

THE IMPORTANCE OF ENGLISH SPEAKING IN TOURISM SECTOR IN ACCORDANCE WITH STAKEHOLDERS

THESIS

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**FAKULTAS TARBIYAH DAN KEGURUAN
UNIVERSITAS ISLAM NEGERI AR-RANIRY BANDA ACEH
2019 M / 1440 H**

THESIS

Submitted to Faculty of Education and Teacher Training
Ar-Raniry State Islamic University Darussalam Banda Aceh
In Partial Fullfilment of the requirement for *Sarjana Degree* (S1)
On Teacher Education

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in Partial Fulfillment of the Requirements
for Sarjana Degree (S-1)
on Teacher Education

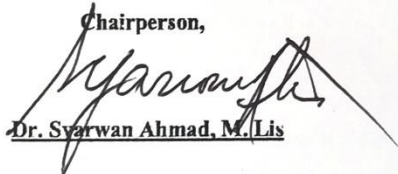
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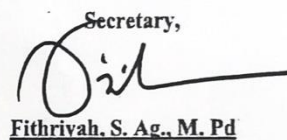
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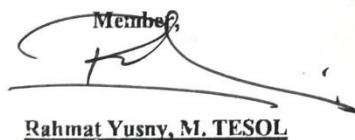
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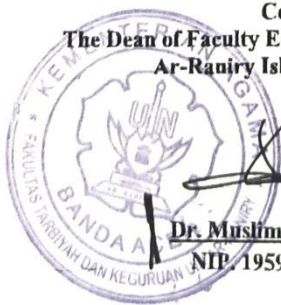

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Banda Aceh,

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ACKNOWLEDGEMENT



All praises be to Allah, The Most Gracious and The Most Merciful. Allah has given us much of His blessing and His great love that we cannot count it one by one. He has given us a good life, good family, good friends and good places to live. Shalawat and Salam to the greatest person in the world, our best prophet Muhammad Shalallahu 'alaihi wa salam (PBUH), who has delivered the message of Allah to all of the human beings.

I would like to acknowledge my deepest appreciation to my thesis advisors Dr. Syarwan Ahmad, M.Lis, and Husnul Khatimah M. Pd. for their supervisions, suggestions, helps and kindness and guide me in completing this thesis. I cannot find any other way to explain how much help they have given to me. Also, I would like to deliver my deepest gratitude and thanks to all staff of English Department, who have helped me dealing with some administrative matters and all of the lecturers both English and non-English Department lecturers for their kindness in sharing knowledge and contribution to me to complete this thesis.

I would like to express my sincere gratitude, to my lovely abah and ummi for their sincere love, patience, affection, support and caring. I want to share my special thanks to my dearest brothers and family for their lovely support during the process until this thesis has finished.

In addition, I would like to send great gratitude to my best friends who always stayed by my side in ups and downs; dearest Uchra Mustika, Safira Husnun, Ulfatin, and Samwiel. They have given me support, inspiration, happiness, and spirit in finishing this thesis. Also thanks to Airgo Indonesia member; Ikhwan Saputra and Muhajiburrahman without you guys this data findings could not be completed.

May Allah always bless us all together, Baarakallahu lakum. Aamiin
Allahumma Aamiin.

Banda Aceh, Januari 30th 2019

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ABSTRACT

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Keywords : The Importance of English; Perception; Speaking; Tourism Stakeholders

The mastery of good foreign language especially English, influences many developments in the tourism industry to accommodate and serve foreign guests. However, while serving the tourist, those stakeholders often got some difficulties. Regarding the issue, the researcher felt the need to explore the perceptions of stakeholders towards English speaking as the first step to solve this problem. To clearly explore their perceptions and attitudes, two research questions were set to lead the study (1) what are stakeholders' perceptions on the importance of English speaking (2) and what are the difficulties. Qualitative descriptive was used to determine the research result. To obtain the data, the researcher utilized a technique, interviewing participants. The data was analysed by thematic analysis, 16 participants from different background such as immigration office staff, hoteliers, pedicab drivers, and local citizens were chosen through random technique. The interview findings analysed by thematic analysis show that stakeholders agree that English is important for their professional life as it increase the work efficiency. However, the participants face some difficulties such as, tourists accents and fast paced talks.

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CHAPTER I

INTRODUCTION

A. Background of Study

Sabang is an island which has been known about its underwater spots and surrounded by some tiny islands, blue sea water with beautiful trees and society life with strong maritime culture became uniques to visitors. Sabang has a great potential in the field of tourism as the growth of tourist's interest from a wide variety of cultures and lifestyle throughout the globe, but it needs goodhuman resources to support tourism development.

I observed that the human resources in Sabang are stuck in developing their ability to raise up the tourism, especially in term of communication. Once when I was in the immigration office I found a case where the stakeholder had a little difficulties in communicating to the tourists who was there due to his visa limit. They could not communicate due to the the language barrier. To prevent the services of tourism from decreasing, the acquisition and the qualification of English speaking need to be supported by the management of tourism not only to the people who worked at the office but also outside of it. Therefore, tourism and language could not be separated.

Tourism has developed into a global phenomenon which involved hundreds of people, from the community, government, and tourism industry. In its development, tourism has various changes; the shape and nature of activities. In

the tourism sector, mastery of English plays an important role, especially in tourism. The role of language in tourism process is very significant, knowing the knowledge of tourism especially about the objects and attractions is an important insight for the people who live in the tourism area.

In order to ensure the quality of services, it is necessary to find common language between supply and demand sides(Kostic Bobanovic, M. Grznic, J., 2011). To attract more visitors to visit this island, we need to understand the chosen language in the international tourism, such as English. To increase tourists coming to the island, the stakeholders need to understand that the quality of services need to be improve, especially in improving the services to foreign tourists, including mastering foreign languages. Employees of authority, management, pedicab drivers, and citizens who live in the tourism area are supposed to master the foreign language,at least they have to master the simple conversation related to the tourism(Aji Setyanto, 2014, p. 1). Aji setyanto also stated that, it would be very postive if the local citizens have the knowledge to communicate in foreign language, even with very simple conversation. The fact that, not all people who live in Sabang speak English. This include the stakeholders who work at the field of tourism. Therefore the awareness of understanding English need to be raised in Sabang.

