

## CHAPTER IV

### CONCLUSION

In this chapter I would like to present the best solution to solve the problem. Before that, I would like to give a conclusion from the previous chapters. The problem I find during my internship is my lack of confidence when communicating with foreign visitors at NLR. There are three causes of the problem, which are I have language anxiety, I lacked of vocabulary and I lacked of listening comprehension. There are also two effects of the problem. I was afraid of and avoided making a conversation with foreign visitors. Besides, I spoke too quickly and could not focus on my conversation and it made me have some misunderstandings about what I and the visitors were talking about. To solve this problem, I have suggested three potential solutions. The first potential solution is I listen to English songs, find the lyrics and practice pronouncing the sentences to practise my listening skills after work. The second potential solution is I join an English course in which the teachers are native speakers. The last potential solution is I can use a mirror to practise speaking by myself and assess my practice.

Based on the analysis of the potential solutions, I think the best solution to my problem is the combination of all the potential solutions. The first solution is that I listen to English songs. By applying the solution, I can help to eliminate two causes of the problem: namely, a lack of vocabulary and lack of listening skills. The second solution is I join an English course in which the teachers are native speakers. If I do this potential solution, I will be forced to use English to communicate with the teachers. By doing that, I expect the problem with my language anxiety can be overcome. The third solution is I can use a mirror to practise speaking by myself. By doing this potential solution, I expect I can increase my self-confidence and be a better speaker.

In conclusion, I think the problem of a lack of confidence when communicating with foreigners is common. Similar causes can also be the causes of the problem for others. Thus, I would like to suggest to those who want to do an internship at the same place or position as I did, to improve their confidence first so that they will enjoy doing the internship. They can try applying the solution mentioned in the previous paragraphs before doing the internship.