

**The Analysis of Hospitality Department Students' Speaking Skill in
Presenting Procedural Text**

THESIS

*Submitted as Partial Fulfillment of Requirements to Obtain a Bachelor of
Education in English Education Program*



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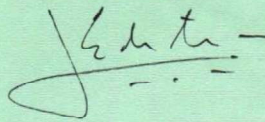
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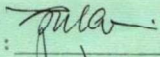
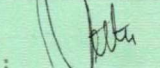
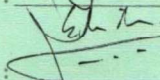
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ABSTRACT

Rahmadhanti, W (2022). The Analysis of Hospitality Department Students' Speaking Skills in Presenting Procedural Text. Thesis. Padang: English Language and Literature Department. Faculty of Languages and Arts. Universitas Negeri Padang.

This study was conducted to see how far the fluency and accuracy of students in speaking English using text procedures of class XI hospitality department students of class 2 of SMKN 9 Padang on class XI. Majoring in hospitality must appear in front of the class to receive guests, do the laundry, clean the bedroom and others.

This study used descriptive research. This study used a speaking test. The speaking test was used to test the students' speaking ability. The test was in the form of online test. The researcher did zoom meeting with the students. The population of the study was six class of hospitality department students. The sample was selected by selecting 1 class of students from the population randomly. the class was chosen to be the sample is XI AP 6. The participants in this study were 34 students in the hospitality department. In this study, the instrument used was a speaking test for students.

The result of this study indicate that the average score hospitality students department at SMKN 9 Padang was B or 66-99. There were as five students got A or >80, sixteen students got B or >66, nine students got C or >54, four students got D or >40 and none of them got E or <40. Thus, it can be concluded that from as many as 34 students, none of them got an E or <40. In conclusion, the average of fluency and accuracy of 34 students speaking ability presenting procedure text at SMKN 9 Padang was B or between 66-79.

Keywords: procedure text, fluency, accuracy, speaking skill

ABSTRAK

Rahmadhanti, W (2022). The Analysis of Hospitality Department Students' Speaking Skills in Presenting Procedural Text. Thesis. Padang: English Language and Literature Department. Faculty of Languages and Arts, Universitas Negeri Padang.

Penelitian ini dilakukan untuk melihat seberapa jauh kefasihan dan ketepatan siswa dalam berbicara bahasa Inggris menggunakan teks prosedur pada siswa kelas XI jurusan perhotelan kelas 2 SMKN 9 Padang di kelas XI. Jurusan perhotelan harus tampil di depan kelas untuk menerima tamu, mencuci pakaian, membersihkan kamar tidur dan lain-lain. Mereka belajar tentang *Front Office* departemen perhotelan, binatu, dan tata graha.

Penelitian ini menggunakan penelitian deskriptif. Penelitian ini menggunakan tes berbicara. Tes berbicara digunakan untuk menguji kemampuan berbicara siswa. Tes tersebut berupa tes online. Peneliti melakukan zoom meeting dengan siswa. Populasi penelitian ini adalah enam kelas mahasiswa jurusan perhotelan. Sampel dipilih dengan memilih 1 kelas mahasiswa dari populasi secara acak. kelas yang dipilih menjadi sampel adalah XI AP 6. Partisipan dalam penelitian ini adalah 34 mahasiswa jurusan perhotelan. Dalam penelitian ini, instrumen yang digunakan adalah tes berbicara untuk siswa.

Hasil penelitian ini menunjukkan bahwa nilai rata-rata siswa jurusan perhotelan di SMKN 9 Padang adalah B atau 66-99. Ada lima siswa mendapat A atau >80, enam belas siswa mendapat B atau >66, sembilan siswa mendapat C atau >54, empat siswa mendapat D atau >40 dan tidak satupun dari mereka mendapat E atau <40. Dengan demikian dapat disimpulkan bahwa dari 34 siswa tidak ada satupun yang memperoleh nilai E atau <40. Kesimpulannya, rata-rata kefasihan dan ketepatan 34 siswa kemampuan berbicara penyajian teks prosedur di SMKN 9 Padang adalah B atau antara 66-79. Kata kunci: teks prosedur, kelancaran, ketepatan.

Kata Kunci: teks prosedur, kefasihan, ketepatan, keterampilan berbicara

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CHAPTER I

INTRODUCTION

1.1 Background of Study

Speaking is a process of providing information to others by oral. Furthermore, speaking not only expresses ideas but also must follow the rules of speaking, such as accuracy and fluency. According to Adam (2005:78) stated that speaking is verbal communication between people to convey their ideas. It means that speaking is oral communication that conveys information to others. Speaking is one of the English skills that students in vocational schools must learn. Gani, Fajrina, and Hanifa. (2015) stated, "Although, speaking in a foreign language is not easy for students. Students think that speaking is a difficult skill because it requires preparation and courage to speak in a new language" (p.17). Therefore, speaking is a more difficult skill for students to learn. Mastery of speaking is important for students if they want to communicate with foreigners. Nunan (1991) states that everyone thinks that mastery of speaking skills is the most important aspect of learning English, and that skill can be seen in one's ability to speak using the language (p. 39). It means that speaking skills are important if we want to master English which is faced by a person's ability to speak.

Related to speaking, there is a school at one level of education in Indonesia namely vocational school. In vocational school, they must speak English correctly because they will meet tourists from domestic or another country. Especially one of the majors in vocational school namely is hospitality. In this major, they must have the ability in English, especially in speaking, because they will meet with the native speaker. If they cannot speak English properly, it is hard for the guest to understand what they say.

