

CHAPTER V

CONCLUSION AND SUGGESTION

This research was done to investigate what English jargon is used, when and with whom the English jargon is used with four situations in duty hour. The researcher had collected data, interpreted, and discussed the data and have been explained in chapter four. By then the researcher will give some conclusions in this chapter. Besides giving conclusions, the researcher also gives some suggestions for further study and for the thesis readers.

5.1 Conclusion

After collecting the data and interpreting data from document and interview transcript, the researcher comes to a conclusion that the overall findings confirm Juddin's (2017) theory that jargon is a special language and used by profession or group society. Jargon also has some functions, they are, the jargon is clear, unambiguous and economic terms, to promote their group solidarity, and to mark the group membership. The researcher has answered the research question mentioned in chapter two.

The researcher divides the jargon use into four main situations (Reservation, check-in, report, and duty hour conversation) that happens as a daily conversation in front office activities. Report situation used the most frequent jargons, i.e. 48 jargons from 96 data found in duty hour or takes 50%. The researcher also divides the situation and the participant

who use the English jargon when in duty hour to knowing when and with whom the English jargons are used. There are four situations that are important in duty hour, and from that situation, the researcher also found the participants who used the jargon. The participants are the front officers, housekeeping, accounting, and the guest.

5.2 Suggestion

Looking at the weaknesses of this research, which are the lack of data instrument due to the failure of compiling the recording of daily conversation the researcher would like to suggest some ideas in the field of jargonresearches. For future research, the suggestion would be providing a richer and broader variety of document to collect the data. The documents sample are like a leaflet, brochure, MMT, and other marketing materials. In the future research, the researcher is expected to do interview more than 2 interviewees, at least 5 interviewees from different departments. More interviewees mean more varied data collected.

Finally, the researcher gives suggestion to the readers to take benefit of the knowledge of English hotel jargons. The readers, especially hoteliers and students who are interested in working in hotel industries can use the jargons to make clear and effective conversation in the hotel job.