

ABSTRACT

Shakti, Rasikun Kuncoro. Registered Number. 1880510220012. Designing A Syllabus for Esp in Cruise Ship Training: Integrating Soft Skills and Intercultural Competence. Thesis. Department of English Language Education. Faculty of Education and Teacher Training. Advisors: Prof. Dr. Erna Iftanti, S.S., M. Pd. Dan Dr. Ida Isnawati, M. Pd.

Key Words: *Syllabus, ESP cruise ship and hotel, Teaching Soft Skills, Intercultural Competence.*

In the cruise ship and hospitality industry, there is a strong connection to service and hospitality. This is because this industry heavily relies on the quality service provided by its staff. This has been directly confirmed by stakeholders such as industry owners, education providers, and the Ministry of Tourism. Therefore, soft skills and intercultural competence are considered essential in enhancing the quality of education for cruise ship and hospitality staff, ensuring they are well-prepared for careers in the cruise ship and hospitality industry.

The general objective of this research is to produce a syllabus product that can be commercialized and used in ESP (English for Specific Purposes) learning, specifically for Cruise Ship and Hospitality Training Institutions, with updates on soft skills and intercultural competence. Specifically, the objectives of this research are outlined in the following research questions: 1. How to design a syllabus for ESP in Cruise Ship Training: Integrating Soft Skills and Intercultural Competence? 2. What are the specifics of the syllabus for ESP in Cruise Ship Training: Integrating Soft Skills and Intercultural Competence?

The research method used is Research and Development (R&D). The specific R&D model employed is the 4D model, which includes Define, Design, Develop, and Disseminate. In the Define process, the researcher conducts a needs analysis simulation combined with the official curriculum in Indonesia to produce the basic competencies for this syllabus. In the Design stage, the researcher creates the initial syllabus. In the Develop stage, the researcher seeks feedback and validation from experts using Gregory's Factor method. In the final stage, the researcher disseminates the research results to the public.

The results of this research indicate that the syllabus is generally valid. This is evidenced by Gregory's Factor formula, which shows a value of 0.66. Furthermore, the syllabus results are quite satisfactory as many students feel happy; however, the syllabus also has an effect on students who tend to be more relaxed in their learning. The specifics of the syllabus for ESP in Cruise Ship Training in Soft Skills: Emphasis on teamwork, problem-solving, customer service, and conflict resolution. Intercultural Competence: Training on cultural awareness, sensitivity, and effective communication with passengers and crew from diverse backgrounds.

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Shakti, Rasikun Kuncoro. Registered Number. 1880510220012. Designing A Syllabus for Esp in Cruise Ship Training: Integrating Soft Skills and Intercultural Competence. Thesis. Departemen Pendidikan Tadris Bahasa Inggris. Fakultas Tarbiyah dan Ilmu Keguruan. Pembimbing: Prof. Dr. Erna Iftanti, S.S., M. Pd. Dan Dr. Ida Isnawati, M. Pd.

Kata Kunci: *Silabus, ESP di kapal pesiar dan perhotelan, Soft Skills, Intercultural Competence.*

Di dalam industry kapal pesiar dan perhotelan sangat erat hubungannya dengan pelayanan dan jasa. Hal ini karena industry ini sangat bergantung dengan pelayanan yang baik dari para stafnya. Hal ini dikonfirmasi langsung oleh para stakeholder seperti pemilik industry, Pendidikan dan kementerian pariwisata. Oleh karena itu soft skill dan Intercultural competence dipandang sangat diperlukan dalam meningkatkan kualitas pendidikan para staf kapal pesiar dan perhotelan hingga mereka siap berkarir di industry kapal pesiar dan perhotelan nanti.

Penelitian ini secara umum bertujuan untuk menghasilkan produk silabus yang bisa dikomersialkan dan dipakai dalam pembelajaran ESP khusus untuk Lembaga Pelatihan Kerja kapal pesiar dan perhotelan dengan pembaruan pada soft skills dan intercultural competence. Secara spesifik tujuan penelitian ini dituangkan kedalam research questions. 1. How to design a syllabus for ESP in Cruise Ship Training: Integrating Soft Skills and Intercultural Competence? 2. What are the specifics of the syllabus for ESP in Cruise Ship Training: Integrating Soft Skills and Intercultural Competence?

Metode penelitian yang digunakan adalah Research and Development atau R&D. Model R&D yang digunakan secara spesifik adalah model 4D yaitu Define, Design, Develop dan Disseminate Pada proses Define peneliti akan melakukan simulasi need analysis yang dipadukan dengan kurikulum resmi yang berlaku di Indonesia hingga menghasilkan Kompetensi dasar untuk silabus ini. Pada tahap Design peneliti menghasilkan silabus awal. Pada tahap Develop peneliti meminta ahli memberikan tanggapan dan validasi dengan metode Gregory's Factor. Pada tahap akhir peneliti membagikan hasil penelitian ke pada umum.

Hasil dari penelitian ini menunjukkan bahwa silabus secara umum valid. Hal ini dibuktikan dengan rumus Grigorrry factor yang menunjukkan nilai 0,66. Kemudian silabus ini hasilnya cukup memuaskan karena banyak siswa merasa senang namun silabus ini berefek juga kepada siswa yang cenderung santai dalam pembelajaran. Kekhususan silabus ESP dalam Pelatihan Kapal Pesiar Soft Skill: Penekanan pada kerja tim, pemecahan masalah, layanan pelanggan, dan resolusi konflik. Kompetensi Antarbudaya: Pelatihan kesadaran budaya, kepekaan, dan komunikasi efektif dengan penumpang dan awak kapal dari berbagai latar belakang.