

## **CHAPTER IV**

### **FINDINGS AND DISCUSSION**

#### **4.1 Results**

This section presents the results obtained from the questionnaire and interview. The questionnaire was used to gather general insights from a larger group of respondents, while the interviews provided more detailed and personal experiences related to the use of English as a lingua franca in business communication during internship.

##### **4.1.1 Overview of Respondents**

This study involved students of 2021 Applied Foreign Language Diponegoro University concentration in English and actively used English in business communication. The questionnaire was distributed online and a total of 44 students filled it out. All 44 responses were included in the results of the questionnaire data, as every respondent met the criteria and completed the questionnaire. The respondents have varied English proficiency backgrounds but have practical experience in communicating using English in the professional context.

A total of 25 respondents completed their internships in government institutions, 14 respondents did their internships in companies, most of which were multinational companies, and 5 respondents completed their internships in the hospitality sector, particularly in four and five star hotels. This diversity of internship placements provided real insight into how English as a lingua franca was used across different professional contexts. All participants engaged with English during their internship, although the frequency and depth of usage differed based on individual responsibilities and institutional settings.

Five respondents were interviewed to explore their perspectives on how English as a lingua franca is used during their internship, and strategies they employ in keeping communication polite, clarity and efficient. These five respondents were selected because they had completed an internship and had experience of using English as a lingua Franca in business communication and were willing to be interviewed. All five of them conducted their internships in government institutions. This was intentionally selected because it aligns with the focus of this study on business communication in professional contexts. Compared to internships in hospitality or companies, government institutions tend to involve more formal and cross-cultural communication with international stakeholders. The information from these interviews is expected to provide a more complete and in-depth view of the impact of using English as a lingua franca in work contexts.

#### **4.1.2 Questionnaire Results**

Data collection through questionnaires was carried out from May 27 to June 4, 2025 and obtained 44 respondents. The questionnaire was structured based on a Likert scale with four answer options, such as Strongly Disagree, Disagree, Agree, and Strongly Agree, to measure respondents' responses to the statements presented. The main purpose of this questionnaire is to obtain an overview of the use of English as a lingua franca in business communication, with reference to the formulation of the problem that has been arranged.

The questionnaire contained a total of 15 statements, which were classified into three main aspects. The Use of English as a Lingua Franca consisted of 3 statements that explored the respondents' understanding and awareness of the concept of English as a lingua franca. Communication Strategies in Using English as a Lingua Franca included 9 statements that focused on the strategies respondents used, such as politeness, clarity, and efficiency. The third aspect, Overall Impact of English as a Lingua Franca in Business Communication consisted of 3 statements that evaluated the impact of using English as a lingua franca on the respondents' business communication during their internship experience.

## 1. Statement 1

*"I understand that English as a Lingua Franca focuses on mutual understanding rather than perfect grammar or sounding like a native speaker."*

This statement aims to determine respondents' understanding of English as a lingua franca which emphasizes mutual understanding, not perfect grammar or the ability to speak like a native speaker.

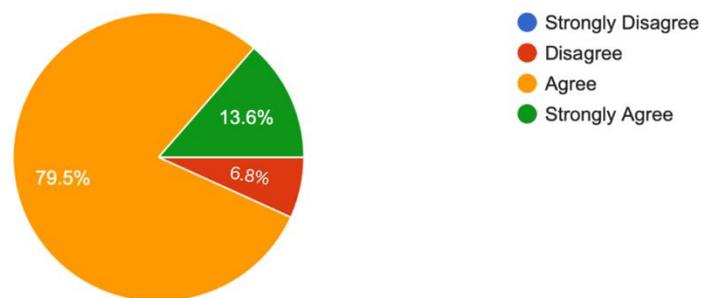


Figure 4.1 Result of Statement 1

Based on the diagram above, the majority of respondents showed a strong understanding of this concept. A total of 79.5% (35 respondents) choose “Agree” and 13.6% (6 respondents) choose “Strongly Agree”, indicating that most students understood that English as a lingua franca prioritizes mutual understanding over grammatical accuracy. Meanwhile, 6.8% (3 respondents) choose “Disagree”, and no one chose “Strongly Disagree”.

The results shows that the majority of respondents understand the main concept of English as a lingua franca, which is that the use of English as a lingua franca prioritizes achieving mutual intelligibility over grammatical accuracy. This result confirms Seidlhofer's (2011) theory that English as a lingua franca focuses on achieving mutual understanding, rather than simply following the standardized rules of native speakers.

## 2. Statement 2

*“English as a Lingua Franca helped me communicate effectively with colleagues/clients from different language backgrounds.”*

This statement aims to find out respondents' views on the effectiveness of using English as a lingua franca in real interactions during internships, especially in the context of communication with colleagues or clients who come from different language backgrounds.

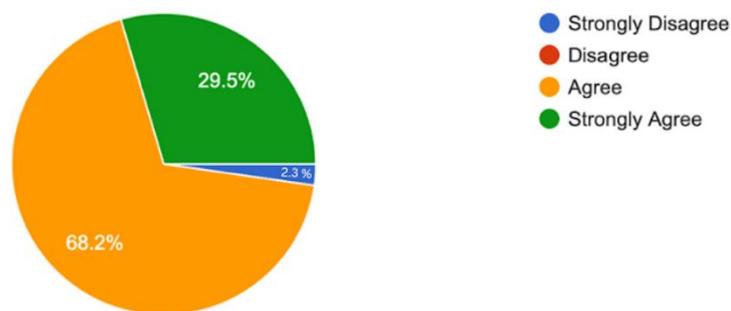


Figure 4.2 Result of Statement 2

Based on the diagram above, most respondents recognized the practical benefit of English as a lingua franca. About 68.2% (30 respondents) choose “Agree” and 29.5% (13 respondents) choose “Strongly Agree”, showing that nearly all students felt English as a lingua franca helped them communicate effectively during their internship. Only one respondent (2.3%) chose “Strongly Disagree”, and no respondents choose “Disagree”.

