

**AN ANALYSIS OF STUDENTS' ABILITY IN USING MODAL  
AUXILIARIES IN GIVING HOTEL SERVICES AT HOSPITALITY  
MANAGEMENT OF UNIVERSITAS NEGERI PADANG**

**THESIS**

*Submitted as Partial Fulfillment of the Requirements to Obtain the Strata One  
(S1) Degree*



**By:  
Vika Andila  
1205293/2012**

**Advisors:**

**Dra. An Fauzia Rozani Syafei, M.A.  
Leni Marlina, S.S.,M.A.**

**ENGLISH DEPARTMENT  
FACULTY OF LANGUAGES AND ARTS  
UNIVERSITAS NEGERI PADANG  
2017**

**HALAMAN PERSETUJUAN SKRIPSI**

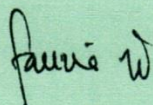
**Judul** : An Analysis of Students Ability in Using Modal  
Auxiliaries in Giving Hotel Services at Hospitality  
Management of Universitas Negeri Padang.  
**Nama** : Vika Andila  
**NIM/BP** : 1205293 / 2012  
**Program Studi** : Pendidikan Bahasa Inggris  
**Jurusan** : Bahasa dan Sastra Inggris  
**Fakultas** : Bahasa dan Seni

Padang, Agustus 2017

Disetujui Oleh:

Pembimbing I,

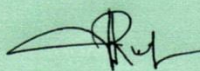
Pembimbing II,



Dra. An Fauzia Rozani Syafei, M.A.  
NIP. 19660424 199002 2 001

Leni Marlina, S.S., M.A.  
NIP. 19820718 200604 2 004

Ketua Jurusan,



Dr. Refnaldi, S.Pd., M.Litt.  
NIP. 19680301 199403 1 003

HALAMAN PENGESAHAN LULUS UJIAN SKRIPSI

Nama : Vika Andila  
NIM/BP : 1205293/2012

Dinyatakan Lulus Setelah Mempertahankan Skripsi di Depan Tim Penguji  
Program Studi Pendidikan Bahasa dan Sastra Inggris  
Jurusan Bahasa dan Sastra Inggris  
Fakultas Bahasa dan Seni  
Universitas Negeri Padang

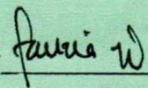
AN ANALYSIS OF STUDENTS ABILITY IN USING MODAL AUXILIARIES  
IN GIVING HOTEL SERVICES AT HOSPITALITY MANAGEMENT OF  
UNIVERSITAS NEGERI PADANG

Padang, Agustus 2017

Tim Penguji

Tanda Tangan

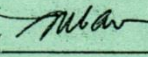
1. Ketua : Dra. An Fauzia Rozani Syafei, M.A.

()

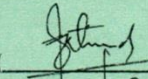
2. Sekretaris : Leni Marlina, S.S., M.A.

(\_\_\_\_\_)

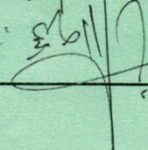
3. Anggota : Dr. Zul Amri, M.Ed.

()

4. Anggota : Sitti Fatimah, S.S., M.Ed., Ph.D.

()

5. Anggota : Delvi Wahyuni, S.S., M.A.

()



UNIVERSITAS NEGERI PADANG  
FAKULTAS BAHASA DAN SENI  
**JURUSAN BAHASA DAN SAstra INGGRIS**  
Jl. Belibis. Air Tawar Barat. Kampus Selatan FBS UNP. Padang.Telp/Fax: (0751) 447347

**SURAT PERNYATAAN TIDAK PLAGIAT**

Saya yang bertanda tangan di bawah ini:

Nama : Vika Andila  
NIM/TM : 1205293 / 2012  
Program Studi : Pendidikan Bahasa dan Sastra Inggris  
Jurusan : Bahasa dan Sastra Inggris  
Fakultas : FBS UNP

Dengan ini menyatakan, bahwa Tugas Akhir saya dengan judul *An Analysis of Students Ability in Using Modal Auxiliaries in Giving Hotel Services at Hospitality Management of Universitas Negeri Padang* adalah benar merupakan hasil karya saya dan bukan merupakan plagiat dari karya orang lain. Apabila suatu saat terbukti saya melakukan plagiat maka saya bersedia diproses dan menerima sanksi akademis maupun hukum sesuai dengan hukum dan ketentuan yang berlaku, baik di institusi Universitas Negeri Padang maupun masyarakat dan negara.

