STAFF'S UNDERSTANDING
OF ENGLISH LOAN WORD IN FINANCIAL TERMS
(A STUDY AT PT. SARANA SULTENG VENTURA)

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Abstract:
This research is descriptive qualitative research. It aims at finding out level of staff's understanding of English loan word in financial terms incorporated borrowing. The objectives of this research are: to enlist the English financial loan terms commonly used by the staff of PT. Sarana Sulteng Ventura, to find out staff's understanding on English loan financial terms by the staff of PT. Sarana Sulteng Ventura, and to find out the causes of difficulties encountered by the staff of PT. Sarana Sulteng Ventura to comprehend English loan financial terms. In-depth interview, questionnaire, and document analysis data were collected and analyzed descriptively. There were 10 staffs that researcher took as respondents at PT. Sarana Sulteng Ventura. Based on the result of data analysis, it was found that the staff's understanding about English loan word in financial terms at PT. Sarana Sulteng Ventura was 80% categorized high level and 20% staffs categorized medium level.

Abstrak:
Penelitian ini merupakan penelitian kualitatif deskriptif. Penelitian ini bertujuan untuk mencari tahu tingkat pemahaman staf terhadap kata pinjaman bahasa Inggris dalam istilah-istilah keuangan. Tujuan dari penelitian ini adalah: untuk mendaftarkan kata pinjaman dalam bahasa Inggris kedalam istilah-istilah keuangan yang secara umum digunakan oleh staf PT. Sarana Sulteng Ventura, untuk mencari tahu pemahaman staf tentang kata pinjaman dalam bahasa Inggris kedalam istilah keuangan oleh staf PT. Sarana Sulteng Ventura, dan untuk mencari tahu penyebab kesulitan yang dihadapi oleh staf PT. Sarana Sulteng Ventura untuk memahami kata pinjaman bahasa Inggris dalam istilah-istilah keuangan tersebut. Data hasil wawancara mendalam, kuesioner, dan analisis dokumen dikumpul dan dianalisa secara deskriptif. Peneliti telah memilih 10 staf untuk dijadikan sebagai responden di PT. Sarana Sulteng Ventura. Berdasarkan hasil analisis data, ditemukan bahwa pemahaman staf terhadap kata pinjaman bahasa Inggris dalam istilah-istilah keuangan di PT. Sarana Sulteng Ventura adalah 80% staf dikategorikan dapat memahami dengan baik (high level) dan 20% dikategorikan staf berada pada tingkat pemahaman menengah (medium level)

Key words: Staff's Understanding, English Loan Word, Financial Terms

INTRODUCTION

In this globalized era, where most parts of the world become more interconnected, English has proven its supremacy and has become main medium of communication, media, politic, international relation, finance, technology and many others. In a nutshell, English has emerged as a lingua franca of modern civilization. As an inherent loan word, any individual person who feels necessity of taking part in international landscape and global arena, he or she cannot escape from the fact that the mastery of English is no more posited as subordinate aspect, but as fundamental need. At this juncture, English as a global lingua franca eventually become cultural and knowledge force in many industries, and replaced many basic terms applied in that field

and override the local words. There were many examples to mention about these phenomena. However, the English terminologies applied in certain field of industries took many layers of assimilation and association process, mainly of the meaning and the utterance. There are quite many finance terminologies that they should understand in order to find the Indonesian equivalent for such terminologies. This study will focus to analyze the meaning of English terms, especially in financial field.

PT. Sarana Sulteng Ventura is one of the financial companies in Central Sulawesi-Indonesia accredited in a national level of quality standard. Thus, in its daily operations many financial terms have been used by its employers. The application of English is commonly accepted in this company, as to deal with the financial

services it offers to the customers. The other perspective, some employees found difficulties to get the complex or multiple meaning dealing with the Financial loan words which adopted from English term and put it with Indonesian local terms, those words somehow in researcher's preliminary studies have clarity issue in terms of their original conception in English. In addition, some employees still lack knowledge about the meaning of the terms of financial loan words. Because, In relation to their experience in that office the effect of those phenomena is sometimes revealed when they conducted formal meeting about financial report, meeting commite and so on, some of them did not get the point and did not understand about few of terms for examples: cash flow, revenue, margin, profit, portfolio, and etc. In fact, they were related to their background in which come from different faculties and department, so that they are lack of knowledge to comprehend the complex or multiple meaning. As such, to satisfy this hunch, the researcher would like to propose to enlist commonly used financial English terms by PT. Sarana Sulteng Ventura's staff in order to compare between the understanding of those terms among the staffs and their original meaning from authoritative English sources such as Oxford English Dictionary, Longman Dictionary, English Dictionary, Finance Dictionary, Economy Dictionary and encyclopedia.

