

**AN ANALYSIS OF ELEVENTH-GRADE STUDENTS' SPEAKING ABILITY  
AS FRONT OFFICER IN HOTEL ACCOMMODATION DEPARTEMENT  
AT SMKN 9 PADANG**

**THESIS**



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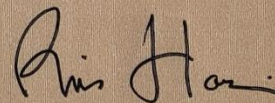
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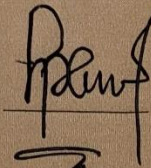
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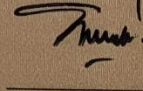
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## ABSTRACT

Hendrika, Raihana Fitria.2024 : *An Analysis of Eleventh-grade Students' Speaking Ability as Front Officer In Hotel Accommodation Department at SMKN 9 Padang.*

Advisor : Dr. Joni alfino S.Pd., M.Pd

The purpose of this research was to describe the eleventh-grade Students' Speaking Ability as Front Officer In Hotel Accommodation Department at SMKN 9 Padang. The design of this research was descriptive research. The population of this research was the eleventh-grade students in hotel accommodation department of SMK N 9 Padang. Total sample used on this research was 33 students in class XI PH 1. The instrument for data collection in this research was a speaking test in the form of dialogue between students. The reability coefficient of the test was 0.44 it means the test was enough correlation.

The result of this research showed that the eleventh-grade Students' Speaking Ability was high. It was proven that 32 (97%) students' had high ability and 1 (3%) students' had low ability based on KKM. In detail, The students' speaking ability in term content was high. This was proved that 32 (97%) got high and 1 (3%) got low. The students' speaking ability in term of pronunciation was high. This was proved that 29 (88%) got high and 4 (12%) got low. The students' speaking ability in term grammar was low. This was proved that 15 (45%) got high and 18 (55%) got low. The students' speaking ability in term of vocabulary was high. This was proved that 33 (100%) got high. The students' speaking ability in term of fluency was high. This was proved that 2 (6%) got high and 31 (94%) got low.

Based on the result of this research, it can be concluded that The Eleventh-grade students' speaking ability as front officer in hotel accommodation departement at SMKN 9 Padang was high ability. The researcher suggests Teachers should focus on providing learning materials related to grammar in English. For students, students were also advised to always train themselves in the use of language specifically in the use of grammar and for next researcher to investigate how the students difficulties speaking ability as front officer.

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## CHAPTER I

### INTRODUCTION

In this chapter, the researcher discusses the introduction. This part includes a background of the problem, identification of the problem, limitation of the problem, formulation of the problem, research question, purposes of the research, significance of the research, and definition of key terms.

#### **1.1 Background of the Problem**

In this era of Globalization, many countries throughout the world utilize English as an international language for communication. Especially in Indonesia, English is a foreign language. English has many advantages, which is why a lot of people study it to succeed in their specialized sectors of English (Rao, 2019). In mastering language, students must understand the four essential English abilities such as speaking, writing, reading and listening.

One of the essential abilities is speaking. Speaking is the ability to communicate to convey thoughts, ideas, or information orally clearly, and effectively to others. Therefore, speaking plays an important role in various fields, one of which is in the field of hospitality. Therefore SMKN 9 Padang, especially the Hotel Accommodation Department, provides a special subject related to the front officer called KKP (Konsentrasi Keahlian Perhotelan). In this course students are taught how to communicate effectively in serving guests, providing information, and handling visitor reservations, essential skills for front office staff.

learning front office skills, students will develop communication abilities and hotel information system proficiency especially in English.

According to an interview conducted by researcher in February 2024 with several students from SMKN 9 Padang majoring in hotel Department in class XI PH 2, they encountered difficulties in effectively communicating with guests, particularly in expressing sentences. They also revealed experiencing nervousness and struggling to acquire vocabulary and determine the appropriate grammar when forming sentences for speaking and conveying information to guests.

Research on speaking ability in vocational high school is conducted by many researchers. The first is the research by Monika (2021) The research findings showed that Students exhibited low motivation, which can further impact their speaking skills. Other finding was students had a lack of confidence, vocabulary, and motivation.

The second research was conducted by Iriance (2018) The research finding showed that from 30 students only 3 students (10%) reached a 'very good' level in the vocabulary element, and 6 students (20%) attained a 'good' level in fluency. The criteria for self-confidence, identified by six students, showed that 20% of the students met the criteria for self-confidence in speaking. Most students were only able to speak fluently at a poor level, and only a few students reached a good level.

The third study which was researched by Pakpahan (2018) states that many students find some difficulties in communicating with guests. Many of them are unsure of how to express their opinions and interact with the guests. Many of them

are mute because they are unsure of how to express their thoughts. This problem makes students experience fear of communicating in English

Based on the previous description, the researcher would like to conducted a research study on speaking ability entitled “An Analysis of Eleventh-grade Students' Speaking Ability as Front Officers In Hotel Accommodation at SMKN 9 Padang.”

