

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

#### **5.1 Conclusion**

English as a lingua franca is the use of English as a tool of communication between speakers from different language backgrounds. During internship, English as a lingua franca became a tool to build communication. English is used not to show perfect language skills, but to convey messages clearly, politely, and efficiently so that the messages conveyed can still be understood by the other person.

Based on the results of a questionnaire filled out by 44 students and interviews with five respondents, the use of English as a Lingua Franca during the internship was implemented in various forms and situations, such as direct communication with international colleagues, internal communication with office staff and fellow interns, and writing English scripts for foreign audiences. English is used as a lingua franca to ensure that every message is clearly understood and does not lead to misunderstandings.

The respondents used communication strategies to ensure smooth interaction, such as politeness, clarity and efficiency. Politeness communication strategies are used to show respect for the other person, especially when communicating with older people or higher positions. This can be seen in the selection of more refined words, the use of formal greetings, and maintaining a polite tone of voice. The respondents realized that maintaining a good impression through speech is an important part of business communication in a professional context.

Clarity communication strategies are used by simplifying sentences, avoiding idioms or confusing expressions, and conveying meaning directly so that it is easily understood by the other person from different language backgrounds. The respondents tried to adapt their language to the situation and the other person's ability to understand, thus not only conveying information, but also building a common understanding.

Efficiency communication strategies are used to optimize time efficiency and enhance comprehension, by using short sentences, and using gestures such as pointing in a direction or indicating an amount with a finger. The respondents also

chose sentences that went straight to the point of the message to avoid confusion, especially in telephone conversations.

Overall, the use of English as a lingua franca by Applied Foreign Language students proved to have a positive impact in business communication. English was used not only as a tool, but also as a bridge in the internship situation. Students were able to adapt their way of communicating to suit the needs of the international work environment, and the communication strategies used helped them convey their messages in a more effective way. The findings show that Applied Foreign Language students have good adaptability and communication awareness, which is very useful for facing the global work environment.

## **5.2 Suggestion**

Based on the results of this study, the researcher made some suggestions that are expected to optimize the use of English as a lingua franca in business communication:

1. Students need to get used to using English in professional situations, not only focusing on grammar, but also how to convey messages in a polite, clear and efficient way. Thus, communication can run smoothly and messages are more easily understood.
2. The learning process in class can involve more practical exercises, such as writing emails, practicing work conversations, and listening to different types of accents. Things like this are important to help students adapt to a diverse professional environment.
3. The university is expected to expand cooperation with institutions or companies that have international relations in order for students to gain direct experience in using English as a lingua franca.

For future research, it is suggested that the focus should not only be on students' experiences in using English as a lingua franca, but also how external parties such as field supervisors, coworkers, or clients perceive the way students communicate using English as a lingua franca. By involving other experiences, research can provide a more complete understanding of the impact of using English as a lingua franca in business communication.