

The English Typical Vocabulary Used in Human Resources Department of the Oberoi Beach Resort Bali

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Abstract

This study employs a qualitative research design, utilizing content analysis and interviews as data collection methods. Content analysis sheets and interview guidelines served as the primary instruments. The research investigates the typical vocabulary used within the Human Resources Department of The Oberoi Beach Resort Bali. The analyzed documents include Training Reports, Standard Operating Procedures (SOPs), Human Resources Reports, Memorandums, Proposals, and the Reward and Recognition Programme documents at The Oberoi Group. Analysis of these documents and interview data revealed 78 typical vocabulary items, aligning with the theoretical framework proposed by Holmes (2013). This analysis highlights the department's focus on maintaining high service standards, adhering to legal frameworks, and ensuring efficient administrative processes. The study concludes that the specific vocabulary used reflects the unique demands of the luxury hospitality industry and underscores the importance of clear and precise communication within the HRD context, as supported by Holmes' (2013) theory.

Keywords: *ESP, Human Resources Department, The Typical Vocabulary.*

INTRODUCTION

The use of English in hospitality context is more specific from the use of English in general context (Asmin, 2019). In this situation, one of the most visible differences is the typical vocabulary of the workplace which one rarely found in general English. In other words, a term or word will have a different meaning somewhere. In the hospitality industry, many terms differ from the general terms used daily. According to Munthe et al. (2022), the meaning of a word can change based on time, place, setting, and circumstances. With this, people will also turn to different terminology in different situations. It is, therefore, important for people to know the terminology in the workplace to work in a profession because the purpose of communication is to convey information well from speaker to speaker (Sari, 2023).

Language can never be separated in human society (Asmin, 2019). Communicating using good and correct language is essential. English for Specific Purposes is designed to approach a person in a language for a specific context in a field of specialization that focuses on vocabulary or terminology in a particular discipline (Rahman, 2023). In all professional and occupational fields including hospitality, mastering English with a specific purpose is the key to effective communication. When working in a hotel, employees will get a lot of new terms that need to be more familiar with. This phenomenon often happens during the initial immersion in the workplace, through documents issued and created in the Human Resources Department that describe a job or thing related to the company by the company culture.

This research discusses the meaning of typical vocabulary used in the Human Resources Department at The Oberoi Beach Resort Bali. It aims to explore the typical vocabulary that used in Human Resources Department documents and interpret the meaning of the typical vocabulary in all the documents, where each company's documents have different terms. The Oberoi Beach Resort Bali is a 5-star hotel in Bali that has an international reputation and quality human resource management standards. With a total of 335 employees, it reflects a company with high loyalty to its services.

Through this, the documents issued by HRD at The Oberoi Beach Resort Bali use formal vocabulary and are in accordance with the standardization of the hospitality industry. In addition, the variety of documents can enrich the variety of vocabulary obtained so that this study can represent the vocabulary used in the field of human resources in the hospitality industry. This research was inspired by the phenomenon of the use of typical vocabulary in The Human Resources Department documents at The Oberoi Beach Resort Bali. The terms used to conduct training differ for each company in the industrial world. Using certain terms can result in different perspectives, which can then make communication ineffective.

METHOD

This research was conducted using a qualitative research design. Qualitative research is research that explains social phenomena by identifying and examining the importance of social activities and interactions in society (Mwita, 2022). The benefits of this design paradigm are the reason qualitative research was chosen. Qualitative research can provide useful knowledge that can be used to inform social policies and practices. This method allows researchers to see social reality through the eyes of a participant. It provides a more in-depth understanding of the effects of specific laws and practices on individuals and groups. To be more specific, researchers undertake descriptive qualitative research.

The subject of this study is several documents created in the Human Resources Department, which include training reports, SOPs, human resources reports, memorandums, proposals, and reward and recognition programs in the Oberoi Group. The Human Resources Manager and Training Manager of The Oberoi Beach Resort Bali is a source of information for obtaining data for this study. Both staff members were selected with the criteria of more than five years of service at The Oberoi Beach Resort Bali and having received direct education from hospitality schools built to develop potential as employees in the Oberoi Group. This hotel is in Seminyak, Badung. This 5-star hotel is one of the longest-operating hotels in Bali, and it has a very complicated organizational structure with many positions. This research investigates documents in the Human Resources Department because many documents are created that relate to employees, making many documents created in the Human Resources Department important for all employees in the company. In addition, data will be obtained from the human resources manager and training manager as a source of information to determine the meaning of the typical vocabulary used more clearly. Thus, the data can be validated and accurate by the existing reality.