English language holds significant role in tourism such as, to promote the tourism product to international, reservation, accomodation services, guide services, and communication between tourists and the citizens are impacted to the growth of tourism itself. The loss of resources might be happen if the stakeholders

ignore the important roles of English as the communication tools and it might create limitation to tourism organization and managerial development due to the lack of communication and knowledge sharing. Language must be enhanced by communication skills that involved verbal and non-verbal communication.

Specific ways need to be conducted to strengthen stakeholders's ability to communicate in English in order to support tourism growth. Attending English program, joining the course, or self learning are some ways to encompass daily practice and hopefully it will decrease the language barrier that stakeholders have. It became necessary for anyone who work in tourism to develop their speaking skills to fulfill tourist needs.

In conclusion, residents who have worked in the tourism industry or the one who does not work in it is expected to have a good English speaking skills. Therefore, the focus to learn and master the language will overcome the problems in Sabang that were mentioned earlier in this study. To investigate more of the issue based on the problem and some facts above, the researcher is interested to conduct the research with the title: ***“The Importance of English Speaking in Tourism Sector in Accordance with Stakeholders”***

B. Research Question

Based on the background of the study above, the research questions can be stated in such formulation below:

1. What is the stakeholder perception on the importance of English speaking ability towards their job in Sabang?
2. What are the difficulties that stakeholders encounter in interacting English in Sabang?

C. Objective

With realization of less study of this type of research in Indonesia, specifically in Sabang, researcher decided to conduct this study..The purpose of this study is to find out stakeholders perception on the English speaking towards their job and to investigate out how they overcome their difficulties in it. By conducting this research, researcher would like to identify the obstacles in developing necessary speaking skills.

D. Significance of Study

The important things from this research or the significances of this study are formulated as follows:

1. Theoretically

For supporting learning-teaching process, this research are hoped to be useful for every reader about the importance of English speaking. This research is expected to be taken for making new strategy on learnig-teaching process,

especially in developing English speaking skills toward stakeholders. This study has advantages for the writer herself and hopefully give a glance of view to the stakeholders on the importance of English speaking.

2. Practically

The result of this study is expected to be the reference of the teachers to teach English for Specific Purposes. It is also expected that teachers can develop teaching and learning materials that suitable for stakeholders in tourism industry in understanding English speaking. Researcher hoped that the knowledge of resources are increase due to support the tourism industry.

3. Further Research

The output of this research is expected to be taken for a reference for another researchers who will observe in the same field and the same focus of their study. This research is far from perfect but it is expected that there will be more of people who want to discover more about this findings and discuss it specifically.

E. Research Terminology

There are some terms that need to be defined in order to make it clear for readers in understanding this research. The following are some terminologies:

a. Perception

Perception is “the way you think about or understand someone or something”, as defined by Merriam-Webster’s Learner’s Dictionary (2016). Further, it fully defined perception as “(a) result of perceiving; observation and (b) a mental image; concept”. Similarly, Lindsay and Norman (1997, as

cited in Pickens, 2005) define perception as “process by which organisms interpret and organize sensation to produce a meaningful experience of the world” (p. 52) This means that perception varies between one’s and others’ depending on the ability of interpreting the gathered information, though the amount of information is equal (Unnumeri, 2009).

b. Tourism

The business of providing and marketing services and facilities for leisure travelers. *Tourism* is the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business, and other purpose.

c. Speaking

Speaking is the way to convey information, or to express one’s feeling into sound. It can be meant as a process that speakers are able to convey their ideas or message effectively and well organized to a listener. *Speaking* is an interactive process of constructing meaning that involves producing and receiving and processing information. (Brown, 1994; Burns & Joyce, 1997)

CHAPTER II

LITERATURE REVIEW

This chapter focuses on theories related to this study. This chapter will begin with an overview of perception, followed by the role of English, paragraphs about definition of speaking and will be followed by some previous studies on importance of speaking. Further explanation of the terms will also be reported in the following paragraphs.

A. An Overview of Perception

Unumeri (2009) have concluded that perception is the information that formed by a person to another person depends on the extent that you are able to correctly interpret the information you have acquired. Rao and Narayan, as cited in (Unumeri, 2009) concludes the definition of perception by “perception is the process whereby people select, organize, and interpret sensory stimulations into meaningful information about their work environment”. Rao and Narayan also stated that, in order to shed more light on this concept it is important for you to pay attention to the following elements of the above definitions of perception listed below:

1. Our attention, feelings and the way we act are influenced by our environment
2. Perception helps you to gather data from your surrounding, process the data and make sense out of it,

3. In perception it is sometimes difficult to separate the information from the action.
4. It is basically a process of gaining mental understanding, and
5. Perception guides the perceiver in harnessing, processing and channeling relevant information towards fulfilling the perceiver's requirements.

B. The Role of English Language in Tourism

The English language has become an international language, it is spoken, learned, and understood even it is not a native's language for some countries. English is playing major role in many sectors, including tourism. Tourism and language shall promote knowledge about the tourism industry in general, and for the overall tourism product at a destination. In services of sector, tourism plays an important role. According to (Titthongkam & Walsh, 2010, p. 2), language is a system of spoken or written symbols that can communicate ideas, emotions, and experiences. Bobanovic (2011, p. 4) stated that in order to ensure the quality of hospitality services it is necessary to find common language between supply and demand sides.

Understanding the role of language, stakeholders can improve the coordination skills. Language is a source that encompasses daily practice and almost all other aspects of human life. Further, Titthongkam & Walsh (2010), assumed that ignoring the important roles of language may cause resources loss or result in limitations to tourism development due to the lack of communication.

Language roles are defined as factor that is related to tourism organizational management. According to a study about role of language in tourism organizational management, the researchers indicated the various key dimensions of language in tourism (Thitthongkam & Walsh, 2010):

- a. to increase customers' satisfaction
- b. to enhance and maintain language competency of tourism people;
- c. to motivate international tourist
- d. to increase better understanding on demand and culture; and
- e. to create effective internal and external communication.

English has become an academic subject in the hospitality training programs of most universities and industrial sectors to achieve English proficiency for employment and fulfilling job responsibilities. In particular, hospitality education programs in non native English speaking countries have been beginning to offer more English courses to students as well tourism employees. The communication facilities available to us through internet, our access to a variety of websites are all carried out by English.

