

CHAPTER I

INTRODUCTION

This chapter presents seven subtopics, namely, the background of the study, problem identification, statements of the problem, purposes of this study, scope of the study, significance of the study, and definition of key terms.

1.1 Background of the Study

The use of English in hospitality context is more specific from the use of English in general context (Asmin, 2019). In this situation, one of the most visible differences is the typical vocabulary of the workplace which one rarely found in general English. In other words, a term or word will have a different meaning somewhere. In the hospitality industry, many terms differ from the general terms used daily. According to Munthe et al. (2022), the meaning of a word can change based on time, place, setting, and circumstances. With this, people will also turn to different terminology in different situations. It is, therefore, important for people to know the terminology in the workplace to work in a profession because the purpose of communication is to convey information well from speaker to speaker (Sari, 2023).

Language can never be separated in human society (Asmin, 2019). Communicating using good and correct language is essential. English for Specific Purposes is designed to approach a person in a language for a specific context in a field of specialization that focuses on vocabulary or terminology in a particular discipline (Rahman, 2023). In all professional and occupational fields including hospitality, mastering English with a specific purpose is the key to effective

communication. When working in a hotel, employees will get a lot of new terms that need to be more familiar with. This phenomenon often happens during the initial immersion in the workplace, through documents issued and created in the Human Resources Department that describe a job or thing related to the company by the company culture.

Several researchers have studied the existence of specific vocabulary and the meaning of the typical vocabulary in certain topics in a domain. The first research was conducted by Waly & Zakiyyah (2024). This research examines the role of AI as a learning tool to learn about English for Specific Purposes for students of communication study programs in Indonesia. This study found the impact of AI in supporting English language skills in communicating as a communication student in the English for Specific Purposes course. The second research was conducted by Asmin (2019). This study aims to analyze the English terms used by employees at Hotel Cairo Makasar, focusing on 3 departments: Housekeeping, Food and Beverage, and Front Office. The findings indicated that many types of English terms are used in the hospitality world; several terms are categorized as specific terms in English due to their contextual meanings. The third study was conducted by Sierocka (2024). This research aims to provide a deeper knowledge of English for Specific Purposes, especially in the field of law. This research shows how to translate and the insights of translators in translating legal documents. The fourth study was conducted by Syahid et al (2024). The research focuses on examining the effectiveness of Intelligent Business books in the realm of English for Specific Purposes to improve English language skills for business by emphasizing the vocabulary and grammar used. In this study, a documentation study technique was

used by analyzing the textbook based on predetermined evaluation criteria. The results of the evaluation in this study show a comprehensive level of effectiveness and show commitment in facilitating language teaching, especially English for Specific Purposes in the business field. The fifth study was conducted by Akopova (2023). This research focuses on integrating ESP understanding in history education with reference to linguistic needs and characteristics especially in vocabulary use in historical discourse, ancient language, and academic writing. The results of this study are useful for the ESP approach in history education significantly through statistics in the understanding of historical discourse, the use of ancient language, and academic writing in the post-intervention test. The above-mentioned studies were conducted by Waly & Zakiyyah (2024), Asmi (2019), Sierocka (2024), Syahid et al (2024), and Akopova (2023). None of them focused on the typical vocabulary and the meaning of those vocabulary that used in the Human Resources Department in The Oberoi Beach Resort Bali.

This research discusses the meaning of typical vocabulary used in the Human Resources Department at The Oberoi Beach Resort Bali. It aims to explore the typical vocabulary that used in Human Resources Department documents and interpret the meaning of the typical vocabulary in all the documents, where each company's documents have different terms. The Oberoi Beach Resort Bali is a 5-star hotel in Bali that has an international reputation and quality human resource management standards. With a total of 335 employees, it reflects a company with high loyalty to its services. Through this, the documents issued by HRD at The Oberoi Beach Resort Bali use formal vocabulary and are in accordance with the standardization of the hospitality industry. In addition, the variety of documents can

enrich the variety of vocabulary obtained so that this study can represent the vocabulary used in the field of human resources in the hospitality industry.

1.2 Problem Identification

This research was inspired by the phenomenon of the use of typical vocabulary in The Human Resources Department documents at The Oberoi Beach Resort Bali. The terms used to conduct training differ for each company in the industrial world. Using certain terms can result in different perspectives, which can then make communication ineffective. Therefore, this research aims to investigate and interpret the typical vocabulary used in human resources documents to make it easier for employees to understand the terms of the document's topics.

