

CHAPTER IV

CONCLUSION

In this chapter, I would like to present the chosen solutions to overcome my problem. My problem is I had the verbal, non-verbal and written miscommunication with other workers at PT. TOPGOLF. The first cause of my problem is I misinterpreted the content of the text message sent by one of my co-workers. The second cause of my problem is I did not have working experience. The problem creates two effects, they are: My productivity and working performance was influenced, and my working affectivity decreased. I propose three potential solutions to overcome my problem, I will ask my co-worker to send a detailed text messaging, I will suggest the manager who supervised me in PT. TOPGOLF to provide communication skills training for new workers, and I will try to be more open and interact directly with other workers.

Having analyzed the potential solutions, I choose to combine all of my potential solutions to be the best solutions to overcome miscommunication with other workers at PT. TOPGOLF. Accordingly, I present my discussion on my three potentials solution. I choose these potential solution because all of them relate and support one another resulting in my analysis. First, I will ask my co-

worker to write a detailed message related with job and important news in order to avoid miscommunication in understanding the message sent.

Second, I will suggest the manager who supervised me in PT. TOPGOLF to provide communication skills training for new workers because effective communication is importantly needed in avoiding miscommunication in a workplace. Third, I will try to be more open and interact directly with other workers because if interaction between co-workers goes well it will develop good relationship and good communication.

At the end of this term paper, I would like to suggest everyone who wants to do an internship as worker to prepare himself/herself well when they are about to work in a company where good communication is importantly needed. My internship experience shows that a company will not be able to develop well if there is so many miscommunications happened between the workers.

