

Chapter I

Introduction

1.1 Background of the Study

Tourism comes from the Indonesian word "*pari*" and "*wisata*". *Pari* means going around, and *Wisata* means visiting places. In English it called Tourism. Tourism is travel activity to some places. According to Meyers (2009) "Tourism is a travel activity that is carried out temporarily from the original place of residence to the destination with the reason not to settle or make a living but only to fulfill curiosity, to spend leisure time or holidays and other purposes".

Tourism is popular in Indonesia, because there are a lot of tourism destinations such as nature, fantasy world (Dufan, Trans Studio Mall), hot spring etc. Which are visited by local and international tourist. Therefore, currently the tourism become a target for buseness, such accomondation and transportation. Based on the title of this paper, the writer will explain one of the most important thing in tourism, it is Travel Agent.

For the sake of a satisfying and having a safe holiday, people have to prepare a place to rest such as Hotel, College, Resort and Others. There are a lot of alternative ways to make room reservation such as online

applications which can help to find many hotels, tourism destinations and others. Group travelers usually use Travel Agent to make room reservations. Therefore, Travel Agent make package with ease.

Travel Agent is a public service for people who want to travel. Various travel agents are: (samson-onlinetravel.blogspot.com)

- International Travel Agent,
- National Travel Agent,
- Domestic Travel Agent,

Travel Agents generally provide tour packages. Not only tour packages, but they also provide flight ticket bookings, cheap hotel vouchers, Rental and Document Delivery. Indeed, many services provided are different, it depends to the Travel itself. Consumer satisfaction is part of the most important motivation in a business in the Travel Agent business. The travel agent makes Cooperation between budget hotels and chain hotels, they creat the tour package to fulfill the desire of consumers from various backgrounds.

One of the travel agents is MG Holiday Bandung, this Travel is different from others in general, MG Holiday focuses more on Hotel Room Voucher. Mitra Global Holiday established in 2000 by Raymond

Djani and Eddy Yeo, located in Bumi Putera Building Street, Asia Afrika No, 141, Bandung City. MG travel is one of the most famous travel industry located in Bandung, they cooperate with more than 3,000 travel agencies, hotels and other business that correlate with tourism. It has 6 offices in Indonesia with the main office located at Majapahit street 16, Jakarta and 5 other branches located in Bandung, Bali, Surabaya, Semarang and Yogyakarta. This travel agency helped more than 2,000 hotels in selling over 1,000,000 rooms in a year

The rule of MG Holiday is all the employess have to be able to speak English. In each department they have to able to speak English, to assist the work process when there is guests or partners from abroad. The writer thinks that the importance to use English in the company, because all systems in the company use English. Therefore, the Language it is much needed for them to help their work.

According to Wibowo (2001:3)

“Bahasa adalah sistem simbol bunyi yang bermakna dan berartikulasi (dihasilkan oleh alat ucap) yang bersifat arbitrer dan konvensional, yang dipakai sebagai alat berkomunikasi oleh sekelompok manusia untuk melahirkan perasaan dan pikiran”.

(Language is an arbitrary and conventional system of symbolic sounds and articulated (generated by speech) instruments used as a means of communicating by a group of humans to give birth to feelings and thoughts.)

Language is communication ways between humans, and it is also very important for life. it is also used for systems interacting and

identifying them. The words uttered must have a meaning, as well as a way of expressing imaginative thought, which is can be expressed through language. Every human being and country certainly has their own languages, so it is important to study various language.

According Schmidt (2010:206) A language which is not the Native Language of large number of people in a particular country or region, is not used as a medium of instruction in school, and is not widely used as a medium of communication in government, media, etc. Foreign languages are typically taught as school subjects for the purpose of communicating with foreigners or for reading printed materials in the language.

English language is the global language. Even in the world of work in our country there are certainly many jobs that requires the use of English Language. It has a very strategic position that is besides as a means of communication as well as the discussion of internation association. In addition, English Language is also the first foreign language that is considered important for the purpose of accessing information, absorption and development of science, technology, and cultural arts.

1.2 Flow Chart of the Study

1.3 Research Questions

In this study, the research question is made mainly based on the background of the study above, and also on the writer's own interest. The research question is:

1. What is the constraint of the English Language for contracting staff department in their Job at MG Holiday Bandung?

1.4 Objective of the Study

According to the research questions, the writer has purposes that expected to be gained through this study. The objectives of the study is :

1. To find out the impact, constraint and improvement English quality while doing their work on service with the client.

1.5 limitations of the problem

To make the problem more specified and more focused on the main problem, it is necessary for the writer to limit the study in order to avoid misunderstanding. Limitations of the writer's problem is only intended to improve service in their job while doing service with the clients. Therefore the writer discusses matters related to the subject given in "English Language Constraint for Contracting in their Job at MG Holiday Bandung".

1.6 Significances of the Study

The result of this study is expected to give benefits for several goals, which are as follows :

- For the writer, this study is expected to provide knowledge about the role of Contracting in the travel, especially the role of MG Holiday Bandung.
- To enrich the library of knowledge about travel agencies at Pasundan University.
- For the company, this study is expected to help staff and company itself on the impact of their Job and to give a better solution.
- For the writer of this study as one of the requirements for accomplishment academic English Department Faculty of Art and Letters Pasundan University Bandung.