The Oberoi Beach Resort Bali, located in the prestigious area of Seminyak, Badung, is one of the longest-operating five-star hotels in Bali's hospitality industry. The iconic hotel has around 335 employees, including trainees, daily workers, and permanent employees, each of whom has an important role in supporting its operations. Given the scale and diversity of its

human resources, the hotel pays great attention to maintaining high-quality standards in its services and operations. To support this, The Oberoi Beach Resort Bali implements a carefully planned and structured training program to enhance its employees' skills, knowledge, and professionalism. The training was conducted in line with the hotel's commitment to provide excellent service to maintain its reputation as a leader in the luxury hospitality industry while ensuring the continuous development of resources that are competent to provide exceptional service so that guests have an unforgettable experience.

Content analysis means observing an object or problem (Pujiyanto, 2021). In this research, content analysis was the first data collection method. This method involves observing the subject under study and the phenomenon in the field. This research requires direct content analysis to collect data; the content analysis method helps obtain and facilitate data analysis. The things that will be observed in this research are all types of documents in the Human Resources Department to get the terms used at The Oberoi Beach Resort Bali. The documents observed did not specify the type, and what was observed was the use of words that are only and often used by the Human Resources Department to describe terms in work or related to the type of work.

Table 1. Content Analysis Sheet

No.	Terms	Sentences	Meaning

This study uses one content analysis sheet as a data collection instrument. Content analysis sheets record data systematically and structurally, helping to collect data relevantly and more accurately.

The second data collection method in this research is the interview. An interview is an activity or process of interaction between the interviewer and the source of information through direct communication. It is also a face-to-face conversation (Makbul, 2021). In this case, the interview method will be used to answer the second research question the data obtained through content analysis and produce concrete data. This research uses interviews as one of the data collection methods, and an interview guide is required to facilitate data search. An interview guide is a document designed as a researcher's tool to streamline researchers' collect data in a relevant and structured manner. This research will focus on interviews as a data validation process through information sources, namely workers in the Human Resources department.

Here are the questions:

1. *Apa saja kosa kata yang biasa digunakan untuk membuat dokumen?*

2. *Jika boleh tau apa saja dokumen yang dikeluarkan dari HRD yang berkaitan dengan karyawan?*
3. *Apakah ada istilah khusus yang digunakan ketika membuat dokumen yang harus digunakan?*
4. *Apa makna dari kata (... (sesuai dengan kata yang didapatkan dalam observasi))?*

The data reduction method has helped in data collection. During this time, the researcher discarded and reduced the previously collected data. The data contained various terms used in the documents, which the researcher then eliminated from further examination. In this study, the author sought data by coming directly to the hotel and meeting the Human Resources Manager to ask for a sample of documents that could be researched. During the data reduction process, the researcher double-checked to ensure that the terms collected were related to the theory of meaning. The researcher had to determine which data were relevant and in line with the meaning of the terms based on English for Specific Purposes. In determining the terms that are included in accordance with the data category, it is done by further analyzing the findings. Then, conduct interviews with the Human Resources Manager and Training Manager to ensure the true meaning used in the document.

Data display is the act of organizing data to make it easy to examine and draw conclusions. The data for this research is presented in narrative form. Data display was done so that, based on the results of non-participant content analysis and interviews, changes could be made to the type of data collected during the data collection procedure. This data is explained as a result of data reduction so that it is methodical and easy to remember.

During the research and data reduction stages, conclusions were drawn. The tentative conclusions were drawn after displaying a considerable amount of data, and the conclusions were drawn after collecting all the data. Researchers have been trying to interpret the meaning of the data collected since the beginning of the study. To achieve this, we should look for patterns, motifs, relationships, parallels, recurring topics, hypotheses, etc. The conclusions reached are initially uncertain, vague, and doubtful. However, this will be resolved by collecting more data from studies, content analysis, and interviews. Throughout the research, conclusions should be made clear and verified.

