

CHAPTER I

INTRODUCTION

A. Background of the Study

Rumah Cemara (henceforth, RC), is a national non-government organization which is concerned with drugs and the HIV/AIDS issue. RC is based in Bandung and extends its service around West Java Province. According to the RC Annual Report 2010, the organization does not get too much attention or financial support from the government (9). Because of this, the majority of RC's financial source is from international donors. One of them is International HIV/AIDS Alliance. They link RC to some financial resources that would like to fund RC's projects. Thus, as a grant recipient, RC has a responsibility to provide the donor with reports, as is mentioned in the written agreement.

These reports are required to be submitted in English, both oral and written. The oral report is done once a week with the International HIV/AIDS Alliance in Brighton, England, through a Skype call. At RC, the oral report with the international donors is named "International Communication". The length of the call is indeterminate, mostly thirty

(30) to sixty (60) minutes. The report gives regular updates of the running programs that relate to the grant provided by the Alliance. These updates include overall progress, problems that are faced in implementation, as well as to make sure that the programs run according to the plan. On the other hand, the Alliance monitors and provides all the necessary support to RC.

The person in charge of doing this international communication is the Grant-Writing Manager. When he is not available, it is the Public Relations Officer who covers his duty. However, sometimes when both of them are not in the office, which is most of the time, the call will be cancelled. This is due to the fact that there is only a limited number of staff who can do the international communication in RC.

This is the problem that I found in RC. When I did internship there as the Grant-Writing Manager Assistant, I could see that English is important for effective communication between RC and the international donors. This is due to the fact that the majority of the international donors use English as their first language. As Crystal says, that there are huge numbers of people who work in organizations use English as an official language (115). Due to the situation explained above, I choose lack of staff with ability to do the international communication in RC as my topic, specifically about the problem of maintaining international communication with the Alliance.

B. Identification of the Problem

Based on the description above, I would like to analyze the problem to answer the following questions. They are:

1. Why are there only two staff who have ability to do the international communication in RC?
2. How should RC solve this problem?
3. What is the best solution that can be given to the staff?

C. Objectives and Benefits of the Study

There are three objectives of this term paper. The first one is to find out why there are only two staff in RC who have ability to do the international communication. The second one is to analyze some solutions to handle the problem in RC. The last one is to give the best and most effective solution to solve the problem.

Besides the objectives mentioned above, there are also some benefits for the institution, for the readers, and for me as a writer. The first benefit for the institution is to realize that the lack of courage and ability in English knowledge and fluency among RC staff members could inhibit communication with the international donors. The second benefit is to convince the staff about the importance of English for them, not only for the company's interest, but also to increase the quality of each staff. The last benefit is they will get some solutions that can be used to solve this problem.

By reading this term paper, the readers will be informed that having an English ability is important. It is not only important for working in the general institution, but also in some non-government organizations. This is because some of the non-government organizations have international collaboration with foreign institutions.

The benefit for me as a writer is this experience of this study, doing an internship in RC teaches me to analyze the communication problem in the workfield and look for the best solution for it. It might be useful for my future career if I discover the same problem.

D. Description of the Institution

RC is a community-based organization for drug users and for people living with HIV (henceforth, PLHIV), which was established on January 1st, 2003. It is located at Jalan Gegerkalong Girang No. 52 Bandung. All of the founders of RC, who are Patrianto Handoyo, Hartanto M. K., Darwis B., Ikbal Rahman, dan Deradjat Ginandjar Koesmayadi, used to be drug users. When they recovered from the drugs addiction, they realized that there was no safe and comfortable place for drug users and PLHIV to share their experiences, strengths, hopes, and information. For those reasons, they established RC as their second home. RC also has become a safe place for other drug users and PLHIV from the police and temptations which could lead them to re-use drugs.

The name of RC was taken from a television series, called Keluarga Cemara. There is a reason why RC took this name. In these series, a family named Keluarga Cemara raises family values, such as sincerity, and positive thinking to face all their shortcomings and limitations. Those values are intended to be given to everyone who joins RC, whether they are drug users, PLHIV, or the general populace.

Nowadays, RC has four running programs, with the goal not only to help drug users who want to stop their addiction, but also to reduce the effects of HIV/AIDS. Those programs are recovery centre, HIV/AIDS support group, harm reduction program, and intervention for the general population. Each program is led by a program coordinator.

Recovery center offers drug users a recovery program which includes in- and out-patient programs. During the in-patient program, the participants, who are called residents, must spend four to six months in the recovery center facility. This is done in order to prepare them for coming back to the drug free society. In the out-patient program, the residents will be assigned to intensive and regular counseling to monitor the progress of their recovery.

RC's support group program focuses on empowering PLHIV in creating peer support groups in different cities and towns in West Java. These groups are financially and technically supported by RC staff. This also means that these groups are required to submit regular reports to RC.

Harm reduction program is RC's effort to reach the populations who are the most at risk to HIV infection. These key populations include people who use drugs, men who have sex with men, people who are transgender, female sex workers, and high-risk men (who are customers of sex workers). Through the harm reduction program, RC is able to provide access to services needed by the key populations. These services include the provision of clean needles and syringes, condoms, and other service referrals, for instance, access to primary health care, sexual and reproductive health care, HIV testing, support and treatment, drug substitution program, and other services that may be needed.

Besides providing direct service to the key populations, RC also reaches people in general to eliminate the stigma and discrimination against HIV/AIDS and drug addiction sufferers. RC has been successful in involving people in general through mainstream activities, such as music concerts, art and cultural exhibitions, football, and fund raising.

E. Method of the Study

For the primary data in this term paper, I did some research and interviews with the Grant-Writing Manager and staff members. I also use my internship journal, which I wrote in every day while I was doing my internship there. For the secondary data, I use some books and

browse the Internet to get theories and data to support my research and analysis.

F. Limitation of the Study

This analysis is based on my apprenticeship at RC and also extra time I spent there as a volunteer. I did the internship in RC from January 5th 2010 to February 5th 2010. I worked from Monday to Thursday from 10 AM to 5 PM. On Friday, I came after lunch until 6:30 PM to join the Skype call with International HIV/AIDS Alliance. After my internship time was over, I still came to RC to become a volunteer. As a volunteer, I continued my research and did interviews with some of the staff to complete the existing data that I already had.

The objects of the study are four people. One of them is the Grant-Writing Manager. He is about 26 years old. The rest of them are general staff members from every program division. The age range is between 28 to 32 years old.

G. Organization of the Term Paper

The term paper is divided into five chapters. In chapter one, I provide the Background of the Study, Identification of the Problem, Objectives and Benefits of the Study, Description of the Institution, Method of the Study, Limitation of the Study, and Organization of the Term Paper. Chapter two is Problem Analysis, where I describe the causes and effects of the problem. Chapter three consists of three (3) potential solutions to solve the

problem. I also describe the positive and the negative effects of each solution. Chapter four is Conclusion, which shows the chosen solution to solve the problem and the reason why it is the best one. The last part is Bibliography and Appendices.