Chapter II

Theoretical Foundation

This chapter will discuss about the review of related theories. Those are definition, kind of English language, travel agent, MG Holiday, and contracting. Can be read as follows:

2.1 Definition of English Language

Language is interaction and language is very important for human life. Language has many differences in writing, pronunciation, and accent. Also it has verbal and non-verbal language. All living things can not be separated from language. The humans must keep communication with language because it has a foundation or the step in social life to survive.

According to Wibowo (2001:3)

“Bahasa adalah sistem simbol bunyi yang bermakna dan berartikulasi (dihasilkan oleh alat ucap) yang bersifat arbitrer dan konvensional, yang dipakai sebagai alat berkomunikasi oleh sekelompok manusia untuk melahirkan perasaan dan pikiran”.

“Language is a meaningful and articulate sound of symbol system (produced by arbitrary and conventional means) which is used as a meaning of communication by a group of people to produce feelings and thoughts”.

The other Statement by Oxford Learner’s Pocket Dictionary, (2011:247). “Language is a system of communication in speech and writing used by people of a particular country”. The Point of language

means of communication and simultaneously as a symbol of humanity. By using Language, it can make a statement to convey facts and tell something to report. That is the way for people to be able to express their ideas, feelings and information. So this is related to the statement that was collaborated by "Webster's New Collegiate Dictionary, (1981:641). "Language is a systematic means of communicating ideas and feelings by use of conventionalized sign, sound, gesture or marks having understood meaning".

There is a reason why English Language has an important impact on business, education and social. Mastering English Language at this time is very a mandatory thing which is learned by human and without that, will be left behind by the time.

Speaking is productive skill in the oral mode. It is like the other skills, is more complicated than it seems at first and involves more than just pronouncing words. Thornburry (2004) mentions what speakers do as follows:

1. *Speech Production*

Speaking is so much a part of daily life that we take it for granted. Then average person produces tens of thousand of word a day, although some people like auctioneers or politicians may produce even more than that.

So natural and integral is speaking that we forget how we once struggle to achieve until this skill, that is we have to learn how to do it all over again in a foreign language.

2. *Articulations*

Articulations involves the use of the organ of speech to produce some. A stream of air is produced in the lungs, driven through the vocal cords and “shaped” by among other things, the position and movement of the tongue, teeth and lips. Vowel sounds are produced primarily by the action of the tongue and lips

3. *Fluency*

Research into listeners perceptions of a speakers fluency suggest that pausing is equally important. All speaker pause they have to, to draw breath. And even proficient speakers need to stop from time to time to allow the formulation of an utterance to catch up with its conceptualization.

4. *Grammar*

It is theoretically possible to have short conversation where each utterance consists of nothing but a single word or short phrase. In this instance, context factors, including the lack of formality, make the use of complex language unnecessary. But to sustain a conversation like this over a variety of topics with a number of speakers would be virtually

impossible. The effect would be like baby talk. In order to generate a much more sophisticated range of meanings, the resources of the languages grammar need to be enlisted.

5. *Vocabulary*

Speakers also employ a lot of words and expressions that express positive or negative appraisal. This is due to the fact that a lot of speech has an interpersonal function and by identifying what it is they like or do not like, speakers are able to express solidarity with one other.

Therefore, according to Thornburry (2004) theory it can be concluded that the first important thing we should do is *Speech Production*, namely how we can generate any word of it, but this time in a foreign language. The second was the *Articulation*, that is how we set the position and movement of the tongue, teeth and lips. So the vocal is generated mainly by the action of the tongue and lips sounded clearly and be understood by our speaker. The third is *Fluency* that is how we organize and regulate the breath pause in speech, so that listeners understand the meaning of the message that we convey. The next is *Grammar* that is how the context in which we have made in terms of speaking, so that context that we make clear sounding is formal or informal. The last is *Vocabulary* is the number

of words we use in form a conversation, so the vocabulary is very important in terms of speaking.

The statement was collaborated by the perfection according to Brown, (2000:5). “Language is a system of arbitrary conventionalized vocal, written, or gestural symbol that enable members of a given community to communicate intelligibly with one another”. His opinion that language is considered a system consisting of symbols or symbols sound that can be able to communicate.

Here is a little history about English Language, they are:

a. Old English

The outstanding of the old English Language is in the five Centuries or eras that affected with Saxon and executioner. This Old English language was the end of precisely in that time of Norman Franc whom used French in the 11th century.

b. Middle English

Middle English is used in the 11 until 14 M century range, which at that time the United Kingdom, was in the face of the French Nation and included the English language. That existed at that time much influenced by Francis.

c. Modern English

Start from 1450 M and which at that time the United Kingdom was in the face of the French Nation and included the English language that existed at that time was heavily influenced by Francis.

At the moment English Language is important in the world, every single people who wishes to have a good job or career is required to have good English Skills. All equipment in a company uses technology in English. In the digital era, the company or travel as a whole in serving consumers must use a system with English. Currenly English is the important things in SOP of MG Holiday. Each travel agent always prioritizes the ability to speak English for employed .