Most of the research works are conducted and compiled in English, also it is being taught and learned around the world as a second language today. Guey (2015) mentioned that some tourism organizations in Vietnam nowadays have been organizing English for tourism programmes for students or tourism employees including, *The Quang Ninh Department of Culture, Sports and Tourism*, where they opened a training course on tourism profession and English communication skills for 80 learners who are officials and employees working in tourism

industry. The aim of the course is to provide the learners with basic knowledge of tourism professional skill and organize hand-on activities to help them improve their skills as well as ability of Speaking English, creating confidence in serving the tourists. The contents of course including; reception skill training (such as communication skills, tourist marketing) and English communication skills training.

C.An Overview of Speaking

1. Definition of Speaking

Speaking is one of four macro skills necessary for effective communication in any language when speakers are not using their first language. As English is universally used as a means of communication, English speaking should be developed along with the other skills so that these integrated skills will enhance communication achievement both with native speakers of English and other members of the international community (Boonkit, 2010, p. 10). Like other skills, it is more complicated than it seems at first and involves more than just pronouncing words. Speaking is an interactive process of constructing meaning that involves producing and receiving and processing information (Brown, 1994; Burns & Joyce, 1997).

Speaking requires the learners not only know how to produce specific points of language such as grammar, pronunciation, or vocabulary (linguistic competence) but also that they understand when, why and in what ways to produce language. Based on the theory of speaking, a good speaker synthesizes

this array of skills and knowledge to succeed in given speech act. It can be concluded that speaking is a process of thinking to create ideas into a good speech. It is a communication tool through speaking form which has some rules to be followed and applied in order to make the listener understand the ideas of the speaker.

2. The Function of Speaking

Several language experts have attempted to categorize the functions of speaking in human interaction. According to Richards (2008, p 28) There are three functions of speaking: (a). Talks as interaction, (b). Talks as transaction, (c). Talks as performance.

a. Talks as Interaction

Our daily communication remains interactional with other people. This refers to what we said as conversation. It is an interactive communication which done spontaneous by two or more person. This is about how people try to convey his message to other people. Therefore, they must use speaking skill to communicate to other person. The main intention in this function is social relationship.

b. Talks as Transaction

Talk as transaction is more focus on message that conveyed and making others person understand what we want to convey, by clearly and accurately. In this type of spoken language, people usually focus on meaning or talking in their way to be understand.

c. Talks as Performance

In this case, speaking activities is more focus on monologue better than dialogue. Function of speaking as performance happened at speeches, public talks, public announcements, retell story, telling story and so on.

3. Significance of Speaking

Effective communication by means of speaking usually creates a number of benefits for both speakers and business organizations. For example, effective speaking skills result in achievements during ceremonial speaking activities, job training activities, job interviews, and many other business purposes (Boonkit, 2010, p. 2). The significance of speaking skill is observed in the daily activities of persons. Speaking is an interactive activity and it occurs under the real time constraints. That is person can use word and phrases fluently without very much conscious thinking. Persons cannot learn a language without opportunities for meaningful repetition (Leong & Ahmadi, 2017)

D. An Overview of Tourism Sector

1. Definition of Tourism

The concepts of 'tourism' can be analysed by considering some of the published descriptions and definitions. Travel for pleasure with an overnight stay appears to be the lowest common denominator of most perceptions of this activity. Tourism is the temporary short-term movement of people to destinations outside the places where they normally live and work (Holloway, 1987: 2–3). Hospitality is the receptive and proactive participation of entities that facilitate

such movement. However, the final test of any definition cannot be its apparent harmony with its usage in everyday speech or, for that matter, that the definition is confined to what one would exclude. Moreover, most accepted definitions go beyond concept of tourism as a leisure or holiday activity. A working party for the proposed institute of tourism in Britain (now the tourism society) attempted to clarify the concept of 'tourism' and reported in 1976: "tourism is the temporary short-term movement of people to destinations outside the place where they normally live and work, and activities during their stay at these destinations; it includes movement for all purposes, as well as day visits or excursions"

(Holloway, 1987). In a simplified tourism model, visitors use some mode of transportation to leave their homes and travel to attractions, which are supported by various kinds of services, such as hotels/motels, restaurants, and retailing. The attractions and support services provide information and promote their offerings to target groups they have identified as potential visitors.

2. The Positiveness of Tourism

There are 3 positive impacts of tourism. First, economic effect, where tourism creates jobs, both through direct employment within the tourism industry and indirectly in sectors such as retail and transportation. When the employee spends their wages on goods and services, it leads to what is known as the "multiplier effect," (Kumar, J., Hussain, K., Kannan, S., 2015). Second, social effect, the improvement to infrastructure and new leisure amenities that result from tourism also benefit the local community. Tourism encourages the preservation of traditional customs, handicrafts and festivals that might otherwise have been

allowed to wane, and it creates civic pride. Interchanges between hosts and guests create a better cultural understanding and can also help raise global awareness of issues such as poverty and human rights abuses. Last, environmental effect. Tourism -ecotourism- helps promote conservation of wildlife and natural resources such as rain forests, as these are now regarded as tourism assets. It also helps generate funding for maintaining animal preserves and marine parks through entrance charges and guide fees. By creating alternative source of employment, tourism reduce problems such as over-fishing and deforestation in developing nations.

Based on the written above, the researcher conclude both that tourist and local can give benefit to each other. Tourists can learn new things from the local culture and local people can discover new language. Tourist will travel around the wellknown spot and discovering the unknown too, spend their money for the transportation which usually handled by locals, surely it will affect the local incomes.

3. Promote Tourism

Tourists are defined as visitors who come to a community from outside of it. In this context, they come specifically to visit a park or to engage in activities that take place in a park. Since the mid-1980s, there has been unprecedented growth in the number of festivals and events (American planning association, 2018). Communities organize, host, and promote festivals and special events whose objectives frequently include attracting tourists. They are perceived to create a new form of tourism attraction, which is transient and flexible, so it can

be used to extend or create a community's tourism season. Parks are frequently the location of choice for festivals and events because they are often centrally located, gathering places that are intended to facilitate recreation and can accommodate temporary infrastructure without major disruption of their normal functions. When evaluating the tourism impact of festivals and events in parks, the following points should be considered (American planning association, 2018):

1. Large numbers of participants and spectators do not necessarily equate to a large number of tourists. Most people at community festivals and events are from within the community. A mega-event is likely to attract more tourists to a community than multiple smaller events. Its attraction power is likely to stimulate interest from a much larger geographic area.