The results shows that the majority of respondents felt the benefits of using English as a lingua franca in facilitating effective communication during their internship in a professional context. This result in line with Jenkins' (2007) that the characteristics of English as a lingua franca, which is adaptive in nature, focuses on achieving effective communication rather than language proficiency.

### 3. Statement 3

*“I feel confident using English as a Lingua Franca even if my English is not perfect.”*

This statement shows the respondents' attitude towards English as a lingua franca, especially their confidence in using English as a lingua franca even though their language skills are not at the same level as native speakers.

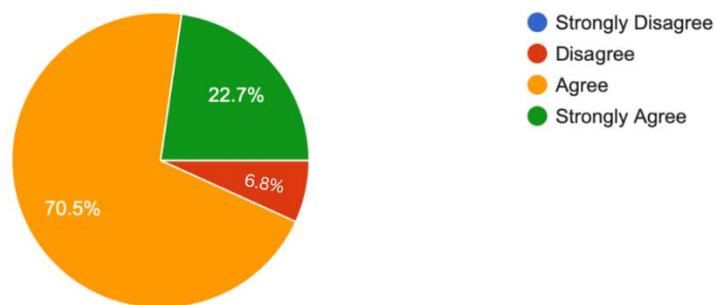


Figure 4.3 Result of Statement 3

Based on the diagram above, the results revealed a generally high level of confidence among the students. A total of 70.5% (31 respondents) choose “Agree”, while 22.7% (10 respondents) chose “Strongly Agree”. Only 6.8% (3 respondents) choose “Disagree”, and no one choose “Strongly Disagree”.

The results shows that respondents are not too focused on language accuracy, this finding is in line with Jenkins' (2007) that English as a lingua franca emphasizes communication success rather than perfect language proficiency. In addition, as Seidlhofer (2011) explains, English as a lingua franca is shaped by the diverse backgrounds of its speakers. Therefore, the form and use of language is more flexible, with the main goal of understanding each other, rather than following the standard rules of native speakers. This makes respondents feel more comfortable and confident when using English as a lingua franca.

#### 4. Statement 4

*“I use phrases like "Could you please...?" or "Would you mind...?" to sound more polite in business communication.”*

This statement is to determine whether the respondents implemented politeness strategies in business communication during the internship. These strategies are important in maintaining communication in a professional context, especially when using English as a lingua franca.

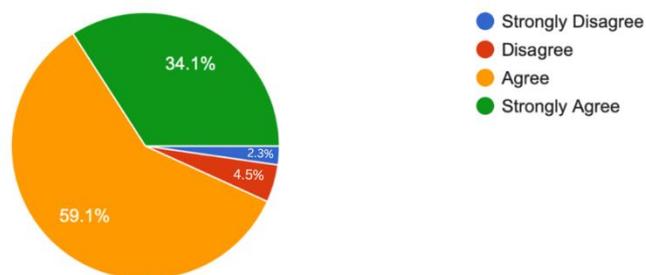


Figure 4.4 Result of Statement 4

Based on the diagram above, a total of 59.1% (26 respondents), chose “Agree” and 34.1% (15 respondents) choose “Strongly Agree”, indicating their awareness of using indirect and respectful language in business communication. Only a few respondents disagreed, with 4.5% (2 respondents) choose “Disagree” and 2.3% (1 respondent) choose “Strongly Disagree”.

The results shows that the majority of respondents confirmed that they use polite expressions. Brown and Levinson (1987) refer to the use of expressions such as “Could you please...?” or “Would you mind...?” in business communication as part of the negative politeness strategy, which serves to avoid pressure on the other person. This shows an awareness of the importance of being polite in a professional context, especially when using English as a lingua franca with colleagues or clients.

## 5. Statement 5

*“I avoid direct requests (e.g., 'I suggest...' instead of 'You must...') to be polite and respectful to others in business communication.”*

This statement aims to determine whether the respondents prefer to avoid direct requests when communicating in a professional context. This indirect communication strategy is often used to show politeness, especially when using English as a lingua franca.

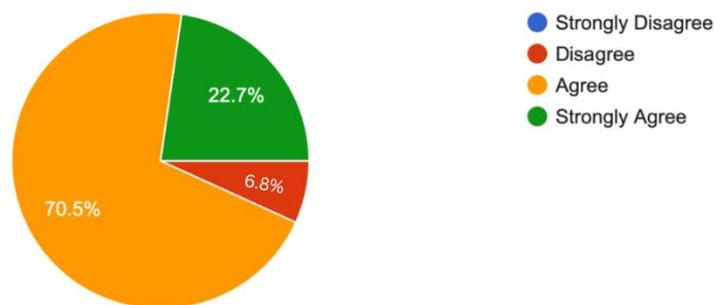


Figure 4.5 Result of Statement 5

Based on the diagram above, the results indicate that a significant majority practice this strategy. About 70.5% (31 respondents) choose “Agree” and 22.7% (10 respondents) chose “Strongly Agree”, and 6.8% (3 respondents) disagreed with the statement, and no one choose “Strongly Disagree”.

