

CHAPTER 1

INTRODUCTION

1.1 Background of The Study

Language is a tool or intermediary used to express something in hearing (Sapir, 1921:13). According to Thoreau (2011:5), the most important fact about language is its function as a way for communicating meaning to others. Insertion of English as a communication tool cannot be separated with its role as global language. According to Crystal (2003:11), English is already known as a global language. English is an important language for tourism industry because every nation has known this language well and uses it to communicate with each other. In English, there is also language expression in communication to emphasize more of the meaning conveyed.

Language expressions can be interpreted as utterance, sentence, paragraph, or document which is inputted naturally in state of communication to give meaning (Andani and Indah, 2019:1). Language expression is used to create more meaning in speaker's perception. Usually, language expression especially hotel language phrases are used to talk to fellow hotel workers such as: between workers and guests who come to the hotel, fellow guests who come to the hotel, and hotel staff (HRD) with prospective workers at the time of the interview.

Hotel industry is one of the links in the tourism industry network (Suwithi, 2013). Normally, a number of other business sectors or industry services, including travel agents, event planner, theme parks, transportation cruise lines, is an additional within the tourist industry. They are often included in the hospitality industry group. There are service elements or services that cannot be separated from the product offered. There is also a well-known hospitality staff such as facility maintenance and direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing and human resources etc.).

HRD or Human Resources Department is one of the core departments in hotel. It is because HRD is a department that looks for workers in hotels. HRD will search, select and accept workers who work for hotels. According to Irmawati (2015:125), Human Resources Department (HRD) is the development of human resources combined with training and career development to increase the effectiveness of individuals, groups, or organization. It means that HRD has responsibility for finding prominent workers. Furthermore, HRD has duty to maintaining human resources. In order to develop human resources in a hotel, HRD will conduct some training session for all workers.

Human Resources Department (HRD) will interview worker candidate who apply for working at the hotel. In the interview, there are several aspects to be considered, such as: skill, appearance, attitude, communication, and experience. HRD also has assessment lists to assess worker candidate who are used as a reference at the time of the interview. Personal files of prospective workers are collected into two, namely: accepted and unaccepted. All files are stored neatly in a special place and after 5 years the file will be spread out.

Previously, there was a research conducted related to language expression analysis. The research on language expression was conducted by Karisma (2019), it was found there were some language expressions used by guest service agents at Hotel Indigo Bali Seminyak Beach in handling complaints. Because the writer ever did training program as Human Resources Officer, the writer want to know what the language expressions in job interviews at hotel. Now the writer had an interest for conducting a research about identifying language expression used in job interviews at Sheraton Bali Kuta Resort.

This study is expected to support the language expressions that HRD used when they communicate with the interview participants in a hotel and how to make the participant feel comfortable the way the HRD in job interviews and how to say it.

In short, based on the explanation above, the writer is interested in identifying the SOP and language expression used in interviews.

1.2 Statements of Problems

Based on the background of the study there are some problems that must be described by the writer. The problems could be stated as follows:

- a) What is the SOP used in job interviews at Sheraton Bali Kuta Resort?

1.3 Purposes of Study

Based on the statement of problems stated above, the purposes of this study are:

- a) To identify the SOP used in job interviews at Sheraton Bali Kuta Resort
- b) To describe the language expressions used in job interviews at Sheraton Bali Kuta Resort

1.4 Significances

The significances of this study are:

- a) For the researcher

The study will be used as a reference for further researcher in having point of view related to language expressions used on job interview.

b) For the student

It can be used for the students are working in a hotel especially for the HRD staff in some hotel in Bali, they could learn some information on using language expressions used on job interview

1.5 Scope of the Study

This study was limited on identifying the SOP and language expressions used by Human Resources department staff for handling job interviews in a hotel delivering questionnaires to Human Resources Department at Sheraton Bali Kuta Resort.

1.6 The Definition of Key Terms

1.6.1 Interview

Interview is a consultation in which to gather information about something from an individual person (Anozie, 2017:87).

1.6.2 Language expression

Language expression can be interpreted as utterance, sentence, paragraph, or document which is inputted naturally in state of communication to give meaning (Andani and Indah, 2019:1).

1.6.3 Human Resources Department

Human Resources Department (HRD) is the development of human resources combining training and career development to increase the effectiveness of individuals, groups, and organization. (Irmawati, 2018)

1.6.4 Standard Operating Procedure

Standard Operating Procedure is a rule written in detail for a common purpose.
(Singh, 2019)

