

CHAPTER 1

INTRODUCTION

A. Background of the Research

In this era, English is one of the most main languages in the world because it is used in international communication. People around the world find it as a must to be able to comprehend and speak with English language. Essentially, language is a means of communication for sharing ideas, thought, desire and feeling. People learn English can be a variety of reasons behind a learner's decision to learn a foreign language. Similarly, the learner's expectations, aims, and purposes can very different. But practically all students of foreign languages, regardless of their age, social and cultural background, or profession, share the same desire: to able to speak the language.

The position of language is becoming a significant part because needed for every activity. One of the example is touring or traveling. Tourism is travel for pleasure or business; also the theory and practice of touring, the business of attracting, accommodating, and entertaining tourists, and the business of operating tours. Tourism may be international, or within the traveler's country.

According to (Hornby, 2000, p.8) "tourism is a journey in which a short stays are made at a number of places, and traveler finally return to his or her own place." Hence, the tourism means the activity of people to take a journey or vacation. The quick development of the tourism and hospitality industry can straightly influence the English language which is the most widely used and

spoken language in international tourism in the twenty-first century. English for tourism has a major role in the delivery of quality service. In addition of tourism, the needed to understanding the language is becoming primarily for the tourist service like hotel and other else.

In tourist service, the most of needed to understand English language is hotel workers because the tourist will rest or stay for a while at hotel. If the hotel staff is lack of understanding what the tourist purpose so it will make miss understanding for both. Therefore, the important part is to understanding the international language which is English language. By understanding English language, the services will serve better. The interaction is done through life, hope and desire against the environment so that it can give an understanding of performance expectations are keys to the achievement of tourist satisfaction. Meanwhile, employees who work in the tourism and hospitality industry are entirely and highly aware of its importance and they need to have a good command of English in their workplace.

Since English has become nationally competitive in Indonesia because of globalization. English is approved as a global language or international language, and increases the importance of business, trade, economy, and tourism especially in Cikarang. It is a city in Bekasi regency located 34 km east of Jakarta. Cikarang, known as the largest industrial city in Southeast Asia, opens opportunities for investors to invest in there. Currently, it has become the national relation for industrial area. There are several industry sectors in Cikarang such as automotive industry, fast moving consumer goods (FCMG)

industry, F&B industry, hotel industry, electronic industry, real estate and construction. Due to the rise of investor to invest in Cikarang, there are many hotels which cover a handful of different types of hotel guest such as business traveler, event attendees, millennial, families and other purposes.

In order to serve the guest from different purposes coming to hotel, the hotel staff must know what the guest needs. To know the need, they will have to do some researches but in a simple way, they can ask to the guest. Communication is the way to achieve that. Communication requirement involve two parties that are the sender and the receiver. Both parties must have the same understanding about the message from the sender to the receiver. The language that is used to communicate depends on who the guest is. If the guests are from domestic, the language used will be Bahasa. If the guests are foreigners, English will be used to communicate. English is a worldwide language, therefore it is interesting to know the English communication needs in the hospitality industry.

According to Buhler (1990), English for tourism is comparable to other language and can be examined by principal properties such as functions, structures, and tenses. In fact, English for tourism is a structured language and follows definite grammar rules. In English, there are four elements that should be mastered by language learners, they are speaking, listening, reading, and writing. These elements are called as language skills. Beside such basic skills, the first goal of learning language is exposing the target language in practice. Speaking is the part of practice in learning between English and vocabulary,

which are required for achieving fluency. Vocabulary and speaking skill have big correlation.

According to (Richards, 2008, p.19), the mastery of speaking skill in English is priority for many second-language or foreign language learners. Therefore, it can be said that speaking as a skill plays a significant role for the people who studied English especially as a part of daily activities with various specific purposes. Besides that, (Tarigan, 2008, p.3), the quality of one's language skill depends on the quantity and quality of vocabulary. Dann (2001) states that the vocabulary used in the English for tourism is special and conveys messages through a conventional system of symbols and codes. For instance, the language used for checking into a hotel, giving information about hotel facilities, meal times, giving direction, requesting and giving tourist information, and other communication activities that can take place in any hospitality setting. From this view point, the more vocabulary we possess, the bigger possibility to have a skill to use the language. By having and mastering vocabulary people will be able to speak and they can communicate and deliver their idea.

The researcher intended to analysis of correlation between vocabulary mastery and speaking ability on hotel staff. By knowing this, it will be might have a good connection for the specific purposes and this is also the reason the researcher interested in carrying out this research entitled: The Correlation of Vocabulary Mastery and Speaking Ability on Hotel Staff in Sunerra Hotel Cikarang.

B. Questions and Scopes of the Research

1. Question of the Research

The hotel staffs have an important role in the hotel. They must have ability how to handle and being care to guest that needs a good communication. They should also be friendly, polite, have good attitude, and can help tourists find the places which will interest them. The information they give must be short but clear with the foreigner guests and must be able to impress the guests also make them comfortable and eager to stay in that hotel for longer time. Furthermore, the mastery of English vocabulary at hotel and speaking ability are very important and very useful for the hotel staff.