The results shows that the majority of respondents agree that they avoid direct requests such as “You must...”. This shows an awareness of keeping communication professional and not offending the other person, especially when using English as a lingua franca which involves various cultural backgrounds. This strategy is a concept of politeness strategies mentioned by Brown and Levinson (1987), the use of indirect speech can help maintain a respectful attitude in business communication by using English as a lingua franca, where politeness is key to building effective communication across cultural backgrounds.

## 6. Statement 6

*“I give compliments (e.g., "Your idea is great!") to build a good connection in business communication.”*

This statement aims to determine whether respondents are used to giving compliments in business communication as a way of building good communication. Compliments can be a simple yet effective way to create a positive and supportive in the use of English as a lingua franca.

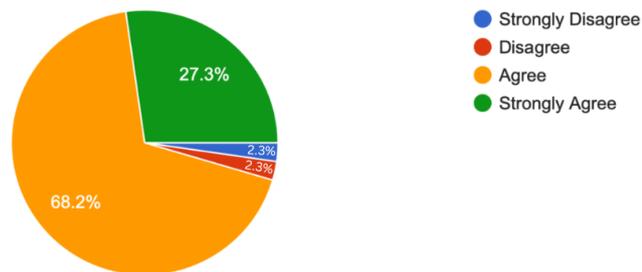


Figure 4.6 Result of Statement 6

Based on the diagram above, a total of 68.2% (30 respondents) choose “Agree” and 27.3% (12 respondents) choose “Strongly Agree” that they give compliments during business communication. Only 2.3% (1 respondent) chose “Disagree” and another 2.3% (1 respondent) selected “Strongly Disagree”, indicating very few students did not practice this strategy.

The results shows that the majority of respondents agree that they give compliments to build good connections. This confirms that compliments are considered an important element in supporting communication. It reflects Brown and Levinson's (1987) theory of polite communication strategy, part of positive politeness, which aims to build closeness and mutual respect. Giving compliments is a form of positive politeness, as it shows appreciation for the other person's contribution or ideas, and creates a supportive atmosphere. By using English as a

lingua franca, the use of compliments helps strengthen interpersonal relationships with different language backgrounds and maintain smoothness in professional context.

### 7. Statement 7

*"I use polite expressions (e.g., 'Sorry to bother you, but...') when interrupting conversations in business communication."*

This statement aims to determine whether respondents use polite expressions when interrupting conversations. The awareness of being polite shows an effort to build friendly communication and respect for everyone, especially those from different cultural backgrounds.

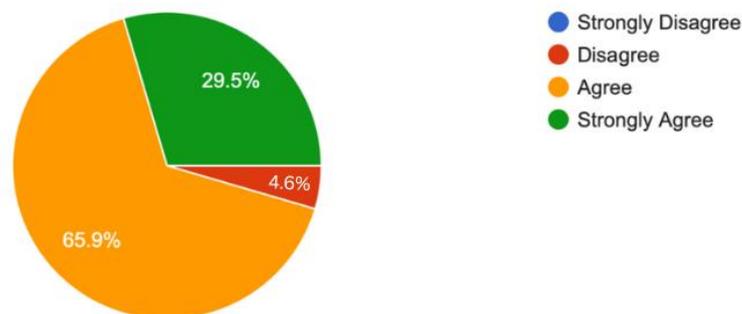


Figure 4.7 Result of Statement 7

Based on the diagram above, the results showed that most respondents implemented this strategy. A majority of 65.9% (29 respondents) choose “Agree” and 29.5% (13 respondents) choose “Strongly Agree”. Only 4.6% (2 respondents), chose “Disagree”, and none of the respondents choose “Strongly Disagree”. These results indicate that students generally remain mindful of politeness when engaging in workplace interactions.

The results shows that the majority of respondents agree that they use polite expressions when interrupting conversations in business communication. This indicates an awareness of maintaining politeness and respect in a professional

context. This polite strategy is in line with Brown and Levinson's (1987) positive politeness principle which aims to maintain good relations and mutual respect between speakers, especially in a professional context involving various cultures by using English as a lingua franca.

## 8. Statement 8

*“I use short and simple sentences to convey messages quickly in business communication.”*

This statement aims to determine whether respondents use short and simple sentences to convey messages efficiently in business communication. This strategy reflects striving to maintain message clarity and effectiveness.

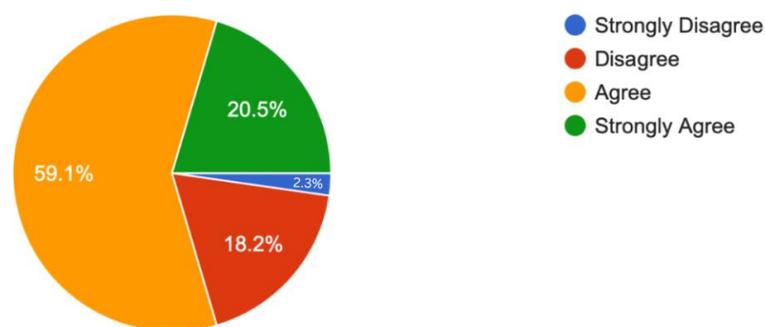


Figure 4.8 Result of Statement 8

Based on the diagram above, the majority of respondents indicated that they did. About 59.1% (26 respondents) choose “Agree” and 20.5% (9 respondents) choose “Strongly Agree”, demonstrating that most students aimed for clarity. However, 18.2% (8 respondents) choose “Disagree”, and 2.3% (1 respondent) choose “Strongly Disagree”.

