

**CHALLENGES FACED BY INDONESIAN EXPORT-IMPORT STAFFS  
RELATED TO THEIR ENGLISH SKILLS**

**A PAPER**

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**ENGLISH LANGUAGE EDUCATION STUDY PROGRAM  
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Research Title:

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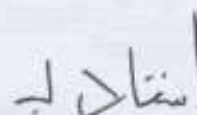
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## ABSTRACT

The title of this research is “Challenges Faced by Indonesian Export-import Staffs Related to Their English Skills”. There was one major question in this research: “What are the challenges faced by Indonesian export-import staffs related to their English skills?” The aim of this research was to investigate the challenges faced by Indonesian export-import staffs related to their English skills. This research only focused on challenges in productive skills which were speaking and writing. The research was conducted to export and import staffs at PT. Batara Indah. The writer used qualitative approach and applied descriptive method to describe challenges faced by Indonesian export-import staffs related to their English skills. The data were collected by distributing questionnaire, interviewing and analyzing documents. The result of the research showed that the export-import staffs faced four challenges in productive skills. The challenges were participating in meetings, writing in business, risk of making mistakes and lower productivity in BELF (Business English Lingua Franca).

*Keywords: challenges, export-import staffs, English skills*