

## CHAPTER IV

### CONCLUSION

The problem I found in RC is related to maintaining the international communication with the Alliance. The problem is caused by many of the staff who have no courage in speaking English, some of the staff have no good basic English, and some of the other staff only know a small amount of information from other divisions. It has some effects, which are the international communication is cancelled when no one can replace the two staff who usually do the international communication, and, sooner or later, it will give a bad impression for RC. After doing some research about the causes and effects of the problem which occurs in RC, I come up with some potential solutions, which I have described in the previous chapter.

Based on my analysis of each solution, I choose to combine all of the potential solutions. They are giving an English course to the staff who handle the RC's programs, holding an update meeting with every program coordinator once a week, and encouraging all staff to take an English online course in the Internet. I focus on the first and second solutions. However, I also suggest that all the staff take the third solution. Furthermore, I will explain the reasons for the suggestions.

I consider focusing on the first and second solution for some reasons. The first reason is RC should realize that it is important to have staff who possess good English skills. This is because RC has partnerships with some international parties. Moreover, by taking the first solution, it will increase the number of staff who can speak in English. By sending the staff to join an English course, RC can use their skills to handle the other aspects related to the international partnership and the skill learned will also raise their confidence in speaking English. As the survey conducted by Global English shows 91 percent of multi-national companies employees in Latin America, Europe, and Asia believe that English has an important and crucial role in their career (qtd. in Nugroho par. 2). The second reason is holding an updating meeting with every program coordinator once a week is effective and efficient for all staff to know the progress of each running program. It is a way of delivering information from one division to another, and then from a program coordinator to their staff. The meeting should not take too much time to share the update news. In addition, the program coordinator can inform any news clearly to the staff of his or her division. Thus, all staff will know the progress of other divisions so that they will be able to do the international communication if necessary.

The third solution is a suggestion for any staff members who think that they need to improve their English skills. They can increase their English knowledge for free; therefore, there is no time restriction to take the course. Taking an online course depends on each staff's willingness to

take it. It depends on whether an individual has a desire to enhance their English ability or not.

To sum up, the combination of these solutions will help RC to deal with lack of staff with ability to do the international communication with the Alliance. If RC will apply these solutions, they will not face the same problem in the future.