Demikianlah pernyataan ini saya buat dengan penuh kesadaran dan rasa tanggung jawab sebagai anggota masyarakat ilmiah.

Diketahui oleh,  
Ketua Jurusan Bahasa dan Sastra Inggris

Dr. Refnaldi, S.Pd., M.Litt.  
NIP. 19680301 199403 1 003

Saya yang menyatakan,



Vika Andila

## ABSTRAK

Andila, Vika. 2017. “An Analysis of Students’ Ability in Using Modal Auxiliaries in Giving Hotel Services at Hospitality Management of Universitas Negeri Padang”. *Skripsi*. Padang: Jurusan Bahasa Inggris. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Penelitian ini mengkaji tentang tingkat kemampuan baha Inggris mahasiswa perhotelan dalam penggunaan *modal auxiliaries*. Tujuan penelitian ini adalah untuk mengetahui kemampuan mahasiswa dalam menggunakan *modal auxiliaries* di dalam dialog serta *politeness* digunakan mahasiswa didalam percakapan memberikan pelayanan kepada tamu berdasarkan penggunaan *modal auxiliaries*. Populasi penelitian ini adalah mahasiswa Jurusan Perhotelan di Universitas Negeri Padang tahun akademik 2015. Sampel penelitian dipilih dengan metode *random sampling*. Masalah yang diangkat pada penelitian ini adalah bagaimana kemampuan mahasiswa dalam berbahasa inggris terutama dalam memberikan pelayanan kepada tamu di hotel. Instrumen yang digunakan dalam penelitian ini adalah tes unjuk kerja berbicara dimana mahasiswa perhotelan diminta memerankan dialog berdasarkan 5 situasi berikut, yaitu *dealing reservation, handling guest, housekeeping, check-in* dan *check-out* secara berpasangan. Dari hasil penelitian ini dapat disimpulkan bahwa kemampuan mahasiswa perhotelan dalam penggunaan *modal auxiliaries* dari segi tata bahasa mendapatkan nilai rata-rata 80 dan berada pada kategori sangat baik yaitu 28 mahasiswa mendapatkan nilai 100 dan 2 orang mendapatkan nilai 80. Kemudian dari segi *politeness*, 50% mahasiswa perhotelan masih menggunakan *informal politeness* di dalam percakapan memberikan pelayanan kepada tamu yaitu menggunakan *can* dan *will* dari pada *may, could* dan *would* dalam penggunaanya lebih formal.

Kata kunci: *sudents’ ability, modal auxiliaries, giving hotel services.*

## ACKNOWLEDGEMENTS

All praises belong to The Almighty God, Allah SWT, the most merciful and compassionate, who has given the writer knowledge and strength in completing her thesis entitled “An Analysis of Students’ Ability in Using Modal Auxiliaries in Giving Hotel Services at Hospitality Management of Universitas Negeri Padang”. The best regards also goes to the prophet Muhammad SAW, peace be upon him.

A deep gratitude goes to Dra. An Fauzia Rozani Syafei, M.A., my first advisor and Leni Marlina, S.S., M.A., my second advisor, who have given their ideas, correction, beneficial opinion and encouragement in the process of accomplishing this thesis.

My deep appreciation is also given to my thesis examiners, Dr. Zul Amri, M.Ed. and Sitti Fatimah, S.S., M.Ed., Ph.D and Delvi Wahyuni, S.S., M.A. I would like to thank them for their beneficial time, contribution of ideas toward the development of this thesis.

Then, the writer would like to express her deepest gratitude to her beloved parents who have given love, patience, care and pray for her success. Furthermore, a special thank is directed to all his friends in English Department for the knowledge and ideas that have been shared. For the improvement of this thesis, any constructive criticisms, suggestions and advices from the readers are highly appreciated.

