

CHAPTER I

INTRODUCTION

This chapter, the researcher wrote the general background of this thesis. It also presents reasons why she chose related topic. Besides, this chapter consists of several points including: a) context of the study, b) scope of the problem, c) formulation of the problem, d) purpose of the problem, e) significance of the problem, and f) definition of key terms.

A. Context of the Study

In the context of the study, this research is about practices in teaching speaking for hospitality students at Study Hotel Executive Kediri so that presenting English at a scholarly level is not only the objective of teaching English for hospitality in Indonesia, but also for picking up students' English four skills (listening, speaking, reading, and writing) because the international language is communication tool in habitual action. It could be an enormous challenge for English instructors to energize students' inspiration in learning English for their career. It was supported by Nurhayati (2008: 1) who stated that the world of education needs improvement of universities, colleges, senior high schools, junior schools as well as preschools. This thesis also presents how the students at Study Hotel Executive Kediri (college) improve their speaking guided by the instructor.

Hospitality students are demanded for having enough four English skills, particularly speaking skill since it permits giving the finest benefit to foreign

visitors who do not get the local mother tongue. Meanwhile, some linguists have proposed definitions about speaking. Speaking is a productive skill (Spratt et al., 2005:34). It includes utilizing discourse to deliver aim to interlocutors. In similar perspective, Nunan (2003:48) agrees with Spratt, et al., (2005) that speaking could be beneficial verbal expertise and it consists of creating legit verbal articulations to express meaning. Moreover, Harmer (2001:269) defined speaking as the capacity to talk easily presupposes not as it were the information of language features, but also the capacity to express information and language 'on the spot'. The speaking capability is required to help speaking management in turns and non-verbal dialect. In this manner, the conversation objective comes through speaking fluency to induce the expecting meaning.

In the meantime, Brown (2004:140) defined speaking as a beneficial ability that can be specifically and observationally investigated; those perceptions are perpetually colored by exactness adequacy of a test-taker's listening ability, which fundamentally compromises the unwavering quality and legitimacy of a verbal production test. From the definitions, it can be concluded that speaking might be beneficial ability to build meaning including creating, getting and preparing information using either verbal or non-verbal symbols popular expressions. Sharing knowledge, information and ideas are the speaking purpose. Speaking involves putting a message together, communicating the message, and interacting with other people, Lindsay and Knight (2006:57). This implies that speaking is communication tool in which people are necessary to interact in daily life. They can express and respond to feelings or perceptions, order something,

help each other, and exchange opinion and knowledge or information. Therefore, the researcher concludes that speaking is one of the imperative abilities to practice. As stated by Maxom (2009:183) “speaking is the most important skill in English language teaching”. It is about unfathomable to have a veritable understanding of a language without truly practicing it.

The speaking term is related with conversation as well as eye contact. Communication can be done orally and written. Language is certainly used directly in oral language. Language is known as a system of arbitrary conventionalized vocal, written or gestural symbols that enable members of a given community to communicate intelligibly with one another (Brown: 2000). This implies that language takes the foremost critical portion as framework for conveying meaning in verbal communication. For conveying meaning, the person must talk accurately and precisely in order to omit misunderstanding. Therefore, the students are obligated to learn the language in many ways. Every language has linguistic use, sentence structure and articulation rules. Brown (2000) said that one’s cognitive development in his or her native language helps the person transfer the already learned concepts to the second language. This fundamental language concept can be appropriately connected to any other language. In this manner, numerous students still confront speaking problems such as using strange words, understanding the conversationalists, speaking grammatically correct, and choosing the appropriate vocabularies to explain something. Beginning to memorize an unused language like English is commonly difficult for Indonesian students since English could be a third language. Their mother tongue is different

from the target language so that the interlocutors are difficult to capture up with the meaning from local English speakers. Sometimes, they are just able to catch the familiar words but it is still understandable. The goal of teaching speaking must be able to solve all the problems because hospitality students will face international tourists.