As the researcher commented in the previous, there were several problems of workers recruitment in this office. The human resources development (HRD) and another stakeholder did not see the education background of applicant at the company. They only see the work experiences, creativity, honesty, discipline, loyality, and behaviour of the workers. But, in this case HRD should give coordination and confirmation with their Director about policies. Because, nowdays basicly the main purpose of company is how the company goes according to its vision and mission based on Standard Operating Procedures (SOP) and the way of employees to work in looking for many good costumers without good corporation. After that, to increase staffs' knowledge and understanding about financial, company's management, how to master the market share, and finding good costumer, the staffs should be trained in order to make them have good communication and socialization each others.

Looking from this angle, in its smaller scale, researcher hopes to assist the Company to give more sense for its staffs to understand and provide cognitive awareness on original meaning of every word in financial field they have dealt. Also, in larger scale, a study hopes to add new perspective on the phenomenon of complex or multiple meaning in borrowed terms from other language that has made reductionist conception from culture to culture. Dealing with responding those phenomena the researcher formulated some questions relevant to this study: -

1. *What are the common loan financial terms used by the staff in PT. Sarana Sulteng Ventura?*
2. *How do the staffs of PT. Sarana Sulteng Ventura comprehend the English financial loan terms in finance?*
3. *Why do the staffs of PT. Sarana Sulteng Ventura find it difficult to comprehend the English loan terms of finance?*

Based on the research question above the objectives of the study from this research are:

1. To enlist the English financial loan terms commonly used by the staff of PT. Sarana Sulteng Ventura.
2. To find out the level staff's understanding toward English loan financial terms by the staff of PT. Sarana Sulteng Ventura.
3. To find out the causes of difficulties felt by the staff of PT. Sarana Sulteng Ventura to comprehend English loan financial terms.

METHODOLOGY

In this research, the researcher used descriptive qualitative method. It was qualitative because it deals with the natural phenomena such as some employees found difficulties to understand the complex or multiple meaning dealing with the financial loan words which adopted from English term and put it with Indonesian local terms, those words somehow in researcher's preliminary have clarity of issue in terms of their original conception in English. In addition, they still lack of knowledge about the meaning of the terms of financial loan words. McMillan and Shumacher (2010) state that a research is the systematic process of collecting and logically analyzing data for some purposes. Generally, qualitative method is the method used to analyze the problems which are not designed or arranged using statistic procedure.

This research had been conducted at PT. Sarana Sulteng Ventura. This office was located in Jl. Ir. H. Juanda No. 6 Palu of Central Sulawesi.

Most of the data had been gethered when research ongoing. Consider with Creswell (2009, p 175) presented that one of the qualitative research characteristics is as key instrument, thus in this qualitative research, the researcher was acting as the instrument of the study since she collected the information or data and interpreted those data or information by herself based on the phenomenon and literature review.

This research applied multiple sources of data. Before doing research, the researcher got any information from Director of that Office about the beackground of the employees and also ask the Manager of Financial about the terminologies which used by their staff then the researcher collected and selected English terminologies loan words taken from the collected English loan vocabularies in the field of finance terminologies.

In qualitative research, triangulation is a powerful technique that facilitates validation of data through cross verification from two or more sources (Bogdan and Biklen in Wikipedia, 2017). Thus in order to strengthen this study, the researcher collected the data or information using more than one technique to obtain data to supplement and cross validate them.

The instrument of this research had been done through in-depth individual interview, Questionnaire and Document analysis triangulated by the researcher for this research. The document analysis involved to analyze the content of reports which used in financial terms whether they had been used appropriate words in their financial reports or not.

Several in-person and unstructured interviews were needed to cross validate the information from other techniques that had been applied. To interview the informants by using a tape recorder and making hand-written notes can provide historical information that can be used to strengthen the information of this study. The information that had been gathered by this instrument was needed to be cross-checked with information from other instrument. The interview sheet consists of five basic questions which had been developed to obtain more information related to their meaning understanding in financial terms used commonly.