The results shows that the majority of respondents agree that they use short and simple sentences in business communication. This finding reflects a communication strategy that prioritizes clarity as described by Grice (1975) the maxim of manner, which is to convey messages in a clear and straightforward. In addition, this is also in line with the efficiency communication strategy according

to Drucker (1967), which emphasizes the importance of conveying information quickly and directly. In the context of English as a lingua franca, the use of simple sentences is an important strategy to minimize misunderstandings between speakers from different language and cultural backgrounds in professional contexts.

### 9. Statement 9

*"To ensure clarity, I avoid difficult words to make my message clear in business communication."*

This statement aims to determine whether respondents avoid difficult words on purpose to make the message in business communication more clear. In communication using English as a lingua franca, choosing simple vocabulary is an important strategy to prevent misunderstandings between speakers from different language backgrounds.

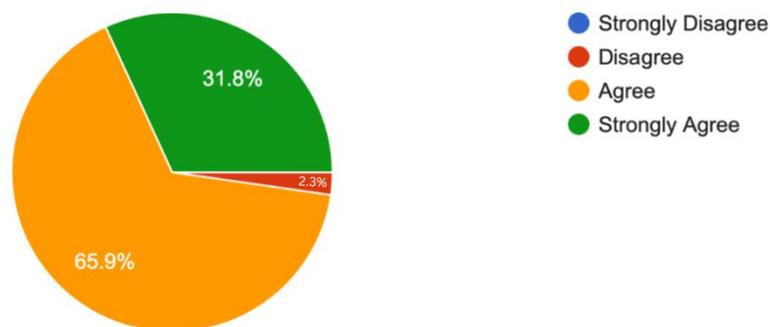


Figure 4.9 Result of Statement 9

Based on the diagram above, the results shows a strong tendency toward this strategy. A total of 65.9% (29 respondents) choose “Agree” and 31.8% (14 respondents) choose “Strongly Agree”. Only 2.3% (1 respondent) choose “Disagree”, and none of the respondents choose “Strongly Disagree”.

The results shows that the majority of respondents agree on the importance of clarity in business communication by avoiding the use of difficult words. This is aligned with Grice's (1975) the maxim of manner principle, which emphasizes the importance of delivering messages in a clear and straightforward. By using English

as a lingua franca, this strategy becomes relevant as communication often takes place between speakers from different language backgrounds. The avoidance of difficult words helps to make mutual understanding easier in multilingual and multicultural contexts.

### 10. Statement 10

*"I use gestures (e.g., showing numbers with fingers while saying "We need three documents") to make my message clear in business communication."*

This statement aims to determine whether the respondents use gestures to clarify messages in business communication. The use of gestures as verbal support shows awareness of the importance of visual clarity in conveying intention. By using English as a lingua franca, non-verbal strategies such as gestures become important tools to reduce message ambiguity and increase mutual understanding.

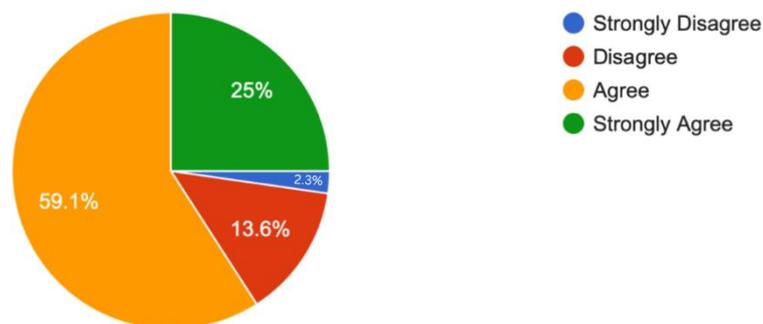


Figure 4.10 Result of Statement 10

Based on the diagram above, a total of 59.1% (26 respondents) chose "Agree" and 25% (11 respondents) choose "Strongly Agree". Meanwhile, 13.6% (6 respondents) choose "Disagree" and 2.3% (1 respondent) chose "Strongly Disagree".

The results shows that the majority of respondents used gestures to enhance communication, in line with Grice's (1975) the maxim of manner. The use of gestures helps to make the communication more efficient, and also the message more quickly understood without the need for repeated explanations. This strategy

is also in line with Drucker (1967) by using gestures it helps people understand quickly, can reduce the potential for misunderstanding and increase clarity in cross cultural interactions.

### 11. Statement 11

*“I avoid idioms and use literal expressions in business communication.”*

This statement aims to determine whether respondents avoid idioms or the use of literal expressions to avoid misunderstandings especially when speaking with people from different language backgrounds.

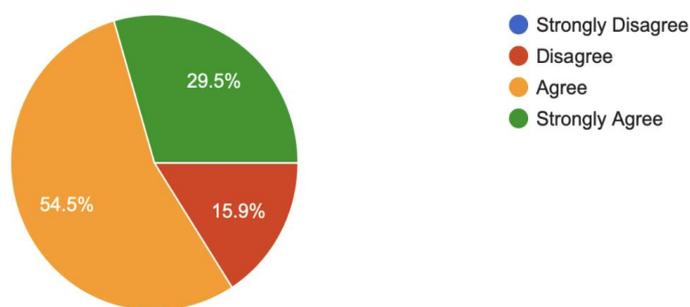


Figure 4.11 Result of Statement 11

Based on the diagram above, the majority of respondents agreed with this approach. About 54.5% (24 respondents) chose “Agree” and 29.5% (11 respondents) choose “Strongly Agree”, 15.9% (7 respondents) chose “Disagree” and none of the respondents choose “Strongly Disagree”.