Padang, August 2017

Writer

## TABLE OF CONTENTS

<b>ABSTRAK</b> .....	i
<b>ACKNOWLEDGEMENTS</b> .....	ii
<b>TABLE OF CONTENTS</b> .....	iii
<b>LIST OF APPENDICES</b> .....	v
<b>LIST OF TABLES</b> .....	vi
<b>LIST OF FIGURES</b> .....	vii

### CHAPTER I: INTRODUCTION

A. Background of the Problem.....	1
B. Identification of the Problem .....	4
C. Limitation of the Problem.....	5
D. Formulation of the Problem .....	5
E. Research Questions .....	6
F. Purpose of the Research .....	6
G. Significance of the Research .....	6
H. Definition of Key Terms .....	7

### CHAPTER II: REVIEW OF RELATED LITERATURE

A. The Nature of Grammar .....	8
1. Definitions of Grammar .....	8
B. Modal Auxiliaries .....	10
C. Sentence Pattern of Modal .....	20
D. Politeness .....	20
E. ESP for Hospitality Industry .....	24
F. Hotel Services .....	25
G. Review of Related Study .....	28
H. Conceptual Framework .....	29

### CHAPTER III : RESEARCH METHODOLOGY

A. Research Design.....	32
B. Population and Sample.....	32
C. Research Instruments .....	34
D. Technique of Data Collection .....	35
E. Technique of Data Analysis .....	36

**CHAPTER IV : FINDINGS AND DISCUSSIONS**

A. Data Description .....	39
B. Data Analysis .....	46
C. Findings .....	66
D. Discussions.....	69

**CHAPTER V CONCLUSION AND SUGGESTION**

A. Conclusion .....	74
B. Suggestions .....	74

<b>BIBLIOGRAPHY .....</b>	<b>76</b>
---------------------------	-----------

<b>APPENDICES .....</b>	<b>81</b>
-------------------------	-----------

## LIST OF APPENDICES

Appendix 1	Example of Dialogue of Hotel Services .....	81
Appendix 2	Scoring Rubric .....	85
Appendix 3	Speaking Test .....	86
Appendix 4	Script of Dialogue .....	88
Appendix 5	Scores in Using Modal Auxiliaries.....	141
Appendix 6	Modal Auxiliaries Expression .....	151
Appendix 7	Letter .....	168

## LIST OF TABLES

Table 1	Modal Auxiliaries Meaning .....	13
Table 2	Modals and Similar Expression .....	15
Table 3	Population of The Research .....	33
Table 5	The Classification of Students' Speaking Performance.....	37
Table 6	The Students' Ability in Using Modal Auxiliaries .....	40
Table 7	Modal Auxiliaries Expression .....	41

## LIST OF FIGURES

Figure 1	Conceptual Framework.....	31
----------	---------------------------	----

## **CHAPTER 1**

### **INTRODUCTION**

#### **A. Background of the Problem**

Language is a means for people to interact with others in any society. By using language, people will be able to communicate and share information around the world. Language has its own structure. It expresses the feeling and attitude.

The need to use the English language in some occasions makes many people in Indonesia try hard to master this language well. Actually, there are four important skills in mastering English; listening, speaking, reading and writing. Mastering these four skills is the aim of learning the English language. Therefore, English ability is very useful; not only to communicate and unite people in the world but also it is useful in every aspect of our life.

One of the central components in English is grammar. According to Greenbaum and Nelson (2002:1), grammar refers to the set of rules that consent to combine words in our language into larger units. Whenever people speak or write, people always operate grammar rules in combining word into larger units. Grammar rules can help people comprehend more about what someone speaks or writes. People will misunderstand when the speaker or writer ignore grammatical rules. For example, tense is really influential when we speak something. If we forget to change the verb into the appropriate tense, so the listener will be confused what the speaker means.

Since it is one of essential language complements, grammar has a big influence on learning language skills; listening, speaking, reading and writing. Booij (2007:5) states that grammar is the study of the classes of words, their inflections, and their functions and relations in the sentences. Furthermore, grammar describes the rules of the structure of a language; the way words combine, the order they come in, the way they change according their relationship to other words, how they build up into units like a sentences. According to Sargeant (2007:97), grammar mastery refers to the students competence and performance in using the correct rules of English by changing the form of words correctly and joining them into sentences.

Grammar is one of the important elements in learning a language because it is used to understand the language. Language without grammar can cause confusion in comprehending the ideas, opinions, feelings of the speakers or writers. People who are good at grammar can communicate with language better than people that are low at grammar. In the other words, grammar is one of the language aspects which are taught to every language learners.

