Hotel Vocabulary Mastery for English Students

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Abstract--- This research is about hotel vocabulary. The purpose of this research is to know the hotel vocabulary mastery of the sixth semester students English study program at University of Pasir Pengaraian. This research used descriptive quantitative. The sample in this research consisted of 28 students in the sixth semester English study program at University of Pasir Pengaraian. The instrument used by researchers to collect data is a test instrument. Data were taken by multiple choice test. There are four indicators used in the test, namely verbs, nouns, adjectives and meanings. The results showed the mean score of students on each test, namely the mean score of students' vocabulary mastery indicator verb (76.42) the mean score of students' vocabulary mastery indicator noun (75.00) the mean score of students' vocabulary mastery indicator adjective (70.71) and the mean vocabulary mastery of students indicator meaning is (53.57). While the mean result of all the test is (68.92). It can be concluded that the mastery of the sixth semester students of University Pasir Pengaraian about hotel vocabulary is category GOOD with mean score (68.92).

Keywords: Analysis, Vocabulary Mastery, Hotel

Abstrak--- Penelitian ini meneliti tentang kosakata hotel. Tujuan dari penelitian ini adalah untuk mengetahui penguasaan kosakata hotel mahasiswa semester enam program studi Pendidikan Bahasa Inggris Universitas Pasir Pengaraian. Penelitian ini menggunakan metode deskriptif kuantitatif. Sampel dalam penelitian ini terdiri dari 28 mahasiswa program studi Pendidikan Bahasa Inggris semester enam Universitas Pasir Pengaraian. Instrumen yang digunakan peneliti untuk mengumpulkan data adalah instrumen tes. Data diambil dengan tes pilihan ganda. Ada empat indikator yang digunakan dalam tes yaitu kata kerja, kata benda, kata sifat, dan makna. Hasil penelitian menunjukkan bahwasanya nilai rata-rata siswa pada setiap tes dijabarkan seperti berikut: nilai rata-rata indikator penguasaan kosakata kata kerja siswa (76,42), nilai rata-rata indikator penguasaan kosakata kata benda siswa (75,00) nilai rata-rata indikator penguasaan kosakata kata sifat siswa (75,00) nilai rata-rata indikator penguasaan kosakata kata sifat siswa (75,00) 70,71) dan rata-rata penguasaan kosakata makna indikator siswa adalah (53,57). Sedangkan rata-rata hasil dari seluruh pengujian adalah (68,92). Dapat disimpulkan bahwa penguasaan kosakata hotel mahasiswa semester enam Universitas Pasir Pengaraian berkategori BAIK dengan nilai rata-rata (68,92).

Kata Kunci: Analisa, Penguasaan kosakata, Hotel

Introduction

Language usage differs between a speaker and another speaker. Differences are motivated by the situation of the speaker and his role as a member of the community: place of birth, place of residence, education, social groups, work environment, etc. The speaker uses a language that suits his needs. At hotels, English is widely used as a second language not only for communication with foreign guests, but also for services such as hotel pamphlets, room names, and hotel facilities. While in the hotel business, English is used as the lingua Franca and it is the most commonly used languages in the hotel industry worldwide Blue & Harun (2003:77).

In this case, Vocabulary is one of the aspects of English learning. Bintz, (2011:44) stated that vocabulary is the total numbers of words in making a language. You can produce a vocabulary from the word you heard. Vocabulary is all of the words that you produce and receive when we are in communication in written and spoken language. It means that language is formed from a collection of vocabulary and we have to master a lot of vocabulary in order to communicate with other people.

According to Alqahtani, (2015:22) in learning a foreign language, vocabulary plays an important role. It is one element that links the four skills of speaking, listening, reading and writing altogether. To communicate well in a foreign

language, students should acquire an adequate Number of words and should know how to use them accurately. The words we must know to communicate effectively: words in speaking (expressive vocabulary) and words in listening (receptive vocabulary).

When the student is limited in vocabulary development, they will get difficulties in mastering language skills. David Wilkins in Thornbury, (2002:13) stated without grammar very little can be conveyed, without vocabulary nothing can be conveyed. Vocabulary has a big contribution to make the students proficient in language skills including English; reading, speaking, listening, and writing.