2. Many people from outside the community at these events are "casuals" and "time-switchers." "Casuals" are visitors who were already in the community, attracted by other features, visiting friends and relatives, or for other reasons. The event or festival was not the reason they came to the city. "Time-switchers" are visitors who had been planning a visit to the community for some time, but scheduled the timing of their visit to coincide with the event. In both cases, the tourism impact of these visitors on the community would have occurred without the event.

3. It is difficult to estimate the number of tourists at many festivals and events because they are not gated events and do not charge admission. Thus, total attendance counts, proportion of tourists to locals, and proportions of casuals and time-switchers are simply guesses, which may be wildly inaccurate. For example,

a study of Fiesta San Antonio, which is comprised of multiple events that take place over a three-week period, many of them in parks, concluded the economic impact was \$16 million. If locals from within the city, casuals, and time-switchers were included, this would lead to the economic impact being wrongly inflated to \$136 million.

E. Tourism Stakeholders

Stakeholder is “a person, group or organization that has interest or concern in an organization. The UNWTO identified stakeholders in tourism destinations as tourism professionals, public authorities, as well as the press and other media. Stakeholders can affect or be affected by the organization’s actions, objectives and policies. Swarbrooke (2001 as cited in Daphbet) divided stakeholders into five main categories; governments, tourist, host communities, tourism business and other sectors. Cambridge dictionary (2017) stated that stakeholder is a person such as an employee, customer, or citizen who is involved with an organization, society, and has responsibilities towards it and an interest in its success. Specifically Uran & Juvan (2010) defined tourism stakeholders’ are local residents, local companies, media, employees, government, competitors, tourists, business associations, activists, and tourism developers. Ven (2015) stated that stakeholders participation in tourism development is necessary because they form an essential ingredient in hospitality atmosphere of any destination. Hence, involving local stakeholders become obviously important for sustainability of tourism development at destinations.

F. Relevant Studies

Rahman in Mirza (2015) argued that speaking is a tool of communication in conveying ideas, information, and feeling to others. Speaking is powerful communication tool in human life. Communication is a process, which enables people to share information, ideas, and feelings. Communication is a transaction which involves both the physical act of communicating and also a psychological of communicating such as the impressions in people minds. Mirza (2015) defines speaking as a matter or transferring idea, feeling, question, explanation, persuasion or criticism, into verbal language or orally. Speaking is one of the four language skills.

English has proven to be important in tourism development. Some research has shown that English is one of the language that plays significant role in communication of the tourism. It is accepted that English is considered as foreign language in Indonesia. We learn English only at schools, we was taught on how to communicate using the language. What actually happened that, we rarely use the language in our daily life. As a result, when communicating to foreigners by using English, we often faced a problem. Innappropriate words, and expression in speaking, being able unable to understand foreign accents are kind of problems we usually faced. In the more remote areas of Indonesia natives have difficulty to communicate with tourists. Therefore, a focus on the study of English would help to overcome this situation. This language barrier has been reason for a portion of Singaporeans to choose Malaysia as their holiday destination instead of Indonesia.

Most foreign visitors that enter Indonesia come from Singapore, followed by Malaysia and Australia (indonesia-investments.com)

Some similar studies have been conducted to explore stakeholders perception on English speaking; differing in using whether quantitative, qualitative method or both to gather the data. Those studies also differ in their focuses, data analysis, and participants, bringing many cultures and backgrounds in, leading to many conclusions which some can be generalized and some others cannot. However, all the researches in this field are trying to understand participants' perceptions of English speaking in response to the increasing hospitality system, with interesting results and conclusions. Knowledge and skills are also key attributes for experts in implementing sustainable tourism development (Daphbet, 2007, p. 8)

Another results of the study seemed to suggest that, in order to find out what clients wanted and to make them impressed by the service, the stakeholder have to listen carefully to what they heard and understood them. Therefore, they needed to be trained in order to understand the different accents of English from both native and non-native speakers. The study that focused on sustainable tourism development proved that the training should focus on conversational skills, as they needed to conduct services mainly based on listening and speaking (Daphbet, 2007). In the other research, with the results that this paper encourage practitioners to focus their language roles initiative on specific intermediate performance outcomes also pay attention on language issue in tourism organisational management (Titthongkam & Walsh, 2010). The role of English

language proficiency in the tourism industry is prominent. It is considered as a factor that could affect choice of hotel satisfaction of stay.

In addition, the results obtained indicate that the role and importance of the English language in the tourism industry is relative to job function. It is more important for those who do not often come into direct face-to-face contact with hotel guest such as the reservation staff and hotel management personnel (Ravantharanathe & Abdullah, 2007, p. 9). A study with same focus has conducted in Thailand shown that speaking is needed for tourism employees to function in their routine work. It is perhaps explained by the fact that speaking is important because they need to guide, interact, or communicate with others, especially, with the foreign tourists who visit the tourist attraction (Prachanant, 2012, p. 6).

However, this study is conducted to find out stakeholders perception with different method of gaining the data. Of all the research done before, they used quantitative method to gain the data with distributing questionnaire to find out the results. This time, in this research, the researcher wants to elaborate the result by using qualitative method and interview to present the results finding. Against the research that was done by many researcher, this research is conducted to find out stakeholder perceptions, not only to the hotel staffs but also the governmental officer whom worked at tourism, also the pedicab drivers and the local citizen which never been discuss in the previous study before.

CHAPTER III

RESEARCH METHODOLOGY

This chapter deals with the methodology of this research. The discussion includes description of research location, research design, research participant, technique of data collection and technique of data analysis.

A. Brief Description of Research Location

Being on the very edge of Indonesia, Sabang is relatively known as a tourist destination, even among Indonesian people. This makes Sabang a great holiday destination for those seeking a traditional alternative to heavily-commercialised holiday places. In Sabang you will find clear seawater, spectacular marine life, and its beautiful nature. Sabang is only 400 kms away from Phuket (Thailand), 800 kms from Kuala Lumpur (Malaysia), and 1100 kms from Singapore. It attracts tourists from these neighbouring countries, as well as China, Australia and even as far as Germany and any other European countries. This tiny island consist of two subdistricts called *Kecamatan Sukakarya* dan *Kecamatan Sukajaya*. *Sukajaya* has 10 villages while *Sukakarya* has 8 villages. The city covers an area of 153.0 square kilometres and according to the 2014 census had a population of 30,653 people.