Working in a hotel and cruise ship needs hospitality because they will face many international guests or people. Therefore, their purpose is to persuade the guests to book the hotel room. In addition, working in the hospitality industry needs hospitable or friendly staff to attract the guests. To build the students become hospitable, the instructor creates effective teaching speaking techniques; one of them is applying games as a fun component to assist students maximize their speaking potential. It is related to Sugar (2002: 4), he said that games also assist you to maximize each students' learning potential. The tourism and hospitality industry have grown and continued to create much-needed job opportunities (Kokt, 2015). Students' expectation for working in the tourism and hospitality industry not only applies for the job but also to create much-needed job opportunities that are why the instructor creates the effective teaching speaking technique to achieve the expectation.

Hospitality is termed as the relationship between guest and host; it is the work or practice of being hospitable (Kapur, 2018: 2). Hospitality is additionally recognized as friendly job in giving care and courteousness to whoever is in need. According to Kapur (2018: 3-5), the characteristics of the hospitality industry have been stated as intangibility, inseparability, variability or

heterogeneity, perish ability, fixed supply, high operating costs, and seasonality. Those characteristics are explained in the next chapter. In this regard, hospitality theory cannot be separated from English for Specific Purposes theories. As English continues to dominate in business, technology, media, education, medicine, and research, the demand for English for specific purposes (ESP) is rapidly growing to fulfill people with an instrumental purpose (Tsao, 2008; Xu, 2008). So, English for Specific Purpose has been actualized since at that point. In regard to its purpose, the respondents have measurable noteworthiness of work position, English for Specific Purpose, learning styles as well as language proficiency with the spoken task, etc. In this research, the researcher investigated the instructor's teaching speaking style at Study Hotel Executive which aims to reach its purpose in the job field. ESP courses are offered to students for meeting their specific needs, responding to the significant demand for English in academic and vocational contexts (Chang, 2009; Tsao, 2011). It means that ESP courses at the vocational institute are particularly implemented for hospitality students' needs so that they can speak English hospitably. Chia-Hui Lin (2013) said that the hospitality industry is one of the largest components of the worldwide economy. The quick improvement of the hospitality industry can specifically influence language needs.

Employees of the hotel industry have the same pressure to communicate efficiently with English-speaking hotel clients (Kuppan, 2008). Therefore, ESP courses are taught for hospitality students and it needs hospitable speaking to attract the guests. The point of this thesis is to write how the English instructor

teaches the students to speak hospitably. It is related to Kock (2015), he stated that a practical perspective on the management and operational issues hospitality establishments face on a daily basis. Those researches were conducted to investigate the hospitality students and hotel employees. However, in this thesis, the researcher explores how the instructor instructs the Study Hotel Executive students to speak hospitably in order to make their public speaking and responses well within the field of work.

According to the pre-survey result which was investigated at the mid of 2020

begun from Monday, July 13, 2020, it was found that Mr. Iwan Rudyanto as the English instructor taught speaking was low key based on lesson plan. Therefore, the researcher asked the front office to share the curriculum, syllabus, lesson plan, and students' module for further investigation. "Having been accepted in a cruise ship and hotel is not separated from the factor of how the instructor teaches speaking. The instructor taught speaking by using two kinds of games including word chain and spelling game, these are applied in post teaching to make the students fun and enjoy learning speaking". For this reason, having fun in instructing the hospitality students to speak hospitably is required to be associated agreeably with them. Based on the pre-survey result, the researcher accepts that this investigation is worth to be discussed. In addition, Study Hotel Executive Kediri provides good facilities to support teaching learning such as free Wi-Fi internet connection in every room in order to help the students' access information.

