

## CHAPTER IV

### CONCLUSION

In the previous chapters, I have analyzed the problem that I had during my internship at BSH, which is my difficulty in adapting with my coworkers and to new working environment. There are three causes of the problem. The first cause is I did not have any working experience in a hotel. The second cause is I was not a sociable person. The third cause is I did not have clear understanding about my job description. Besides, I also found three effects of my problem. The first effect is I made some mistakes in doing my job. The second effect is I got negative feedback from other staff. And the third effect is I did not do my work effectively. There are three potential solutions to solve my problem. The first potential solution is I will ask the senior employees who have experiences to help me to get more information about the job. The second potential solution is I will observe the other staff doing his/ her work in the front office and interact with them. The third potential solution is I will socialize with other hotel staff.

Based on the analysis, I conclude that the best solution to solve my problem during my internship is combining all of the potential solutions because asking, observing, and socializing are all important to improve myself and solve the problem of adaptation. All potential solutions need to be applied because they are related to one another. Asking and observing would not be effective without socializing with other staff. By socializing I will interact with other staff, I can ask about my problem and I will get the solution. If I just observe other staff without asking them, I might misunderstand the situation because I do not get the explanation. If I just socialize without observing and asking, I would not get any information and I might just waste my time. The three solutions are some steps for a new employee who has a problem in adaptation. The first is, I will ask the senior employees or other staff who have experience to help me to get more information about the job. The second, I will observe the other staff doing his or her work in the front office and interact with them. Observing will help me in my work performance to be better in practicing my job description. And the third I will socialize with the other staff. It will make good relationship with others. Combining all three potential solutions will be the best way to solve the problem that I got during my internship in BSH as a front office staff. At the end of my final term paper, I hope that the term paper could give useful information for the readers, the hotel staff and anyone who gets the same problem. It would be good to do the observation and know job descriptions and new workplace before starting

the job as a preparation, because good preparation has a big influence in work quality.