

**BARRIERS IN COMMUNICATION FACED BY EMPLOYEES IN
MULTINATIONAL COMPANY**

A Paper

Submitted to English Language Education Study Program, Faculty of Teacher
Training and Educational Sciences, Pakuan University as a partial
fullfillment of the Requarements for the Sarjana Pendidikan Examination.

By

Ana Syaraya

031114035



**ENGLISH LANGUAGE EDUCATION STUDY PROGRAM
FACULTY OF TEACHER TRAINING AND EDUCATIONAL SCIENCES
PAKUAN UNIVERSITY**

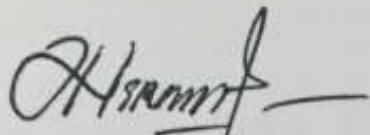
2019

APPROVAL SHEET

**BARRIERS IN COMMUNICATION FACED BY EMPLOYEES IN
MULTINATIONAL COMPANY**

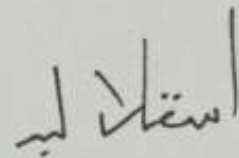
Approved By

Supervisor I,



Dra. Atti Herawati, M.Pd.
NIP. 196801291993032001


Supervisor II,



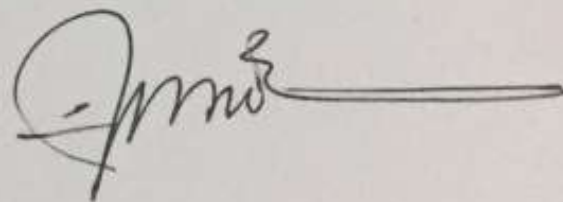
Istiqlaliah Nurul H, M.Pd.
NIK. 10212008570

Dean of FKIP, Pakuan Univeristy.




Drs. Deddy Sofyan, M.Pd.
NIP. 1983601081986011001

Head of Englsih Education
Study Program.



Mursidah Rahmah, M.Pd.
NIK. 10903032435

ABSTRACT

Multinational company is one of workplaces that demands English as a media for communication. Employees who work in the company have to be capable in English because there are some foreign employers who work for the company. In communicating with foreign employers, some employees find barriers in communication. This research is aimed to find out barriers in communication faced by employees in multinational company. The research is conducted in Fabelio.com, which is located in South Jakarta. There are 10 participants from category management division. In conducting the research, the data were collected through observation, questionnaire, and interview. According to the data analysis, there are barriers in communication faced by employees from attitudinal barrier (race, educational background, age, ability, lifestyle, experience, and gender). However, the most dominant barriers faced by employees in fabelio.com are caused by experience, ability, educational background and gender. First experience causes, the employees find it difficult to communicate with the foreign employer if they do not have experience. Second one is ability causes, it is showed that there are barriers in lack of vocabulary, poor of listening skill, and passive in speaking English. For educational background, it is shown that when the employees do not have public speaking and cross cultural lesson in university, they will face barrier to communicate and to adapt with the foreign employer. The last one is gender causes, there is barrier in communication in the way a man and a woman employer do a job. A man tends to be to the point while a woman does not.

Keywords : language barriers, communication, employees.

|