AN ANALYSIS OF SPEAKING ANXIETY EXPERIENCED BY TOURISM AND HOSPITALITY DEPARTMENT STUDENTS OF SMKN 6 PADANG

THESIS

Submitted as a Partial Fulfillment of the Requirement for Obtaining Bachelor Degree of Education (B.Ed) in English Language Education Program



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ABSTRACT

Ningsih, Laksmi Riadi. 2019. "An Analysis of Speaking Anxiety Experienced by Tourism and Hospitality Students of SMKN 6 Padang". *Thesis*. Padang: Universitas Negeri Padang

Speaking is one of the ways to communicate that is mostly used by people to interact with others. However, some people feel anxious to speak in English. This research was conducted to find out the factor and the level of speaking anxiety experienced by Tourism and Hospitality students of SMKN 6 Padang. The subject of this research was 59 students from grade 12th of tourism and hospitality department. The data was collected by using quantitative descriptive method. The research instruments were questionnaire and interview. There were two questionnaires used such as FLCAS and FLSAS questionnaire. Each questionnaire consists of 33 statements. Based on the data analysis, it was found the dominant factors of students' speaking anxiety was fear of speaking test. On the other hand, the level of students' speaking anxiety from two questionnaires were in medium level with percentage from FLCAS was 75%, and from FLSAS questionnaire was 71%. It can be concluded that students felt anxious because of some causes such as mispronunciation, afraid of making mistakes, lack of vocabulary, and think that friend is better than themselves.

Key words: Speaking, Speaking anxiety, Tourism and Hospitality Students

ABSTRAK

Ningsih, Laksmi Riadi. 2019. "An Analysis of Speaking Anxiety Experienced by Tourism and Hospitality Students of SMKN 6 Padang". *Thesis*. Padang: Universitas Negeri Padang

Bebrbicara adalah salah satu cara untuk berkomunikasi yang digunakan oleh orang untuk berinteraksi dengan yang lainnya. Akan tetapi, beberapa orang merasa cemas untuk berbicara dalam bahasa inggris. Penelitian ini diadakan untuk menemukan faktor dan level dari kecemasan berbicara yang dialami oleh siswa jurusan pariwisata dan perhotelan SMKN 6 Padang. Subjek dari penelitian ini adalah 59 siswa kelas 12 jurusan pariwisata dan perhotelan. Data dikumpulkan dengan menggunakan metode kuantitatif deskriptif. Instrumen penelitian adalah angket dan interview. Ada dua macam angket yang digunakan yaitu angket FLCAS dan FLSAS. Masing-masing angket terdiri dari 33 pernyataan. Berdasarkan data analisis, tfaktor yang dominan dari kecemasan siswa dalam berbicara adalah takut akan tes bahasa inggris. Disisi lain, tingkat kecemasan siswa dari dua angket ialah di level menengah dengan persentasa dari angket FLCAS adalah 75% dan dari angket FLSAS adalah 71%. Dapat disimpulkan bahwas siswa merasa cemas karena beberapa penyebab seperti salah dalam pengucapan, khawatir membuat kesalahn, kekurangan kosa kata, dan berfikir bahwa teman lebih baik dari pada mereka.

Key words: Bebicara, Kecemasan dalam Berbicara, Siswa Pariwisata dan Perhotelan

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CHAPTER I

INTRODUCTION

A. Background of the Problem

In this globalization era, the ability to speak in English is prominent because there is global competition in the world that will be faced by the students. The success of speaking is typically measured by students' proficiency to communicate in target language well. Thus, teacher should make efforts to prepare students to be proficient speakers.

Speaking is not only important in daily communication but also in specific purposes which is called English for Specific Purposes (ESP). Hall (2014) states that ESP is an approach to the education of English oriented for specific purposes, such as scientific, technological, economic, academic areas, etc. ESP is not only used for college, but also in vocational high school, including in hospitality and tourism major.

All students in vocational high school in Indonesia have to study English as acompulsory subject. English proficiency will be able to support their future job and career. Tourism and Hospitality students who have good English competence will have the opportunity to face the global era and can work all around the world. Tourism students have opportunity to work in industry tour and travel that need a language skills, especially spoken English to communicate with tourists. The data

from the Central Statistic Agency, shows that around 59% of tourists visit Indonesia for holiday. Tourism is a sector that develops and increases every year. This is a good opportunity for the vocational high school graduates. In addition, tourism students also have an opportunity to work in cruise. They have a chance to work around the world. Hospitality students also need English as universal language to communicate with hotel guests who might come from various countries.

Tourism and hospitality students are prepared to focus more on their job training and practical courses more than academic ones. Actually, learning a foreign language is very important for their future job. The balances between their skill in job training and language skill will make them get a job easily. In fact, students in vocational school are often worried and suffer from foreign language learning anxiety. Young (as cited in Amirul, 2015) claimed that, "speaking in the foreign language is often cited by students as their most anxiety-producing experience" (p. 539). Basically, foreign language anxiety is one of the most crucial affective things in second language acquisition. This is a common phenomenon in teaching English as foreign language. Anxiety has been the most dominant factor that influence student to speak English in the classroom. They are afraid of learning English in the classroom because they feel unsafe, uncomfortable and threatened when speaking English in the classroom. According to Horwitz, Horwitz and Cope (1986), foreign language anxiety is situation-specific; students may suffer from strained feelings when they learn English as a second or foreign language.