Based on the researcher's observation and additional information that the researcher got, several reasons are found in hotel vocabulary mastery. Among others are: there are some students sixth semester do not master vocabulary hotel such as humans, items in hotel, and surroundings. Because some students sixth semester think that English is difficult. In addition, the students sixth semester also think that they rarely hear new vocabulary such as vocabulary in hotels.

Even though that shouldn't be an excuse for not knowing hotel vocabulary, because students sixth semester have studied English for hotels and have even done study tours to hotels. The lack of mastery of hotel vocabulary for students sixth semester, the researcher research is interested in analyzing this research. Therefore it is necessary to conduct the research "Hotel Vocabulary Mastery for English Students"

Method
This research was a Descriptive Quantitative method. It means this research aimed to collection and analysis of numerical data to describe, explain, predict or control phenomena. This research aimed to know the the hotel vocabulary mastery of sixth semester students of English study program University of Pasir Pengaraian. The instrument used by researchers to collect data is a test instrument. Data were taken by multiple choice test. There are four indicators used in the test, namely verbs, nouns, adjectives and meanings.In this research, the researcher used total sampling. Total sampling is a sampling technique where the number of samples is the same as the population (Sugiyono, 2010).

There were some steps in collecting the data: Firstly, prepare a test instrument. Secondly, the test consist were given 20 questions in multiple choices. Each items of test with four options, A, B, C and D. Thirdly, the researcher divided the questions into several indicators namely: verbs, nouns, adjectives and meanings. Fourthly, after making the questions, the researcher gave test to the class. The researcher chose two classes as samples. Last step, the researcher got the data from test and next the data was analyzed by using Statistical Package for Social Science (SPSS).

Findings and Discussion
Findings
In this part, the researcher explain the result How do the students mastery about hotel vocabulary at sixth semester English study program University of Pasir Pengaraian. The samples of this research consisted of 28 students in the sixth semester of the English study program at the University of PasirPengaraian. The research data obtained came from the test. There are four indicators used in the test, namely verbs, nouns, adjectives and meanings. The researcher categorized the students' score by using table score Verry Good (80-100), Good (65–79.9), Fair (55-64,9), Low (40 - 54,9), and Very low (00–39,9). Furthermore, the results showed the mean score of students on each can be seen in the following Table 1 below.

Table 1
The test result students mastery about hotel vocabulary

| NO | RESPONDENT | QUESTION | | | | SCORE | TOTAL |
		VERB	NOUN	ADJECTIVE	MEANING		
1	R1	4	4	3	3	14	70,00
2	R2	3	3	4	4	14	70,00
3	R3	2	5	5	3	15	75,00
4	R4	4	4	4	2	14	70,00

No	Respondent						Score
5	R5	5	2	5	4	16	80,00
6	R6	4	2	3	3	12	60,00
7	R7	5	5	3	2	15	75,00
8	R8	3	4	3	4	14	70,00
9	R9	5	5	4	3	17	85,00
10	R10	4	4	4	3	15	75,00
11	R11	3	4	3	4	14	70,00
12	R12	4	3	3	2	12	60,00
13	R13	4	3	3	2	12	60,00
14	R14	5	5	3	3	16	80,00
15	R15	3	5	5	2	15	75,00
16	R16	4	4	3	3	14	70,00
17	R17	4	4	3	2	13	65,00
18	R18	3	4	4	3	14	70,00
19	R19	3	4	3	2	12	60,00
20	R20	4	4	4	2	14	70,00
21	R21	4	3	3	3	13	65,00
22	R22	5	3	3	2	13	65,00
23	R23	5	3	3	2	13	65,00

No	Respondent						Score
24	R24	5	4	5	2	16	80,00
25	R25	4	3	4	3	14	70,00
26	R26	3	5	3	2	13	65,00
27	R27	3	4	3	2	12	60,00
28	R28	2	2	3	3	10	50,00
	MEAN SCORE						68.92

Table 2
Mean Score of students' mastery about hotel vocabulary

Mean	N	Std. Deviation
68,9286	28	77, 4084

Based on the table above, It can be seen the highest score of students mastery about hotel vocabulary is 85, while the lowest score of students mastery about hotel vocabulary is 50. and the mean score of students mastery hotel vocabulary is 68,9286 and standard deviation is 77, 4084. So, It can conclude The students mastery hotel vocabulary overal is good. Because the mean score of The test result students mastery about hotel vocabulary is 68.92. Mean 68,92 based on the table Category of Students' Score including category GOOD.