The results shows that the majority of respondents choose to avoid idioms and use literal expressions in business communication. This shows an awareness of maintaining message clarity and represents an attempt to ensure messages can be understood without the need for adjustment of meaning due to different cultural backgrounds. This approach is related to the clarity communication strategy, which focuses on avoiding misunderstandings. This is in line with Grice's (1975) the maxim of manner, which emphasizes the importance of speaking clearly and not confusing others. By using English as a lingua franca this strategy is important

because different language and cultural backgrounds can make idioms difficult for everyone to understand.

## 12. Statement 12

*"I ask questions (e.g., 'Do you understand?') to make sure my message is clear in business communication."*

This statement aims to determine whether respondents ensure clarity of message by asking clarifying questions in business communication, especially when using English as a lingua franca.

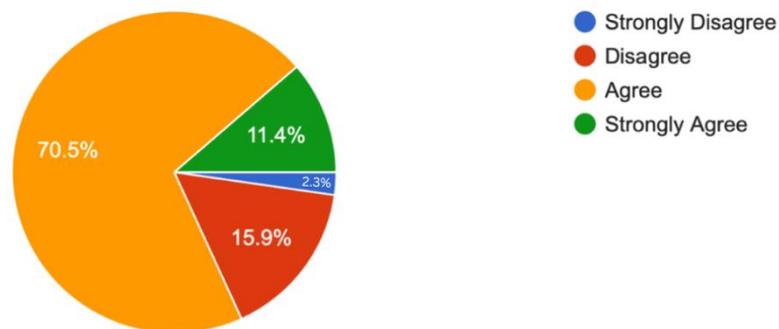


Figure 4.12 Result of Statement 12

Based on the diagram above, a total of 70.5% (31 respondents) choose “Agree” indicating that the majority are proactive in confirming understanding, and 11.4% (5 respondents) choose “Strongly Agree”. Meanwhile, 15.9% (7 respondents) choose “Disagree” and 2.3% (1 respondent) choose “Strongly Disagree”.

The results shows that the majority of respondents asked questions to clarify messages in business communication. This reflects the implementation of Grice's (1975) the maxim of manner, which emphasizes the importance of conveying messages clearly and avoiding ambiguity. This strategy is particularly relevant because differences in language and cultural backgrounds can hinder understanding. Asking questions such as “Do you understand?” shows an awareness of the need to maintain smooth cross cultural interactions.

### 13. Statement 13

*"These communication strategies helped me achieve mutual understanding in business communication."*

This statement aims to determine whether the communication strategies used by respondents help them achieve mutual understanding in business communication by using English as a lingua franca.

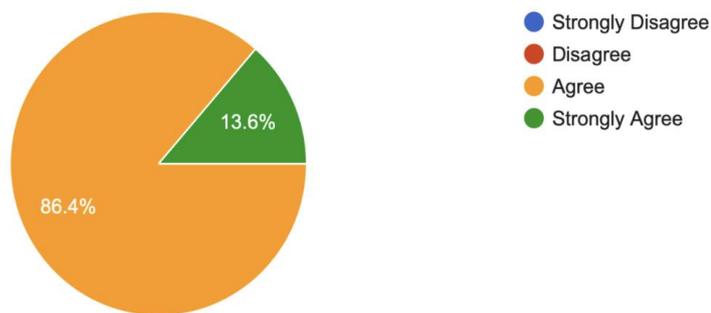


Figure 4.13 Result of Statement 13

Based on the diagram above, the majority of respondents agreed, with 86.4% (38 respondents) choose "Agree" and 13.6% (6 respondents) choose "Strongly Agree". None of the respondents choose "Disagree" or "Strongly Disagree".

The results shows that the majority of respondents agree that the use of communication strategies is helpful when interacting with speakers from different linguistic and cultural backgrounds. These strategies help maintain politeness, ensure clarity of message, and improve efficiency in interactions. These three aspects are key to supporting smooth and successful communication in situations where English as a lingua franca is used as a tool for communication between speakers from different language and cultural backgrounds.

#### 14. Statement 14

*“I believe using English as a Lingua Franca in business communication is more about practicality than perfect grammar.”*

This statement aims to determine how respondents perceive the use of English as a lingua franca in business communication, whether they emphasize practicality over grammatical accuracy. This also reflects the extent to which their understanding is in line with the concept of English as a lingua franca, which emphasizes mutual understanding in cross cultural interactions.

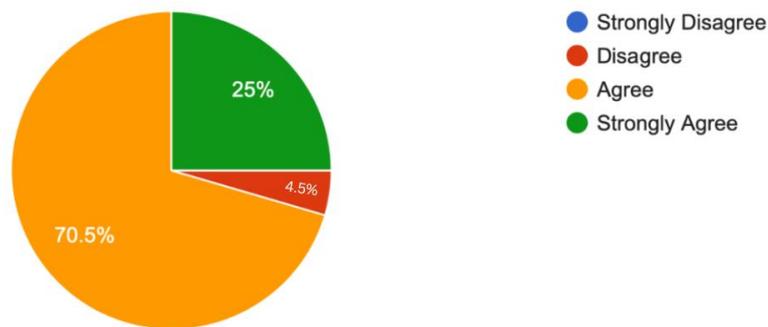


Figure 4.14 Result of Statement 14

Based on the diagram above, about 70.5% (31 respondents) choose “Agree” and 25% (11 respondents) choose “Strongly Agree”. Only 4.5% (2 respondents) choose “Disagree” and none of the respondents choose “Strongly Disagree”.