There are many aspects discussed in English grammar; one of them is modal auxiliaries. Modals are a group of words that modify the meaning of verbs (Werner, 2007). Modals are can, could, will, would, shall, should, may, might and must. These auxiliaries belong to semantic components such as ability, obligation, possibility, and politeness. The modal verbs do not have only grammatical function, but also dictionary meaning, for example *must* and *can* mean 'be obligate to'. If the students have a good ability in that component, they will give

good impression to the listener at any speaking-demanded situation of non-native speaker.

Therefore, the effectiveness of communication between speakers and hearers are expected to be polite to each other (May, 2015). In addition Wardaugh (2006:276) states that politeness is the most crucial aspects in language use as we must consider other people's feelings. Hence, politeness is indispensable in the language use that everyone should be polite to make social interaction goes well.

Based on the researcher's observation on hospitality management curriculum of Universitas Negeri Padang students have to take English class as a subject in semester one, two and five. By taking "Bahasa Inggris profesi 1, 2 and 3 subjects", they have to speak English in order to reach the communication when speaking. In English class, the students will learn about how to give service to the guests such as dealing with reservation, handling check-in, advising hotel guest where to go and others.

Moreover, after graduating from hospitality management, students are expected to apply for jobs in hotel industry as receptionist, reservation, information, and others. Those kinds of job in hospitality industry obviously will be related to many people including foreigners. So, they must be able to communicate with foreign people by using English well.

There are some factors which influence why the analysis of students' ability in using modal auxiliaries in giving hotel services by the third year students of hospitality management at Universitas Negeri Padang is the focus of the study.

Based on the informal interview with the students in hospitality management, the researcher got some information that there were some factors which cause students were bad in English. First, they didn't have self-confidence to speak. They concluded that English is a difficult subject. Besides, they may feel ashamed to speak and afraid of making mistakes.

The next, hospitality management students had problems in using grammatical features and in choosing the correct grammatical rules. One of the main problems is English modal auxiliary rules system, such as expressing suggestion, ranging from probability through permission to obligation, for example the sentence "*Good morning. I'm a room maid. May I make up your room, please?*", from that example, the students have to choose the right modal functions and forms in any situation, such as to show politeness, possibility, permission, obligation and suggestion. Modals are not used as grammatical sense, but also to contribute to the semantic communication (Vethamani et al, 2008:142).

Based on the problems above, the researcher were interested to analyze the students' ability in using modal auxiliaries at hospitality management, because the researcher wanted to know their ability in giving hotel services at Universitas Negeri Padang.

## **B. Identification of the Problem**

There are several components of a language, and one of them is grammar. Grammar mastery is important in processing four skills in English. Without the correct usage of grammar, the communication will not be accurate, because when

someone communicates with each other grammar should be used in order to get the correct meaning.

Based on the background of the problems above, there are some possible problems faced by the hospitality management students' in using modal auxiliaries in giving hotel services. The first problem deals with some aspects: they don't have self confidence and don't practice English with their friends. Besides, they are not able to master English grammar, so that it makes most of students become passive, and are not able to improve their ability in English.

From all of the previous reasons, the researcher observed that the most difficult feature is related to how students' ability in giving hotel services viewed from grammatical features in using modal auxiliaries, which is how to use appropriate word and grammatical rules in English. That is why the researcher intended to do a research about the hospitality management at Universitas Negeri Padang students' ability in using modal auxiliaries in giving hotel services.

### **C. Limitation of the Problem**

Based on the identification above, the researcher limited the research into the analysis of the students' ability in grammatical feature. The problem of the research was limited into the analysts of hospitality management students' ability in using modal auxiliaries from the conversation of giving hotel services.

### **D. Formulation of the Problem**

Based on the limitation of the problem above, the problem of the research is formulated as follows: “How is the Hospitality Management student of UNP’s ability in using modal auxiliaries?”

#### **E. Research Question**

The problem of the research could be explained “How is Hospitality Management ability in using modal auxiliaries Hospitality Management in giving hotel services at Universitas Negeri Padang?”

#### **F. Purpose of Research**

This research aims to find out Hospitality Management students’ ability in using modal auxiliaries at Universitas Negeri Padang.