FINDINGS AND DISCUSSION

Based on the content analysis, the typical vocabulary found in the six categories of documents showed different meanings according to the context in which they were used. The theoretical foundation used in this research is formulated by Holmes (2013), which refers to the importance of situational and linguistic context in determining the meaning of the analyzed terms. Situational context refers to the specific conditions or environment in which the term is used, including the purpose of communication and the audience involved. In contrast, the linguistic context includes the linguistic structure surrounding the term in the text. Therefore, this analysis refers to the understanding of meaning that will not depend on its lexical definition, but there are also contextual factors according to certain situations. These results show that there is indeed flexibility in the language used in documents in the Human Resources Department at The Oberoi Beach Resort Bali.

All data collected through the analysis of various documents summarized systematically to describe the meaning of each term used in the operational context. This research also utilizes the results of in-depth interviews with the Human Resources Manager at The Oberoi Beach Resort Bali as a data to get the answer of the second research question.

Through interviews that aim to validate the data that has been obtained through content analysis. Getting results that are accurately described and based on the context of using human resources department practices. This research is expected to provide an effective understanding of the use of specific language in documents so that the credibility of documents can be accounted for.

Table 2. The Meaning of Typical Vocabulary

NO.	Terms	Sentences	Meaning
1.	Actual market segment	-	Create Actual Market Segment.
2.	Appraisal	-	Employee performance appraisal/evaluation form for one year.
3.	Apprentice	Promote from Apprentice to FTC	Is the status of employees who are still categorized as employees who are still doing internships to prepare themselves to become more professional in a profession.
4.	Award corpus	-	Cash gifts given by the General Manager to employees during employee gathering events.
5.	Bale Banjar	10.00 – 11.30 Fire Awareness and its Future Challenges (Bale Banjar)	The name of meeting room of The Oberoi Beach Resort, Bali.
6.	Hotel budgeting training	I am pleased to have your approval on Hotel Budgeting Training by BHA, with details as mentioned below:	Training program followed for professional and efficient hotel budget design.
7.	Candidates call	-	Called daily worker/employee candidates to conduct interviews.
8.	Canteen check	-	Checking the readiness of the canteen in managing food and hygiene for employees.
9.	CEO Award	-	This award is designed to recognize consistency in exceeding performance, creating new benchmarks in guest delight and enhancing experience, cost optimization or process improvement.
10.	CHA	Trainer: Gusti Putu Wisesa, CHA	Certified Hotel Administrator is a title awarded to managers or executives who have met

			competency standards in the hospitality field.
11.	Chairman's Trophy	-	This award aims to recognize one hotel or resort, which excelled in all key parameters of business performance.
12.	Check reference	-	Checking the employee candidate at his/her previous employer.
13.	Collective labor agreement	In accordance with the Collective Labor Agreement 29.1, Employee husband who work at another company does not receive medical coverage from The Oberoi Beach Resort, Bali.	Documents that have been signed between employees and company management.
14.	Company Annual Outing Program	Company Annual Outing Program 2024. ATV Adventure at Pertiwi Adventure	It is an annual program held to celebrate the anniversary of the hotel and is carried out outside the hotel with all employees to strengthen relationships between employees.
15.	Corrective action	Subject : Leading Quality Assurance Report: Corrective Action	A letter issued to notice an employee that the performance of the employee needs to be improved as it is not achieving the predetermined LQA score.
16.	Cost optimization	-	Optimization of expenses incurred by the team as a parameter to win the award.
17.	Cross training program	As advised to you earlier and for the interest of the hotel operation, the company has decided to put you on Cross Training Program with effect from 1 December 2016 until 28 December 2017.	A training program for someone who wishes to learn in another department.
18.	Day payment	Employee who come to work on that day will get a replacement holiday (Day Payment) according to their level.	A term used when an employee works overtime and is paid with vacation days.
19.	Demand based pricing	-	Create reports on demand based pricing details.

20.	Design	-	Create a design for announcements that will be posted on the hotel bulletin board.
21.	Dinner preparation	-	Prepare dinner menu at the restaurant.
22.	Document	-	Create related documents or files.
23.	Employee birthday	Task 002 : <i>Employees Birthday</i>	Employee birthday data used for appreciation and celebration for employees from the company.
24.	Employee engagement score	-	The parameters used to win the award for employee satisfaction and convenience with the company leader.
25.	Employee movement	-	A term used in documents when an employee is promoted either from an apprentice to a daily worker or to a higher status.
26.	Executive transfer	I am pleased to announce Executive Transfer between The Oberoi Beach Resort, Bali and The Oberoi Beach Resort, Lombok effective from 15th of July 2022 with following details.	The transfer of an executive from one department to another within a company.
27.	Filing management	-	Organize related documents and files to keep them organized and easy to access.
28.	Fire drill training	Re : Fire Drill Training	Training provided to all employees on how to handle fires while working.
29.	First aids check	-	Checking the availability of medicines for first aid in each department in the hotel.
30.	FLAG (Feel like a guest)	Supervisors and Executives – New hires and those promoted within the company need to experience the product and services of The Oberoi Beach Resort, Bali by joining FLAG (Feel like a guest) Program.	A program designed for new employees - either executive level or new supervisors to stay and be treated as guests at the hotel.

