

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the study

Nowadays, English is needed to survive, participate, and access information. Because it is important, then English becomes popular in many countries in the world, including Indonesia. Besides, English is used to communicate or socialize to have a good relationship with other people. Besides that, many people learn English for their need to get jobs. People live together in this world as a community that cannot be separated from communication in social life, for example, people work and interact with other people in a group in social life. This interaction shows that people should have good communication while seeking job vacancies such as hotel departments, laws, and other jobs. According to Hutchinson and Walters (1990), ESP (English Specific Purpose) is one of teaching language approach which the method based on the learner's reason for learning. ESP is divided into two, those are English for Academic Purposes (EAP) and English for Occupational Purposes (EOP). EAP is learning English for the purpose of academic. While, EOP is learning English for the purpose of working or training. By learning ESP, we will know our needs when we want to have a job and works in some companies or hotels.

The language variety is called jargon that is used in occupational or used for specific purposes like in HRD (Human Resource Department) in five stars hotel. *Jargon* is also used in entire community. According to Fromkin et al (2011), jargon is a language term used in education, occupation, or profession which has focused on communication between one to another in a particular company which is only known by a few people in a particular field. Besides, Yule (2010) states that jargon is effective to create and keep maintaining the link among people whether they are included or from a group of people or vice versa. Jargon is a special language which also contains special features in three areas which are lexical, semantic, and syntactic.

As we know in Bali, there are so many colleges and vocational schools which keep their focus on tourism major. They can learn about the tourism industry or hotelier industry, the hotel, and the departments. After they graduate from the colleges, they will find a job at some five-stars hotels or might be they are going to go to the cruise line. Because they are from tourism school or vocational school students, they should be understood well about their tasks, should understand the departments in the hotel. Before their graduation, they are already given books about tourism and the content of tourism itself, but we do not even know about the jargon used by the staff in each department in a hotel and cruise ship. Here, the researcher researched the jargon used especially used by the Human Resources Department. The jargon here is not only the jargon in the Human Resources Department (HRD) but also in another department such as the Front Office Department, Housekeeping Department, F & B department and many more. By doing this research, the researcher has several procedures to do the research. Those procedures are Preliminary observation, further information, checklist, interview, audio recording and transcribing also the researcher found the meaning of the jargon used by the HRD at The Lovina Bali, Singaraja.

Hotels have a diverse understanding, but to obtain a common perception that hotels can be interpreted as a type of accommodation business that uses part of all of its buildings to provide lodging, food and beverage services that are managed commercially and intended for the public. In the hotel, there are so many departments such as the Front Office department, housekeeping department, Human Resources. The writer will be focusing on HRD in a hotel. According to Leonard Nadler (1969), HRD is a learning experience that is arranged, for a certain time, and designed to bring about possible changes in behavior. HRD such as management which has responsibility for developing the employees' personal and skills in organizing knowledge. The skill or ability and encouragement to develop employees' skills will help to motivate and retain employees. HRD scope of coverage includes employee training, career development, organization

development, mentoring, coaching, and many more. The language that is used for HRD can be used to teach the students because it can be formal such as in some classroom training or a college course.

In the hotel department, many jargons are used for communicating with other people. Every department has the jargon for communication for example, “*Semua Kepala department monitor, besok akan ada MT silahkan persiapkan laporan kinerja dari masing-masing department besok*”. Lexically monitor is a kind of computer screen. However, monitor in the hotel communication means that all head departments should pay attention to the information that will be announced. MT is an abbreviation that stands for Meeting. That means all of the head department will do the meeting with HRD.

This research entitled “An Analysis of *Jargon* Used By the Human Resources Department at The Lovina Bali Hotel is about the Languages especially the Jargon used by HRD of The Lovina Bali Hotel at one of the four-star hotels in Bali located in Lovina. Why the writer wants to write this research because HRD is a profession caught by alumni of English language education, but there are still many alumni who do not know about what HRD is. By the following review above, it turns out that the HRD has jargon as a communication tool. HRD can be occupied by alumni majoring in English education. Related to that HRD has an important role in handling HR issues in hotels and as HRD employees facing various jobs, using various languages, and languages having jargon and terminology is not necessarily discussed. So, it seems this second yet to explore. I want to be an employee at HRD. The reason is to teaching about HRD and the jargon that is used in HRD.

This study was supported by several previous studies related to jargon. First by Achmad Septian Nugrahanto (2017) which entitled “A SOCIOLINGUISTIC ANALYSIS OF BASEBALL JARGON IN MILLER’S MONEY BALL THE MOVIE”. Sociolinguistic phenomena are discussed in this study, specifically discussing about jargon. The findings indicate that 77 items belong as sports jargon. They are considered as

compounding, clipping and ellipsis, multiple processes, conversion, derivation, and acronym/abbreviation. Compounding is the most prominent form of jargon in this study.

The second research was supported by Muhammad Nasir Mi'raj Juddin (2017), his study entitled "THE JARGON USED BY EMPLOYEES OF FOOD AND BEVERAGE SERVICE (FBS DIVISION) AT HOTELS". This research has purpose to find out the jargon used in the occupation phenomenon. The result reveals that there are fifty-four jargons which is used in Food and Beverage Service Division at Hotels.

## **1.2 Statement of Problems**

- 1.2.1 What are the Jargons used by the HRD at The Lovina Bali?
- 1.2.2 What are the forms of Jargon used by the HRD at The Lovina Bali?
- 1.2.3 What is the meaning of jargon used by the HRD at The Lovina Bali?

## **1.3 The purpose of the Study**

The purpose of the study in this research is to give information as much as possible to people who want to learn and interest in HRD.

- 1.3.1 To determine what jargon is produced among the HRD at The Lovina Bali.
- 1.3.2 To identify and analyze the linguistic forms of jargon used in HRD at The Lovina Bali.
- 1.3.3 To identify and analyze the meanings of jargon used by HRD at The Lovina Bali.

## **1.4 Significance of the study**

There are two significances in this research, there are theoretical and practical significance.

## **1. Theoretical significance**

This research was hoped to provide essential significances. The result of this research can provide alternative resources and give information to supports the other researcher in conducting the study in the same field especially language variations such as Jargon. This information will also bring benefits to the other researchers because they will have more knowledge and resource about this research. Besides that, this research also will enrich the knowledge about the use of Language variety called jargon and give the benefit for ESP course especially for tourism.

## **2. Practical significance**

This research will provide some benefits, it is expected that the finding of this study gives contributions for the students of English Language Education and the lecturers who teach tourism course, the readers to know theoretically about linguistics form and jargon, especially jargon used by the HR department at The Lovina Bali Hotel. Besides, the writer is also expected that the reader can apply the jargon offers in this research, especially for the students who will be an HR or who will working at HR Department. The writer hopes that after reading this research, they can practice the jargon while knowing and understanding the theory. The last, the writer hoped this research could be beneficial for further research, especially for those who have interested in conducting similar research.

### **1.5 Scope of the study**

Considering the identification of the problem, the research focuses on the three points of discussion, i.e. linguistic form, number of jargons, meaning found in the Human Resource Department (HRD) at The Lovina Bali.