This is a study of the people who contribute in tourism developmentsuch as, immigration office staffs, and hoteliers. Pedicab drivers and people who lived in housing near tourism area will also be involved.

B. Research Design

The most important part of the research is how to get the answer of the research. It is called a research method. In a research method we need to know the research approach that used in a research. This research used qualitative descriptive research. According to Arikunto (2010, p. 27) said that qualitative method is a conducted in natural setting and in normal situation in which the condition is not manipulated. Further Arikunto (p. 3) argued that descriptive method tries to describe the situation and phenomenon existed. The qualitative descriptive method was applied in this study because the writer wanted to discover more detail about stakeholder's perception of the importance of English speaking. Further, it focused on how they develop their ability to attract more tourists.

C. Population and Sample

1. Population

Population selection in qualitative research is purposeful; participants are selected who can best inform the research questions and enhance understanding of the phenomenon under study. The subjects sampled must be able to inform important facts and perspectives related to the phenomenon being studied (Creswell, 2009). The populations of this study worked in various tourism-related organizations in Sabang. As reasons for why this study has to be conducted have been mentioned in chapter one, the subjects of this study was 4 employees of immigration, 4 hoteliers, 4 pedicab drivers, and 4 citizens.

2. Sample

Between this target population, the researcher then selected some samples to study. “A sample is a subgroup of the target population that the researcher plans to study for generalizing about the target population” (Creswell, 2012, p. 142). These samples are chosen by random technique sampling. Random sampling is one of techniques in taking sample of data source with no certain consideration in it; everybody in the population has the same chance to be chosen. According to Gay and Diehl (1992 as cited in Hasyim, 2010), descriptive study needs 10% of the population to be sample, but 20% will be needed if the population is small. Hence, participants involved in this study are 16 people who worked in scope of tourism located in tourist attractions around Sabang. These tourist attractions are located at three main places, namely; Kota Sabang, Sumur tiga and Iboih. The participants were 4 employees of immigration office, 4 hoteliers, 4 pedicab drivers, and 4 citizens. It is important to note that participants’ name will be anonymously displayed; their names will appear as pseudonyms.

D. Method of Data Collection

To accomplish the aims of this research, and for the sake of deeper understanding of the research questions, researcher decides to interview the participants to explore more about the issue. Creswell (2012) explained that interview can be consisted of unstructured and generally open-ended questions. Furthermore, the interview of this study was semi-structured and open ended,

where the researcher took some notes and then later transcribed those, one by one, and recorded. Further, the interview consisted of 15 basic questions.

E. Method of Data Analysis

The purpose of qualitative analysis is to interpret the data and the resulting themes, to facilitate understanding of the phenomenon being studied. It is often confused with content analysis, which is conducted to identify and describe results (Patton, 2002). The respondents were selected by the researcher in a way that they will give different perspectives. In this study, the researcher decided to use Thematic Analysis approach to analyze the collected data. Aronson (1995) clarifies the step to apply TA in practice to be (1) Identifying patterns from the collected data (2) Identifying all related data to the identified patterns (3) “is to combine and catalogue related patterns into sub-themes” (p. 4). Aronson further stated that Taylor & Bogdan (1989) define themes as “units derived from patterns such as "conversation topics, vocabulary, recurring activities, meanings, feelings, or folk sayings and proverbs" (p.131).

Researcher use thematic analysis as a means to gain insight and knowledge from data gathered. The method enables researchers to develop a deeper appreciation for the group or situation they are researching. By using thematic analysis to distill data, researchers determine broad patterns that will allow to conduct more granular research and analysis. It is highly inductive: themes emerge from the data that is gathered and are not imposed or predetermined by the researcher. Using the findings, researchers can apply a statistical analysis to validate themes. In practice, depending on the context of the research study,

thematic analysis could include a bit of grounded theory, positivism, interpretivism and phenomenology, Cresswell (2012).

a. Advantages of Thematic Analysis

Through its theoretical freedom, thematic analysis provides a highly flexible approach that can be modified for the needs of many studies, providing a rich and detailed, yet complex account of data (Braun & Clarke, 2006). As thematic analysis does not require the detailed theoretical and technological knowledge of other qualitative approaches, it offers a more accessible form of analysis. Researcher who are relatively unfamiliar with qualitative methods may find that thematic analysis is easily grasped and can be relatively quick to learn, as there are few prescriptions and procedures (Braun & Clarke, 2006; King, 2004). Braun and Clarke (2006) and King (2004) argued that thematic analysis is a useful method for examining the perspectives of different research participants, highlighting similarities and differences, and generating unanticipated insights. Thematic analysis is also useful for summarizing key features of a large data set, as it forces the researcher to take a well-structured approach to handling data, helping to produce a clear and organized final report (King, 2004).

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter covers the research findings and discussion. It is intended to answer the problems of the study. In findings, the researcher described the process of collecting the data and the data finding. Then, in the discussion the researcher deduced the finding. This finding focuses on the result of interview. The discussion is divided into three parts, first on stakeholder's perception towards English speaking, second on the efforts and following the difficulties in the last part.

A. Research Findings

The researcher has done the research and got the complete data from the techniques, interview. To gain the objectives of the research, researcher has analyzed the data systematically. After analyzing data gathered from the interview through thematic analysis, the researcher decided to divide themes as follows:

1. The importance of English speaking

Among 16 peoples interviewed, AM, WF, IL, F, as the representative of immigration office. IR, BG, M, MH, worked as the pedicab drivers. F, AU, FR, R as the resorts staffs. ER, SA, YH and AN as the citizens of Sabang. Most of all tourisms stakeholder agreed that English is important in their work space, except one out of four local citizen.

As for immigration officers, all participants agreed that English is holds significant role in their job. AM stated that: "It is very important to have at least

basic knowledge of English since I work here.” Following the statement of AM, IL stated that “since we communicate with foreigner almost everyday, IL think English is very essential for us.” In line to another two, F also stated that “As long as I work in this office, I always have to interact with people from different world with different language, as I was assigned to this job, English is important.” While WF informed that “as I worked in the field of visa authorization, I’ve spoken to many people from around the world in English, it is very necessary”.

