

**AN ANALYSIS OF HOSPITALITY STUDENTS' SPEAKING
DIFFICULTIES IN THE HOTEL FRONT OFFICE AT SMKN 1 SINTUK
TOBOH GADANG**

THESIS

*Submitted as a Partial Fulfillment of the Requirement
to Obtain Bachelor of Education in English Language Education*



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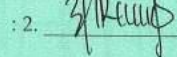
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ABSTRAK

Ramli, Iva Octi R. (2020). *An Analysis of Hospitality Students' Speaking Difficulties in the Hotel Front Office at SMKN 1 SintukTobohGadang*. Skripsi. Jurusan Bahasa dan Sastra Inggris Fakultas Bahasa dan Seni Universitas Negeri Padang.

Penelitian ini bertujuan untuk menemukan kesulitan-kesulitan saat berbicara bahasa Inggris yang sebagian besar dihadapi oleh siswa SMK jurusan akomodasi perhotelan kelas XI dan penyebab-penyebab dari kesulitan dalam berbicara. Penelitian ini menggunakan metode penelitian kualitatif. Penelitian ini menggunakan metode kualitatif untuk menganalisa kesulitan-kesulitan siswa perhotelan saat berbicara Bahasa Inggris dan penyebabnya. Instrumen penelitian ini adalah lembar kuisioner. Berdasarkan hasil kuisioner ditemukan bahwa siswa perhotelan menemukan kesulitan bicara dalam aspects (1) kurangnyakosakata 50.00% (15 siswa), (2) suli tmemahami 47.58%, 15 siswa, (3) grammar 54.03%, 17 siswa, (4) pengucapan 51.61%, 16 siswa, and (5) kelancaran 65.32%, 20 students. Peneliti juga menemukan penyebab-penyebab dari kesulitan berbicara: (1) kurang percayadiri 40.32%, 12 siswa, (2) kekhawatiran 62.90%, 19 siswa, (3) inhibition 45.15%, 14 siswa, (4) nothing to say 46.23%, 14 siswa, (5) penggunaan bahasa pertama 37.63%, 12 siswa.

Kata kunci: berbicara, kesulitan berbicara, penyebab kesulitan berbicara, hotel front office

ABSTRACT

Ramli, Iva Octi R. (2020). *An Analysis of Hospitality Students' Speaking Difficulties in the Hotel Front Office at SMKN 1 Sintuk Toboh Gadang*. Skripsi Jurusan Bahasa dan Sastra Inggris Fakultas Bahasa dan Seni Universitas Negeri Padang.

This study analyzes hospitality students' speaking difficulties in hotel front office and the causes of the speaking difficulties in grade eleven at SMKN 1 SintukTobohGadang. The purpose of this research are to find out hospitality students' speaking difficulties grade eleven at SMKN 1 Sintuk Toboh Gadang and the causes of hospitality students' difficulties in speaking. This research used qualitative method in order to analyze hospitality students speaking difficulties and the causes. The instrumentation of this research is questionnaire sheets. Based on the findings of the study it was found that hospitality students 'speaking difficulties namely (1) lack of vocabulary 50.00%, 15 students, (2) difficult to understand 47.58%, 15 students, (3) poor in grammar 54.03%, 17 students, (4) poor in pronunciation 51.61%, 16 students, and (5) fluency 65.32%, 20 students. The researcher also found the causes of hospitality students' speaking difficulties: (1) lack of confident 40.32%, 12 students, (2) anxiety 62.90%, 19 students, (3) inhibition 45.15%, 14 students, (4) nothing to say 46.23%, 14 students, (5) mother tongue use 37.63%, 12 students. The results of this research indicate that hospitality students grade eleven faced difficulties in speaking at hotel front office.

Key words: speaking, speaking difficulties, causes of speaking difficulties, hotel front office

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CHAPTER I

INTRODUCTION

A. Background of the Study

Hospitality and tourism are part of the economic sectors which have grown rapidly. This development also has some impacts in Indonesia which its tourism is developing quickly. It makes a lot of foreigners and domestic tourists come to Indonesia. Based on World Economic Forum (2019), Indonesia belongs to top 40 countries which visited the most by people around the world. This sector needs the improvement of infrastructure, human resources and environment sustainability, which in turn will invite more international visitors. Therefore the development creates more jobs in this sector. According to World Economic Forum (2017), the report of the travel and tourism competitive index 2017 shows that US\$7.6 trillion of the global economy was contributed by travel and tourism industry. It creates 292 million jobs and supposes to increase every year.

In term of hospitality and tourism industry, English is important aspect because it has relation with communication. The increasing numbers of foreign guests in hotel which come from different countries and use different languages affect the communication at the hotel. Therefore, English becomes an important aspect in hotel front office because English is an official language in a large number of countries. Bobanovic (2011) says that since English has become an international language, it has become increasingly necessary for employees working in tourism to develop the speaking skills to be able to fulfil the

requirements of tourists. It means most of the guests use English to communicate or ask questions with other persons. If the hotel staffs can speak English and understand easily the communication from the guests, it can improve the relationship with the guests and the service as well as the guests' expectation.