In order to make it clearly dealing with the way to interview the staffs. The researcher provided procedure of interview, it can be seen below:

1. The researcher did interview twice or three times to the staffs
2. The researcher prepared list of English loan vocabulary
3. The reseacher asked them about meaning understanding related to financial terms

Questionnaire is a written set of questions that is given to people in order to collect facts or opinions about something. It has been given to staffs to know their comprehension and loan terminologies commonly used. Therefore, the researcher needs to apply two questionnaires for collecting data, one for investigating the respondents' comprehension in financial loan terminologies and the other one to investigate their loan financial terminologies used commonly by the staffs. In this research, researcher made questionnaire itself because she attempts to select appropriate question related to staff's problem by looking phenomena in order to make it clear for the respondents, the questionnaire had been written in Bahasa Indonesia in proper sentences.

Document analysis is analytical methods in qualitative research, document analysis requires that data be examined and interpreted in order to elicit meaning, gain understanding, and develop empirical knowledge. Documents that may be used for systematic evaluation as part of a study take a variety of forms. It is include financial reports, call reports, investment proposal.

In considering with Creswell's (2014) statements that a qualitative data analysis is conducted in the same time with data collection, interpretations making and report writing, in addition that the process involves continual reflection about those three activities, the data analysis in this research adopted this kind of continual reflection analysis process.

The collected data had been listed in form of table and analyzed in three parts. The first part of data analysis is to discuss about the terminologies of English Loan Vocabularies. The second part is to discuss about staff understanding about the equivalent meaning between English Loan words and staff understanding. The third part is to discuss about the original meaning of loan vocabularies based on economy dictionary. The data obtained for these parts are loanwords that equally appear in the field of financial terminologies.

RESULT AND DISCUSSION

The findings were presented based on the sequences of the instruments applied during the

data collection. The first data was taken from English financial terms data, the second was taken from interview data, questionnaire, and document analysis. And then, the finally data was taken from difficulties felt by the Staff of PT. Sarana Sulteng Ventura.

English Financial Terms Data Used By the Staffs

Dealing with responding the phenomena in problem statements in order to answer the questions relevant to this study in number 1 (one), the following are English financial loan terms commonly used by the staff of PT. Sarana Sulteng Ventura in daily working activities and in financial report. There are words that have to understood and commonly used by the staffs such as; Annuity, arbitrage, asset, asset transformation, audit, balance, balance of payment, balance sheet, budget, call report, capital account, capital ratio, cash flow, cost, credit, customer, debet, debt to equity ratio, deficit, deposito, dividend, fee, financial reports, incentive, income, insurance, interest, investment, investment to networking capital, invoice, liability, loan, long-term loan, margin, marketing, meeting committee, merger, mortgage, omset, outcome, output, payment capacity, plafond, portfolio, profit, rates, ratio, revenue, risk analysis, saldo, supply and demand, surplus, take over, tax utility, and venture capital.

Interview Data

The following data obtained from the interview dealt with English loan word in financial terms and meaning understanding among staff. To minimize all the things, the researcher took ten of the respondents or 100% be interviewed randomly. This structured interview was used to find out the information directly of English loan word in financial terms and meaning understanding among staff. In the view of Gill, Stewar, Treasure, and Chadwick (2008), the structured interview was defined as a "verbally administered questionnaire" which does not use prompts and provides very little scope for follow up questions to investigate responses which warrant more depth and detail. Structured interviews were interviews where researcher conducted face to face interviews with respondents using the guidelines that had been prepared in advance. In general, the use of a structured interview is important for researcher to enable them to emphasize the results of the information that has been planned in the

interview. There are 5 questions that have to answer honestly by the staffs related to financial terms.

The analysis concentrated on the contents of interview answer, which revealed something about phenomena or processes occurring either in participants' inner realities or in external reality. To minimize wasting the time and the effectiveness of interview the researcher chose 10 staffs who would be interviewed, 2 males and 8 females. There were five questions that were asked for staff to answer one by one. The staffs' answers of five questions were analyzed to interpret the data from this study. The responses of the staff through interview showed their understanding toward English loan word. This data was very important to support the data from questionnaire. As regards the interview sheet, staffs' answers are presented as follows:

1. Question 1: There were 6 staffs (60%) which answered the question, they confessed and knew that there were many English loan words in financial terms and they often used in many written and working activities, so they realized English loan word had become a necessity in nowadays. While, there were 4 staffs (40%) in this case did not respond about the question. Perhaps, they did not understand about it or they really did not know about what are English loan words.