The first interview result showed common perception of stakeholders in the importance of English speaking. These four informants gave various responses, with quite similar conclusion. AM replied to the question:

“Bahasa inggris untuk diri sendiri tergantung sih (belum signifikan). Tapi kalau untuk pekerjaan, bahasa inggris sangat penting dan sangat dibutuhkan.”(Segment 1: 1)

IL said that :

“Kalau saya pribadi penting. Apalagi di kantor ini, kita berhadapan dengan orang asing, tentu penting” (segment 2:1)

F answered the question as:

“Selama saya bekerja di kantor ini, khususnya saya ditempatkan dipemeriksaan imigrasi, jadi saya kan terus bertemu orang orang asing, menurut bidang pekerjaan saya, bahasa inggris sangat penting untuk komunikasi” (segment 3:1)

Last, WF defined those as:

“sangat penting karena kita bekerja di kantor ini dan berurusan langsung dengan orang asing di setiap harinya”(segment 4:1)

As for pedicab drivers, BG delivered his opinion that “English really matters on my journey’s career. I know someone with really good speaking skill

than me, and he always get foreign tourist as his customers”. Following the question, he gave the opinion that:

“kalau bagi saya bahasa inggris adalah modal pertama untuk mencari nafkah, di kota sabang ini sebagai becak wisata. Karena target kita adalah turis mancanegara. Jadi bahasa inggris sangat penting untuk pertumbuhan ekonomi saya, dan daerah (segment 10: 1)

IR comes with similar opinion stated “Because we live at tourism sector I believe English is very important, related to my job.” He added that:

“karena kita disini berbasis kota pariwisata, dan pekerjaan saya sebagai pembawa becak (mensupport transportasi pariwisata) maka sangat penting untuk saya bisa berkomunikasi dalam bahasa inggris” (segment 9:1)

Another pedicab drivers, MH noted that “it (English) is important because I have to interact well with foreigner so that they want to use my service. Then, those foreigners will share the experiences to their colleageaus, that way I will get more customers.” To end this part of discussion, M also had the same opinion with the other three, he said “I think it is essential, but I cannot speak English well. That’s why I dont have any foreigners as my customer”. He added that:

“karena saya tidak bisa bahasa inggris, saya cuma becak pasar dimana saya hanya membawa turis lokal dan warga setempat” (segment 12:1)

F as the resorts staff, stated that, for personal life, English is important for him. However the resort where he work doesnot require him to speak English fluently, 30% of speaking proficiency is acceptable. He mentioned that:

“kalau pribadi sebenarnya penting, kalau dari hotel dituntut cuma 30% untuk bisa bahasa Inggris, soalnya disini tamu nya rame orang lokal, tapi jika sewaktu waktu masuk tamu asing, kita sudah berkomunikasi” (segment 5:1)

AU informed that English is international language, it is very necessary for him to understand and learn, cause it needs to be used in his job, so it is very important. In line to that, he explained:

“Ya, iya itu sangat penting. Dikarenakan itu bahasa international yang harus di pelajari dan kita komunikasi dengan turis. Diluar ya gak kita gunain , tapi dipekerjaanya 100% kita gunain” (segment 6:1)

FR had the same opinion “(English) very important, because we served many foreigners from around the world.” Nevertheless, R thought English doesn't really matter in her workspace, stated “I thought that it is not that crucial now. The resorts where I work is dominated by domestic tourists. However, it will be important for our service in the near future, as many more foreigners will come to Sabang.”

Local citizens, YH also showed their opinions noted that “as I live near to the tourism spot, I believe English is important”. She said that:

“pentingsih, apalagi kita kan hidupnya di pinggir pantai yang biasanya dikunjungi turis turis. Kita sebagai pelaku wisata ya harus ada pegangan walaupun sedikit. Bahasa inggris sudah seharusnya menjadi kewajiban untuk dikuasai setiap orang di Sabang ini. Kita dikelilingi oleh laut yang indah, yang mengundang orang asing datang ke tempat kita, kebetulan saya tinggal di lokasi yang sering disinggahi para turis, bahasa inggris menjadi sangat krusial. Karena dengan itu, kita bisa menjelaskan dan menginformasikan apa yang patut dan yang tidak” (segment 13:1)

Another citizen, AN, doesn't really thought that English is crucial, he once said “Mother tounge is more important than English” supporting this statement, AN mentioned that:

“bahasa inggris memang penting, tapi bahasa ibu jauh lebih penting. Orang asing yang mendatangi negara kita, sedikit banyak nya pasti sudah mempelajari budaya dan bahasa kita, dengan begitu kita harus

menggalakkan penggunaan bahasa ibu kita dengan baik dan benar agar warga asing tertarik untuk belajar lebih dalam lagi”(segment 14:1)

English really gave them significant impact, while for stakeholders who worked in governmental office, might be less significant. For informants like pedicab drivers and who worked at resorts, good English really affects their income. By going to always understanding and learning English speaking, these participants are already in the level of two way conversation.

2. The Efforts

This research participants admitted that they realize how important English speaking is, it is needed when it comes to work. Regarding their effort to learn more about the language and how to speak it, two out of four participants who worked in governmental office has joined English forum to master the language, hoping for their speaking skill to be increased day by day. AM insisted that “you must have known 9gag right? It really help me to strengthen my speaking skills. Beside, this app gives me a lot of joy, so I’m not feel so stressful”

He then added:

“belajar bahasa inggris itu bisa dari mana saja. Dulu saya terakhir belajar bahasa inggris formal itu pas kuliah, sekarang belajarnya dari internet. Mba tau 9gag kan? Saya belajar banyak dari aplikasi itu”.(segment 1:11)

In the other hand, one out of two others agrees that gaming is really helpful for him to increase his speaking skill. By gaming, he finds new vocabulary everyday and speaks it to another gamers. One participant, IL, stated that “School is where I learned English for the last time, it was long time ago. As

we work in this office, it required us to have at least basic skill of speaking, you know we were not taught how to speak back then right? But I am glad that I learn new things everytime I sign up for the game”. He said that:

“Belajar bahasa inggris di kelas itu terakhir entah kapan, lama pokoknya. Sekarang untuk memperkaya kosa kata saya, dan sekalian belajar hal baru, saya belajar bahasa inggris tiap kali saya main game” (Segment 2:11)

Following this statement, a research shown that “Children who do not have English as their mother tongue, but spend lots of time on interactive computer games, develop a better English vocabulary than non-gamers” supported by (Svensen, 2014). Different from his colleague, F mentioned that “you can learn from everywhere, smartphone helps so much”

AU as the person who work in resorts said that “I learn from my guests. They sometimes open the small table to talk, we can talk whatever we want, I want to make my accents better and natural”. AU explained that:

“customers kita rata rata orang luar semua yang datang dari berbagai negara. Biasa nya saya nanya langsung ke mereka kalo ada sesuatu hal yang ingin saya ketahui. Gak jarang juga, mereka duduk barengan dengan customers lain, dan kita (pekerja) boleh gabung jika mau, dari situ saya belajar” (segment 6:12)

While the other three, F, FR, and R believe that self learning is the best way to improve the skills. AU also added that Interacting with friends or guests from abroad is the best way to improve. Asside of that, MH says that employees may also participate in vocational training and seminars that held by the government in hope that tourism workers can communicate more effectively, with

international tourists and provide better customer service of his work at the transportation services in tourism.