In the recruitment process to become a staff at MG Group all use English, such as in interview and writing tests in English. After that, they must presentation about MG itself using English it can be how the important an English discussion is in the office. And they can to work in MG Holidaya. The writer thinks because indeed in daily work all employees or staff is involved in English.

2.2 Definition of Travel Agent

Travel is prepare of the journey or adventure. To travel, it is necessary to have an agency that manages the needs on the way. Travel agents have many kinds of packages, for example is the Hajj travel only focus on the journey of Hajj or Umrah. MG Holiday is focus to selling room.

According to Director General of Tourism Decree No. Kep. 16 / U / II / 88 dated February 25, 1988 concerning the implementation of Travel Business Provisions.

“Biro Perjalanan Usaha adalah kegiatan usaha yang bersifat komersil yang mengatur, menyediakan dan menyelenggarakan pelayanan bagi seseorang, sekelompok orang, untuk melakukan perjalanan dengan tujuan utama untuk berwisata”.

"The Business Travel Bureau is a commercial business activity that regulates, provides and organizes services for someone, a group of people, to travel with the main purpose of traveling".

Currently there have not been many theories about the travel agent itself. Travel agents focus more on ticket sales, selling rooms, sending documents, and selling packages that have been prepared by travel agents. Travel is very helpful for people who have no experience in a trip. The fact is that many travelers often use travel services to make their travels easier.

According to Yoeti (2003:58)

“Biro perjalanan (Travel) adalah suatu perusahaan yang memperoleh pendapatan dan keuntungan dengan menawarkan dan menjual produk serta jasa-jasa pelayanan yang diberikannya kepada pelanggannya”.

“Travel is a company that obtains income and profits by offering and selling products and the services it provides to its customers”.

In general, the structure of the travel agent includes;

a. General Manager

Organize as a whole in a company, responsible to all staff and provide direction/motivation to its employees. Build relationships with other companies to work together and create smoothness in a business. Leading, highest decision maker related to company policies and strategies.

b. Manager Accounting

Managing the overall finance in company expenses, and reporting each financial transaction to the General Manager.

c. Manager Marketing

Make a product sales plan owned by the company, Build cooperation with all vendors related to the needs of the company or to the consumers themselves and promote all sales to consumers.

d. Manager HRD

Recruit employees in the needs of a company, and monitor all employees.

Giving satisfaction in service is an obligation by making a level of offering to tourists, So the travel can called is classification on three levels, among them;

a. Core Product

The core product is the service or benefit provided for satisfy the needs of the target market (tourists) that have been identified.

b. The Tangible Product

Tangible product are special offers made in order sell something by emphasizing that tourist will accept it in return for money paid.

c. The Augmented Product

Additional product are all forms of added value given to tangible product offered, making it more attractive to candidates traveler.

2.3 Mitra Global Holiday (MG Holiday)

MG Bedbank is the travel agency that is in charge of West Java area, they have staff including Sales marketing, accounting, reservation, driver and one of them is Contracting. Contracting in a Travel Agent is the one who often performs contract transactions between Hotels with MG holiday Bandung in order to provide allotment at the Hotel.

According to the writer that had been training in MG Bedbank as A Contracting, which Contract term is executed by them usually more or less 1 year period, depending on the requirements and inventories of existing room in Hotel. It often happens on staff that usually miscommunicate with the hotel room reservations, sells marketing hotels. As for example when the standard type room in Z hotel is full overseas, but in allotment MG system is still open, the writer thinks that is related in terms of speaking English or because of the limited vocabulary owned by the staff contracting. Spaking English fluently will help them in their jobs.

On MG Holiday they all work with systems that certainly use English, from all reservations, accounting, sales, contracting they depend on the system. MG Holiday is a company that works in the world of service sales they provide cooperation with the Hotel, Travel Agent, Travel Bureau. MG has 6 distribution branches which are categorized according to their respective priorities. Among them;

- Mg Bedbank
- Room Deal
- RajaKamar.com

- Myhotelfinder.com
- Corporate Room Deal
- Lalalaway.com

In this study, the writer chose MG Bedbank because the writer had been on job training at the company on 3 months. MG Holiday Bandung, located on Jl. Asia Afrika no. 141, Bandung City. So, MG Bedbank sells more room services that are promoted at very cheap prices and quality, of course there are many chain hotels they sell. This company is the largest in Asia in room sales. Their target is to sell it not to individuals but to groups that go through travel agents. Thousands of travel agents in Asia have cooperated with MG Bedbank and almost Travel Agents in Indonesia they join MG Holiday.

In this study the writer analyzed the influence of English on contacting his work. In their daily lives they work to control partners who have contracted with MG Holiday, and also do sales calls to hotel chains to see how far the achievement target is, Because MG has room for sale to consumers.

2.4 Definition of Contracting

Reviewing many companies except the travel agent, that companies also require contractors that are tied to agreements between companies. The job of the contractor is to find, build and collaborate with vendors and companies in order to produce marketing targets within the specified timeframe. Collaboration is carried out by travel usually with Hotels, Travel Services and others. It is interdependent and does it according to need.

According to (Friedman, 2001:196)

“Kontrak adalah perangkat hukum yang hanya mengatur aspek tertentu dari pasar dan mengatur jenis perjanjian tertentu”.

