

**A SURVEY OF ENGLISH COMMUNICATION
DIFFICULTIES FACED BY EMPLOYEES OF THE FRONT OFFICE HOTEL
DEPARTMENT IN PALEMBANG**



A THESIS

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MANDIRI UNIVERSITY**

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APPROVAL PAGE

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State that;

1. Except for those mentioned by the sources, all of the data, information, interpretations, and conclusions given in this thesis are the result of my observations, process, and thought with the direction of my advisors.
2. The thesis that the researcher wrote is original and has never been handed in another academic degree, neither at Indo Global Mandiri University nor other Universities

This statement is made truly, and if there is ever evidence of forgery in the above statement, the researcher is willing to accept the academic consequence of the cancellation of my Sarjana degree that I got through this thesis.

Palembang, August 21, 2023

The researcher



Rezi Iis Clarah

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DEDICATION

- **This thesis is dedicated to:**
- **My beloved parents: My mother, My father, and my aunt**
- **My beloved siblings and my cousin**
- **Someone who always be there in good, and bad condition**
- **My best friend**
- **My lovely friends on campus**
- **My beloved participant in this thesis (Front Office Hotel Palembang)**
- **My lovely team in the Front Office of Maxone Hotel**
- **Everyone who can not the researcher mention one by one**

MOTTO

- **"If you do not go after what you want, you'll never have it. And if you do not ask, the answer is always no. Also if you do not step forward, you are always in the same place." - Nora Roberts**
- **"Do not stop when you're tired; stop when you are done." – Marilyn Monroe**

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Palembang, August 21, 2023

Rezi Iis Clarah

ABSTRACT

English is an international language used to communicate with guests from various countries. Hotel guests vary, not only domestic guests but also foreign guests, therefore English communication skills must be possessed by hotel staff, especially in the front office to provide the best service to guests. Therefore this study aimed at investigating the difficulties faced by the hotel front office and the strategies used to overcome these difficulties. This study used quantitative survey methods. The sample in this study were 119 employees of the Front Office hotel department selected purposively. The data collection was done through a survey questionnaire. The results were analyzed by survey or data display, explanation, and conclusion. The results of this study revealed that (1) front office hotels get various kinds of difficulties in English communication; the aspect of cultural awareness (M=338.00), understanding guests' accents (M=333.00), the aspect of grammar (M=324.33), the aspect of self-confidence (M=321.00), then fluency aspect (M=313.67), pronunciation aspect (M=301.00), listening comprehension aspect (M=297.75), the voice quality aspect (M=273.00), and the vocabulary aspect (M=271.00). (2) The front office hotel employees' strategies for overcoming their English communication difficulties are including the achievement or compensatory aspect (M=348.20) followed by the avoidance or reduction aspect (M=322.25). The results of this research indicate that most of front office hotels faced difficulties in English communication with foreign guests and have strategies to overcome the difficulties, then also need English courses and training to handle foreign guests to improve their English communication skills.

Keywords: *English Communication Difficulties, English Communication Strategy, and Front Office Hotel.*

TABLE OF CONTENT

TITLE OF PAGE	i
APPROVAL PAGE	ii
BOARD OF EXAMINER	iii
REVISION SHEET	iv
STATEMENT PAGE	v
DEDICATION AND MOTO	vi
ACKNOWLEDGEMENT	vii
ABSTRACT	viii
TABLE OF CONTENT	ix
LIST OF TABLE	xi
LIST OF FIGURE	xi
LIST OF APPENDICES	xi
CHAPTER 1 INTRODUCTION	1
1.1. Background of the Study.....	1
1.2. Research Question.	7
1.3. The Objective of the Study.....	7
1.4. Significance of the Study	7
1.4.1. For Hotel.....	7
1.4.2. For Front Office Department	8
1.4.3. For Researcher.	8
CHAPTER II LITERATURE REVIEW	9
2.1. The Definition of Communication.....	9
2.2. Concept of language.....	10
2.3. The Importance of English Language Communication	11
2.4. Hospitality Industry.....	14
2.5. English for Specific Purposes.....	17
2.5.1 English for Hotels.....	17
2.5.2. Role of Front Office in the Hotel Industry	20
2.6. Previous Related Study	21
CHAPTER III METHODOLOGY	24
3.1. Method of Research	24
3.2. Population and sample	25

3.2.1. Population.....	25
3.2.2. Sample Technique	26
3.3. Research Instrument.....	26
3.4. Validity Analysis of the Questionnaire	27
3.5. Reliability Analysis of the Questionnaire	27
3.6. Technique for Collecting Data	28
3.7. Technique of Data Analysis... ..	29
CHAPTER IV FINDINGS AND INTERPRETATIONS	31
4.1 Findings of The Research.	31
4.1.1 Demographic Data of the Participants... ..	31
4.1.2 Findings Based on the Research Questions.....	32
4.2 Interpretations.....	41
CHAPTER V CONCLUSIONS AND SUGGESTIONS	53
5.1 Conclusions	53
5.2 Suggestions.....	54
REFERENCES	56
APPENDICES.	62

LIST OF TABLE

1. Table 2.1 International Spelling Alphabet.....	18
2. Table 3.1 The Population of Research.....	25
3. Table 3.2 Internal Consistency Score.....	28
4. Table 3.3 Cronbach Alpha Coefficient.....	28
5. Table 3.4 Analysis Criteria of the Questionnaire.....	30
6. Table 4.1 English Communication Difficulties Faced by Front Officer.....	32
7. Table 4.2 Strategies Used by the Front Officer.....	38

LIST OF FIGURE

1. Figure 1 English Communication Difficulties Faced by the Front Officer.....	33
2. Figure 2 English Communication Difficulties Faced by the Front Officer... ..	34
3. Figure 3 Difficulties Aspect of Grammar.....	34
4. Figure 4 Difficulties Aspect of Fluency.....	35
5. Figure 5 Difficulties Aspect of Pronunciation.....	35
6. Figure 6 Listening Comprehension Difficulties.....	36
7. Figure 7 Difficulties Aspect Voice of Quality.....	36
8. Figure 8 Difficulties Aspect of Vocabulary.....	37
9. Figure 9 Strategies used by the Front Officer.....	39
10. Figure 10. Achievement or Compensatory Strategies.....	40
11. Figure 11. Avoidance or Reduction Strategies.....	40

THE LIST OF APPENDICES

1. Agreement Letter.....	63
2. Research Questionnaire.....	63
3. Research Letter.....	64
4. Questionnaire.....	66
5. Guidance Form.....	71
6. Respondents Answer First Questionnaire.....	75
7. Respondents Answer Second Questionnaire.....	78
8. Google Form Questionnaires.....	81