

CHAPTER IV

CONCLUSION

In this chapter I would like to discuss the summary of the previous chapters, the chosen solutions and the justification of my problem, which was difficulty in adapting myself in a new working environment. The causes of my problem are the working environment was uncomfortable, I could not communicate in the local language with my co-workers and I got a pressure from my manager. The problem resulted in three effects, namely: I could not perform well, I became unmotivated to work and it took a longer time for me to learn. To overcome this problem, I have three potential solutions to do. First, I will observe the new working environment. Second, I will build relationship with my co-workers. Third, I will seek for support from my supervisor.

I have decided to use all of the potential solutions because they are the most effective ways to overcome my problem. First, I will observe the new working environment. While doing my job to remember the packages that the hotel offered, departments' extension numbers including the staff's names, I will also observe how my senior telephone operators do the job. Second, I will interact with my co-workers. I will ask for suggestions and advices to do my job and also socialize with them outside the work. Third, I will ask for support from my

supervisor. For example, by asking about things concerning hotel work if my co-workers could not help me at that time. I will ask my supervisor to give me some advices, guidance and solutions to finish my job and also how to adapt myself in a new working environment.

If I only use the first solution, I may not be able to apply the result of my observation correctly. Also if I only choose this solution, I may not be able to finish my job quickly because I have to observe how other people work.

Meanwhile, if I only use the second solution, my managers may complain because I talk too much with my co-workers and my co-workers may be annoyed. If I only apply the third solution, my supervisor may ignore me because of irrelevant questions or my repeated questions may make him annoyed, then I may be seen as a disturbing person. Thus, these three solutions are chosen because these solutions support one another. I will use the first solution in the beginning of my internship, while using the second solution during break time. Lastly, I will use the third solution when I work by myself.

To conclude, I have learnt that good communication skill and observation skill are very important for building relationships and having a good performance in a new working environment. I hope this term paper will give information about how to adapt in the new working environment.