“Contracts are legal instruments that only regulate certain aspects of the market and certain schedules”.

The writer thinks that when viewed from the aspect of the market, of course, must examine the various business activities that live and develop in a market. In these various markets, there are various types of contracts made by business actors who enter into sale and purchase agreements, leases, leasing and others. And also Contracts in a travel course must be able to see the market conditions needed by consumers.

The statement from other say and was corroborated by the perfection by (Bayles, 1987:143) “Contract of law is Might then be taken to be the law pertaining to enforcement of promise or agreement”. So

That statement examines to all companies involved in making an agreement and certainly it has objections to the Law, and the contract of law from the implementation dimension agreements made by the parties, this stage is constitute stage determines the preparation of a contract, contracts that have been prepared by the parties will also be carried out by themselves.

According to Crystal, (1993:4) Law of contract is: Our society's legal mechanism for protecting the expectations that arise from the making of agreements for the future exchange of various types of performance, such as the compeyance of property (tangible and intangible), the performance of services, and the payment of money.

So the part of Job Contracting in MG Bedbank itself is Handle all communication and negotiation with assigned Hotels and acquire new Hotels in assigned area. Manage or Request for Promotion, Incentives, and Contact extensions to achieve company target production and margin growth. Also create initial rate comparison on contract Rates with key competitor in B2B and B2C prior to any meeting with hotels or period to request to hotels like promotion act.

The correlation or connection between English Language and travel or tourism, is including the promotion of Travel abroad, reservation services,

accommodation services (hotels or travel), services during guiding, tourist communication with the community. Which ultimately related to imaging of Indonesia by the tourists. Tourists who are supposed to master English Language include Travel Agent employees, Hotel employees, Tour Guides and other Tourism Community. The writer thinks that the minimum target of mastering English language is a simple conversation in connection on their work and mastery of grammar and basic conversation.

The Writer think that English language of travel business is one of the most important parts that must be owned in every travel company staff.

The development of travel is currently increasing widely, travel in Indonesia is being seen by the world and many foreign arrivals to this country to enjoy the Rich and Beauty of nature in Indonesia.

According to Visa Magazine, 2012. "Global Tourism Intentions Survey".

"Hasil survey yang dilakukan oleh Visa. Dengan 11.620 responden dari 23 negara didunia, survei mengungkapkan bahwa stabilitas politik, penawaran wisata yang menarik, dan keindahan alam merupakan faktor utama wisatawan mancanegara datang ke Indonesia".

"Which is conducted by Visa. With 11,620 respondents from 23 countries in the world, the survey revealed that political freedom, attractive tourism offers and natural beauty are the main factors for tourists entering Indonesia".

With the mastery of English, it is expected to provide maximum service and be able to create a good impression or image that has the effect of increasing the Indonesian tourism industry. If a travel throughout the staff doesn't master English Language, there are will be a decrease in service and a crisis of foreign consumers especially. Logically the service sale in the digital era is almost using English, an example of promotion. And in this travel agent, MG Bedbank all systems and SOPs use English Language.

Chapter III

Research Methodology

In every research there must some kinds of method which is used by the writer to complete the research design and actually should understood about the research method itself. According to Sugiono (2001):

“Metode penelitian pada dasarnya merupakan cara ilmiah untuk mendapatkan data dengan tujuan dan kegunaan tertentu”.

“The research method is basically a scientific way to get data with a specific purpose and usefulness”.

In order to find out the answer of the research question, the writer chose this method of the research to complete all the research instruments. Therefore, the writer will do research with the following process by using

research design, population and sample, procedure of data collection and data analysis.

3.1 Research Design

The writer uses qualitative method. The reason why the writer chooses this method because it helps the writer to get research data, and make it is easier for the writer to answer the formulation of the problem and get a conclusion and successful research. In addition to get the data written above, this method supports the writer for efficiency in conducting research.

According to Saryono (2010),

“Penelitian kualitatif merupakan penelitian yang digunakan untuk menyelidiki, menemukan, menggambarkan, dan menjelaskan kualitas atau keistimewaan dari pengaruh social yang tidak dapat dijelaskan, diukur atau digambarkan melalui pendekatan kuantitatif”.

“Qualitative research is research used to investigate, find, describe, and explain the quality or features of social influence that can’t be explained, measured or illustrated through a quantitative approach”.

Qualitative research aims to describe an event or fact with deep knowledge and to what extent the details of the data are investigated and if qualitative research is more in depth to get the results of the data under study, it can be concluded a better quality of the research. The qualitative methodology tends not to need too many objects to be used as research

material, because this method prioritizes data depth rather than data numerical.

The other statement comes from Sugiyono (2005),

“Deskriptif adalah suatu metode yang digunakan untuk menggambarkan atau menganalisis suatu hasil penelitian tetapi tidak digunakan untuk membuat kesimpulan yang lebih luas”.

“Descriptive method is a method used to describe or analyze a research result but not used to make broader conclusions”.

It method give an overview of the research design and which include among others: procedures, and steps to be taken, time of research, data source, and what kind of step the data obtained and then processed and analyzed. The data were analyzed based on the theory mentioned in chapter before.