Table 3
Score of Students Mastery Indicator Verb

NO	RESPONDENT	NUMBER OF QUESTIONS	SCORE	REAL SCORE
1	R1	5	4	80
2	R2	5	3	60
3	R3	5	2	40
4	R4	5	4	80
5	R5	5	5	100
6	R6	5	4	80
7	R7	5	5	100

8	R8	5	3	60
9	R9	5	5	100
10	R10	5	4	80
11	R11	5	3	60
12	R12	5	4	80
13	R13	5	4	80
14	R14	5	5	100
15	R15	5	3	60
16	R16	5	4	80
17	R17	5	4	80
18	R18	5	3	60
19	R19	5	3	60
20	R20	5	4	80
21	R21	5	4	80
22	R22	5	5	100
23	R23	5	5	100
24	R24	5	5	100
25	R25	5	4	80
26	R26	5	3	60
27	R27	5	3	60
28	R28	5	2	40
MEAN SCORE				76.42

Table 4
Mean Score of Student mastery indicator verb

Mean	N	Std. Deviation
76,4286	28	18,09733

It can be seen on the table above the highest score of students mastery hotel vocabulary especially indicator verb is 100, and the lowest score of students mastery hotel vocabulary indicator verb is 40. And the mean score of students mastery hotel vocabulary indicator verb is 76,4286. Standard deviation is 18,09733. So, It can conclude The students mastery hotel indicator verb is good. Because the mean score of students mastery hotel vocabulary indicator verb is 76,4286. Mean 76,4286. Based on the table Category of Students' Score including category GOOD.

Table 5
Score of Students Mastery indicator Noun

NO	RESPONDENT	NUMBER OF QUESTIONS	SCORE	REAL SCORE
1	R1	5	4	80
2	R2	5	3	60
3	R3	5	5	100
4	R4	5	4	80
5	R5	5	2	40
6	R6	5	2	40
7	R7	5	5	100
8	R8	5	4	80
9	R9	5	5	100
10	R10	5	4	80
11	R11	5	4	80
12	R12	5	3	60
13	R13	5	3	60
14	R14	5	5	100
15	R15	5	5	100
16	R16	5	4	80
17	R17	5	4	80
18	R18	5	4	80
19	R19	5	4	80
20	R20	5	4	80
21	R21	5	3	60
22	R22	5	3	60

NO	RESPONDENT	NUMBER OF QUESTIONS	SCORE	REAL SCORE
23	R23	5	3	60
24	R24	5	4	80
25	R25	5	3	60
26	R26	5	5	100
27	R27	5	4	80
28	R28	5	2	40
MEAN SCORE				75.00

Table 6
Mean Score of Student mastery indicator Noun

Mean	N	Std. Deviation
75,0000	28	18,55921

It can be seen on the table above the highest score of students mastery hotel vocabulary especially indicator noun is 100, and the lowest score of students mastery hotel vocabulary indicator noun is 40. And the mean score of students mastery hotel vocabulary indicator noun is 75,0000. Standard deviation is 18,09733. So, It can conclude The students mastery hotel vocabulary indicator noun is good. Because the mean score of students mastery hotel vocabulary indicator noun is 75,0000. Mean 75,0000 Based on the table Category of Students' Score including category GOOD.

Table 7

Score of Students Mastery indicator Adjective

NO	RESPONDENT	NUMBER OF QUESTIONS	SCORE	REAL SCORE
1	R1	5	3	60
2	R2	5	4	80
3	R3	5	5	100
4	R4	5	4	80
5	R5	5	5	100
6	R6	5	3	60
7	R7	5	3	60
8	R8	5	3	60
9	R9	5	4	80
10	R10	5	4	80
11	R11	5	3	60
12	R12	5	3	60
13	R13	5	3	60
14	R14	5	3	60
15	R15	5	5	100
16	R16	5	3	60
17	R17	5	3	60
18	R18	5	4	80
19	R19	5	3	60
20	R20	5	4	80
21	R21	5	3	60
22	R22	5	3	60
23	R23	5	3	60
24	R24	5	5	100
25	R25	5	4	80
26	R26	5	3	60
27	R27	5	3	60
28	R28	5	3	60
MEAN SCORE				70.71

Table 8
Mean Score of Student mastery indicator Adjective

Mean	N	Std. Deviation
70,7143	28	14,88936

It can be seen on the table above the highest score of students mastery hotel vocabulary especially indicator adjective is 100, and the lowest score of students mastery hotel vocabulary indicator adjective is 60. The mean score of students mastery hotel vocabulary indicator adjective is 70,7143. Standard

deviation is 14,88936. So, It can conclude The students mastery hotel vocabulary indicator adjective is good. Because the mean score of students mastery hotel vocabulary indicator adjective is 70,7143. Mean 70,7143 Based on the table Category of Students' Score including category GOOD.