The results shows that the majority of respondents agree that the main focus in using English as a lingua franca is practicality rather than perfect grammar. In communication between speakers from different language and cultural backgrounds, the use of English as a lingua franca has developed into a more flexible and adaptive form of communication. Seidlhofer (2011) explains that English as a lingua franca does not have to follow the norms of native speakers, because English as a lingua franca is based on the need for mutual understanding. Therefore, grammatical structures are not considered an error, but rather part of a strategy to maintain the smooth flow of interaction. Jenkins (2007) also emphasizes

the characteristic of English as a lingua franca, its adaptive and primary focus on the effectiveness of communication, rather than on the level of proficiency. Thus, these findings reflect an understanding with the principles of English as a lingua franca, that the main purpose of using English in a global context is to establish mutually understandable, efficient, and relevant communication, without following the rules of standard English.

### 15. Statement 15

*"Using English as a Lingua Franca helped me communicate better during my internship in the context of business communication."*

This statement aims to determine respondents' views on the impact of English as a lingua franca in improving their communication skills during their internship in business communication.

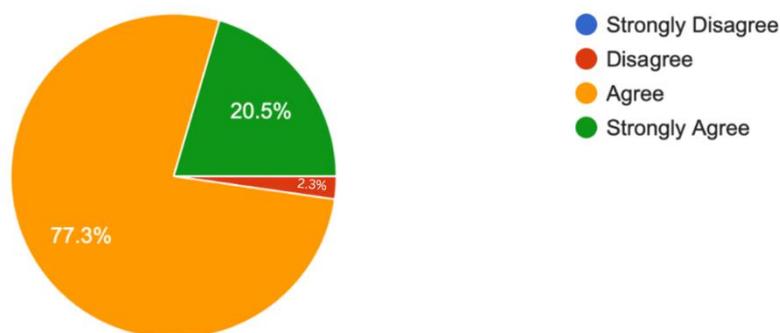


Figure 4.15 Result of Statement 15

Based on the diagram above, a total of 77.3% (34 respondents) choose "Agree" and 20.5% (9 respondents) choose "Strongly Agree". Only one respondent (2.3%) choose "Disagree", and none of the respondents choose "Strongly Disagree". These results highlight the students' belief that English as a lingua franca plays a beneficial role in enhancing business communication.

The results shows that the majority of respondents felt that using English as a lingua franca helped them communicate during their internships. They mostly agree that using English as a lingua franca makes it easier to get their message in a

professional context. This shows that using English as a lingua franca really helps with business communication, especially during internships where students interact with different people from different backgrounds. This finding reinforces the understanding that English as a lingua franca contributes positively to facilitating communication and supporting more effective .

#### **4.1.3 Interviews Results**

Five students were interviewed because they had completed internships in government institutions and had direct experience using English as a lingua franca in business communication. They were selected because their relevant experience and their willingness to participate in the interview. Government institutions were intentionally chosen as their internship setting due to their formal and cross-cultural communication demands, making their insights especially valuable for this study.

##### **1. Respondents' Understanding of English as a Lingua Franca**

S01 said that:

*“As far as I know, ELF is when English is used as a means of communication in a place populated by people from different regions or countries. For example, in one place there are Vietnamese, Singaporeans, Malaysians and Indonesians. They most likely know English, so English is used as a lingua franca so that they can communicate with each other.”*

S02 said that:

*“What I know is that ELF means English as a lingua franca. It means English is used as a common language or a tool to help people from different language backgrounds communicate. It is like people from Indonesia and Thailand use English to talk because their native languages are different.”*

S03 said that:

*“ELF to me is English that is used conversational, conversational English, the purpose of which is so that we can transfer information easily to fellow English users who are not native speakers. With native speakers, they are usually already fluent and understand quickly. But in the context of English as a lingua franca, we are talking to non-native speakers, so it is important to convey information verbally without being held to the rules of grammar.”*

S04 said that:

*“English as a lingua franca is how we talk in English with people from other countries. We don't have to be really good at it, the important thing is that we both understand it. So even though we're not native speakers, we can still communicate because we use English as the medium.”*

S05 said that:

*“ELF is the use of English as a means of communication between people from different countries or backgrounds, where they are both non-native speakers, but can still understand each other.”*

## **2. The Experience of Using English as a Lingua Franca in Business Communication**

S01 said that using English as a lingua franca for the writing of Indonesian to English translation script:

*“The use of English as a lingua franca during my internship was used when I translated the script. Communication strategies such as clarity, politeness, and efficiency were all used. Because the script I made would later be delivered to an foreign audience, clarity of content was very important. Efficiency is also important because the broadcast duration. In addition, because it represents Indonesia, the delivery must be polite and professional.”*

*I think using English as a lingua franca really helps. It makes it easier to share content written in Indonesian with a global audience. English acts like a bridge, so people from different countries whether native or non-native speakers can understand it more easily.”*