1.3 Statements of the Problem

Based on the problem identification above, the following are the problems of this study:

1. What typical vocabulary are used in the Human Resources Department of The Oberoi Beach Resort Bali?
2. What is the meaning of each typical vocabulary used in the Human Resources Department of The Oberoi Beach Resort Bali?

1.4 Purposes of the Study

Based on previous research, the following are the purpose of this study:

1. To identify the typical vocabulary used in Human Resources document at The Oberoi Beach Resort Bali.
2. To identify the meaning of typical vocabulary used in the Human Resources documents of The Oberoi Beach Resort Bali.

1.5 The Scope of the Study

Based on the problems obtained, this research focuses on two discussion points. The first point is to identify the typical vocabulary used in Human Resources Department documents at The Oberoi Beach Resort Bali. The second point is to explain the meaning of the typical vocabulary used in the Human Resources Department of The Oberoi Beach Resort Bali, using the theory proposed by Aida & Bollegala (2024) about meaning.

1.6 Significance of the Study

The significance of this research benefits both theoretically and practically. These implications are explained in the part below:

1.6.1 Theoretical Significance

This research enriches the theory of English for Specific Purposes as it relates to language used in work and occupational terms in their meaning. It provides a broader knowledge of adaptability to the linguistic context in the industrial world, especially hospitality.

1.6.2 Practical Significance

This study is expected to benefit lecturers, students, and other researchers. The following section provides a complete description of this research.

a) For ESP Teaching Material

The result of this research is to be a source for lectures in the typical vocabulary of providing teaching materials and meaningful materials, especially in the hospitality industry.

b) For Students of Hospitality Major

This research is expected to make learning easier for students who want to learn and understand the context of intercultural communication so that students can use contextual-related knowledge.

c) For Other Researchers

The findings of this study are expected to be useful for other researchers who are interested in conducting similar research. They can be used as a relevant empirical basis. In addition, other researchers can use this study as a model to research the meaning of documents used in the Human Resources Department. This research can also be used as a source of inspiration for other researchers who conduct similar research to find other aspects that have not been revealed.

1.7 Definition of Key Terms

This is done to give specific information and avoid confusion about the scope of this English for Specific Purposes research. The key ideas are defined in the following section.

1.7.1 Register

Register is narrowly a theory of language that describes a more specific vocabulary related to a particular field or group (Holmes, 2013). In many fields, there are undoubtedly many terms used to classify a job or activity. Register can imply the meaning of a word to be more easily understood and interpreted. The register also includes the choice of words to the language style used by adjusting certain situations. In this study, the register used refers to the typical vocabulary used in the Human Resources Department at The Oberoi Beach Resort Bali as the

main theoretical basis to describe the typical vocabulary used and the meaning of the typical vocabulary.

1.7.2 English for Specific Purposes

According to Mohamed and Alani (2022) stated that English for Specific Purposes (ESP) as a branch of English language study that focuses on language, discourse, and culture is relevant to a particular professional or academic community. English for Specific Purposes (ESP) is language teaching to prepare learners to use English in particular domain (Basturkmen, 2022). It is characterized by a specialized approach to English language teaching, designed to meet the specific needs of learners in particular fields, such as law, engineering, medicine, and hospitality. The use of specific vocabulary has a great impact on the mastery of ESP, because the relevance of learning a language in a particular field must understand the specific vocabulary contained in that field. ESP aims to enable a person to communicate effectively in their field of specialization, so in their academic and professional contexts, ESP is essential for success. The implementation of ESP in this research will be very impactful to reveal the use of specialized vocabulary in documents in the Human Resources Department at The Oberoi Beach Resort Bali.

1.7.3 Typical Vocabulary

Ananiadou (1994) states that a typical vocabulary is a word that contains systems and linguistic characters. The nature of reference is a significant difference between terms and words (Khan, 2016). Fundamentally, words will refer to the smallest element in language use that has meaning in daily communication. However, terms are used to describe words or phrases that have specific meanings

according to the context of communication carried out in specific fields. In this case, it states that typical vocabulary also includes compound words and phrases.

Meaning is the relationship between the word and the sense that adapts to the situation and concept to which the word refers (Ullmann, 1946). In the context of language, to understand a vocabulary word, it is also necessary to understand a particular situation, either in a particular field or in a particular event. Many things can affect meaning, not only limited to individual words but can also arise from interactions that occur in communication and other cognitive factors.