Table 9

Score of Students Mastery indicator Meaning

NO	RESPONDENT	NUMBER OF QUESTIONS	SCORE	REAL SCORE
1	R1	5	3	60
2	R2	5	4	80
3	R3	5	3	60
4	R4	5	2	40
5	R5	5	4	80
6	R6	5	3	60
7	R7	5	2	40
8	R8	5	4	80
9	R9	5	3	60
10	R10	5	3	60
11	R11	5	4	80
12	R12	5	2	40
13	R13	5	2	40
14	R14	5	3	60
15	R15	5	2	40
16	R16	5	3	60
17	R17	5	2	40
18	R18	5	3	60
19	R19	5	2	40
20	R20	5	2	40
21	R21	5	3	60
22	R22	5	2	40
23	R23	5	2	40
24	R24	5	2	40
25	R25	5	3	60
26	R26	5	2	40
27	R27	5	2	40
28	R28	5	3	60
MEAN SCORE				53.57

Table 10
Mean Score of Student mastery indicator Meaning

Mean	N	Std. Deviation
53,5714	28	14,45665

It can be seen on the table above the highest score of students mastery hotel vocabulary especially indicator meaning is 80, and the lowest score of students mastery hotel vocabulary indicator meaning is 40. The mean score of students mastery hotel vocabulary indicator meaning is 53,5714. Standard deviation is 14,45665. So, It can conclude The students mastery hotel vocabulary indicator adjective is good. Because the mean score of students mastery hotel vocabulary indicator adjective is 53,5714. Mean 53,5714 Based on the table Category of Students' Score including category FAIR.

Discussions

Based on the result of the research from vocabulary hotel test, there were 17 students can be classified have in mastery hotel vocabulary and 11 students can be classified enough in mastery hotel vocabulary. Based on the finding in this research, the researcher calculated the total score to find out the average. The researcher found that the average of students' vocabulary hotel test score was 68.92 and it means that their mastery about hotel vocabulary as the Good level.

It means that doing a vocabulary test for each student gives us information, what percentage of each student masters hotel vocabulary. Then we also know on what indicators students are more dominant in mastering hotel vocabulary.

In this research, the researcher gave 20 questions multiple choice in test to support the data of this research. The questions related to the hotel vocabulary. There are four indicators used in the hotel vocabulary test, namely verb, noun, adjective and meaning. then students answer each question without using translate. From the answers of all students, the researcher concluded that most of the students had good hotel vocabulary mastery. Proven by the value they produce from a given test. The mean score student answered above 50%.

However, students must further improve their vocabulary mastery, because vocabulary is the main thing that we must master so that we can interact well. without vocabulary we cannot convey anything and we cannot understand what is being conveyed.

The result above is supported by the statement of According to Nunan, (1991:117) stated that vocabulary is the collection of words that an individual knows. Without sufficient vocabulary, people cannot communicate and express their feeling both in the form of spoken and written effectively. In addition According to Tankersley (2005:66) says that vocabulary consists of the words that we understand and can actively listen to, speak, read, or write. It means that we need a vocabulary to help us understand and master the language skills within a language.

To sum up, the data of research had been conducted based on the procedures. As the research findings and discussion above, the researcher concluded the hotel vocabulary mastery for all students, including good categories.

Conclusion

Based on the findings and discussion at the previous chapter, the researcher researcher gave four tests of vocabulary, 1) verb, 2) noun, 3) adjective, and 4) meaning. From four kinds of the test researcher got mean score mastery of the sixth semester students of university of pasir pengaraian about hotel vocabulary. The mean score of vocabulary student mastery in category

verb is (76,42) the mean score of vocabulary student mastery in category noun is (75,00) the mean score of vocabulary student mastery in category adjective is (70,71) and the mean of vocabulary student mastery in category meaning is (53,57). It can conclude that the hotel vocabulary mastery in the sixth semester students of the English study program at the University of Pasir Pengaraian include category GOOD.

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