31.	FTC	Promote from Apprentice to FTC	Fixed terms contract is the status of employees who are contracted for 1 year at the hotel.
32.	General cashier	-	Organize the related financial flow in the hotel.
33.	General Manager Table	General Manager Table (GM Table)	Activities carried out every month with employees to provide input related to hotel operations.
34.	Gift voucher	-	Create and manage gift vouchers.
35.	Gross Operating Profit (GOP) achievement	-	It is one aspect of assessment that refers to the achievement of a company to obtain optimal gross operating profit.
36.	Gross revenue achievement	-	It is a parameter that refers to the capability of the company/leader to achieve or exceed a specified gross revenue.
37.	Guest feedback	-	Input or feedback provided by guests who have stayed about the services obtained at the hotel.
38.	Guest service	-	One of the award parameters in terms of service satisfaction for guests at hotels when staying.
39.	Highest ethical standards	-	An assessment within the company regarding integrity, honesty and ethical principles applied by employees within the company.
40.	HOD	Five times violations (5 yellow card), the respective person will undergo coaching by their HOD.	Head of Department is a term used for a manager or leader of a particular department.
41.	Investment	Investment : Rp. 500.000/pax	The amount of funds required for the purposes listed in the proposal.
42.	KOT	Room service team then create transfer form and KOT for kitchen to produce the pizza accordingly.	A document used to communicate food and beverage orders or requests from the service department to the kitchen.

43.	Kudos	-	Individual thank you card.
44.	Leading quality assurance	Subject : Leading Quality Assurance Report: Letter of Appreciation	Methods used to evaluate the standards of employees in the company
45.	Length of service	-	Awards to employees for 5 years, 10 years and even more of service.
46.	Letter of appreciation	Subject : Leading Quality Assurance Report: Letter of Appreciation	A letter of appreciation to employees for successfully achieving the auditor's LQA score.
47.	LQA Score	-	The scores used are in accordance with the standards of the LQA assessment.
48.	Managing uncertainly	-	An assessment aspect that refers to an employee's ability to deal with uncertainty in unexpected situations with effective actions.
49.	Manning guide	-	Documents used to determine the number of employees and types of labor needed in each department in the company.
50.	Manpower report	-	A report providing information to analyze the number and distribution of employees and their employment status within the company.
51.	Medical flow	Subject : <i>Medical Flow</i> 2023	The process or steps for employees to get medical benefits and health services for those who need them.
52.	Monthly report	-	Make monthly reports.
53.	OCLD Associates	-	Training center of the employee at The Oberoi Group.
54.	Online rate	-	Check and match the TOL Online Rate on the Website
55.	Outsourced	To : all employee, FTC, Apprentice, Trainees & outsourced.	Is the status of hotel employees from third parties who are professionals in their fields to carry out their duties and obligations as they should.
56.	Payroll	Regarding the provisions above, we convey a number of things that we be	A process that involves the management system of salary payments to employees

		implemented starting from Payroll August 2023.	undertaken by the Human Resources Department.
57.	Preparation	-	Prepare the needs of the task/order/activity that will take place.
58.	Prepare of goods	-	Prepare all Requestions required by the hotel and upload them to the system.
59.	Pride at The Oberoi Group	-	This award is designed to recognize employee's contribution to the growth and success of our company by reflecting Oberoi Dharma in their actions and integrating well with our business strategy and goals.
60.	Primata	-	An application used to store employee data.
61.	Process improvement	-	In the context of the parameters for winning an award, it refers to the process of improving the quality of service to guests and the process of improving performance within the company.
62.	Qooco	Subject : Qooco English Class Attendance	The name of the training program created to improve employees' English language skills.
63.	Report	-	Make related reports according to the jobdesc given.
64.	Revenue maximization	-	One of the parameters to get an award in an effort to maximize revenue in the company through the strategies implemented.
65.	Single used plastics	Subject : Banned of Single Used Plastic Entering Hotel	It is a topic that is used to create regulations for the use of single-use plastic in hotels.
66.	Storeroom requisition	-	This is an order form to pick up the required items at the store.
67.	Survey	-	Create a survey using Google Form to find out employees' desires/satisfaction and suggestions/input for

