

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

Nowadays, most business companies have partnerships with foreign companies. To communicate with foreign companies, they use English as the language of instruction. As an article entitled “Business English Communication Skills” states, “Business English communication undoubtedly is the global language of communication which has gained importance especially in the commercial world” (par. 1). Along with the growing use of information technology and the Internet, companies use e-mails to communicate with foreign companies to facilitate cooperation without having to meet each other.

Even though English is commonly used in business communication, not everyone who works in the company can speak English well. Therefore, to understand foreign language texts, such as e-mails, a translation is needed. Haltim and Munday state in their book that

translating is “the process of transferring written text from source language into target language” (6). Translation is not mere transferring one language into another language, but it should use the equivalent words, approaching the original text, without changing the meaning of the text.

On July 2, 2012 - 31 July 2012, I had the opportunity to do an internship as a secretary in PT. Mondave International, which is located in Jalan Cisurung KM 2.2 Desa Cangkuang Kulon, Bandung. I chose to do my internship in the business field because there are many opportunities to apply the knowledge that I have acquired during my study in the D3 English Programme.

During the internship, my duty was to make reports of the incoming business e-mails from Chinese companies to my supervisor. I had to translate the e-mails because all of the reports that I had to give to my supervisor should be in Indonesian. I got many experiences and lessons from the internship. I learned the lesson from the problems that I faced when doing my duties. One of the most problematic things that I faced is my difficulty in translating English business e-mails sent by people of non-English speaking countries especially China.

In this term paper, I analyze my problem in translating English business e-mails. The analysis will be written systematically and critically to define the causes, effects, and potential solutions of the problem.

## B. Identification of the Problem

In this term paper, the problem will be analyzed to find out the answers to the following questions :

1. Why do I have problem in translating English business e-mails?
2. How does the problem affect my working performance during my internship?
3. What is the best solution to resolve my problem in translating English business e-mails from Chinese companies?

## C. Objectives and Benefits of the Study

The aim of this study is to explain the causes and the effects of the difficulty in translating English business e-mails from Chinese companies. This study also aims to find some effective ways of translating English business e-mails.

This term paper is useful for the new employees who do not have any previous working experience in a company before because it can give them the information about translating English business e-mails problem in the working situation and its solution. For the institution, PT. Mondave International, this term paper will be useful for the employees who have the same problem as I do. For the readers, it is expected that this term paper can explain how to handle business English e-mails sent by

Chinese companies. For me, this term paper will be useful to overcome my problems in the company next time I have to work.

#### D. Description of the Institution

Based on the company profile, PT. Mondave International was established in 2006 and located in Bandung, one of the centers of the textile industry. The company was founded by Mr. David Kurniadi who served as the head and assisted by Mr. Andreas Tjitrabudi as the director. The company is a manufacturer and distributor of medical disposable textile products which are made from non-woven materials.

The company produces a range of products, which are: wet cleaning towels, bedding, surgical garments, sterile dry towels, and non-woven bandages. All products are intended for medical use and can only be used once. The products have been patented under the trademark GOODHEALTH.

PT. Mondave International is concerned about customer satisfaction. Thus, they pay attention to the quality of the products and good service. The products offered have normal prices and are delivered on time.

PT. Mondave International is an export import company. It imports the raw material from China. Besides the domestic market, PT. Mondave International is also doing a commissioning job for a company in New Zealand and exporting its products to Japan.

## E. Method of the Study

In doing this term paper, I used library research. Data collection was done by finding information from books, articles, and Internet resources. Data contained in this thesis was also based on my journal during the internship at PT Mondave International.

The other method that I used is interview. I did an interview to gain information about the effects of the solution. The interview data are accompanied by the transcript of interview in appendix B.

## F. Limitation of the Study

In this term paper, the study will focus on my difficulty of translating English business e-mails from Chinese companies that I experienced during my internship in PT. Mondave International in July 2012. I become the subject of the research as the term paper is based on my personal experience.

## G. Organization of the Term Paper

This term paper consists of four chapters. Chapter One contains the Background of the Study, Identification of the Problem, Obejctives and Benefits of the Study, Description of the Instituion, Method of the Study, Limitation of the Study, and Organization of the Term Paper. Chapter Two

contains the Problem Analysis, which consists of causes and effects of the problem. Chapter Three contains Potential Solutions of the problem. The last chapter is Chapter Four, which contains the Conclusion of the problem. The next part is Bibliography which contains publication information from all the sources cited in the term paper. The last part appendix which contains the flowchart and the interview transcript.