

# CHAPTER I

## INTRODUCTION

### A. Background of the Research

Company is a place where production activities take place, and all the factors of production of goods and services are gathered. Some companies are registered with the government, and some are not. For companies that are registered with the government, they have a business entity for their company. This business entity is the status of the company that is officially registered with the government.

One type of company is an industrial company, which is a company that runs its business by processing raw materials into semi-finished or finished goods. There are many industrial companies that are easily found in Indonesia such as automotive companies, textile companies, manufacturing companies, and many more.

An industrial company is a business unit or company that carries out economic activities, with the aim of producing goods or services located in a certain building or location. In addition, this company has its own administrative records regarding production and cost structure and there are individuals or teams responsible for the business.

In general, there are only two differences between these companies: those that focus on goods and those that emphasize services. Although there are only two, industrial firms can be differentiated based on capital, labor, and

productivity.

Goods Industry is economic activities that transform basic goods mechanically, chemically, or by hand into finished/half-finished goods. These goods then have value so that they can be traded to customers or business relations, and service Industry's an industrial activity that serve the needs of other parties. In this activity, the other party provides raw materials while the service industry only processes them in exchange for a certain amount of money or goods in return, for example, a clothing tailoring company that makes clothes in exchange for certain services.

Company Types Based on Capitalism divided into two, namely capital-intensive industries that use large amounts of capital for their operations and development, and labor-intensive industries that focus more on a large number of labor or workers in processing or construction.

Types of Companies Based on Labor is household industries which are industries with between one and four employees or laborers. Small industries are industries where the number of employees or laborers is between five and nineteen people. Medium industry or medium industry is an industry whose number of employees or laborers is between 20 and 99 people. Large industries are industries whose number of employees or laborers is between one hundred people or more.

In PT. Hogy Indonesia, there is an important part to support the quality of the company's production goods, namely the quality control laboratory. This laboratory plays an important role as a reference for all parts in the company.

All goods that will be produced and which will be traded must get a good sign approval from the PT. Hoky Indonesia laboratory.

Laboratory is a building equipped with equipment and materials based on certain scientific methods to conduct scientific experiments, research, learning practices, testing activities, calibration, or production of certain materials. There are two types of laboratories, namely an open laboratory which is an open place that can be used to conduct experiments/research and a closed laboratory which is a closed place (room) that is deliberately made to conduct experiments / research. Laboratory has a narrow meaning namely a closed place while in a broad sense is an open or closed place that can be used to conduct various types of experiments / research.

In the laboratory, there are rules in delivering test results to consumers. Delivering good and correct results must be with English techniques that are easily understood by consumers. Technical English in the language of delivering test results is usually often misunderstood by consumers. Work instructions that often appears in laboratory test results include validation, calibration, blank, sample, process stability, sterile, etc. In interpreting the test results, consumers often misinterpret and misunderstand so that errors often occur when taking further action. Therefore, it is important to understand good and correct technical English.

The internship program is one of the graduation requirements from STBA JIA. Merdeka Belajar -Kampus Merdeka or MBKM is a curriculum implemented at the STBA JIA campus. MBKM is the latest curriculum initiated

by the Ministry of Education and Culture. This means that all students, especially those taking the Diploma program, are required to take part in an internship and make a final project in the form of a scientific paper. MBKM focuses on character development and student competence. The hope is that after graduation, they will be ready to work, either in companies, government agencies, or become entrepreneurs. Therefore, apart from being a graduation requirement, this internship program is expected to be a valuable experience for students before entering the world of work. By doing an internship in a laboratory, the writer wants to maximize this opportunity to gain experience and learn how a laboratory conducts tests to obtain test results.

Internship programs are very important for both the intern and the organization that employs them. The internship program provides opportunities for interns to apply their skills and knowledge in real projects and tasks, providing invaluable insights, and understanding the difficulties and complexities of public service. In this case, the writer chose PT Hogy Indonesia Laboratory as the institution that the writer will observe and analyze during his internship at PT Hogy Indonesia Laboratory. The author was placed in the laboratory quality analyst section.