3.2 Population and Sample

In order to collect the data, the writer applies some procedures for the sources at MG Holiday Bandung, located at Bumi Putera Building Street. Asia Afrika No, 141 Bandung City. The population of that company are 12 employes and the writer take two employes for the research. The wtitier chooses this company because the writer had been training in that company.

3.3 The Procedure of Data Collection

The procedure of data collections used in this research are following some steps, qualitative method is used in this paper. Qualitative method is the method that used in this research. The writer collects the data through interview and questionnaire give to the foreign guest and the document by Email. The writer conducted the data by visiting to the MG Holiday and interview staff contracting to find a problem while doing a job. The writer uses some steps in collecting data for this paper:

3.3.1 Interview

The writer interview a staff contracting of MG Holiday Bandung. The first is the writer explained the purpose of study. After get the permission, immediately give some questions list on paper. During interview, the conversation recorded in mobile phone then copy on the paper.

- Interview of Intsrument

The questions are:

1. What is your name?

2. How long have you been working in MG Holiday as a Contracting staff?
3. What are your constraint in speaking English at work?
4. Has MG Holiday held an English course?
5. What did you do to improve your English skill?
6. What is your last education?
7. Is your work appropriate to SOP?

3.3.2 Questionnaire

The writer gave questionnaire for foreign guests. The writer do not meet directly to provide the questionnaire because it has already agreement between writer and Branch Manager of MG Holiday Bandung. The writer provides via reservation of MG Holiday Bandung. The instrument that writer used in a list of question about service in using English Language.

- Questionnaire of instrument

The questions are:

1. How does the staff reservation English speaking skill?

a. Excelent

b. Average

c. Low

d. Others

2. How does the greeting that owned by staff reservation?

a. Excelent

b. Average

c. Low

d. Others

3. How does the reservation staff explain about the facilities of Hotel?

a. Excelent

b. Average

c. Low

d. Others

4. How is the pronunciation that owned by staff reservation?

a. Excelent

b. Average

c. Low

d. Others

5. Are you satisfied with the staff reservation service?

a. Excelent

b. Average

c. Low

d. Others

6. Does your booking match with your ordered?

a. Excelent

b. Average

c. Low

d. Others

7. How fast staff reservation respond when you ask some questions?

a. Excellent

b. Average

c. Low

d. Others

3.3.3 Document

These documents is to strengthen evidence that there is a written discussion between consumers and MG staff. The writer will take the document from reservation and after that will take a screenshot by phone. After all the data conducted from the interview and questionnaire. Therefore, these documents will collect as the data addition.

3.4 The Data Analysis

After all the data were collected. Which are visit, interviews, questionnaires and the document by email were then evaluated, clarified

and compared between the theories and the situation of nowadays. After that, the writer make a finding based on interview and questionnaire.

Chapter IV

Data Analysis, Finding and Discussions

In this chapter the writer is going to discuss about the English Language Constraint for Contracting in thier Job at MG Holiday Bandung. The writer will analyze, finding and make discuss for collecting the data.

After all the data collected completely by the writer, then these data are conducted qualitatively. The writer determined, is there any constraints for contracting in their job at MG Holiday. These data are formulated based on the data collected. The data are obtained from the result of the interview contracting and questionnaire to the foreign.

4.1 Data Analysis

Data is a collection of informations from a matter of obtained through observation and search to certain sources.

According to Turban (2010)

Data adalah deskripsi dasar dari benda, peristiwa, aktivitas dan transaksi yang direkam, dikelompokkan, dan disimpan tetapi belum terorganisir untuk menyampaikan arti tertentu.

Data is a basic description of objects, events, activities and transactions that are recorded, grouped and stored but not yet organized to discuss certain meanings.

4.1.1 Data of Contracting employees

1. **IP** was born in Bandung on May 31st 1991. Now he lives in Caringin (mama idin) street. He has been working at MG Holiday Bandung for one year as a contracting staff.

2. **OM** was born in Bandung on May 4th 1990. Now he lives in Rajawali Timur No. 160 Street he has been working in MG Holiday for three years as a contracting staff.

4.1.2 Data result according to the interview

The data based on the interview with the staff contracting:

Question 1: what is your name?

- **IP**

My name is Irpan Pahrudin

- **OM**

My name is Oke

Question 2: How long have you been working in MG Holiday as a Contracting staff?

- **IP**

About one year

- **OM**

About three years

Question 3: What are your constraint in speaking English at work?

- **IP**

Constraint in English is when I do the negotiation with hotels, maybe my English is not that fluent. So when I passing negotiation partner and they have more knowledge in English, maybe it will be my lack, and also when we do replying email sometimes we must think and doing the email to the negotiation partners.

- **OM**

My constraint is in speaking English.

Question 4: Has MG Holiday held an English course?

- **IP**

In MG Jakarta yes, they have English training but in here in mg Bandung they don't have any English course.

- **OM**

No, there is no English course here, but in Jakarta yes they have

Question 5: What do you do to improve your English skill?

- **IP**

I do a lot. I play game, listen to musics, and also expend read some books.

- **OM**

I just speak and write to improve my capability in English by email. Everyday I learn by doing. Watching Movie, play game and switch my phone language in English.