Hospitality students require a decent competence standard in speaking as a part of the basic professionalism of related occupation. Turk (2003:2) stated that most individuals think a conventional standard of competence in talking to interlocutors could be a portion of the essential polished skill of any work, but as numerous proficient workers as well are anxious about speaking mistakes. From that statement, it can be concluded that there are issues that are found in speaking. In a few cases, they know a few vocabularies to express but they are scared of making mispronunciation or structure and it does not make them confident to speak well. To solve this problem, Nurhayati (2015) applied Go Fish game and Maze Game while Mr. Iwan Rudyanto as the instructor applied word chain and spelling game to improve students' English pronunciation ability. On the other hand, they have good grammatical knowledge but they lack vocabulary. According to Nurhayati (2008: 1), one of the important aspects in learning foreign language is vocabulary. Studying vocabulary means knowing the name of things. It does not assist students get what they study but also recognize vocabularies when they attempt to voice them. Therefore, the instructor must be able to teach speaking to hospitality students properly. So, Mr. Iwan Rudyanto applied using games in teaching speaking to hospitality students and it does not creep them out to speak up.

A few past researches related to the hospitality field are considered as a reference to conduct this investigation particularly within the identification of teaching speaking. The first previous research conducted by Arie Hadisantoso (2011) found that role-play, discussion and story-telling are effective techniques

for the students of Tourism Vocational High School Pariwisata Bhaktiwiyata Kediri, they all often use English speaking as the effective communication as the harmonious activities between hotel business and instructional subject. In managing a classroom, the teacher could easily handle 21 students in one class by moving around the students' seat. It was noticed that not all 21 students speak English fluently so that the teacher should talk friendly to her students personally about the English speaking difficulties.

The second previous research conducted by Melli Yanti (2017), she expressed that Think Pair Share is one of Communicative Language Learning (CLL) approaches

which is utilized to instruct agreeable exercises such as sets and little bunches of learners within the classroom and it gets to be a way of advancing communicative student-student and student-teacher interaction. Her articulation was upheld by Wallace 3et al (2004: 14) that working together in twos, threes or bigger bunches can encourage more visit and quick communication. The findings appeared that there was advancement in each cycle after applying TPS procedure within the classroom. The students' accomplishment within the first cycle was categorized as destitute to normal and students' accomplishment within the second and third was categorized as normal to great. The change can also be taken note by the activeness of students' association in speaking exercises whereas teaching speaking. In this manner, TPS procedure can be connected by the instructor as an elective to make students' speaking skill become better.

The third past research conducted by Siska Amelia Maldin et al (2018)

appeared that the majorly hospitality students emphatically reacted to the video project for speaking. Based on the investigation, most of them concurred that video projects were not difficult to do and they appeared to be inventive in making video. Most students emphatically reacted to making a video project and they did not feel bored to make the video. On the other hand, it was moreover seen that as it were 1 to 2 students from each major who found it troublesome to make video projects were due to less coordination and participation whereas making the video not on the premise of their proficiency.

Based on those previous researches, there are some points in practicing teaching speaking for hospitality students that are not included yet. The first is missing syllabus, curriculum and lesson plan for one semester as appendices even though they are mentioned in chapter IV. The second and third is students' response of how the teacher teaches speaking. In this research, the researcher investigated practices in teaching speaking for hospitality students at Study Hotel Executive Kediri including students' responses and the instructor's preparation covering curriculum, syllabus, and lesson plan. This research is intended to explore the case of how speaking ability can be fostered through some good practices that are unique and different from other institution. Based on the researcher's survey in research field, she found that Mr. Iwan Rudyanto applied word chain and spelling game and demonstrated reservation by phone material taken from Sophie Genauer YouTube channel while these practices have not been found in other hospitality institutes. The instructor in this research used slightly different teaching speaking techniques which are implementing role-

play and using games to lighten up the classroom atmosphere, this overview slightly describes that the research topic is worthy to be further investigated over the previous researches.