In the laboratory, there are work instructions to perform a particular test. Work instructions describe the correct way to perform a particular task or activity. Each task is part of a larger process, so each step must be followed correctly for the task to be performed correctly, otherwise it will affect other aspects of the business. Work instructions are sometimes called work guides,

job aids, or standard operating procedures. However, work instructions are different from all three. Work instructions are more detailed than standard operating procedures and are mandatory, unlike work guides. Meanwhile, work instructions are just a category under work guides.

Work instructions are critical to a company's success as they help to maintain and support the processes that shape day-to-day business activities. By creating work instructions, companies ensure that the best way to perform a particular task is clearly communicated, understood, and implemented. This guarantees consistent results from the same task or project, no matter who the task owner is. That way, business processes and operations will continue to run smoothly.

As a laboratory quality analyst in PT. Hoky Indonesia, the writer is assigned and given the responsibility to do various important jobs that must not have any errors in their implementation. This requires openness and focus in carrying out the job description, especially in the laboratory analyst section. The laboratory analyst section is one of the important parts in the company besides other sections. The writer tests incoming products or basic materials that will be used as production goods and tests finished products that will be marketed at home and abroad.

In this scientific work, the author decided to summarize and explain the obstacles that the author faced as an intern in the quality analysis laboratory. The writer will also explain and find solutions to overcome all these circumstances and difficulties. The data for this scientific work is based on and

collected from the author's observations during the 3-month internship program.

This research is very important to the author mainly because it gives the author access to know how the laboratory works. In addition, the author also needs to complete a research paper written based on the author's findings during the internship at PT Hogy Indonesia with the research title *The Importance of Understanding English Work Instructions in Test Result and Bioburden as Laboratory Analyst.*

### **B. The Question of The Research**

Based on the problem above, this research paper is aimed to answer the research question The Importance of Understanding English Work Instructions in Test Result and Bioburden as Laboratory Analyst., they are:

1. What are the most common and misunderstood English instructions in laboratory test results and bioburden tests?
2. What obstacles are often faced when providing laboratory test results to consumers and what obstacles when conducting bioburden testing?
3. What solutions are taken to overcome these obstacles?

### **C. The Objective and Significance of The Research**

The objective of the research is an answer for the question of the research:

1. To know English instructions that often appear in laboratory test results and bioburden tests.

2. To find out the obstacles that are often faced when providing laboratory test results to consumers and the obstacles that occur when testing bioburden.
3. To find out the solutions used to overcome the obstacles.

This research paper is very useful, not only for writers but also for readers, especially for those who study English or have an interest in the laboratory field. From this research, theoretically, it is expected to find solutions on how to find out critical solutions to The Importance of Understanding English Work Instructions in Test Result and Bioburden as a Laboratory Analyst in PT. Hoky Indonesia and add insight and knowledge to compare the knowledge that has been obtained at STBA JIA.

Practically, this research is useful for various purposes and objectives depending on what field the learners are involved in.

a. For the writer

This research provided an opportunity for the authors to deepen their understanding of the importance of understanding English instructions in the distribution of laboratory test results and bioburden testing. This allows them to contribute new insights in this area and potentially advance scientific knowledge in the healthcare field. In addition, this study can also improve the authors' skills in conducting research that will deepen the knowledge of English instructions in the laboratory section.

b. For the readers

This study can be useful to add insight into the importance of understanding English instructions on the interpretation and distribution of

laboratory test results and in bioburden testing. This study can help readers, especially those working in the health sector or related fields, to understand the importance of the ability to understand English instructions in communicating and interpreting laboratory results accurately, to improve their professional skills and knowledge.

c. For STBA JIA

Students at STBA JIA can also benefit from this scientific work. Especially for those who take internships in the laboratory in their internship program. This paper can provide an overview and reference of what it is like to intern in the same institution or position as the author.

d. For laboratory

Insights from this study can inform the development of training programs aimed at improving knowledge of English language instructions, thereby improving their ability to effectively interpret and communicate laboratory findings.