Question 6: What is your last education?

- **IP**

My last education is bachelor degree and my major was system information.

- **OM**

Bachelor degree, Economy.

Question 7: Does your work appropriate to the SOP?

- **IP**

Yes, when we're talking about the English requirements there are no written standard operating procedure.

- **OM**

Yes, correct. But about English there are no written in SOP.

4.1.3 Data of foreign guest

No	Guest Name	Country	Phone / Email	Check in	Check out
1	Mr.Aihongqiong	Singapore	+6519796908	26-06-2018	30-06-2018
2	Mr.Jan schipper	Netherland	sintadewi@pertamina.go.id	17-07-2018	20-07-2018
3	Mrs. Kai Rong	Hong kong	KaiR@gmail.com	08-02-2018	12-02-2018
4	Nishida Sachiko	Japan		16-11-2018	10-11-2018
5	Hashizume Yoshiaki	Japan		13-11-2018	14-11-2018

4.1.4 Data result according to questionnaire

The data based on questionnaire provide, it can be conducted:

Question 1: How does the staff reservation English speaking skill?

- e. Excellent : 1 respondents
- f. Average :4 respondents
- g. Low : 0 respondents
- h. Others : 0 respondents

Question 2: How does the greeting that owned by staff reservation?

- e. Excellent : 3 respondents
- f. Average : 2 respondents
- g. Low : 0 respondents
- h. Others : 0 respondents

Question 3: How does the reservation staff explain about the facilities of Hotel?

- e. Excellent : 2 respondents

f. Average : 3 respondents

g. Low : 0 respondents

h. Others: 0 respondents

Question 4: How is the pronunciation that owned by staff reservation?

e. Excellent : 1 respondents

f. Average : 4 respondents

g. Low : 0 respondents

h. Others :0 respondents

Question 5: Are you satisfied with the staff reservation service?

e. Excellent : 4 respondents

f. Average : 1 respondents

g. Low : 0 respondents

h. Others : 0respondents

Question 6: does your booking match with your ordered?

e. Excellent : 5 respondents

f. Average : 0 respondents

g. Low : 0 respondents

h. Others :0 respondents

Question 7: How fast the staff reservation respond when you ask some questions?

e. Excellent : 4 respondents

f. Average : 1 respondents

g. Low : 0 respondents

h. Others : 0 respondents

4.1.5 Data of Document

- **The First Guest**

Greeting,

Hope everyting goes well with you

Regarding the reservation as below:

The guest is already in the front desk of hotel, and can't find his booking at the hotel system, please confirm with the hotel and provide the hotel confirmation number asap.

Should you need further assistance, please feel free to contact us,

Kindly regard.

- **The Second Guest**

Good morning

We have had trouble with payment, we have never received, we was finally forced to cancel this booking. Could you please reconsider this situation and help us waive charge for this booking as an exception just for this time?

Your help and assistance regarding this case will be extremely appreciated.

Looking forward to your news as soon as possible.

Thanks you very much!

- **The Third Guest**

I have a payment problem, i have paid and haven't got any payment receipt of the bookings. While I have to go Indonesia today.

Please i need your response as soon as possible.

Thank you

- **The Forth Guest**

Greeting ,

I'm at the Hotel and need to add 1 more night with the same type room.

Should i go to front office to report or there are other way?

- **The Fitfh Guest**

I've got an issue on checking the booked room, how should solve it?

4.2 Finding

Finding is a process in a study to identify, describe and express a problem as a reference for moving forward.

According to Gunawan (2007)

“Kegiatan atau tindakan adalah perbaikan sesuatu yang perencanaan, pelaksanaan, dan evaluasinya digarap secara sistematis dan sistematis sehingga validasi dan reliabilitasnya mencapai tingkat riset”.

“Activities or actions are improvements to something that is planned, implemented, and evaluated systematically and systematic so that validity and reliability reach the level of research”.

After all the research data conducted on English constraint while doing a job contracting staff at MG Holiday Bandung. It can be concluded that the main constraints are the lack in English Vocabularies, and speaking that they have. Also the lack of their speaking skill and sometimes it creates a misunderstanding between the guests or business partner. Besides that, contracting staff have a different background on English.

The part of Job Contracting in MG Holiday itself, Handle all communication and negotiation with assigned Hotels and acquire new Hotels in assigned area. Manage or Request for Promotion, Incentives, and Contract extensions to achieve company's target production and margin growth. Also create initial rate comparison on contract Rates with key competitor in B2B and B2C prior to any meeting with hotels or

period to request to hotels like promotion act. Therefore, to make a great job while doing work as contracting staff is can be speak English very well.

The great reservation while a serving guests, especially foreign guests is in terms of language. Most of them use English, although English is not their mother tongue. Because guests who visit Hotels in Bandung or west java come from all over the world. Their language accents are very different. So it is very important for the reservation to provide their language knowledge and cultural recognition for all staff, especially reservation in order and handle complain guests to improving their English language skill.

The main job of reservation which ordered by guests through the telephone and email available in the Office. However, as a part of Reservation staff is also required to master all information about MG Holiday Bandung. As a reservation staff also must be patient and work well when serving guests, such as giving assistance when guests need even though it is not the main job of reservation itself. This will make guests feel happy and comfortable when order with MG Holiday.

