

CHAPTER 1

INTRODUCTION

This chapter presents a general description of the paper. It covers the background, scope and limitation, statement of reseach problems, purpose of the study, and the significances of the study.

1.1 Background of Study

English for specific purposes (ESP) is an approach in teaching and using English for certain fields of study that suit the needs of the English professions. English for specific purposes is understood to prepare students to use English in an academic, profession, or work environment, and design programs based on needs analysis (Hutchinson, T., & Waters, A. 1987). According to Dudley-Evan (1998), English for certain purposes can be classified into two namely English for Academic Purposes (EAP) and English for Occupational Purposes (EOP). EAP is an English that taught for academic purposes or certain fields of study, such as science, technology, and medicine. Whereas EOP is an English which is taught for work purposes or to support the profession. Furthermore, many people find work by not knowing or learning a particular language used in a job. Even people who are already working do not know the language that are used. Therefore, it is very necessary to know the specific language used, such as knowing the profession of work that we want to do. Robinson (1991) states that English for Occupational Purposes (EOP) is used to refer to someone who wants to work and know the

specific English such as in the fields of profession, law, medicine, mechanical engineering, economics, hospitality industry, or pilots.

In addition, one kind of hospitality industry that required their workers to use English for specific purposes is hotel. Hotel is one of the job fields that are used jargons as a communication. According to Wiyasha (2010: 5), hotel is a hospitality industry that is looking for profit as the result of its business activities and provides guidance for guests about the price, facilities, and services provided by the hotel itself. Lawson (1976:27) stated that hotel is a public housing facility for tourists by providing room service as well as food and beverage providers and accommodation on payment terms. Besides, Hotel is a building that was erected and managed to provide lodging facilities for the general public with details of facilities such as lodging services, luggage services, food and beverage service providers, furniture and decoration facilities services, and clothes washing services (Endar and Sri, 1996). Furthermore, in the hotel there are jargons that used to communicate between staff in one department or among other departments. According to Patoko and Yazdanifard (2014:568), jargon is a vocabulary used by certain professions, trades, or groups. While Ardiyanto (2014) states that Jargon is a special vocabulary used by a group of people to communicate. Besides, Keraf (2002: 24) states that jargons are technical words or a secret that have variations in language and can be used in a group of people.

In the hotel, there are some departments such as housekeeping, front office, food and beverage, security, engineering, etc. These departments need communication tools to do their job cooperatively. Moreover, to express their ideas and intention they are always need some terms of communication.

Especially, in the Front Office department, they usually use words, for example “Front Office monitor”. Laporan ke housekeeping, tolong suruh bersihkan **King** di kamar nomor 4, tamunya sudah **CO**”. The *monitor* refers to the computer screen, while the meaning in the hotel is to connect with all employers should pay attention to work. The word **King** means that man who governs a country because he has been born in a royal family. The meaning in the hotel, **King** is used to saying a type of bed in which a double bed for two people. Moreover, **CO** is an abbreviation that for Check Out it means that the guest has returned the room key to the Front Office that will be founded the difficulty to obtain the message when they were involved in the interaction with the member of this department.

Moreover, the staff in the Front Office Department used jargon as a form of communication, which means that the Front Office is an important role in supporting the hospitality industry. Based on the needs and condition, Front Office jargon’s have been developed. The uniqueness of vocabularies that using communication is an important thing about the jargons used by the manager and all the staff in the Front Office (Lunenburg, 2010). In common English, most of the language that is used in English words is different in meaning to those people learned.

The studies about jargons have been conducted by some researchers named Andiani. A. G in 2017 English Language Education Undiksha, that was conducted a study entitled “*An Analysis of jargons used by Nursing Students at Grade XI in SMK Negeri 1 Kubutambahan*”. She analyzed the jargons of forms, meaning, and functions. In terms of meaning, she analyzed by collecting chat documents and identifying the jargon based on practical meaning. Besides,

Khumairah. M.S (2017) from Alaudin Islamic State University of Makassar also conducted a study about jargon entitled “*Jargon Used by Baristas in Kopi Api Coffee Shop*”. She analyzed jargons forms and meanings. Sulaiman. M. (2016) Soegijapranata Catholic University Semarang, also studied about jargon, entitled “*An Analysis of Medical Jargon in Cartoons and Memes*”. He analyzed the jargon words morphologically and semantically based on word-formation process and meaning. Based on the previous study, it can be concluded that jargon is important in terms of English for Specific Purposes (ESP), and especially, for hotel management and this study also concerned about the jargon used, word formation process, and the meaning of its jargons that used in the Front Office Department.

Based on the previous background, the researcher was found the jargons used by the staff in the Front Office Department at The Lovina Bali. Based on the preliminary observation, it turns that not all staff are familiar with the jargons especially, in the Front Office Department. The Front Office staff at The Lovina Bali mostly graduated from tourism diplomas and even graduated from scholars but they only know a few of jargons that is often used in communication between the staff in that department. Therefore, the use of jargon by the Front Office in that Department might often misperception and misconception. That is because there is no tourism book or dictionary that explain jargons itself. Thus, the researcher is triggered to list and observe, the jargons used, the forms of the jargons based on the viewed from their word formation, and the meaning of the jargons used by the staff in the Front Office Department.

1.2 Scope and Limitation of the Study

The researcher focuses on the jargons used by the staff in the Front Office Department at The Lovina Bali, the forms of jargons viewed from their word formation in the staff in the Front Office Department at The Lovina Bali, and the meaning of the jargons used by the staff in the Front Office Department. In this study, the scope of the research is limited, it is because this study only focuses in the staff in the Front Office Department at The Lovina Bali. Moreover, this study used theories that were analyzed respectively by Allan and Burriged's (2006), Yule (2006), and Hornby (1995).

1.3 Statement of Research Problems

The problems of this study are formulated as follows:

- 1.3.1 What are the jargons used by the staff in the Front Office Department at The Lovina Bali?
- 1.3.2 What are the forms of jargons used by the staff in the Front Office Department at The Lovina Bali viewed from their word formation?
- 1.3.3 What are the meaning of jargons used by the staff in the Front Office Department at The Lovina Bali?

1.4 Purpose of the Study

Based on the problems, the purpose of this study is expected to give the information as much as possible to people who want to learn and interest in the Front Office Department. The purposes as follows:

- 1.4.1 To identify the jargons used by the staff in the Front Office Department at The Lovina Bali.
- 1.4.2 To identify and analyze the forms of jargon used by the staff in the Front Office Department viewed from their word formation at The Lovina Bali.
- 1.4.3 To identify and describe the meaning of jargons used by the staff in the Front Office Department at The Lovina Bali.

1.5 Significance of Study

1.5.1 Theoretical Significances

Theoretically, it was expected that this research to be useful as alternative resources to support other researchers in conducting the research. Besides, this study, also worthwhile with English for Specific Purposes (ESP) which is good for the tourism project.

1.5.2 Practical Significances

Practically, this offers benefit. Firstly, for the lectures of English Language Education, it could be used as a reference. Secondly, the researcher does not forget to provide benefit for students of English Language Education who wants to learn the material as a reference and also to increase their vocabulary. In order, to improve the competency of the students of English Language Education on linguistics knowledge. English for Specific Purposes (ESP) deals with a specific work also interest in various fields of society. Thirdly, the researcher also gives benefit for the staff in the Front Office Department at The Lovina Bali to admit their communication system until they will maintain to develop the service and accommodation through their communication. Fourthly, for the researcher, this research might be developed the knowledge and also the communication about the jargons in the tourism field.