S02 said that the use of English as a lingua franca during the internship when assigned as a translator between Japanese staff and Indonesian staff in the office:

*“I used to be a translator between Japanese people and Indonesian people. So, whenever the Japanese person spoke in English, I translated it into Indonesian for the other person. Otherwise, if the Indonesian spoke, I translated it into English. I also had direct discussions with Thai people for KNIU (Indonesian National Commission for UNESCO) activities. We discussed education and student exchange programs.*

*I think using ELF actually makes communication easier. Because we are communicating with fellow non-native speakers, there is a sense of understanding. ELF is very helpful in terms of clarity and politeness, and doesn't focus too much on grammar. The important thing is that communication is clear, efficient and polite.”*

S03 said that the use of English as a lingua franca during the internship was during daily interactions with fellow interns and office staff:

*“I usually use ELF when talking to interns or staff in the office. For example, when I was assigned to transcribe a speech in English, I had to take notes and explain the content of the speech to a fellow intern who didn't know much English. I still explained it in English, but in a simpler and less formal way. For example, when my friend said, "Actually I don't really understand what she said. Can you please explain it to me so that I can understand it better?" then I replied, “So the speaker basically said that she talks about economy, like securitization in ASEAN and also the Indonesian stances in that area.” It was grammatically incorrect, but it still got the meaning across. Because it was clearer and more*

*efficient, I didn't have to think twice about explaining, and my friend understood immediately.*

*ELF actually makes communication easier. Since my fellow interns and I are not native speakers, we use ELF as a way to practice and convey messages more casually. We can practice English in a more flexible way.”*

S04 said that the use of English as a lingua franca during the internship when contacting foreign delegation over the phone:

*“During my internship I had contacted a delegation from the Philippines Embassy by phone to invite them, and I used English as the medium of communication.*

*I think ELF is very helpful in communication. We don't have to be so afraid of being wrong when speaking in English, as long as the message and context can be understood. The use of ELF also makes communication more flexible and focuses on meaning, not on grammar.”*

S05 said that the use of English as a lingua franca during the internship when attending international conferences:

*“I used English as a lingua franca when attending conferences during my internship. I was approached for a conversation by a stakeholder from Dutch, he asked me which institution I was from, and I said “My name is Intan, I represent BKHM (Bureau of Cooperation and Public Relations) for this agenda”, the conversation continued, and I used English throughout the entire interaction.*

*The use of English as a lingua franca is very helpful because it makes communication during my internship simpler. I don't have to think too much about grammar, the important thing is that the message gets across and the other person understands. So it feels less pressured when speaking.”*

### **3. The Implementation of Politeness Communication Strategy**

S01 said that polite communication strategies are used in using English as a lingua franca when writing broadcast scripts, because broadcasts are aimed for international listeners:

*“ For example, in script translation. Almost all scripts start with “Halo pendengar” I usually translate it to “Hello listeners” I didn't translate it to “Yo listeners,” because although it is more familiar, our listeners come from all ages. So to be more general and polite, I use “Hello listeners”.”*

S02 said that the use of English as a lingua franca during the internship involved politeness communication strategies, especially when interacting with elders or higher positions:

*“I use formal English when talking to older people or those in higher positions. For example, when I have a meeting with an Egyptian, I say things like, “Sir, may I...” to show respect, and I try to avoid using any words that might sound rude.”*

S03 said that politeness communication strategies are implemented during the use of English as a lingua franca in professional contexts, especially when interacting in the workplace:

*“I usually use polite expressions when asking for help. If we're friends, I use “can”, but in the formal context, I use “could”. For example, “Could you please send this document to that person?”. If someone comes to the leadership secretariat room, I stand up and greet them with, “How may I help you?” It's more polite and professional.”*

S04 said that politeness communication strategies are used in the use of English as a lingua franca, especially in conversation by phone with foreign delegation:

*“I use polite phrases at the beginning of the call, to give a professional and polite manner. For example, I say, “Good morning, this is Najwa from PTRI.” By doing that, I greet them and introduce myself politely”.*

S04 also said that:

*“I usually make requests politely, for example “Would you fill this document before the day?” to convey that the document must be filled out before the deadline.”*

S05 said that politeness communication strategies are always implemented during the use of English as a lingua franca because the interaction is held in a professional situation:

*“I use polite expressions in all situations, because during my internship I worked with clients in a professional context. Especially because I am an intern at a government institution, maintaining politeness in communication is very important. Actually, there is no specific example that I remember, because I really try to always use polite expressions in every situation. So it has become a habit to keep my tone and word choice polite, especially since the context is professional.*

*I usually make my requests or suggestions by using polite words and respecting the other person. I also try to maintain a polite tone of voice. For example, a Dutch stakeholder asked for my cell phone number for communication purposes. Because I didn't feel it was appropriate to give my personal number, I refused in a polite way. I said, “Sorry, you can have our senior phone number.” That way, I maintained my boundaries without offending the other person.”*

#### **4. The Implementation of Clarity Communication Strategy**

S01 said that the use of idioms is avoided because it may confuse listeners who come from various language backgrounds:

*“Of course. Since the context is a script for radio, idioms are not used. The priority is clarity and politeness, so that the listener understands the content of the script well. So I conveyed the meaning as directly and formally as possible.”*

S02 said that difficult words or idioms are avoided so that the message can be more easily understood:

