

Nama : Dini Rosyidah Qodariyah  
NIM : 151511813074  
Angkatan : 2015  
Judul Tugas Akhir : USING ENGLISH AS A MEANS OF COMMUNICATION BETWEEN PARTICIPANTS AND STAFFS AT RUMAH BAHASA SURABAYA  
Dosen Pembimbing : Triubaida Maya A, S.Pd., M.A., M.Pd.  
Abstrak :

I would say that there were fourth conclusions from the discussion in the previous chapter. First, the use of English in the front desk of Rumah Bahasa Surabaya was less important for participants because for them, to be effective the service must use mother tongue that are used by the customers. This has been mentioned by Bokor (2011) that an English-speaking element in a particular adjustment shows that communicating in English is a universally good open matter, the need to improve logical and specialized word exchanges around the world is a difficult way to do. The use of English in a scope that was not accustomed to using English is a difficult thing to do, in this case, in Rumah Bahasa Surabaya the use of English becomes a matter that was not really important for most of participants and some staffs because it would make participants or staffs or tutors who have no English background because they will feel difficult to understand.

The second was the use of English in the front desk causes two problems of misunderstanding and disinterest of participants and staff when using English. From the discussion above, it could be concluded that misunderstanding arose because of the lack of English vocabulary, so participants or staffs were confused in stringing a word for word, and the second lack of knowledge about English like grammar or not understanding the meaning. Misunderstanding often occur because English was not our mother language, and this has been explained Bokor (2011) research that a country that uses English as a second language they will easily experience misunderstandings when communicating with people who speak English more often as their mother tongue. Then, the problem of the disinterest of the participants or staffs in Rumah Bahasa Surabaya when using English because there were still many participants who think that using English was a difficult language to spoken and also participants or staffs were lacked confidence with the English ability that they had.

The third were the strategies used when dealing with problems while using English in the front desk. The two strategies used in the discussion on the previous chapter, it was to invite participants or staffs to get used to English, and the second was the emergent strategy. Inviting participants or staffs when using English was not something easy. Participants were still passive invited to accustomed to using English and prefer silence when invited to speak English. While the emergent strategy was not contrast to much, participants still difficult to get used to using English. Different from the staffs, this strategy would be useful when staff needed to use English, for example when dealing with local tourists. Then when talking to local tourists the staff should responds the service with English, and in the end this

strategy is in line with Louhiala salminen and Kankaanranta (2012) research explain that it is important to note that in the work of subjects with international colleagues, they consider themselves to be on the same pedestal: everyone uses a language that is not their own and thus no one 'owns' their own language.

The fourth conclusion that could taken by me about the obstacles while doing this research were; first, some participants were very difficult to disturb to fill in the questionnaires in hurried; second, I found difficulty to finding questions for case the importance of using English in the front desk; third, it was very difficult to looking the participants who were responded my conversation using English so, it made me and my other colleagues embarrassed for being ignored. The conclusion that I could taken from the added values were; first, I knew that many people in Surabaya were passive and embarrassed when using English; second, I become more familiar with the problems that often occur when I use English in front desk; and third, I knew that the strategy that I use could change the habits of the people of Surabaya to be more willing to try to use English outside the Rumah Bahasa Surabaya classes.