

ABSTRACT

Kadiputri, Dian, Paranita. 2013. *Communication Strategies Used by The Students of English Class in Surabaya Hotel School : A Case Study*. A thesis submitted as partial fulfillment of requirement for Sarjana degree of the English Department, Faculty of Humanities, Airlangga University, Surabaya.

This study aims to discuss communication strategies used by the students of English class in Surabaya Hotel School. The writer attempts to find out the types of communication strategies used by the students and intends to find out factors why the students mostly used certain strategy when they communicate. The writer hopes that this research could give insight about the types of communication strategies that can be used by students to overcome communication problems. The students are expected to apply those strategies to keep conversation going on. The writer does this study based on theory of Communication Strategies by Brown (2007) which is adopted from Dornyei (1995). Brown (2007) classifies communication strategies into two categories, which are avoidance strategies and compensatory strategies. In doing this study, the writer uses qualitative research. The result of this study reveals that the students use eight of thirteen types of communication strategies and use four types of combination of them. Moreover, the writer found that strategies that are frequently used by students are stalling or time gaining strategies, approximation and appeal for help. The writer argues that these strategies may happen because of two factors. First is because of direct interaction in class. Second is because of lacking in vocabulary. The writer concludes that those two factors make the students tend to use those three strategies more than the others.

Keywords: Avoidance Strategies, Communication Strategies, Compensatory Strategies.