Since the speaking English has correlation with the communication in hotel front office so it is important for the front office management. The front office staffs have to communicate with the guests directly since front office is the first place for guests to get service at hotel. Yuan, Houston, and Cai (2006) say that an effective communication between a customer and staff is very significant for hotel activities especially at front office. Moreover, English can build an effective communication between staffs and guests at front office. It means there are many activities related to guests at hotel front office. Every day, a lot of people make manual and online reservation for booking room. For foreign guests they use English while booking room or reservation. In order to run various activities well at the front office, the staffs must know and understand the information, messages or demand of the guests. In addition, the staffs should be to give information about the hotel to guests.

In fact, speaking English become a crucial part for staffs in a hotel many international and national hospitality companies obligate their staffs to speak English in order to provide good service. According Zahedipisheh and Bakar (2017), and Setyanto (2012) people who work in hospitality need to improve their speaking ability in communication with the guests. Staffs of the hotel industry, have to communicate efficiently with English-speaking hotel clients. Blue and

Harun, (2003) as the English proficiency to fulfil job responsibilities in the tourism sector, all the activities that guests and staffs involve interactive communication, and tourism employees are required to follow and use specific professional conversations, language, vocabularies and speech matter when serving guests. Therefore, many international and national hospitality companies obligate their staffs to speak English.

In Indonesia, one of the education institutions which prepare the human resources to work in many industries is called Vocational High School. For hotel accommodation study program the students are prepared to work in hospitality industry. Most of them will apply for job in hotel and tourism industry since in vocational high school students are prepared with specific skill to engage in this industry. Hussain, et.al (2017) say hotel and tourism sector expects hospitality students have more skills and competencies such as critical thinking skill, emotional intelligence, and language. The students should have quality on language, especially English. For instance, after they graduate from vocational high school, they must be worthy to work in hospitality and tourism industry. In addition, Prabhu (2015) students who are likely to pursue a career in hospitality and tourism industry have to realize that English skill is seen vital to work force. In case, they have to be able to use English to communicate effectively.

Regarding English skill is one of the main requirements to apply job in the hospitality and tourism industry, so the hospitality students must be good at English skill. In fact, many employees at a hotel do not have the ability to communicate in English. Setyanto (as cited in Nabila, 2019) the employees in a

hotel cannot communicate in English with the foreign guests because they do not speak English in their daily life. This affects their activities when serving the guests. Moreover, the employees' skill in communication is still low. According to Ahmad (2014) the employees' problem is an inability to communicate, then some of them misunderstood while speaking and failed to follow the instructions. It shows that the employees have the difficulties while speaking English with the guests.

Furthermore, for hospitality students in internship program also face the difficulties in run their activities in front office. The simple activities such as direct reservation, indirect reservation (booking by telephone), and filling form registration will be hard for them if the guests are foreigners. According to Sinaga (2015) when students were having job training, they got some complaints and input from their department supervisors because they were lack of proficiency in speaking English. It made them having difficulties in communicating with the foreign guests.

The analysis toward speaking difficulties has been done by many researchers in their journals such as Chantaramad (2017) discussed about hotel staffs' problems in speaking English. Then, Fauziah (2019) discussed about speaking English skill of guest service agent in front office. Then Aprialita (2018) discussed about speaking difficulties faced by international students in a university. According to Dalem (2017) conducted the research about students speaking difficulties in a university.

Based on all the researches, the researcher want to see the hospitality students' difficulties in speaking and the causes. Due to English Skill communication is important to hospitality students the researche interested to analyze their difficulties in speaking English. The researcher believes that hospitality students, students in a university, and staffs of a hotel have different difficulties in speaking English. The reason is the staffs of a hotel get some training include the speaking English skill. According to Educational Institue of The American Hotels and Motel Association (as cited in Yuit (2002)) training could improve the front office competencies especially in English skill. Thus the study will conduct a research about hospitality students' difficulties.

B. Identification of problem

Learning outcome of vocational high school is to prepare the students to work in hospitality and tourism industry. Based on the explanation in background, hospitality students cannot use English for communication because they have difficulties in speaking. This, research is concerned with the hospitality students' speaking difficulties. Then, the causes of speaking difficulties that faced by hospitality students.

C. Limitation of the problem

Based on identification of the problem above, the researcher limits the problem into speaking difficulties faced by hospitality students and the cause of speaking difficulties in front office department of vocational high school grade eleven.

D. Formulation of the Problem

The problem of this research is formulated as follows “What are students of grade eleven speaking difficulties in giving services front office?”

E. Research Question

1. What are speaking difficulties faced by the hospitality students in front office?
2. What are the causes of hospitality students’ difficulties in speaking?

F. Purpose of the Research

The purpose of the research is to find out:

1. The second year hospitality students’ speaking difficulties in front office at SMK N 1 Sintuk Toboh Gadang.
2. The causes of hospitality students’ difficulties in speaking.

G. Significance of the Research

The result of this research is expected to give information about hospitality students’ speaking difficulties in front office. This research is expected to help teachers in designing teaching learning process in speaking. Then the teachers can find the suitable solution of students’ speaking difficulties especially in front office activities. For students it can be information about factors that make their difficulties in speaking. Then they can handle their problems in speaking and achieve the aim of the speaking.

H. The definition of the key

1. Students' difficulties : Some problems faced by students while they are speaking.
2. Speaking : An activity to share ideas, information or opinions through spoken language.
3. Front Office : A department which is the center of activities in the hotel.