Therefore, from the previous researches above, teaching speaking will be more effective if it is supported by other techniques, one of them is using games. By using games, the students will be more appealing to speak up agreeably within the classroom in order to reach the objective. It is additionally backed by the theory comes from Hadfield (1999) who defined 'games' as activities with rules, an objective, and a component of fun. This point demonstrates that English games can be characterized as agreeable and fun exercises in English instruction which are conducted with a few rules to attain the objectives. These activities help instructors create a better teaching learning process which aims to make a fun atmosphere in order not to make students awkward to speak up. Therefore, teaching games in this research means any games that contain educational purposes to boost students' speaking in the educational field at Study Hotel Executive. Improving students' speaking skills in Study Hotel Executive is an important and worth topic to be discussed. Making students talk in English within the classroom is not as it were a matter of driving them to talk. This requests great arrangement of appropriate material and implementation must be dynamic and efficient which requests more instructors' workloads. Therefore, Mr. Iwan Rudyanto accomplishes the instructor's role by using games to make the students speak up casually to make them ready to work in their hospitality industry after twelve months of training.

Study Hotel Executive Kediri is an educational and training institution for students who want to work on a Cruise ship or in a Hotel. The executive director, Modesta Erlyna Eka Swandayani, SE, who is experienced as office administration since 1996 until 1999 and established Study Hotel Executive Kediri in 2000 has developed a broad network, so students who have completed their education at SHE are guaranteed to get jobs according to their abilities. Teaching speaking at Study Hotel executive is again a worthy topic to be studied because it is proven that a lot of SHE alumni were accepted in cruise ships and hotels. The speaking material at SHE is similar to others in general such as greeting, offering help, giving information, giving direction and reservation by phone, however, the excellent point is the instructor not only teaches speaking as usual but also influences the students to speak up in English casually and confidently. Since being confident in speaking is commonly Indonesian people's obstacle to learn English. According to the description, the researcher chooses to explore how the instructor teaches speaking for Study Hotel Executive students in the Academic Year 2020/2021.

B. The Scope of the Problem

In the proposed study the researcher investigated teaching speaking at Study Hotel Executive Kediri. This research emphasizes on teaching speaking in English conversation subjects. During the study on teaching speaking, the researcher started to represent the teaching and learning speaking implementation of the students at Study

Hotel Executive.

According to the description, instructing speaking for hospitality students at Study Hotel Executive Kediri in the academic year 2020/2021 covering preparation such as curriculum, syllabus and lesson plan, the implementation and evaluation process is observed.

C. The Formulation of the Problem

Here are problem statements according to background and problem scope:

1. How is the instructor's preparation for teaching speaking at Study Hotel Executive Kediri in the academic year 2020/2021?
2. What are the activities or strategies conducted by the instructor in teaching speaking at Study Hotel Executive Kediri in the academic year 2020/2021?

D. The Purpose of the Problem

Detailing of problem formulation, this thesis points to explain how the instructor instructs the students to speak hospitably including preparation and what activities or strategies implemented at Study Hotel Executive in the academic year 2020/2021.

E. Significance of the Problem

The aims of this thesis are to explore teaching speaking for hospitality students at Study Hotel Executive Kediri. The good thing about this investigation is anticipated to contribute in moving forward educating the students to speak hospitably within the subject of English conversation ideally at Study Hotel Executive Kediri. Based on the goals, the result of this thesis is anticipated to provide advantages:

a. The English Lecturers

They can be motivators for the lecturers to improve teaching speaking quality optimally in hotel institutes.

b. Further Researchers

It can be utilized as a reference for their data information to conduct other investigations within the same topic but different problems.

c. The students

For the students, this thesis is anticipated to create autonomous learning interest and encourage them to be more motivated to learn speaking for hotels.

d. The institute

For the institute, this thesis is anticipated to be utilized as input in endeavors to improve the teaching quality related with practices in teaching speaking in English conversation subjects for hospitality students.

F. Definition of Key Terms

1. Practices of teaching speaking

In the hospitality context, Practices for teaching speaking is creating effective teaching techniques to maximize students' speaking potential in order to build them become hospitable.

2. Hospitality students

Hospitality students are students of hotels who are demanded for having sufficient four English skills especially speaking skill because it permits giving the finest benefit for foreign guests who don't get the nearby language.

3. Teaching speaking for hospitality

Instructing the hospitality students to speak hospitably is situated in order to solve all speaking problems because they will face international tourists hospitably.