2. Question 2: There were 7 (70%) staffs which answered the question, they could answered well and gave some examples English loan words in Financial terms such as Credit, Customer, Interest, Bank Reconciliation and etc. But, still any staffs who did not answer the question, there were 3 staffs (30%) could not answer it. The researcher was confused why they did not respond. Perhaps, it was influenced by their understanding or background knowledge.

3. Question 3: All of the staffs (100%) could answer the question, but within variety answer. They stated that the terms can be understood through enlist or write down difficult terms then looking for the meaning, and attributed with financial terms.

4. Question 4: All of the staffs (100%) could answer the question, but also in variety answer. They argued that they did not focus on the meaning of the terms,

even though they usually used it in certain activities like analyzed document creditor, financial meeting and meeting committee intern to discuss the progress of profit and the condition of company.

5. Question 5: All the staffs (100%) could answer the question; mostly their answers were almost same. They stated that when they offered products to the customer, and when they gave insurance to the customer because the content of polis insurance all used English, when they made financial reports, when they did meeting financial and when they did credit agreement to the customer. Through those activities the staffs often found the financial terms and they should understand the meaning of each terminology.

Based on the data of interview sheet was used to support the data of questionnaire. Staffs expressed their understanding in answering the questions. Staffs' answer was considered as their real situation when they worked in that office. Where, in the interview the researcher was able to probe deeply into areas of interest. Taking the time to interview was meant to explore the thinking, assumptions, emotions, attitudes, and perceptions which might be influencing observed behavior of habitual the staffs in that office.

Analyzing Questionnaire Score

As the researcher explained in the previous section for appendix 1, staffs were given score when they answered the questionnaire. They got 4 for really understand, 3 for quite understand, 2 for less understanding, 1 do not understand for each questionnaire. The maximum score of the questionnaire was 20.

The Staff's Understanding Score

No	Initial	Understanding Score
1	EK	90
2	SA	80
3	NMRG	60
4	ID	70
5	VI	75
6	MF	75
7	NI	75
8	EF	80
9	MR	55
10	RR	85

Based on the table above shows that, there are ten participants who representing the employees of company and have been selected to be respondents. Thus, this research was designed by not editing qualitative and quantitative. The researcher wanted to find out participants individually who have high, medium, and low score. The researcher classified participant score into three levels (high, medium, low) in order to find out staffs' understanding of English loan word in financial terms. The staffs should be classified into three score categories based on obtained score individually, in which high level score category from 67-100% refers to the staffs can understand well, medium level score category from 34-66% refers to the staffs in the middle of understand, and the last is low level score category 0-33% refers to the staffs fail and really do not understand.

Staff's Understanding Score Category

No	Initial	Obtained score	Staff's	Understanding	Category
			High 67-100%	Medium 34-66%	Low 0-33%
1	EK	90	√		
2	SA	80	√		
3	NMRG	60		√	
4	ID	70	√		
5	VI	75			
6	MF	75	√		
7	NI	75	√		
8	EF	80	√		
9	MR	55		√	
10	RR	85	√		
	Total	745	8	2	

The table above shows that there were 8 participants (80%) who were on high level, 2 participants (20%) who were on medium level and no one participant who were on low level. It means that all the participants had good understanding about English loan word in financial terms.

As the researcher commented in the previous by analyzing the result of questionnaire score for appendix 1 about staffs' understanding English loan word in financial terms. Furthermore, now for appendix 2 the researcher

wanted to know staffs' understanding individually about loan word terms comes from English that often used in financial terms. Then, the researcher had provided 30 list financial terms and the staff should answer it by their understanding.

Document Analysis

In way of the staffs to comprehend the English financial loan terms are through analyzing the document analysis (Call report and Proposal investment), by reading financial report, presentation financial reports in financial meeting, meeting committee financial, those are involved to find out the meaning of each terms and to understand the content of document related to staffs' perception and understanding. But, it is should be suitable with the context.