			something.
68.	Tax on medical coverage	Subject : Tax on medical coverage based on regulation of the Minister of Finance (PMK 66 Tahun 2023)	A tax levied on employees who receive a medical insurance benefit from the company.
69.	Team of the Quarter Award	-	This award aims to recognize team contribution in creating guest delight.
70.	Timeline adherence	-	Parameters for achieving an award in terms of evaluating performance or assigned responsibilities in accordance with a specified deadline.
71.	Trainee gathering	Trainee Gathering for all Internship Student	An event held every 3 months for all trainees.
72.	Trainee stipend	Subject : Trainee Stipend	Stipend provided by the company for trainees every month.
73.	Transfer form	Room service team then create transfer form and KOT for kitchen to produce the pizza accordingly.	A form letter used to request products or departmental needs to the relevant department.
74.	Turndown service	You are once are instructed to performs your duties in the Housekeeping (Turndown Service) strictly according to the LQA standards and SOPs.	Part of the housekeeping department's job is to clean and ensure the comfort of the rooms at night.
75.	Values and Dharma	-	These are the values that must be implemented as employees of The Oberoi Beach Resort, Bali to show that all human resources at the hotel have good behavior and personality.
76.	Website dashboard	-	Update the website dashboard every month.
77.	Weekly report	-	Make a weekly report.
78.	Yearly appraisal	The coaching report then will be send to HR department every month in which it will be recorded into the team member's yearly appraisal.	Employee performance appraisal sheet for one year of work in the company.

The findings of the typical vocabulary in this document provide an understanding of the company's values and give an appreciation for the performance of employees both

individually and in groups. Through this document, the terms used refer to a holistic approach to measuring employee performance and their involvement in advancing the company.

The meaning of the typical vocabulary obtained Through the previous content analysis is obtained through the interviews conducted with the Human Resources Manager and Training Manager at The Oberoi Beach Resort Bali. All meanings obtained refer to work. The table above also shows that it does not only work in HRD but refers to all related departments in The Oberoi Beach Resort Bali regarding operations and management.

In the findings of this study which shows the meaning of each typical vocabulary used in HRD documents can be correlated with employee work performance through documents provided such as appraisals used to evaluate employee performance during the year to appreciation given by management to employees contained in some of the typical vocabulary. On the other hand, this study is also related to the findings of Asmin's (2019) research related to the vocabulary used in several departments such as housekeeping. Such as the turn down service vocabulary which explains the job description that housekeeping does at night to clean the room.

CONCLUSION

This research analyzes the terms used in the Human Resources Department (HRD) at The Oberoi Beach Resort, Bali. Based on the findings obtained through document analysis, 78 typical vocabularies, such as "Leading Quality Assurance", "Medical Flow", "Employee Movement", "Values and Dharma", and various other terms, were found to be used to describe the roles and activities of employees in a particular context. The results of this study support the theory proposed by Holmes (2013) regarding the concept of register, which states that register refers to the variety of language used in a particular context and relates to more specific vocabulary used in a field or group.

This study contributes to a deeper understanding of the meaning of typical vocabulary used in work at The Oberoi Beach Resort Bali. From all the meanings obtained, it shows that all the typical vocabulary has not only denotative but also connotative meanings. For example, the word investment does not only mean the action to secure capital for the company's profit but also the amount of funds needed for the activities listed in the proposal. In this case, using the correct typical vocabulary when working is crucial to avoid misunderstandings, communication efficiency, and the image of one's professionalism at work. This finding is in line with register theory, which states that the language used will show a person's level of professionalism. Typical vocabulary is the primary means of communication between employees, and it is part of the register.

This research has limitations on the documents studied. Some documents are confidential, so only a few documents are allowed to be studied. With these limitations, the data obtained is very limited and cannot cover all typical vocabulary from all departments related to describing their respective jobs. Therefore, in the future, if other researchers want to develop research like this, other researchers can use documents from other departments to enrich the data. Thus, the vocabulary studied will become more extensive and cover all hotel jobs.

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