

CHAPTER IV

CONCLUSION

A job application letter could give the reader a lot of information about the writer. The reader could know the abilities, the experiences, the age, the status and the education of the writer. Since this kind of letter tends to give information, then, Trudgill's opinion about the language behavior could be applied. As he said that there are two aspects of language behavior; namely, in establishing social relationship and in conveying information about the speaker, which, in this case, the writer of the job application letter (Trudgill, 1974:14). Then, it is quite obvious that the second aspect of language behavior which is to convey information about the writer is the suitable one.

From the quantitative analysis, could be seen that the English job application letter is preferred along with the increase of the hotels' classes, since the result of the correlation is linear and positive. Meanwhile, the Indonesian job application letter is less preferred along with the increase of the hotels' classes, since the result of the second correlation test is linear negative.

The results of the correlation test is also supported by the results of the semantic differential scales (the mean values of them). The higher the class of the hotels, the lower is the value of the job application letter which is written in Indonesian. On the other hand, the job application letter which is written in English becomes higher along with the increase of hotels' classes.

The condition above could happen because the opportunities to use English is bigger in star hotels. However, this is not the only reason why an English application letter is preferred by star hotels in Surabaya. The other reason is that a proficiency in English is a must for their employees, since it is the international standard rules for star hotels.

The service standard in star hotels is also different from the service standard in A, B and C-Class hotels. Star hotels usually set up high service standard toward their guests. Thus, they expect their employees to serve their guests well and to give perfect impression on their guests, since they want the guests to come back later. In other words, the guests' satisfaction is given an extra attention in star hotels. On the other hand, the service standard which is applied in A, B and C-Class hotels is not as high as the one which is applied in star hotels. Hence, it is possible that an applicant who is not proficient in English, is still



accepted. Perhaps, as long as they could still know the intention of their guests, in this case foreign guests.

Moreover, we could also say that if an applicant wants to apply to a hotel, he has to look at the class of the hotel first. The higher the class of the hotel, the preferred is the use of English.

The reasons in giving the value of the semantic differential scales for the English job application letter are quite varied. However, we could see generally that the hotel management that choose 7 as the value of the scale state that the language of the English job application letter is good. From the reason, we could conclude that language is still considered by the hotel management as an important aspect of a job application letter.

APPENDIX