From all the result of data collected, the writer think that their lack do not have a big impact during work process. Because it can be seen from

the result of interview, questionnaire and document. They service a customer very well. Also they always maintain professionalism at work. And client satisfaction is the main thing for them.

4.3 Discussions

Discussion can be simply defined as a Carry out systematically and directed toward a particular issue or problem.

In every single one they are different, such as education, work experience, and soft skill in their work. One factor of the quality of work can be seen from the education background of the contracting staff or the employees. Based on the interview with two respondents, the writer get answer about their education background from each of them. Irpan Pahrudin was graduated S1 system information and Oke Mahdani was graduated S1 Management. And they have standard operational procedure in that company.

Their education background as included in the required characteristic in the world of work. Based on their education background, the ability to speak English is lacking, such as vocabularies, speaking etc. As the writer knows, the education system they have is not too focused on English. Therefore, it does not guaranteed on their ability to speak English very

well. However, if we take a look the education curriculum, that English have been taught since primary and secondary school. It can be seen from how long they have been studying English, approximately Ten years have already begun learning English. Therefore, the basic to understand and to use English in general, they have mastered English and they have finished it until bachelor degree.

So it can be seen from the result of questionnaire, for the first impression of a company itself is in how the greeting to the client. The greeting of MG Holiday in English is “Good morning/afternoon, with reservation staff MG Holiday Bandung my I assist you”. Three of them answered Excellent, who are Nishida Sachiko from Japan, Jan Schipper from Netherland, and Kai Rong from Hongkong. The reason why they answered excellent because they are understand and feeling happy with the greeting of staff reservation so they gave excellent value on the questionnaire, also they understand what his say.

The parameter of work quality and service, it can be seen from how long they work. Such as a knowledge about contracting, learning a job, handle trouble, and getting an achievement. Based on interview from contracting staff as many two respondents, they have long enough as contracting staff. Which is Irpan Pahrudin he has been working for one

year and Oke Mahdani he has been workin for three years, on the length of time they have a good work, and they already have good quality. MG Holiday recommends to all employees serve customers wisely, customer satisfaction is the main thing for the staff. Based on the result of questionnaire it can be seen from the answers of five respondents. Four of them answered Excellent which are Kai Rong from Hong Kong.

They are still working at MG Holiday and always keep the sportsmanship in working and usually given an award, in their company. Therefore, the writer concludes, that they are working well. And the nominal foreign guests who stay at hotels in West Java and Bandung especially, around hundreds of clients. Because MG Holiday Bandung focuses on West Java.

Based on the result of questionnaire it can be seen from the answers of five respondents. They are answered Execellent which are Kai Rong from Hong Kong, Hashizume Yoshiaki, Nishida Sachikoboth are from Japan, Aihongqiong from Singapore, and Jan Schipper from Netherland. This is the priority of MG Holiday for all customer who ordered with us, that's why they gave the excellent,because it is always in match with the order. As slogan of that company "Everyone is part of MG". They are required to know all of the things related to MG Holiday. This can be

seen from the service that when the guests need help or ask some question. Four respondents answered Excellent which are Kai Rong from Hong Kong, Hashizume Yoshiaki, Nishida Sachiko both are from Japan and Jan Schipper from Netherland. This is because they are understand the use of English well.

There is a difference in their work experience and how long they have been working. Okay, Madani has been working for three years and served as Manager of Contracting. Also, he ever worked at one of travel agency as sales marketing. Almost every month he receives an award for the target that he achieved at work. Although, he has a lack in speaking English. But, he never give up to always work well and be responsible. Irpan was a Staff Tour&guide then he has been becoming a Staff Contracting since one year ago. He becomes a Staff Contracting because his previous position was removed. He has no work experience before work at MG Holiday.

As we knew the position of Irpan in his previous position before in Tour & Guide, it could say that his ability in English was a little better than his working partner. To be a guide, must have good ability in English, if the guests are from abroad. It might many vocabualries

regarding the city to be addressed. Can bring a comfortable atmosphere and guests feel happiness while traveling around the city.

During work they have English language constraint. Irpan Pahrudin said when negotiation with partner business is difficult because many vocabularies about contracting that he don't know, he realize when during work replying email, he always looking for dictionary. But it's not to be a big trouble, he always doing a job correctly and never cut down out from his duties. It must be done to stay focus in carrying out the work. Try read the situation and the conditions of partner business.

The constraint of Mahdani is when a partner business is Speaking English so fast with any accent like Singapore, Japan, Hong Kong, because most people who book hotels through MG are people basically is not their mother tounge. It always occurred with him, he didn't focus when carrying out his work. His constraint is hard to speak English well. But, so far the native speaker he communicate with, always understand what he meant. The solution to this is that he must remain focused in carrying out his duties and try to read the situation and conditions of partner business. These constraints can be superintend by continuing to learn English. Applying English in daily life. Improve the English

language by following the less that is inside or outside the office. Then study the culture of each accent people abroad for a better skill in English.

