

**MANAGERS' DIFFICULTIES TO SPEAK ENGLISH WITH THEIR
CLIENTS**

(A Study Conducted to the PT. Kreatif Dinamika Integrasi)

A PAPER

Submitted to English Language Education Study Program Faculty of Teacher
Training and Educational Sciences of Pakuan University in Partial Fulfillment of
the Requirements for the *Sarjana Pendidikan* Degree

By :

Aya Rogayah

031114103



**ENGLISH EDUCATION STUDY PROGRAM
FACULTY TEACHERS TRAINING AND EDUCATIONAL SCIENCES
PAKUAN UNIVERSITY
2021**

MANAGER'S DIFFICULTIES TO SEPAK ENGLISH WITH THEIR CLIENT

Approved by

Supervisor I



Istiqlalah Nurul Hidayati M.Pd
NIP. 1.0212 008 570

Supervisor II



Abdul Rosyid M.Pd
NIK. 1.1013.020.619

Dean of FKIP
Pakuan University,



Dr. Entis Sutisma M.Pd
NIK 1.1101033404

Head of English Education
Study Program,



Istiqlalah Nurul Hidayati M.Pd
NIK. 10212 008 570

ABSTRACT

The paper entitled "Managers' Difficulties to Speak with Their Clients" is purposed to find out the difficulties faced by managers when meeting to the clients. The research is conducted at PT. Kreatif Dinamika Integrasi, Jakarta. The participants of this research were all the managers who worked in different division. This research is guided by a question "What are difficulties faced by managers in communicating in English with their clients?". There three instruments conducted in this research, namely observation, questionnaire, and interview. Purposive sampling technique is used to take participants of this research. The result show that the managers still have some difficulties in when communicating to the clients, especially when conducting the meeting presentation. The difficulties cover pronunciation, lack of vocabulary, low in fluency and accuracy. The first is pronunciation. The managers feel nervous to produce word stress misplacement and have poor English pronunciation. The second is vocabulary. The managers have inability to respond with inappropriate words and lack of using vocabulary. The last is fluency. The managers sometimes ask to clients for repetition in a louder voice and make up own new words.

Keywords: Managers' difficulties, Speaking problems, Communication.