By recognizing the impact of English language instruction skills on the distribution of laboratory test results, laboratories can implement measures to reduce potential errors caused by communication barriers, thereby improving overall quality assurance practices. In addition, the findings from this study may also inform future research investigating the relationship between the importance of having the ability to understand language instructions and healthcare outcomes, leading to advancements in laboratory practices and protocols for test samples.



## **D. The Operational Definition**

### **1. Laboratory**

Laboratories serve as institutions dedicated to testing or examining samples to obtain test results. These laboratories are usually divided into two main categories: medical laboratories and non-medical laboratories. Medical laboratories focus on analyzing samples related to human health, such as blood, urine, and tissue samples, to aid diagnosis and treatment. Non-medical laboratories, on the other hand, perform testing and analysis for various purposes outside of healthcare, such as environmental testing, food and beverage testing, and industrial quality control. Both types of laboratories play a vital role in ensuring the accuracy, safety, and quality of products and services across different sectors.

### **2. Bioburden**

Bioburden testing is a type of microbiological testing that assesses the effectiveness of the sterilization process. This test involves screening a product sample and incubating it at a specific temperature. A positive result occurs when bacterial growth is detected on the culture medium, indicating the presence of viable microorganisms. Conversely, a negative result indicates that no bacterial growth occurs on the culture medium, indicating the absence of viable microorganisms. This testing is essential for ensuring product quality and safety, especially in industries such as pharmaceuticals, medical devices, and food processing, where contamination can pose a significant risk to health and safety.

### **3. English Work Instructions**

Work instructions in English are detailed directions or procedures that set out specific tasks to be performed. These instructions serve as a guide, outlining the exact steps and sequence required to get the job done correctly and efficiently. By following these work orders, individuals can ensure that their actions are aligned with the intended procedure, reducing the risk of errors and maintaining the quality and consistency of work processes.

### **4. Quality Analyst Laboratory**

A Quality Analyst in a laboratory is a professional responsible for performing sample testing and validating or developing methodologies for various compounds and components, following standard operating procedures (SOPs). This role includes ensuring that testing procedures are performed accurately and efficiently to maintain the quality and reliability of results. Quality Analysts play an important role in laboratory settings, especially in industries such as pharmaceuticals, environmental sciences, food and beverage, and manufacturing, where proper testing and adherence to SOPs are essential to ensure compliance with regulatory standards and to guarantee product safety and quality.

### **5. Test Result**

Laboratory test results are conclusions obtained from laboratory tests that can support or rule out potential causes of errors or errors in test samples. Therefore, laboratory test results serve as important indicators of

the presence or absence of errors and errors. These results provide valuable insight into the accuracy and reliability of the testing process, which influences decisions related to diagnosis, treatment and quality control across a wide range of industries and disciplines. Understanding and accurately interpreting laboratory testing results is critical to ensuring the validity of findings and the effectiveness of subsequent actions taken based on those results.

#### **E. Research Methodology**

According to (Sugiyono, 2012), the research method is a scientific way to collect data with the aim of describing, proving, developing, and discovering knowledge and theories in order to understand, solve, and anticipate problems in human life. In this scientific paper, the writer considered qualitative method as the method to explore the data and complete this research.

#### **F. Systematization of The Paper**

The systematic of this paper is meant to make the writer easier to in taking understanding this paper. This writing is divided into five chapters as follow:

##### **1. Chapter I: Introduction**

This chapter includes background of the research, The question and scope of the research, The objective and Significance of The Research, The Operational Definition, Research Methodology, and The Systematization of

The Paper.

## **2. Chapter II: Theoretical Description.**

This chapter describes the Definition of work, Definition of Job Description, Definition of Test Result, Definition of Work Instructions at Bioburden, and Relevance of The Research.

## **3. Chapter III: Company Profile**

This chapter describes History of PT. Hogy Indonesia, Vision, Mission, Motto, Organizational Structure Quality Department in PT. Hogy, and Main Duties and Function.

## **4. Chapter IV: Report of Observation Findings**

This Chapter includes Job Description, Obstacles, and Solutions.

## **5. Chapter V: Conclusions and Suggestions**

This chapter describes the conclusions and suggestions of the research.

