CHAPTER I
INTRODUCTION

This chapter in this research presents some topics such as background of study, research problem, research purpose, significance of study, scope and limitation, and definition of key terms. Each topic is presented as follows.

1.1 Background of Study

Language is very important for human life to create an interaction in social life. According to Blot (2003:208), language is an arbitrary system of symbol which serves to categorize the world in some socially agreed upon fashion. Edwards (2009:53) also stated, language is a set of arbitrary elements which is created into a communication system and has an agreed-upon significance within a community. Further, Agha (2007:ii) stated that people are connected with language in social relationship and allowed to participate in a variety of activities in everyday life by using language. From those statements, it can be concluded that language has been existed since a long time ago and develops as the time goes by as a communication tool for human in this changing era to have an interaction with other people in their daily live.

In short, language is a tool for people to have communication with other people. Not only as a communication tool, but it is also used to convey someone’s idea or thought by spoken or written. The existence of language is very important
since without it we cannot make an interaction with other people around us because people use language in their daily conversation and social interaction.

In daily life, there are many phenomena which have relation with language. These phenomena are discussed in sociolinguistics. Wardhaugh (2005:13) declared that sociolinguistics concerns with investigating the relationship between language and society with the goal being a better understanding of the structure of language and of how languages function in communication. So that, sociolinguistics discusses about the way people use language in social interaction, how someone speech and show their social status, and also concerns about anything in daily life, such as we see a written sign on the road.

In sociolinguistics, we learn about term of word or phrase which is used by people who have similarity in the job field and it is called register. As Holmes (2012:262) said that register is language which is used by groups of people with common interests or jobs, or the language used in situations associated.

Furthermore, Eckert and Rickford (2002:239) explained that the function of register is to represent language varieties characteristics of particular situation of use. It is clear that register is used to have communication with other people who have the same field of interest and make it as their characteristic when having a conversation.

In previous research done by Meiliya (2014), in her study about register used by hotel employees in Kusuma Agro Wisata Hotel, it is found that there are 80 registers used by hotel employees in Kusuma Agro Wisata Hotel from four different departments and it is divided into 58 formal registers and 22 informal registers. Moreover, in 2012, another research about register is also done by Anggraini in “An
analysis of register used by FOCUS in University of Muhammadiyah Malang. It is found that there are 50 registers which have different meanings from Standard English meaning, 2 registers which cannot be found in English Dictionary, 4 registers which is adapted from English and changed into Indonesian Language, and 1 register which is created by FOCUS member.

Related to those previous researches, the writer wants to take a discussion about register and shares the meaning of register which is used by Guest Relation Officer in HARRIS Hotel and Conventions Malang to all people. The writer hopes, at least, people know the meaning of the register which is used when they come to the hotel as a guest. As the consideration, the writer chooses Guest Relation Officer (GRO) in HARRIS Hotel and Conventions Malang as the subject because they use some register when handling over with their partner in the next shift and since the registers which is used by them are from English. Because of those reasons, the writer chooses HARRIS Hotel and Conventions Malang is one of the most popular hotels in Malang which offers a four stars hotel services and there are many foreign tourists come to this hotel.

1.2 Research Problems

1. What are the registers used by Guest Relation Officer (GRO) in front office department in HARRIS Hotel and Conventions Malang?

2. What are the types of registers used by Guest Relation Officer (GRO) in front office department in HARRIS Hotel and Conventions Malang?

3. What is the meaning of register used by Guest Relation Officer (GRO) in front office department in HARRIS Hotel and Conventions Malang?
1.3 Research Purposes

This research aims at finding:

1. Registers used by Guest Relation Officer (GRO) in front office department in *HARRIS Hotel and Conventions Malang*

2. Types of register used by Guest Relation Officer (GRO) in front office department in *HARRIS Hotel and Conventions Malang*.

3. The meaning of registers which are used by Guest Relation Officer (GRO) in front office department in *HARRIS Hotel and Conventions Malang*.

1.4 Significance of The Research

a. Theoretically,

The writer hopes that this research will give some contributions such as supporting sociolinguistics theory about language variation, especially about register. Moreover, it is expected to increase the knowledge about language variation in sociolinguistics theory deeply about register.

b. Practically

It is expected to give a lot of contribution to the English lecturers and English teachers as an additional teaching source and one of references when they teach sociolinguistic as a branch of linguistic about language variation theory particularly in register.

Moreover, the writer hopes it can give more information as a reference to the English further researchers when taking about the same topic of research about register. Further, it is also expected to give information for
college students in English Department at University of Muhammadiyah Malang who join apprenticeship in hotel. Also, this research is expected to give information about register which is used by Guest Relation Officer (GRO) in the chosen hotel.

1.5 Scope and Limitation

From the explanation above, this research focuses deeply on register which is used by Guest Relation Officer (GRO) in HARRIS Hotel and Conventions Malang. The researcher also makes a limitation on type and meaning of register used by Guest Relation Officer (GRO) in front office department in HARRIS Hotel and Conventions Malang.

1.6 Key Terms

1. Registers: a conventional way of using language that is appropriate in a specific context, which may be identified as situational (e.g. in church), occupational (e.g. among lawyers) or topical (e.g. talking about language). (Yule, 2006 : 259)

2. Guest Relation Officer: a person who has main duties to welcome the guest, conduct guest’s check-in process hospitably and efficiently, help and escort the guests in finding their room, give accurate information to the guest, handle and solve guest’s problems (complaints), especially for special or particular services, during their stay at hotel. (Sugiarto in Untari, 2010 : 8)
3. HARRIS Hotel and Conventions Malang: Peacefully situated in the “green” of reverside, nearby Malang – Surabaya main road with an easy access to the bus station and to the airport, HARRIS Malang is the place for a constructive seminar or to simply and naturally relax. (HARRIS Hotel Team: 2013)