

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

The writer finally can conclude this research based on the questions of the research of this paper. Each question will be answered in the form of point below. It will also conclude the findings during internship beyond the 8 questions of the research. Here are the answers and conclusion of the research:

1. The importance of understanding work instructions in English is to prevent mistakes in performing work and reduce company losses. A clear understanding of these instructions ensures tasks are performed correctly, resulting in greater efficiency and less errors that can impact on a company's bottom line.
2. Based on the results of the analysis, the writer concludes that there are several job descriptions for a quality analyst. These job descriptions are calibration, validation, sterilization, microbiology, and bioburden testing. A total of 5 types of work were found during the internship which were grouped into 2 job descriptions, namely the distribution of test result letters (calibration, validation and sterilization) and Bioburden (microbiology and bioburden tests). From the job description, the writer concludes that being a quality analyst is not an easy job to do. The writer also concludes that the entire testing process carried out greatly affects the production activities of existing products at PT. Hogy Indonesia.

3. The writer found that almost all job descriptions have their own obstacles. Starting from obstacles that often arise in testing, to new obstacles that are difficult to overcome. The obstacles that often occur in the job description of the distribution of test results are misunderstandings between consumers and testers, consumers do not understand the meaning of the contents of the test result letter and consumers are too hasty to make decisions. Other obstacles that arise in bioburden job descriptions are testers making sample testing errors due to misunderstanding the work instructions on the module, testers skipping implied instructions on the module, testers not focusing on the work instructions on the module / testers only focus on the images on the module which causes the error to be a false positive result. All the obstacles that the author faced have been overcome during the 3 months of internship as a quality analyst at PT Hogy Indonesia. These obstacles were found randomly during the internship period. The obstacles faced also vary, ranging from technical obstacles to fundamental obstacles.
4. The writer concludes that each obstacle has been resolved. There were 8 obstacles, all of which were solved by trial and error or with the help of staff. The solution to the test result distribution job description is to explain the purpose and content of the test result distribution letter and ensure that the customer really understands the contents of the letter so that there will be no misunderstanding between the laboratory analyst and the customer. Another solution carried out in bioburden job descriptions is to cross check with other samples as Patience is the key to most of the obstacles.

Thoroughness is also needed to overcome all challenges. The writer also had to be creative in dealing with some of the obstacles. At times, the author sought help from superiors in the laboratory. The internet also helped the author in overcoming some challenges during the internship. In the end, the author was able to solve all the obstacles and when the same obstacles reappeared, the author could easily overcome the obstacles.

Being a quality analyst requires a person who is dexterous, meticulous, mentally strong, firm, and honest in carrying out the job description that the author has mentioned earlier. Overall, a quality analyst must really know and understand what they are doing. Because all the results of the work in this laboratory are very important.

## **B. Suggestion**

In the advice section, the writer provides suggestions to all parties involved in this observation to further develop this scientific paper and for the development of STBA JIA, PT Hogy Indonesia Laboratory, and further research. These suggestions are as follows:

1. For STBA JIA, the writer suggests adding reference books in the library, especially reference books related to work instructions. so that it will be easier to find references for scientific papers, theses, or even assignments.
2. For PT. Hogy Indonesia, the writer would like to suggest that the RnD staff of PT. Hogy Indonesia be more serious in translating modules or work procedures to make it easier for quality analysts to carry out their tests,

besides that I give advice to the PT. Hogy Indonesia laboratory to clarify the flow of distribution of test result letters to prevent misunderstandings between customers and quality analysts.

3. For Future Research, this study should be developed further, or comparisons can be made between general laboratories, clinical laboratories, and other laboratories.