Those majoring in hospitality must appear in front of the class to receive guests, do the laundry, clean the bedroom and others. They learn about the hospitality department's front office, laundry, and housekeeping. So, by studying the procedure text, they can apply their abilities, and students can speak the procedure text in front of the class. They can prepare themselves to face real life.

One of the schools that teach hospitality majors is SMKN 9 Padang. At SMKN 9 Padang, there are two majors; culinary and hospitality. In the hospitality department, students will learn the ins and outs of running a hospitality company, covering all major aspects such as finance, security, accounting, marketing, food service operations, world culture, industry trends, and housekeeping. Hospitality students also learn English in class. The hospitality department, students studies English once a week for 3 hours (3 x 45 minutes). After learning English, it is hoped that they will understand English well. They will meet people from other

countries. Therefore they need to communicate with each other using English.

In hospitality major, they will explain a tool such as using a laundry machine; there, they need to explain well how to use the tool correctly so that there are no mistakes in using the device. In procedural texts, students need to explain the steps of how to do something or how to operate something. Sometimes they have difficulty presenting it because they forget the steps, forget the words they are going to convey, and have difficulty conveying it.

Students' speaking ability can be low because they have difficulty pronouncing words, not fluent in saying what they are going to say. They also sometimes forget what they want to say, and also they feel nervous when talking to other people when using English. In the syllabus of SMK number 9 Padang, at the Basic Competence (KD) 3.18, procedural texts are taught for grade 2 in SMK. A *procedure text* is a text that provides information to the reader about how to do or use something with instructions.

The curriculum in vocational schools is different from the high school curriculum. Vocational students focus more on learning according to their respective majors. While in high school, they focus on general learning. There are also not many hours in learning English in a vocational school. While in high school, there will be more time for learning English itself.

Many studies have been conducted to look at students' speaking skills in learning English, such as the research by Putri (2019) with the title "Analysis of the Ability of Class II Students in Writing Prescription Procedure Texts at SMKN 9 Padang". In his research, he used descriptive with a random sampling method. The population of this study was 122 students from 8 classes. He used a procedure text writing test as an instrument. This study found that the students' ability to write procedural texts was in a good category by analyzing the general structure of the text and the linguistic characteristics of the text. However, some students still do not understand part of a procedure text, and they do not understand how to write a procedure text.

Another study was conducted by Andi Idayani (2011). The title is Improving Students' Procedural Text Speaking Skills by Using Authentic Materials in Class X.4 SMA Nurul Falah Pekanbaru. In this study, the researcher used authentic materials, and it is a good strategy for students to improve students' speaking skills in procedural texts in class X.4 SMA Nurul Falah Pekanbaru.

Similar to previous research, another study was conducted by Jupri (2018). The title is Using Video Recipe to Improve The Junior High School Students Ability in Writing Procedure Text. In this study, the researcher found that students have a problem writing procedure text. The data was obtained through the test result, observation, checklist and interview.

Based on the research above, it can be concluded that students can improve their speaking skills in procedure text. This research is different from the previous studies above. This research is the same as the procedure text, but the difference is discussing the analysis of speaking to hospitality students in a vocational school. In this study, students' speaking ability will be seen in fluency and accuracy. After the researcher found the students' speaking ability, the researcher would see the obstacles they faced in speaking.

The writer decided to analyze the speaking skills of the hospitality students by presenting a procedure text. Class XI students will present their procedure texts based on the curriculum, and the researcher will record students when they present their procedure texts with a zoom application. The reason is to analyze their speaking skill by presenting the procedure text and learning English in vocational schools is less than in high schools. The researchers chose to conduct research in vocational schools. Based on the problems above, the researcher wants to conduct a study entitled Analysis of Hospitality Department Students' Speaking Skills in Presenting Procedure Texts..

1.2. Identification of problems

Based on the background of the problem above, there are still some problems when students in SMK learn English speaking skills. First, students have difficulty when learning English, especially in speaking skills through procedural texts. Second, students get difficulty in English with accuracy and fluency when they speak English.

1.3 Limitation of problem

Based on the problems that have been identified, the researcher focus on the problem where students have difficulty in speaking English accurately and fluently when they speak English procedure texts in second-year vocational school students.

1.4 Formulation of the problem

This research problem is formulated as "How is the accuracy and fluency of students at SMKN 9 Padang class II in speaking by presenting procedural texts."

1.5 Research question

Based on the identification and limitation of the problem above, the research questions are as follow:

1. How is the accuracy of grade 2 students at SMKN 9 Padang for the 2020/2021 academic year in presenting procedural texts?
2. How is the fluency of grade 2 students at SMKN 9 Padang for the 2020/2021 academic year in presenting procedural texts?

1.6 Research purposes

The aims of this research are:

1. To determine the accuracy of grade 2 students of SMKN 9 Padang in the 2020/2021 academic year in speaking by presenting procedural texts

2. To determine the fluency of grade 2 students of SMKN 9 Padang in the 2020/2021 academic year in speaking by presenting procedural.

1.7 Research Significance

Presenting procedure text is one of the alternative in teaching speaking. In addition, the students can also benefit from this research because it can show them some of the problems students face in English and the ways to overcome them. Furthermore, it is hoped that it provide alternative strategies for teachers to teach English in a pleasant environment.

1.8 Key term definitions

1. Speaking skill is the delivery of language by word of mouth orally.
The ability of students to provide information to their friends or other people verbally.
2. A procedure text is a text that explains how something works or how to use something.