

## **CHAPTER IV**

### **CONCLUSION**

In this chapter, I would like to choose the best solution for the new staff of Sales Purchasing based on the analysis of two previous chapters. The best solution is by combining the first and the third solution, which is also combining the hard skills and the soft skills. The first solution which includes soft skill is adapting to the workplace and taking initiative. The third solution includes hard skill by doing self-improvement such as reviewing the materials, reading relevant books, and attending seminars.

I choose the first solution because it is important to adapt myself in a new working environment particularly in dealing with the coworkers and doing the work. I realized that I cannot change the work situation, so it is my responsibility to change the way I think and act. I choose the third solution because doing self-improvement can improve my writing and communication skill and also increase my knowledge related to marketing and purchasing. Furthermore, I have to develop my hard skill not only by learning from other workers, but also by self-studying through reading from various sources. I believe that the combination of these solutions, the hard skills and soft skills, is suitable to solve the problem because both of the solutions can support me to achieve satisfactory working performance. I

believe that the two solutions cover hard skill and soft skill. Doing self-improvement can improve the hard skill. Getting information from the books or the Internet will be helpful to increase my academic skill, attending seminars also useful to expand the knowledge. Related to soft skill such as communication skill, teamwork, and sociability, I figure out that I can improve soft skill by learning from the books, taking initiative to communicate with my co-workers and adapting to my workplace. By doing self-improvement, I can develop my character. Also, by taking initiative to do the task or help my coworkers, my coworkers will appreciate me as I am willing to help them to finish the tasks.

As a conclusion, I think I can implement the solutions in my workplace because some coworkers and my supervisor are helpful and willing to cooperate with me. Based on my observation and working experience, I become more convinced that the development of both hard skills and soft skills is important to achieve a satisfactory working performance.