*“Yes, I definitely avoid using difficult words. I once translated a speech from a Japanese stakeholder who used the idiom “Don't tell a fish about the land” which means don't expect too much. I translated it to other stakeholders by saying, “Don't expect too much” to make it easier to understand and the meaning is conveyed clearly.”*

S03 said that sentences are often simplified and word choice is done carefully to avoid unfamiliar terms:

*“Yes, I often simplify sentences. For example, I avoid words that are unfamiliar. Instead of using the word “floor” as in “I will floor this information”, I prefer “I will deliver this information”, because “deliver” is more familiar.”*

S04 said that avoiding the use of sentences that are too formal or idiomatic, and preferring simple sentences so that the message is more easily understood by the other person:

*“Yes, I do. For example, if I want to convey that we prioritize invitations for ambassadors, I might say “we prioritize ambassadors.” But I use a simpler sentence like “just focus on ambassadors,” so that it is more quickly understood and does not confuse the other person, especially when we are communicating by phone to be more straightforward.”*

S04 also said:

*“I intentionally avoid using idioms. For example, instead of saying “as soon as possible,” I prefer to say “please be quick” because it's more direct.”*

S05 said that sentences are often simplified and avoid difficult words so that communication is more quickly understood and will not lead to confusion:

*“Yes, I often simplify sentences or avoid difficult words to make communication quickly understood. For example, at conferences I say “I represent BKHM (Bureau of Cooperation and Public Relations)” instead of explaining that I'm an intern helping with the event. With that shorter sentence, the other person immediately understands without the need for additional explanation.”*

### **5. The Implementation of Efficiency Communication Strategy**

S01 said that the efficiency communication strategy was implemented in the process of translating broadcast scripts from Indonesian to English, by simplifying the sentence structure to make it more concise and straightforward:

*“I often simplify the sentence structure. For example, in Indonesian there is often repetition. For example, “Lagu Banyu Moto diciptakan oleh Heri Marwanto. Lagu Banyu Moto dirilis pada bulan Juni 2020 di YouTube” I translated it to: “Banyumoto is composed by Heri Marwanto. It was released in June 2020 on YouTube” So I changed the repetition of “Lagu Banyu Moto ” to “It ” to make it more efficient.”*

S02 said that to avoid long explanations, short sentences are used and assisted with physical gestures, such as pointing, so that the message is understood more quickly:

*“When directing someone, I say “Please, in this way,” while pointing the direction with my hand. I do this to make it more efficient and easier for the other person to understand. When asking for a signature , I also point to the place that needs to be signed so that it is clear.”*

S03 said that to make communication more efficient, short sentences are used and supported with hand gestures, such as showing amounts with fingers, to make the information easier to understand:

*“If I need four documents, I show four fingers while saying, “I need four documents for this.” Or if I’m explaining how many photocopies are needed, I show the number with my fingers. It makes communication more efficient and clear.”*

S04 said that efficient communication is achieved by using simpler and more direct sentences, especially when speaking over the phone, where a concise sentence is considered more effective and helps the other person understand the intention without the need for additional explanation:

*“For example, if I want to convey that we prioritize invitations for ambassadors, I might say “we prioritize ambassadors.” But I use a simpler sentence like “just focus on ambassadors,” so that it is more effective for conveying messages quickly and does not confuse the other person, especially when we are communicating by phone to be more straightforward.”*

S05 said that efficient communication is supported by the use of simple gestures to clarify intentions directly:

*“When I asked one of the attendees for a signature, I pointed to the part that needed to be signed, so that the person wouldn’t get confused. Small gestures like that are quite helpful to make communication more efficient.”*

## **4.2 Discussions**

### **4.2.1 The Impact of English as a Lingua Franca in Business Communication**

The findings from both the questionnaire and interviews showed that the use of English as a lingua franca had a positive impact on business communication. Most respondents agreed that English as a lingua franca allowed them to communicate effectively with people from different language backgrounds during their internships. They felt more confident using English in a way that focused on mutual understanding rather than perfect grammar. The respondents explained that using English as a lingua franca helped them take part in real professional interactions,

such as translating documents, speaking with international stakeholders, and joining official meetings. They focused more on making their message clear than speaking like a native English speaker. This finding reflects Seidlhofer's (2011) theory that English as a lingua franca is not about sounds like a native speakers, but about being able to communicate successfully. It also aligns with Jenkins (2007), who emphasized that English as a lingua franca is focused on achieving effective communication rather than language proficiency.

#### **4.2.2 Students' Implementation of Communication Strategies**

The questionnaire results showed that most respondents used polite expressions, avoided complex words or idioms, and used simple and short sentences to support effective communication. In the interviews, respondents explain how they used these strategies in real situations. For politeness, they often used formal greetings, respectful language, and indirect expressions especially when speaking to people in higher positions or from different language and cultural backgrounds. This reflects Brown and Levinson's (1987) theory of politeness, where speakers choose either positive politeness (to build friendliness) or negative politeness (to show respect and avoid pressure). For clarity, the respondents avoided idioms or difficult phrases and used more literal language to make sure their message was easy to understand. For example, one respondent replaced a figurative idiom with a direct expression to help others understand the point. This supports Grice's (1975) clarity theory, especially the maxim of manner, which focuses on being clear and avoiding confusion. For efficiency, the respondents used short and simple sentences, and sometimes supported their speech with gestures or other non-verbal cues. This helped them save time and avoid misunderstandings. These practices are in line with Drucker's (1967) theory that good communication should be quick, clear, straightforward.