

CHAPTER V

CONCLUSION AND SUGGESTIONS

In this chapter, the writer offers conclusion of the internship report. The conclusion included general company profile, the activities, the problems, and the solutions.

5.1 Conclusion

The writer did her internship in Wave Literature Surabaya. This company located in downtown Jl. Kayoon 24 Genteng, Surabaya 60271 Scomptec Building 4th floor.

The writer did her internship for more than 240 hours because she worked for six months. She worked six days per week and 8 hours per day. The writer enjoyed doing internship there because it was suitable with the writer's concentration in public relation and also suitable for English Letters Study Program because almost every day the writer should use English. The writer learned a lot about communication especially about talent scout department. The writer had many experiences being a talent scout agent such as handling author, offering contract, handling complain, and also learning how to have a good quality to authors.

During the internship, the writer observed and found one issue as well as the solution of the problems. The problem was about quality of communication in talent scout department which is giving impact to the quality of working. The writer found complains from the authors. The editor and talent scout gave author different explanation. That makes the author complain several times through the email and messenger.

The second problem is Wave Literature didn't know how to please the author when they were email the editor, which is the editor always reply the author in a long time. And also,

mostly the editor doesn't give the author a clear answer. So, authors always get hanging answer without any clarity about the book they published.

And the last problem is the company doesn't pay writers on time, which leaves the writers wondering why they didn't get their rights, even though they already followed the company's terms and condition.

Giving a clear and definite answer is the trickiest, because talent scouts and editors almost never communicate with each other plus the quality of the meeting is lacking, which reduces the talent scout's performance when dealing with authors, so many authors think that talent scouts are trying to do scam and not serious in offering contract

The solution to the problems can be improved by improving the quality of communication, namely in four ways which are targeted communication, productive meeting, one on one interaction, and progress updates.

5.2 Suggestions

In this sub chapter, the writer provides some suggestions for the readers, the study program and the company.

5.2.1 For the readers (students)

For the readers who are considering Wave Literature as their internship place, they can do internship there. The reader also can-do similar research. The research could discuss about the service, the employees, or the company. If the reader interests to do internship in Wave

Literature, first of all, it is better for the reader to learn about publishing industry in general. So, the reader already has basic understanding about publishing industry when doing their internship.

5.2.2 For the Study Program

The study program is suggested to consult university to give some insights to students about companies which can be chosen for internship program. It will be much helpful since it can help the students to pick the place for the internship which appropriates with the students' interest and their concentration. Another suggestion is the lecturer could teach English for publishing much deeply in order to be the student's basic knowledge when the students do internship in publishing company.

5.2.3 For the Company (Wave Literature Surabaya)

Based on the writer's experiences as an intern in Wave Literature Surabaya, she has suggestion for the advancement of the company. The suggestions are:

1. The company should give attention to author's problem when they author faced problems
2. The talent scout should give more training or briefing for the employees to improve their quality of communication.
3. The company should pay the authors based on the initial agreement that has been set before the author signs the contract