#### **G. Significance of the Research**

The research should be useful to any part of human life. First, this research would contribute to students, teachers and researcher. The researcher could get information about the students. Students are also expected to know about their ability and will get some development in learning process in English. Moreover, the writer will make this research to be kind of advantageous things. Furthermore the researcher, this research does not only give useful comprehension on the problems and the reasons but also gives knowledge and experience. From this thesis, people will have the information about how to fix the problem faced in learning English, especially when they apply for jobs or continue the study. They try to find out the way to master English such as taking a private class, practicing

and others. Second, this research is supposed to give explanation and information about the problems the students' ability in using modal auxiliaries and become guidance for the next researcher.

#### **H. Definition of Key Terms**

1. Ability is a capacity, talent or power to do something physically or mentally.
2. Modal auxiliaries are a type of verbs that is used to indicate modality, like ability, permission and obligation.
3. Giving hotel service is a give service to the guest about the facility of that hotel.
4. Grammar is ability to combine words to become good sentence.
5. Conversation is form of interactive, communication between two or more people in which thoughts, feelings and ideas are expressed.
6. Politeness is showing good manners toward others as in behavior in speech.

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

In this chapter, the researcher presents the conclusion from the finding and discussion in the previous chapter. It is also completed by the suggestion.

#### **A. Conclusion**

As mentioned in Chapter I, the purpose of this research is to analyze hospitality management students in using modal auxiliary by role playing in giving hotel services. This research is conducted at Hospitality Management of Universitas Negeri Padang. Based on the data analysis and findings that have been discussed in the previous chapter, it can be concluded that the ability of students in modal auxiliary is very good and politeness used by the student in modal auxiliary still a problem such as using the correct auxiliary in different situation, as we know that hospitality industry they have to politeness and good attitude when give services or greeting to the guest. So, they cannot choose the appropriate auxiliary should be use in the conversation as explained in Chapter II.

#### **B. Suggestions**

After the researcher did the analysis of hospitality management student in using modal auxiliary in the data and found the students' problem, the researcher proposes

some suggestions for the next researcher and also the teacher for a better learning and teaching process for the future as follow:

1. Lecture should provide the particular time to teach grammar for spoken English in order to strengthen the students' spoken grammar.

2. Hospitality management should have a lecturer graduated from English Department, so the students can learn the structural of the grammatical to support the better result of students in English.

3. For the next researcher that want to conduct the research especially about an analysis of students using modal auxiliary can find the other problems except about an analysis of students in using modal auxiliary, and also by knowing the result of the data from this research a researcher who want to conduct an experimental research or classroom action research can find the newest and effective method to teach speaking especially by considering the result and finding from this research.

4. Last, the academician, teacher, lecturer, and researcher can find a newest strategy or ways to teach English in Hospitality Management.

## BIBLIOGRAPHY

- Abdul-Fattah, Hussein. 2011. "A Formal-Functional Analysis of The English Modal Auxiliaries". Volume 3 p 39/63.
- Azar, Betty Srampfer. 2002. *Understanding and Using English Grammar*. New York: Longman.
- Azar, Betty Srampfer. 1999. *Understanding and Using English Grammar*. New York: Longman.
- Bensch, Geraldine. 2010. "The Influence of culture on The Perception of Politeness an Investigation of Front-Line at Mid-Priced Hotel Chain in New Zealand. Onlined Accessed on May 20<sup>th</sup> 2017  
<http://unitec.researchbank.ac.nz/bitstream/handle/10652/1448/Geraldine%20Bensch%20MIC.pdf?sequence=1>
- Booij, G. 2007. *The Grammar of Words An Introduction to Linguistic Morphology*. New York: Oxford University Press.
- Brown, H.D. 2009. *Language Assessment: Principle and Classroom Practices*. New York: Person Education.
- Brown, H. D., and Abeywickrama, P. (2010). *Language Assessment Principle and Classroom Practice* (2<sup>nd</sup> Ed.). New York: Pearson Education.
- Brown, Penelope. 2015. "Politeness and Language". Volume 18 p 326/330.
- Blue, G. M., and Harun, M. 2003. "Hospitality Language as a Professional Skill". *English For Specific Purpose*. Volume 22 p 73/91.
- Burdova, Verenika. 2007. *English for Specific Purpose (Tourist Management and Hotel Industry)*. Masaryk: University of Masaryk.