

CHAPTER IV

CONCLUSION

In this chapter, I would like to discuss the chosen solution for my problem which is difficulty in communicating with the Japanese tourists who could not speak English well during my internship at Bali International Diving Professionals as a diving instructor. There are three causes of the problem namely the Japanese tourists had poor English, I could not speak Japanese and did not have any partners who can speak Japanese, and there was no Japanese instruction books from BIDP. Moreover, the effects of the problem are it took a long time to give a briefing to Japanese tourists, the tourists misunderstood my instructions about diving, and I got upset and worried because I had to explain the diving instructions. To solve the problem, there are three potential solutions. First, I will work in a team with a new instructor who can speak Japanese to be my partner to explain the diving instructions. Second, I will use body language when giving the diving instructions in English. Third, I will ask Mr. Jaka to design slides using two languages (English and Japanese) to give the diving instructions.

Based on the analysis, applying the second and third potential solutions will be effective to deal with the problem. The second potential solution is I will use body language when giving the diving instructions in English. Body language is easy to practice so the tourists will follow the instructions quickly. The third potential solution is my leader and I will design slide shows using two languages (English and Japanese) to inform the diving instructions. There will be colorful slides that explain about diving instructions. It will make the tourists remember the instructions because the slides are translated into Japanese. I do not choose the first potential because there are many negative effects of the solution, such as teamwork might fail, might have conflicts or arguments and the company will spend extra money to hire a new instructor.

I have some suggestions for the BIDP staff. First, BIDP should provide diving instructions books in another language besides English. Second, BIDP should employ a diving instructor who can speak Japanese and other languages and the last, the staff should study Japanese at least some sentences related to the diving instructions.