So it can be seen from the result of questionnaire, the main discussion in the study is how the English Language of staff reservation for handle people abroad it is can be speaking English well. One respondent answered Excellent which is Kai Rong from Hong Kong, the reason why her chose Excellent because her understand during conversation with the reservation when using English. And then four respondents answered Average which are Hashizume Yoshiaki, Nishida Sachiko both from Japan, Jan schipper from Netherland and the last is Aihongqiong he from Singapore. They understand how to chit chat in English but not in depth.

Speaking English is one part of the important staff to service the client or guest. This aspect is the aspect of pronunciation that is owned by reservation during Oke and Irpan stand in reservation staff. A good pronunciation will certainly support the English language of the reservation. It can be seen from the answers of five respondents. One respondent asnwered about pronunciation staff reservation is Exellent, which is Kai Rong from Hong Kong.

Based on the results of interview with two respondents, the writer get the answer from them about their effort to improve their English. Irpan Pahrudin was did a lot of thing, he playing game such as Mobile legend, listening music English like Quen, Jhone Lenon, and read some books like a novel, article and etc. Oke Mahdani was did speaking English every day, watching movie without subtitle, and using English mode in his handphone. So these way from them to improve their English skill. These efforts are considered less effective in improving English language skills. They did such as, watching movies, reading articles a listening to songs. On this problem is to continue to improve the quality of English by following an English course or talking with friends at the office. This tips is expected to improve the quality of English skill.

The quality to have a good English is held English training for the employees. MG Holiday has held English training, located in Majapahit Steet 16, Jakarta. But in MG Holiday Bandung never held English training yet. It based on interview from contracting staff as many two respondents. The training it was a few years ago, and nowadays not getting info for the next training English.

As the writer know, the people are too hard tying speaking English in daily life, so this is happened to them. And they don't have

much time to learning English, because after their worked they have to go home such as family time etc. This case is important for a company to overcome English training for a better tomorrow. Also in that company don't have any program about for improving English skill for the employees, such as program English day.

Chapter V

Conclusion and Suggestion

This chapter illustrates the answer of research problems. This summary includes conclusion and some suggestions that will be useful for further researcher.

5.1 Conclusion

The result of research on English Language Constrans for Contracting at MG Holiday Bandung, certain that the result from the interview. It can be concluded that both respondents is good enough in terms of English. Although there are many weakness that they have, but not bad effects in the work process. The writer assume that there are efforts that they do cover their weakness, such as priotizing costumer satisfatction, and trying to maintain proffesionalism at work. It is because English is the main modal for people to interact with each other in solving a problem.

Althought there are has a difference in education, work experience, it can all be covered with their repective integrity. In Each individual they have their own advantages, Oke Mahdani as Contracting

Manager has big responsibility, while Irfan Pahrudin has a good English language capacity because previously he was on the tour and guide staff. Guest satisfaction is very good and it can be seen on the results of questionnaire that guest feel satisfied with the service, the order is always according to the guest's request and good greeting. Overall, Guest feel good satisfaction with MG Holiday Bandung staff services. Also can be seen from the document, there is a discussion or e-mail communication between MG staff and guest.

Where there are advantages it is definitely disadvantages. These constraint are the lack of vocabulary that they have, so that they sometimes find difficulty to say what they want to say or speaking. The next constraint is the lack of understanding culture of each guest who is not mother language, it sometimes makes them confused about what is meant by the guest. But they has many ways to resolve them. And also they do many ways to improve their ability to use English well.

The writer was also very enthusiastic because he saw from the interview their desire to improve their English, in a way that was quite unique. Such as play online game, watch hollywood movie without subtitle and so forth. In this era of highly sophisticated technology there is a lot to learn for easy and they are aware of the importance of English in their

work. Therefore, English language is one of the success key towards the world of tourism, one of which is travel agent.

5.2 Suggestion

Based on the result analysis and suggestion in this research that can be given through this research to get better results are:

1. To MG Holiday Bandung: In this era, we do need English language because is the modal for a buseness. MG Holiday it is necessary to help all employees in particular contracting and reservation in improving english. Who often communicate with foreign guest. The writer has suggestions for the MG Holiday Bandung for made English Program, where all employees on that day use English as well as verbal and non verbal. And rebuild English training every three month. It is unfortunat that MG Holiday Bandung, which is already famous for its selling rooms and almost all hotels in Indonesia cooperate with it, if the ability of employees in english is lacking.
2. To Contracting Staff: It can be seen that English is very important for them when serving guests. Therefore, they need to improve the quality of English language by following the English language training at inside and outside the office. They have always to improve practice English

everyday with friends. They also have to improve their knowledge of culture from every guest who is not from mother language.

3. To the further researchers: Prepare well for the researcher so that the results are better than this paper, especially about the constrain in English. Understood the formulation of the problem, so that when there are not too many revisions of the paper. It would be better for researcher to be carried out according to the curriculum set by the campus. Must have a target on this study or paper for research process, because it will be much better.

It is better to explore and discover the influence of the importance on English language in the process of working for a travel company in particular, where they often communicate with foreign guests or clients. Looking for the travel that is already well known, rather makes it easy for prospective researchers to find the data needed. Make sure the staff or part to be studied has something to do with the department that has been taken at the campus. And most importantly, prepare mentally to carry out a study.

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