Based on the background of study above, the research will formulate the problem as follows: “Is there any correlation between vocabulary mastery and speaking ability on hotel staff in Sunerra Hotel Cikarang?”

2. The Scope of the Problem

The scope and limitation of this study is that the research focuses on the mastery vocabulary with English for specific purposes and the speaking skill ability by the hotel staff. The analysis focus on which the researcher will do the staff who work at hotel that entirely and highly aware of its importance specific vocabulary and they need to have a good speaking ability in their workplace.

C. Objective and Significance the Research

1. Objective of the Research

The objective of research was to examine whether there is a significant correlation of vocabulary mastery and speaking ability on hotel staff in Sunerra Hotel Cikarang.

2. Significance of the Research

There are two kinds of advantages, theoretical and practical. The result of the study both theoretical and practical are as follows:

- a. Theoretical the result of this research can use as a reference for those who wants to take the same title but with more discussion and more detailed.
- b. Practical results of this research can increase the knowledge of the researcher and for the parties involved, such as for Sunerra hotel because it can be used as a reference for continuing to improve the quality of the company. This paper also can use to add the collection for a library and provide the information to the readers.

D. Operational Definition

This research is about mastery vocabulary and speaking ability. Here, the research will explain the matters connected with the problems of this research.

Further, the writer explains the meaning of terms of the research's title:

1. Hospitality

Hospitality plays a major in the tourism industry of any country. It has been defined as services that cater to the customer's needs through built infrastructure and entertainment.

2. Hotel

One of unit hospitality is a hotel. A hotel is an establishment that provides lodging paid on a short-term basis. Facilities provided may range from a modest-quality mattress in a small room to large suites with bigger, higher-quality beds, a dresser, a fridge and other kitchen facilities, upholstered chairs, a flatscreen television and en-suite bathrooms.

3. Hotel Staff

Hotel staff meaning a person performing work in connection with the care, maintenance of hotels, serving of hotel guest and serving the basic function of ensuring the business runs smoothly and each hotel staff performs a function specifically related to the job that individual hold. In general, the hotel is highly complex operation where several departments function, coordinate and interact for a smooth day to day operation.

In order to run the hotel as a functional unit, there are several departments of the hotel are front office, housekeeping, food and beverage service, kitchen or food production, engineering and maintenance, accounts and credit, security, human resources, sales and marketing, information technology.

4. Correlation

Correlation is another measure of relationship between two variables Sudijono (2005). According to Advance American Dictionary Longman (2007) correlation means relationship between two ideas, facts, etc, and the process of correlating two or more things especially when one may be the cause of the other.

5. Mastery

Mastery means having great skill or knowledge (Oxford,2008, p.271) it means great knowledge about or understanding of particular thing. So, vocabulary mastery in this research is comprehensive knowledge to recognize, to understand, and to produce the stock of words.

6. Customer Satisfaction

Customer satisfaction is defined as a measurement that determines how happy customers are with a company's products, services, and capabilities. Customer satisfaction information, including surveys and ratings, can help a company determine how to best improve or changes its products and services.

7. Vocabulary Mastery

Vocabulary is one of the most important elements in a language. To speak the language well needs to master it. Vocabulary mastery is not only knowing the words and its meaning, but also knowing about how the word sounds and how the words are used in context.

8. Speaking Ability

Speaking is one of the central elements of communication, especially in a foreign language. It is a very necessary activity for all ages of learners. In addition, speaking is the active use of language to express meanings so that other people can make sense of them, it means that speaking consist of producing systematic verbal utterances convey meaning which makes other people known.

E. Research Hypothesis

Hypothesis means temporary suggestion based on facts and data, which are taken.

Ha: There is a significant correlation between vocabulary and speaking ability.

Ho: There is no significant correlation between vocabulary and speaking ability.

F. Systematization of the Research

This research paper consists of five chapters and the explanations of each chapters are as follows:

Chapter I Introduction, in this chapter consists of background of the research, question of the research, scope of the research, objectives of the research, significances of the research, operational definition, and systematization of the research.

Chapter II Theoretical Description, in this chapter consists of concept of vocabulary, types of vocabulary, vocabulary mastery, English vocabulary at hotel, vocabulary assessment, concept of speaking, the function of speaking, the component of speaking skills, English speaking at hotel, constellation of vocabulary mastery and speaking ability and research relevance.

Chapter III Methodology Of The Research Methodology, in this chapter consists of the research methods: time and place of the research, population and sample, method of research, instrument and variable of the research and technique of the data analysis.

Chapter IV Data Analysis, in this chapter consists of the data description, data analysis hypothesis and data interpretation.

Chapter V Conclusion and Suggestion, in this chapter consists of conclusion and suggestion which relate to the research.