

CHAPTER I

INTRODUCTION

In this chapter, the researcher described the introduction. This part includes the background of the problem, the identification of the problem, the limitation of the problem, the formulation of the problem, the research questions, the purposes of the research, the significance of the research and the definitions of key terms.

1.1 The Background of the Problem

English is the primary international language for communication. By speaking well we can connect with people from all over the world. As international language, English is used by millions of people in various fields such as education, tourism industry, business and international relations. In education, by mastering English, one will have the opportunity to access any famous university throughout the world. In tourism industry and business, it needs good English communicator to speak English to customers, guests and the tourism. In order to have current and exciting business, there is a serious need using English as universal language and medium of communication. English becomes an official language of international relations in this globalization era, because almost important commercial and political leaders prefer to conduct international communications in English. English skill can be a key to social and economic success in some countries (Rico, 2004:4).

In Indonesian education system, English is included in the list of compulsory subjects that has to be learnt by students. The students study 4 integrated English skills, they are: listening, speaking, reading and writing. According to Rico (2004), integrated skills are a kind of skills in which teachers and students take part in long-term units of study so that language is used for many meaningful purposes. Among those skills, the productive skill of language which is used to present one's idea orally is speaking skill. Speaking is one of the basic English skills to communicate with other people by using verbal language.

Based on curriculum at English the English Department of Bung Hatta University, speaking is one of the four basic language skills that the students should gain well. Speaking can be practiced by doing conversation between two people or more. There are some kinds of conversation that students learned at the English Department of Bung Hatta University, such as: daily conversation and telephone conversation. The English teaching process is targeted to enable students to gain the functional literacy.

Based on interview that researcher did with several first year students of the English Department of Bung Hatta University, (Ghea Agatha, Fauziah Anit, Anjara Novela and Fenia Naesa) on November 05, 2019, the researcher got conclusion that they have studied about telephone conversation at intensive course class, however they still have difficulties to practice speaking on the phone. This can be identified through speaking practices. The students told that they have difficulties to make phone conversation because they have trouble in using vocabularies, grammar, pronunciation, fluency and comprehension. There are

some various kinds of telephone conversation. They are telephone conversation about making appointment, making reservation and other telephone conversation related to work. Making and responding an appointment on the phone is very important in daily communication because at today's era most of people use technology to help their life easier. For the example, people can see the doctor without going to the clinic to make an appointment but they make appointment through telephone conversation.

Based on the description above, the researcher would like to know the students' speaking ability in doing telephone conversation to make and respond appointment, entitled the First Year Students' Speaking Ability in Making Appointment through Telephone Conversation at the English Department of Bung Hatta University.

1.2 The Identification of the Problem

Most students have problems in mastery language skill especially speaking skill. Speaking is one of four integrated skills that students have to master. To be successful in mastering speaking skill, the students need to have more speaking practices, taking English speaking course and mastering component of speaking such as grammar, pronunciation, vocabulary, fluency and comprehension. The goal of teaching speaking is to make students able to communicate directly and by the phone. Communication over the telephone, telephoning or telephone conversation is learned by the students at university level. There are some kinds of telephone conversation, they are telephoning related family and friends and telephoning related at work.

There are some problems in telephone conversation faced by students. The first is the students assume that telephoning at work is more difficult than family and friends telephoning, because it can be formal and informal. That is the same case in more specific problem that the students have difficulties to differentiate about the structure of language that is used in formal appointment and informal appointment. Appointment in business setting uses formal language in making and responding a call such as making an appointment with officemanagers, doctors and accountants.

The other problem is that the students have difficulties to consider the component of speaking such as, grammar, vocabulary, pronunciation, fluency and comprehension. They do not have enough vocabulary to speak and the words they speak are not grammatically and correctly pronounced, so it is hard for the call receiver to take the meaning and the students do not have enough comprehension about talking over the telephone in formal situations.

The last problem is that there is no eye contact on the telephone conversation. The students can only hear the vocal inflections, tones and verbal cues. They have difficulties to show their cares and understanding about what they are talking about. They just can respond through voice, they do not have eye contact to get personal connection and understanding.

1.3 The Limitation of the Problem

Based on the identification of the problem above, the researcher limited this study on first year students' speaking ability in making appointment to see a doctor and to meet an office manager through telephone conversation at the

English Department of Bung Hatta University, because they have practiced telephone conversation when they studied English at intensive course (IC) class, using spectrum 2 book. The speaking aspects that were evaluated are content (topic), pronunciation, grammar, vocabulary and fluency.

1.4 The Formulation of the Problem

Based on the limitation of the problem above, the researcher formulated the problem of the research as follows: “How is the first year students’ speaking ability in making appointment through telephone conversation at the English Department of Bung Hatta University?”

1.5 The Research Questions

In line with the formulation of the problem as already discussed above, the researcher proposed some research questions as follows:

1. How is the first year students’ speaking ability in making appointment to see a doctor?
2. How is the first year students’ speaking ability in making appointment to meet an office manager?

1.6 The Purposes of the Research

The main purpose of this research was to find out the first year students’ speaking ability to talk on the phone. The specific purposes were:

1. To find out the first year students’ speaking ability in making appointment to see a doctor.

2. To find out the first year students' speaking ability in making appointment to meet an office manager.

1.7 The Significance of the Research

The research result will be useful for the lecturers, the English Department of Bung Hatta University, and researcher. For the lecturers, this research will give information to the lecturer at Bung Hatta University about students' ability to do telephone conversation about appointment. This research can also be useful as consideration for the lecturer to give enrichment of students' speaking ability in doing telephone conversation at the English Department of Bung Hatta University. For students, this research will give information to students about their speaking ability in doing telephone conversation about appointment. They can improve their speaking ability in doing conversation about appointment after they have known their ability. For researcher, she can improve her knowledge about research experience and the result of this research can be used as reference for further researchers.

1.8 The Definition of Key Terms.

There are some definitions of key terms used in order to avoid miss understanding about them. They are:

1. Analysis is the study of something by examining its parts and breaking a complex topic or substance into smaller parts to gain a better understanding of it, it is to investigate the students' ability in making

appointment through telephone conversation at the English Department of Bung Hatta University.

2. Speaking ability is a speaking skill of the first year students at the English Department of Bung Hatta University in making appointment through telephone conversation.
3. Telephone conversation is an exchange of information between two person over the telephone.
4. Making appointment is arranging to meet someone at a particular time and place in business setting.
5. Responding appointment is taking a call for respond for someone's appointment with some expression.
6. Appointment to see a doctor is an appointment to visit the doctor to get medical, find more information about surgery, medical test, check up and treatments.
7. Appointment to meet an office manager is an appointment to meet manager to discuss something related work