

CHAPTER I

INTRODUCTION

A. Background of the Research

Language is communication, and one of the languages for communication is English. English is the language most widely used in communicating internationally. English is one way to communicate with the world. Currently, English has become the main communication medium for people in various countries in the world. English has an important role when someone comes or visits other countries in which if someone does not speak the national language of the country visited, that person can communicate using English.

English is an international language which is very influential in terms of work if they have to cooperate with other countries. Mastering English can make it easier for them in terms of communicating and getting an agreement at work. One of the important things that everyone should be aware of is the importance of mastering the language. In Indonesia, there are still many people who are indifferent to this. However, this is contrasting with people who work in companies or businesses that require them to communicate with other countries. Thus, they will surely be very aware that mastering English is one of the main things in doing business.

Language educators have long used the concepts of four basic language skills including listening, speaking, reading, and writing. These four

language skills are sometimes called the "macro-skills" which is in contrast to the "micro-skills" like grammar, vocabulary, pronunciation, and spelling (Aydoğan & Akbarov, 2014). As one of the micro-skills, in mastering English, vocabulary is essential in expressing opinions or ideas. According to Ur (1990, p. 60), vocabulary is an important thing to be taught in learning foreign language because it will be impossible to speak up without acquiring variety of words. In another word mastering vocabulary is crucial because the more vocabulary you master, the more fluent your speaking will be in English.

Similar to vocabulary, speaking is one of the language skills that must be mastered as a way of communicating. By speaking, one can get information from other people and can convey the information that one needs as well. Speaking refers to verbal communication that uses language to communicate with other people. A person can tell, convey information, and give ideas from their mind through speaking. Speaking is a way to express ideas and opinions, to send an expression or a desire to do something, solve certain problems, and maintain relationships or friendships. In addition, if a person practices continuously communicating in English, it will be one way to improve speaking skills. From the explanation above, it can be concluded that speaking is one of the skills that must be mastered by someone to send or receive information or messages, communicate, and so on.

Some are already proficient in speaking a foreign language and some are not able to speak a foreign language at all. People who do work in foreign-owned companies are required to have the ability to speak a foreign language

at least English. Imagine if the employee does not have good English-speaking skills, how do they communicate with the owner of the foreign company and how will the company get foreign clients.

Clients have a very important position in the company. If companies do not have clients, they will not run properly. Foreign clients are usually privileged because companies will benefit greatly if they can cooperate with foreign companies. Most foreign clients use English even if they are not from the countries where English is their native language. Talking to clients from abroad is one of the things that most company staffs are afraid of because they have to be careful in speaking. Moreover, an agreement can be canceled just because of inaccurate terms and inappropriate tone in their speaking. With its staffs' well-performed speaking, the company will be assessed as a good company. Staff who are not speaking English properly and fluently can create a bad image.

In PT. Kelola Aset Teknologi there are several times when existing staffs have to meet clients from other countries. These staffs must communicate in English. As one of the staffs in the office, the researcher always pay attention on how they communicate with clients and use vocabulary. The researcher found that they often apply basic vocabulary commonly used in daily conversation. Furthermore, this limited vocabulary affects the way they express themselves in speaking English. Therefore, the question arises whether vocabulary mastery has a relationship with employees' speaking ability when communicating with foreign clients.

B. Questions and Scopes of the Research

The problem of the research is formulated into the following question:

1. Is there any correlation between vocabulary mastery and speaking ability with clients of the staffs in PT. Kelola Aset Teknologi?
2. How significant is relationship between vocabulary mastery and speaking ability with clients of the staffs in PT. Kelola Aset Teknologi?

Among all skills of English including listening, reading, speaking, writing, grammar and vocabulary, the researcher focuses on two skills only namely vocabulary and speaking. In addition, as PT. Kelola Aset Teknologi employ staffs for various departments, the subject of the research is limited only on the staffs who are engaged with clients.

C. Research Hypothesis

In this paper, the hypothesis consists of:

a. Null Hypothesis

There is no significant difference between vocabulary mastery and speaking ability with clients of staff at PT. Kelola Aset Teknologi. (H_0)

b. Alternative Hypothesis

There is a significant difference in vocabulary mastery and speaking ability with clients of staff at PT. Kelola Aset Teknologi. (H_a).

D. Objective and Significance of the Research

Referring to the question of the research, the objectives of this research are as follows:

1. To find out whether there is any correlation between vocabulary mastery and speaking ability with clients of the staffs in PT. Kelola Aset Teknologi.
2. To identify the significance of relationship between vocabulary mastery and speaking ability with clients of the staffs in PT. Kelola Aset Teknologi.

In term of significance, by doing the research, the researcher hopes that it is beneficial for the company, readers and other researchers.

1. Company

It is expected that the result of the research can give information to the employer about the relationship between vocabulary mastery and speaking ability with clients of staff at PT. Kelola Aset Teknologi. This information can help the employer to design an action to improve the communication skill of the staffs.

2. Readers

This paper is expected to give some information about relationship between vocabulary mastery and speaking ability of employer and employee of PT. Kelola Aset Teknologi.

3. Other Researchers

The researcher hopes that if there are other researchers who will study similar topics, this paper can be a reference to be used later.

E. Operational Definition

An operational definition is meant to avoid misunderstanding and difference interpretation related to the terms in this research title. According to the title of the research, “The Relationship between Vocabulary Mastery and Speaking Ability with Clients of Staffs in PT. Kelola Aset Teknologi”, operational definition that needs to explain are:

1. Vocabulary Mastery

Vocabulary mastery is a person's ability to master number of words in a particular language that a person knows or uses.

2. Speaking Ability

Speaking is person's ability to say something and express their ideas, thought to get interaction to other people.

F. Systematization of the Research

Systematization of the research means to exist the research well-editing compositions and to make this research easy to read. The research is divided into five chapters as follow.

Chapter I is Introduction. This chapter consists of a background of the research and reason why the researcher chose the research. Second point

mentions questions and scopes of the research where the limitation of the research is described. Moreover, this chapter also explains research hypothesis, objective and significance of the research, operational definition, and systematization of the research.

The second chapter is Theoretical description including of the concept of Y variable that is vocabulary mastery and the concept of X Variable which is speaking ability. Next point to discuss in this chapter is constellation of X and Y variables where the researcher elaborates the relationship of two variables. The last thing to be mention is the research of relevance.

The next chapter is chapter III which describes methodology of the research covering time and place of the research, population, and sample, method of the research, instrument, variable of the research, and technique of the data analysis. Hereinafter is Chapter IV. This chapter contains things about data analysis covering data description, data analysis hypothesis, and data interpretation.

Finally, the last chapter is chapter V. In this chapter the researcher provides conclusions obtained from the results of the study. In addition, the researcher also provides suggestions regarding this research.