## **1.2 Identification of the Problem**

English has become an international language. In the English-speaking context, there are some factors of speaking challenges faced by students. Especially for those studying in the field of tourism and travel services. So the need to speak well in tourism services is a crucial problem. According to Reza, N. R. (2018) there are five points to spill out including pronunciation, vocabulary, fluency, grammar, and content. From the five points, the easiest way to students understand are vocabulary and content. The most difficult of the points are grammar and fluency.

First, Content the core issue is that students encounter difficulty in generating and finding ideas to formulate a sentence for expression. This challenge leads to confusion and anxiety among students when attempting to convey something they want to articulate.

Second, Pronunciation the way spoken a word for determines its precise meaning. The meaning will change if we pronounce something differently. The process of producing sounds that we employ to convey meaning is called pronunciation (Prashant, 2018). The students were afraid of using the wrong

pronouns and being laughed at by others. This is usually caused by a lack of repeated practice.

Third, Vocabulary is refers to a collection of words or terms that are understood or used by a person, group, or language. In the context of language learning, vocabulary includes words that can be used or understood by someone to communicate effectively in a language. limited vocabulary students do not truly understand enough words to form complete sentences. Due to their inability to form complete sentences, the students' communication skills are hindered.

Fourth, Fluency is the Capacity to communicate without frequent stops and pauses is known as fluency. Habituation allows mutual understanding of communication material between the speaker and listener. Fluency is needed for students to be confident in communicating so that other points can be conveyed well.

Fifth, Grammar is the study of the rules that control how words, phrases, and sentences are arranged to convey meaning (Kusumawardani & Mardiyani, 2018) The students are afraid to say a sentence because of limited knowledge of grammar, for example in the use of tense and auxiliary

Acording to Ramli & Adnan (2020) apart from the factors above, other factors influence speaking ability that caused students to have difficulty speaking at the hotel front office: anxiety, lack of self-confidence, nothing to say, barriers, and use of the mother tongue. this phenomenon often occurs in students

Based on the previous description, the researcher would like to do research about speaking ability entitled “ An Analysis of Eleventh-Grade Students’

Speaking Ability as a front Officer in Hotel Accommodation Department at SMKN 9 Padang”.

### **1.3 Limitation of the Problem**

Based on the background and identification of the problem above. The researcher research to the eleventh-grade students' speaking ability as a front officer in hotel accommodation Speaking Ability, Front Officer, and Hotel accommodation department at SMKN 9 Padang. The speaking components to be considered are content (ideas), Pronunciation, vocabulary, Fluency, and grammar

### **1.4 Formulation of the Problem**

The formulation of the problem is “ An Analysis of Eleventh-grade Students' Speaking Ability as Front Officers In Hotel Accommodation Department at SMKN 9 Padang.”

### **1.5 Research Question**

Based on the formulation of the problem above, there are some research questions followed :

1. How is the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to content (ideas) as a front officer?
2. How is the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to Pronunciation as a front officer?



3. How is the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to vocabulary as a front officer?
4. How is the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to fluency as a front officer?
5. How is the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to grammar as a front officer?

#### **1.6 The Purpose of the Research**

In general, the purpose of this research is to find out the eleventh-grade students' speaking ability as a front officer at SMKN 9 Padang. The specific purpose of this research are :

1. To find out the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to content (ideas) as a front officer.
2. To find out the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to Pronunciation as a front officer.
3. To find out the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to vocabulary as a front officer.

4. To find out the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to fluency as a front officer.
5. To find out the eleventh-grade students' speaking ability in hotel accommodation department at SMKN 9 Padang related to grammar as a front officer.

### **1.7 Significant of the Research**

The resulted of this study is expected to be a significant contribution theoretically and practically. Theoretically, The result of this study can be a reference for other researchers. Practically, The result of the study can be used as a consideration of develop students speaking ability.

### **1.8 . Key terms**

To avoid misunderstandings, here are definitions of key terms :

1. Speaking refers to oral communication of students SMKN 9 Padang.
2. Front Officer refers to one of subjects in hotel accomodation of SMKN 9 Padang.
3. Content refers to points delivered by students of SMKN 9 Padang in oral communication.
4. Pronunciation refers to sounds produced by students at SMKN 9 Padang as front officer.
5. Vocabulary refers to a collection of words used by students of SMKN 9 Padang at oral communication.

6. Fluency refers to students oral communication at SMKN 9 Padang in which there is note, stop and power.
7. Grammar refers to students competence in producing grammatical sentences at SMKN 9 Padang.