

**THE USE OF VERBAL AND NON-VERBAL
COMMUNICATION
BY FRONT OFFICE STAFF TO GUEST
AT DOUBLE-SIX LUXURY HOTEL SEMINYAK**



Ni Made Nenty Sudantari

1212021118

**PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS
JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA
SINGARAJA**

2019

**THE USE OF VERBAL AND NON-VERBAL
COMMUNICATION
BY FRONT OFFICE STAFF TO GUEST
AT DOUBLE-SIX LUXURY HOTEL SEMINYAK**

SKRIPSI

Diajukan kepada

Universitas Pendidikan Ganesha

**Untuk Memenuhi Persyaratan dalam Menyelesaikan Program
Sarjana Pendidikan Bahasa Inggris**

Oleh

Ni Made Nenty Sudantari

1212021118

PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS

JURUSAN BAHASA ASING

FAKULTAS BAHASA DAN SENI

UNIVERSITAS PENDIDIKAN GANESHA

SINGARAJA

2019

SKRIPSI

**DIAJUKAN UNTUK MELENGKAPI TUGAS DAN SYARAT
UNTUK MENCAPAI GELAR SARJANA PENDIDIKAN**

Menyetujui,

Pembimbing I,



Prof. Dr. Ni Nyoman Padmadewi, MA
NIP. 196202021988032001

Pembimbing II,



Kadek Sintya Dewi, S.Pd., M.Pd.
NIP. 198803232015042004

Skripsi oleh Ni Made Nenty Sudantari ini telah dipertahankan di depan
dewan penguji pada hari Jumat, 12 Juli 2019

Dewan Penguji,



Prof. Dr. I Nyoman Adi Jaya Putra, M.A.
NIP. 19620319198703 1 001

Penguji I,



Prof. Dr. Ni Nyoman Fachmadewi, M.A.
NIP. 19620202198803 2 001

Penguji II,



Kadek Sirva Dewi, S.Pd., M.Pd.
NIP. 19880323201504 2 004

Penguji III,



Dewa Ayu Eka Agustini, S.Pd., M.S.
NIP. 19810814200912 2 002

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni
Universitas Pendidikan Ganesha
Guna memenuhi syarat-syarat mencapai gelar sarjana pendidikan

Pada:

Hari : Jumat
Tanggal : 12 Juli 2019

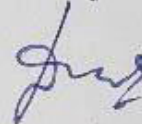
Mengetahui,

Ketua Ujian



Prof. Dr. I Nyoman Adi Jaya Putra, M.A
NIP. 1962031919870301001

Sekretaris Ujian



Luh Diah Surya Adnyani, S.Pd., M.Pd.
NIP. 198309232008122001

Mengesahkan
Dekan Fakultas Bahasa dan Seni



Prof. Dr. Putu Kerti Nitiasih, M.A
NIP. 196206261986032002

PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "The Use of Verbal and Non-verbal Communication by Front Office Staff to Guest at Double-See Luxury Hotel Semarang" beserta seluruh isinya adalah benar-benar karya saya sendiri dan tidak melakukan penjiplakan serta pengutipan dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijanjikan kepada saya apabila kemudian hasil ditemukan adanya pelanggaran atau etika keilmuan dalam karya saya ini atau ada klaim terhadap keaslian karya ini.

Surabaya, 22 Oktober 2019

Yang membuat pernyataan,



Ni Made Nerty Sudiantari

MOTTO

Work hard, play harder.



ACKNOWLEDGEMENTS

First of all, the writer would like to thanks the almighty of God, Ida Sang Hyang Widhi Wasa for the blessing, so the writer could finish this thesis entitled ‘The Use of Verbal and Non-verbal Communication by Front Office Staff to Guest at Double-Six Luxury Hotel Seminyak’ on time. Preparations of this thesis get so much assistance from various parties. Moreover, the writer also would like to give some gratitude which addressed to:

1. Prof. Dr. Ni Nyoman Padmadewi, M.A. and Kadek Sintya Dewi, S.Pd., M.Pd. as the first and second supervisors who have guided, motivated, encouraged, given excellent feedback and suggestions.
2. Dewa Ayu Eka Agustini, S.Pd., M.S. as the examiner of this study for the valuable suggestion and feedback to make this study better.
3. Mr. Yana as the Front Office Manager who gave opportunity to conduct this study in Double-Six Luxury Hotel Seminyak.
4. All front office staffs at Double-Six Luxury Hotel Seminyak for the participation to finish this study.
5. My precious family for endless support, love and prayer.

Finally, the writer deeply realized that this thesis is certainly far from perfection. Therefore, critics and suggestion for the improvement of this thesis are welcomed.

Singaraja, July 2019

The Writer

TABLE OF CONTENT

ACKNOWLEDGEMENTS	i
TABLE OF CONTENT	iv
CHAPTER I INTRODUCTION	1
Background of study	1
Research Question.....	5
Research Objection	5
Research Significance	6
Research Scope	7
CHAPTER II LITERATURE REVIEW	8
The Nature of Communication.....	8
Verbal Communication	9
Non-Verbal Communication.....	12
Function of Verbal Communication.....	17
Function of Non-verbal Communication	17
Empirical Review.....	18
CHAPTER III RESEARCH METHOD	24
Research Design.....	24
Subject of the Study	24
Object of the Study.....	25
Research Procedures	25
Types of Data	26
Techniques of Data Collection.....	27
Research Instruments	29
Trustworthiness	30
Data Analysis	31

CHAPTER IV FINDINGS AND DISCUSSION	33
4.1 Findings.....	33
4.1.1 Kinds of Verbal and Non-verbal Communication	34
4.1.1.2 Kinds of Non-verbal Communication.....	36
B. Body Gesture	40
C. Eye Contact	45
Reason of Using Verbal and Non-verbal Communication	47
Reason of Using Verbal Communication	48
Reason of Using Non-verbal Communication	49
Difficulties in using verbal and non-verbal communication.....	50
DISCUSSION	51
Reason in using verbal and non-verbal communication	54
Difficulties faced in using verbal and non-verbal language.....	55
CHAPTER V CONCLUSION AND SUGGESTION	57
CONCLUSION	57
SUGGESTION.....	58
REFERENCES.....	59

LIST OF TABLES

Table 3.1 Interview Guide

Table 4.1 Oral Communication

Table 4.2 Written Communication

Table 4.3 Happy Expression

Table 4.4 Surprised Expression

Table 4.5 Angry Expression Table

4.6 Empathy Expression Table

4.7 Thinking Gesture

Table 4.8 Interested Gesture

Table 4.9 Skepticism Gesture

Table 4.10 Boredom Gesture

Table 4.11 Suspicious Gesture

Table 4.12 Interested Eye Contact

Table 4.13 Angry/Unhappy Eye Contact

Table 4.14 Bored Eye Contact

Table 4.15 Reason of Using Verbal Communication

Table 4.16 Reason of Using Non-verbal Communication

Table 4.17 Difficulties in Using Verbal and Non-verbal Communication



LIST OF FIGURES

Figure 2.1 Example of facial expression

Figure 2.2 Sample images of 22 facial expressions

Figure 2.3 Example of gesture

Figure 3.1 Interactive Data Analysis Model

Figure 4.1 Happy Expression

Figure 4.2 Surprised Expression

Figure 4.3 Angry Expression

