for the readers especially those who want to be an export-import manager to master English skills (speaking, writing, reading and listening) in his or her work.

V.2.3 For the company

The company has to pay attention to the regeneration. If the manager does not work in the company anymore, the company will have to find a new manager who at least has mastered English skills. It is also to enhance the professionalism and excellence of the manager of the company which results in the company success.