

ABSTRACT

Susanti,Susi.2020. *An Analysis of The First Year Students' Speaking Ability in Making Appointment through Telephone Conversation at The English Language Department of Bung Hatta University*. Thesis. English Language Education Study Program of Bung Hatta University.

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The aim of this research was to describe the first year students' ability in making appointment through telephone conversation at English Language Department of Bung Hatta University. The design of this research was descriptive research. The population of this research was the first year students at English Language Education Study Program of Bung Hatta University. The number of population is 39 students. The sample of this research was chosen by using total sampling technique. The data were collected through speaking test. To make the test reliable, the researcher used inter-rater method. It means that there were two scorers to check the students' speaking performance. The correlation coefficient of two scores was 0.78. It means that the test was reliable.

The result of this research showed that the students' speaking ability in making appointment through telephone conversation at English Department of Bung Hatta University was very good. In general, the students' speaking ability in making appointment through telephone conversation was classified into very good ability. It was found that 95% students got very good ability. In specific, the students' speaking ability in making appointment to see a doctor was very good. It was proved by finding that 95% students had very good ability, and the students' speaking ability in making appointment to meet an office manager was very good, it was proved by finding that 85% students got very good ability.

Based on the result of this research, it can be concluded that the first year students' speaking ability in making appointment through telephone conversation at English Department of Bung Hatta University was very good. Therefore, the lecturers are suggested to give enrichment for students, in order that the students' speaking ability will be best, the students are suggested to do more enrichment to improve their speaking ability to become the best and for the futher reseacher suggested to do related reseach about makin appointment with friends.

Key words : *Speaking. Ability, Making Appointment, Telephone Conversation.*