”semoga pemerintah sering buat acara untuk para pelaku wisata tentang strategi yang harus dilakukan agar kemampuan bahasa nya jadi meningkat” (Segment 11:11)

In this section, the function of speaking as what was mentioned before in chapter two: talks as interaction and talks as transaction can be implemented towards stakeholder to develop their speaking ability to increase better tourists services.

IR stated that “Google helps me out of things that I donot know”. Three other MH, BG, M also said similar opinion, one of them stated that:

“kalau kesusahan dan dapat kendala, biasa nya saya langsung buka google. Kan di google seakrang informasi apa aja ada disana, jadi memudahkan kita”(segment 9:5)

YH, AN, ER, SA as the local citizens said similar thought as what mentioned by F “english can be learned everywhere”. Further, they mostly know english through internet as they mostly were a mother that responsible for the housechores. YH stated that :

“*facebook* dan *whatsapp* kan pengaturannnya menggunakan bahasa inggris. Dari situ media saya untuk belajar bahasa inggris, kadang kadang temen temen suka share status juga pake bahasa inggris, mudah lah sekarang untuk belajar bahasa inggris, bisa dimana aja. Beda kalau dulu, mesti di sekolah”(segment 13:6)

3. The Struggles

The biggest obstacle for these stakeholders is the tourists speed of speaking and their particular accents. According to them it is really difficult to

understand what tourists mean, English as foreign language materials in formal school can not adequately prepare stakeholders in understanding accents and it is also very complicated to teach different accents of speaking.

IR added as a pedicab drivers “I learn English since I drive this pedicab, I once got blank on what were they talking about because of how fast they speak” he added that :

“pernah sih waktu itu saya bingung, soalnya saya belajar bahasa inggris ini sejak naik becak. Jadi waktu itu saya dapet customer orang luar, kayaknya mereka native, bicaranya cepet dan fasih banget, sampe saya harus bilang “slowly please” baru mereka memperlambat ucapannya” (segment 9:8)

MH said “Russian speak english like they speak their language, it’s hard for me to understand, the problems is on them, and thank god google translate existed in this world”. In order to learn and understand, it is necessary to inure the importance of english usage in everyday communication. He informed those as:

“masalah paling berat itu pas komunikasi dengan orang rusia. Mereka itu ngomong bahasa inggrisnya kayak mereka lagi ngomong bahasa rusia sendiri, gak jelas, dan kita yang mendengar nya jadi gak paham. Kadang kadang masalahnya bukan datang dari kita, bisa jadi dari mereka langsung, biasanya mereka google translate tuh apa yang mereka mau omongin, kalau kita udah buntu banget ga paham apa yang di maksud” (segment 11:9)

As English is foreign language here in Indonesia, it might be foreign language too for the tourists. The obstacle does not always come from the stakeholder sometimes it come from tourists, and of all what happened, stakeholders let google translate to solve the problem.

B. Discussion

This section discusses how about the research findings and answering the research questions. There are three research questions provided; does English important to you, what is your strategy on developin English speaking and what is the obstacle that you encounter in interacting English.

1. The Importance of English

Importance of language in tourism organizational management has not yet to be fully investigated, however, it can be concluded that language is essential to the creation of network and to the tourism organizational management. Language is used as specific expression of the power relations between the individuals and groups involved. Related studies weredone and this paper encourage practitioners to focus their language roles initiative on specific intermediate perfomance outcomes and pay attention on language issue in tourism organisational management (Titthongkam & Walsh, 2010). Almost all the participants perceived, this study finds that English language plays an important role in heir daily work. However, the perceived participants levels of English proficiency were middle intermediate, most of the still found some difficulties in English speaking. This findings were similar to the result that previously done by Prachanant (2012) that tourism employees struggle in speaking and using vocabulary in the tourism field.

2. The Efforts

Findings already shown, that the participants of this study agreed that internet helps them to improve their skills of speaking. They utilize Google, 9gag, online games, and google translate. This is in line to the study of Bobanovic (2011), as the author reported that her participants use similar methods. The participants of the study were students and the employees of the hotel. Both groups use internet and social media to communicate in English.

Regular education is not the best way to improve speaking skills, as we know all, we just learn the theory in school. In improving and practicing english knowledge, individual efforts perceived as an effective way to improve speaking skills. English is the most important language for guest communication, being able to speak English is not just about being able communicate with native English speakers, it is the most common language spoken in the world. If you are the person who work in tourism sector, you will be both speaking in English.

There is very little data concerning how various stakeholders perform in tourist communication. As the study proposes, language competence is also very essential for those non academic certificate holder like pedicab drivers or waitress. In tourism industry a range of workers learned their English through vocational training, some others learned by practicing while working. Like what was Selke Language proficiency of the staff is determined and the study concludes that proficiency is the major relevant factor of guest satisfaction.

3. The struggles

Speaking was indicated as the most problematic to stakeholders, Guey (2015). The findings as described above showed that the participants needed to speak English in order to communicate with foreign clients in their routine jobs. Stakeholders spent most of their time talking to tourists and dealt with them. In line to the study of Guey (2015) where the participants of the study are hotel and travel agency employees, stated that they had to pay attention to what foreign clients were saying, taking much time to understand the points being made. Against the previous study that been done, the finding of this research informed that the stakeholders had to listen to different accents from different tourists nationality. Therefore, the capability to understand the information from tourists sometimes cannot be reach.

As we know, English is considered as foreign language here in Indonesia. For some people who understands English better than other in all aspect felt like their capability is mean nothing because they donot have a partner to share. So in this case English is handling the important role toward tourism, people with those capability can share it to the foreigner who came to the tourism spot. In the other side, the one who lack in English language exactly at speaking is facing some problems that they are have no ideas to speak in public or unable to transfer the message to the listeners effectively. There are also alternative ways of removing language barriers.

