

CHAPTER IV

CONCLUSION

After analyzing the communication problem at CV. Kirana Tama and knowing about the effects of English communication problem; CV. Kirana Tama obviously needs to do something to improve the working performance of their employees. I choose the third solution which is by teaching English to the employees through hiring an English tutor or through an English training.

I believe that teaching English to the employees by hiring an English tutor or through an English training is the best solution to solve the communication problem at CV. Kirana Tama. The company could avoid the lost of credibility and show professionalism in doing their work. Moreover, the employees could learn English that could be useful in their future. By learning English, the employees could learn how to communicate well in English and learn how to write proper English documents. Hiring an English tutor or providing an English training requires expenses indeed but it has become an obligation for the company to make such training. One of the best ways of supporting and influencing

your employees in doing their work is by helping them to improve their knowledge and skills (Sheal 15). Moreover, among the three solutions, hiring an English tutor is the cheapest. Companies could offer their own in-house training programs in communication to help cover the cost of outside course (Thill 11). It is better to hire an English tutor than to attending an outside course so that it might cut cost even more.

In managing the time, the company could spend one working hour everyday rather than several hours weekly. By doing this, the employees could learn English faster and more effectively. The company will not lose so much of the working hours and the employee will also get to balance their job, their life and their studying time. The employees will be able to have time with their family and friends, they are also able to do their job and study English at the same time without having difficulty.

The English communication problem at CV. Kirana Tama could be solved by implementing an effective English training to the employees so the employees could communicate effectively with the foreign clients. As a result, the working performance at CV. Kirana Tama could improve. By ensuring that the employees are trained and helping them to develop their skills, the company can solve many of your “people problems” (Sheal 15), which in this context is the English communication problem. And if the company can solve these problems, the company is well on the way to success (Sheal 15).