As can be observed in the examples below, there were two kinds of documents analysis that used there, the first is Call Report, it refers to finance plan where the content of that report used few English loan word in financial terms such as investment, omset, margin, plafond, credit and etc. the second is Investment Proposal, it refers to document that used to analyze marketing and the content of it should be understood by him/her because the researcher found that many loan word in which the staffs have to know and understand the meaning. For instance: payment capacity, investment to networking capital, debt to equity ratio, ratio, fee, collateral coverage, liquidity, insurance, surplus, deficit, and etc. Thus, the researcher stated that the staffs that focused on that job should analyze the suitable word about the content in which used English loan word in financial terms.

Difficulties Felt by the Staff of PT. Sarana Sulteng Ventura

To find out the causes of difficulties felt by the staffs of PT. Sarana Sulteng Ventura in comprehending English loan terms and the reason why the staffs feel difficult to comprehend the English loan terms in finance are quite the main problems are based on educational background, background knowledge, experience, environment and job description in office of each the staffs. Because, it is influenced by the staffs comes from different educational background and knowledge. Then, other problems is comes from staffs itself because they do not want to learn independently and develop their knowledge.

DISCUSSION

Based on the result of findings data of interview sheet toward English loan word in financial terms that has been reported in their percentage score, based on this table the researcher explained that there were 40% of staffs who did not answer the interview questions, the researcher assume that those are related with their knowledge, experience and environment. Furthermore, the result of analyzing questionnaire score, about staffs' understanding score, the researcher analyzed those participants individually who have high, medium, and low score. After analyzing the result of staffs' understanding scores the researcher also shows staffs' understanding scores category and level. The researcher classified participants score into three levels (high, medium, low) in order to know staffs' understanding of English loan word in financial terms.

In order to find out staffs' understanding toward financial loan word researcher provides and enlist terms related to financial loan word commonly used by the staffs. And then they try to answer it based on their meaning understanding in complex and multiple meaning. Because, it is related to associative meaning and thematic meaning based on types of meaning that associative meaning associated with reflected meaning, collocative meaning, affective meaning and social meaning in which all those have more in analysis terms to explain communication. While, thematic meaning refers to what is communicated by the way in which a speaker or writer organizes the message, in terms of ordering, focus and emphasis. Certainly these have different communicative values in different context about language.

As discussed above about the result of the data analysis, it was supported by concept to be explained that are related to this study of meaning and financial terminologies. This concept is the concept of financial terminologies and semantic relation. Before further explanation about financial terms as a whole, it is firstly advisable to look at the definition of financial itself. Based on Longman Dictionary of contemporary English, Financial is connected with the management of money especially large amount of money by governments, companies or large organizations. Financial terms can be defined as specialized words and expressions used in finance field by parties to express their concepts within the society.

CONCLUSION AND SUGGESTION

After the researcher commented in the previous chapter and research findings, the researcher would like to conclude that individual interview, questionnaire, and document analysis had been used as an instrument to collect the data. The result of this research was shown that there were around 80% staffs of PT. Sarana Sulteng Ventura commonly used financial terms and most of them feel easier to understand the meaning of each terminology; and around 20% staffs had still low level of understanding; in fact, it was caused by educational background, background knowledge, experiences and job description in that office.

The researcher offers some ideas as suggestions to follow up the finding of the research. The suggestions are addressed toward leader of PT. Sarana Sulteng Ventura who must be responsible against employees and may these suggestions useful for further research.

1. Direction of PT. Sarana Sulteng Ventura

    The directions that are responsible for PT. Sarana Sulteng Ventura should make a plan about training employees one time every year. It is useful to know their development of knowledge and creativities.

2. Staffs of PT. Sarana Sulteng Ventura

    Staffs should be design and make program in order to develop their knowledge, to increase their understanding, and to learn English. Because, English becomes main medium of communication, media, politic, international relation, finance, technology and many others, it will be more interconnected each other's, in return, help them understood in their meaning understanding toward loan word in financial terms.

3. The Researcher

    As the researcher commented in the previous chapter, this research is a study on meaning understanding of English loan word in financial terms, absolutely; it is dealing with how to use English well and understand each other's in social communication, cooperation in the economic field and the way to serve the customer. So, as a researcher, she should develop her knowledge dealing with her research, improve her performance and capacity as a researcher, she can applying her knowledge in other situation, condition, and place.

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