

**AN ANALYSIS OF ENGLISH TERMS USED IN PT. BANK RIAU KERPI
SYARIAH (PERSERODA) PASIR PENGARAIAN**

A THESIS

*Intended To Fulfill One of the Requirements
for the Award Sarjana Degree
in English Study Program*



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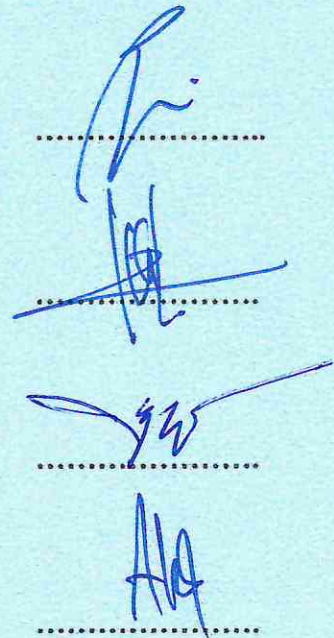
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ABSTRACT

Mega Selvia Luckiyani, 2025. An Analysis of English Terms Used In PT. Bank Riau Kepri Syariah (Perseroda) Pasir Pengaraian.

This thesis is entitled “Analysis of using English Terms at PT Bank Riau Kepri Syariah (Perseroda) Pasir Pengaraian.” This research analyzes using English terms at PT Bank Riau Kepri Syariah (Perseroda) Pasir Pengaraian. The main focus of this research is to identify the types of English terms used and the divisions that use them in bank operational activities. This research methodology uses a descriptive qualitative approach with data obtained through interviews and questionnaires distributed to 25 employees from 6 divisions: Operations, Customer Service, Teller, Funding Officer, Account Officer, and Financing Administration.

The results show that English terms are widely used in various divisions to support operational activities, which aim to improve communication with international partners. This research provides insights for the banking industry regarding the importance of mastering English to support operational success and human resource development in the era of globalization.

Keywords: English Terms Used, PT Bank Riau Kepri Syariah, Division

ABSTRAK

Mega Selvia Luckiyani, 2025. Analisis Penggunaan Istilah Bahasa Inggris Di PT. Bank Riau Kepri Syariah (Perseroda) Pasir Pengaraian

Skripsi ini berjudul “Analisis Penggunaan Istilah Bahasa Inggris Di PT. Bank Riau Kepri Syariah (Perseroda) Pasir Pengaraian”. Penelitian ini bertujuan untuk menganalisis penggunaan istilah Bahasa Inggris di PT Bank Riau Kepri Syariah (Perseroda) Pasir Pengaraian pada setiap divisi. Fokus utama penelitian ini adalah mengidentifikasi jenis istilah Bahasa Inggris yang digunakan dan divisi-divisi yang menggunakannya dalam kegiatan operasional bank. Metodologi penelitian ini menggunakan pendekatan deskriptif kualitatif dengan data yang diperoleh melalui wawancara dan kuesioner yang disebarkan kepada 25 karyawan dari 6 divisi Operasional, Customer Service, Teller, Funding Officer, Account Officer, dan Administrasi Pembiayaan.

Hasil penelitian menunjukkan bahwa istilah Bahasa Inggris secara luas digunakan di 6 divisi untuk mendukung kegiatan operasional, Penggunaan istilah tersebut bertujuan untuk meningkatkan komunikasi dengan mitra internasional. Penelitian ini memberikan wawasan bagi industri perbankan mengenai pentingnya penguasaan Bahasa Inggris untuk mendukung keberhasilan operasional dan pengembangan sumber daya manusia di era globalisasi.

Kata Kunci: Penggunaan Istilah Bahasa Inggris, PT Bank Riau Kepri Syariah, Divisi

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Pasir Pengaraian, January 2025

The Researcher

Mega Selvia Luckiyani

TABLE OF CONTENTS

STATEMENT OF ACADEMIC INTEGRITY	i
ABSTRACT	ii
ABSTRAK.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	vi
LIST OF TABLE.....	viii
LIST OF APPENDICES.....	ix
CHAPTER I INTRODUCTION.....	1
A. Background of the Research.....	1
B. The Setting of the Research.....	4
C. Limitation of the Research	4
D. Formulation of the Research	4
E. Purpose of the Research.....	5
F. Significance of the Research.....	5
G. Definition of the Key Terms	5
CHAPTER II REVIEW OF RELATED LITERATURE	7
A. Review of Related Theories	7
B. Review of Related Findings	24
C. Conceptual Framework.....	29
CHAPTER III RESEARCH METHODOLOGY	30
A. Research Design	30
B. The Setting of the Research.....	31
C. Population and Sample	31
D. Instrumentation.....	31
E. Technique of Collecting the Data	32
F. Data Analysis Techniques.....	33

CHAPTER IV FINDING AND DISCUSSION	35
A. Research Findings	35
B. Discussion.....	77
C. Limitation of the Research	79
CHAPTER V CONCLUSION AND SUGGESTION	80
A. Conclusion.....	80
B. Suggestion	81
BIBLIOGRAPHY	82
APPENDIX.....	84

LIST OF TABLE

Table 4. 1	Result Questionnaire Operational Divisions	36
Table 4. 2	Result Questionnaire Customer Service Division	37
Table 4. 3	Result Questionnaire Teller Division	39
Table 4. 4	Result Questionnaire Funding Officer Division	40
Table 4. 5	Result Questionnaire Account Officer Division	41
Table 4. 6	Result Questionnaire Financing Administration Division	42
Table 4. 7	English Terms Used in Operational Division	44
Table 4. 8	English Terms Used in Customer Service Division	45
Table 4. 9	English Terms Used in Teller Division	52
Table 4. 10	English Terms Used in Funding Officer Division	58
Table 4. 11	English Terms Used in Account Officer Division	60
Table 4. 12	English Terms Used in Financing Administration Division	62
Table 4. 13	Recapitulation of The English Terms Used	67

LIST OF APPENDICES

Appendix 1. Questionnaire.....	84
Appendix 2. Interview.....	86
Appendix 3. Observation.....	93