In addition, when students of vocational high school learn with misunderstanding, they will feel afraid and have negative thinking in learning foreign language so they may avoid learning it. Usually, it occurs because there are some mistakes in teaching method that make students assume that English is difficult and it makes students anxious to apply the English to interact with others. Sometimes, students prefer to speak in Indonesia rather than because they feel anxiety if get a negative evolution cause of making mistakes. To reduce their mistakes, silence becomes the best way for them. Some of them are also difficult to produce sound or intonation in English even after many repetitions. They are not sure if they can speak up and show their abilities in English language skills. So, there are several factors that hinder students' speaking performance in the classroom such as comprehension apprehension, fear of negative evolution, and test anxiety (Horwitz, Horwitz & Cope, 1986, p.127).

There are several studies that have been conducted that show that anxiety cause of various factors. First, a study by Naghadeh et al. (2014) with Iranian English major students at Payame Noor University in which English is used as a second language shows that there was significant relationship between speaking anxiety and speaking ability of students. Second, a study by Hasan and Fatimah (2014) with Indonesian learners of English in Indonesia and in Australia proved that male students were more anxious than female students in three dimensions of Foreign Language Classroom Anxiety Scale . Another findings shows that Indonesian

students who learnt English in Indonesia were more anxious than those who learnt English in Australia. Third, a study conducted by Sari (2017) to Senior High School students in Banda Aceh investigated the speaking anxiety factors in EFL classes that show English teachers have to be able to understand the different characteristic of students in level anxiety.

Foreign language anxiety may have effects to students' achievement and students' performance in learning English, especially in speaking ability. In this research, the writer is interested to analyze the factors of speaking anxiety in speaking during classroom activities by Tourism and Hospitality department students of SMKN 6 Padang. This study investigates students' anxiety in speaking which focuses on finding out the factors and level of speaking anxiety.

B. Identification of the Problem

As stated in the background, speaking is one of the compulsory subject that should be mastered by Tourism and Hospitallity students. Besides, they need to reduce their anxiety in speaking English. Anxiety can affect their speaking performance. Speaking anxiety is related to their problem to speak in front of many people. As stated in the background, there are some factors that influence students' speaking anxiety. The problems that can be identified are as follow:

- 1. Students feel nervous while learning to speak English language.
- 2. Students feel anxious when they are called by teacher to speak in English.

3. Students tend to use Indonesian language in English classroom rather than to speak English because they are difficult to pronounce words in English.

Thus, the researcher is interested to conduct a study about speaking anxiety that experienced by Tourism and Hospitality department students of SMKN 6 Padang because as we know that vocational high school student especially students in Tourism and Hospitallity major need to master speaking English to make them easy to face the worlf of work in the future.

C. Limitation of the Problem

In this study, the writer focuses on analyzing the factors and level of speaking anxiety experienced by Tourism and Hospitality department students of SMKN 6 Padang. The writer tries to find out the factors and level of speaking anxiety that students face in speaking during English classroom.

D. Formulation of the Problem

Based on the limitation above, the research is formulated in this question: "What is the dominant factor and level of speaking anxiety that lead them amongst EFL students at Tourism and Hospitality department students of SMKN 6 Padang?"

E. Research Questions

The writer in this research formulates the research question as follow:

1. What is the dominant factor of speaking anxiety that experienced by Tourism and Hospitality department students of SMKN 6 Padang during English classroom?

2. What is the dominant level of speaking anxiety that experienced by Tourism and Hospitality department students of SMKN 6 Padang during English classroom?

F. Purpose of the Study

This research is intended to investigate the factors and level of speaking anxiety experienced by Tourism and Hospitality department students of SMKN 6 Padang during English classroom.

G. Significance of the Study

Basically, the study is expected to obtain information about the anxiety that students face in speaking English. The findings of the research are expected to be beneficial for many relevant bodies, for example, teachers and students. The teacher teaching English subjects may find alternative teaching strategies to overcome students' anxiety during the classroom activities. By knowing the situation that students face, teacher are supposed to use difference stategies to teach speaking English. This study will help the students to know how to decrease the anxiety that they often experience. If the students are able to decrease their anxiety, they will be able to improve speaking ability.

H. Definition of Key Terms

1. Speaking is the action of conveying information or expressing one's thoughts and feelings in spoken language. Speaking is the delivery of language through

- the mouth. When speaking, people create sound using many parts of body, including lungs, vocal tract, vocal chords, tongue, teeth, and lips.
- 2. Anxiety is feeling of worry, nervousness, or unease, typically about an imminent event or something with an uncertain outcome.
- 3. Foreign language anxiety is the feeling of unease, worry, nervousness and apprehension experienced in learning or using a second or foreign language.
- **4.** Speaking anxiety is anxiety-feeling of tension or worry that arises around speaking activities due to some related factor.