Companies must include the practice of hiring bilingual staff whenever possible. One or two bilingual speakers in each hotel department are recommended. Their names must be listed and posted in each department for a quick reference for anyone who might need interpretation assistance. In major cities and towns throughout East Africa, there are businesses that offer translation services at minimal cost (*the news times*, 2013).

CHAPTER V

CONCLUSION AND SUGGESTION

After having analyzed and discussed the results of the research in the previous chapter, this chapter comes up with conclusion and suggestions based on findings and discussions in the previous chapter. Several conclusions and suggestions can be drawn from the research.

A. Conclusion

This research was done at tourism sector, Sabang. 16 participants of the research were chosen to gain the data finding. The methodology was used on this research is qualitative descriptive method. The purpose of this study is to find out stakeholders perception on the English speaking towards their job and to investigate out how they overcome their difficulties on it. By conducting this research, researcher wanted to identify the obstacles and other difficulties in developing necessary speaking skills. Random sampling was used on this study, because researcher had no certain consideration to choose the participants.

The perceived participants levels of English proficiency were middle intermediate, where they were understand two-way conversation, and understand 3 others English skills, although most of them still found some difficulties in English speaking. Regular education is not the best way to improve speaking skills. Participants believed that accents from different tourists nationality is the hard things for stakeholders to understand. According to the obstacles that found

by the participants in interacting English, they utilize internet to solve the their problem. That is way Internet is the things that helped so much this far.

In regard to this study's findings, some conclusions can be drawn and some suggestions can be made. The first conclusion is that most the participants interviewed agreed that English is importance in tourism sector, as represented in this study through the finding. For the purpose of the study, the participants of this research use English language more often than citizens who live in the tourism sector, Sabang. The research has shown some predictable similarities among the participants, such as internet being the most used media in speaking English, like what was described before. Stakeholders use internet for quick help as well as handy source of information. The obstacles in communicating the language also shown similar results between these participants, accent is the biggest problem in their communication, because we are no used to interact in English.

B. Suggestion

After conducting this research, the researcher realized some particular issues for further knowledge about the importance of English. First, it is essential that future researchers interview more participants to gain deeper data. That way, more perceptions and considerations towards this topic hopefully will be exposed well enough. Second, the researcher feels the need of government to take a step to set more vocational training, so stakeholders can strenghten their ability in English speaking.

For the university, hopefully this research give many benefits and lead the way to many lecturers and students to teach about language for special purpose.

Further, hopefully this study has advantages for the writer herself and hopefully give a glance of view to the stakeholders of the importance of English speaking, to the teacher expected its provide a job vacancy to teach English speaking. This research is also hopefully be useful for every reader about the importance of English speaking, and hopefully give many benefit to the tourist so that they do not face any difficulties in communicating with stakeholders.

Although this study does not intend to represent all tourism stakeholders, the researcher believes that the sampling frame might give relative good representation of stakeholders who work at tourism. The findings of this study can be used as a guidelines for developing teaching and learning design for tourism that could lead stakeholders to improvement.

In addition, this research can be used to other researchers as their references to conduct research on the same field. The researcher also expected the other researchers be able to cover the limitation of thisresearch, and can conduct similar study in stakeholders perception in English speaking skill in differentgenres. Hopefully there will be any further research of how to complete this research.

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SURAT KEPUTUSAN DEKAN FAKULTAS TARBİYAH DAN KEGURUAN UIN AR-RANIRY

Nomor : B- 8668/UN.08/FTK/KP.07.6/09/2018

TENTANG

**PENYEMPURNAAN SURAT KEPUTUSAN DEKAN NOMOR Un.08/DT/TL.00/5970/2015 TENTANG
PENGANGKATAN PEMBIMBING SKRIPSI MAHASISWA FAKULTAS TARBİYAH DAN KEGURUAN UIN AR-
RANIRY**

DEKAN FAKULTAS TARBİYAH DAN KEGURUAN UIN AR-RANIRY

- Menimbang : a. bahwa untuk kelancaran bimbingan skripsi dan ujian munaqasyah mahasiswa pada Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Banda Aceh, maka dipandang perlu menunjuk pembimbing skripsi tersebut yang dituangkan dalam Surat Keputusan Dekan;
- b. bahwa saudara yang tersebut namanya dalam surat keputusan ini dipandang cakap dan memenuhi syarat untuk diangkat sebagai pembimbing skripsi.
- Mengingat : 1. Undang-undang Nomor 20 Tahun 2003, tentang Sistem Pendidikan Nasional;
2. Undang-undang Nomor 14 Tahun 2005, tentang Guru dan Dosen;
3. Undang-undang Nomor 12 Tahun 2012, tentang Pendidikan Tinggi;
4. Peraturan Pemerintah Nomor 74 Tahun 2012 tentang Perubahan atas Peraturan Pemerintah RI Nomor 23 Tahun 2005 tentang Pengelolaan Keuangan Badan Layanan Umum;
5. Peraturan Pemerintah Nomor 4 Tahun 2014, tentang Penyelenggaraan Pendidikan Tinggi dan Pengelolaan Perguruan Tinggi;
6. Peraturan Presiden RI Nomor 64 Tahun 2013; tentang Perubahan IAIN Ar-Raniry Banda Aceh Menjadi UIN Ar-Raniry Banda Aceh;
7. Peraturan Menteri Agama RI Nomor 12 Tahun 2014, tentang Organisasi dan Tata Kerja UIN Ar-Raniry Banda Aceh;
8. Peraturan Menteri Republik Indonesia No. 21 Tahun 2015, tentang Statuta UIN Ar-Raniry;
9. Keputusan Menteri Agama Nomor 492 Tahun 2003, tentang Pendelegasian Wewenang, Pengangkatan, Pemindahan dan Pemberhentian PNS di Lingkungan Departemen Agama Republik Indonesia;
10. Keputusan Menteri Keuangan Nomor 293/KMK.05/2011 tentang Penetapan Institut Agama Islam Negeri Ar-Raniry Banda Aceh pada Kementerian Agama sebagai Instansi Pemerintah yang Menerapkan Pengelolaan Badan Layanan Umum;
11. Keputusan Rektor UIN Ar-Raniry Nomor 01 Tahun 2015, tentang Pendelegasian Wewenang kepada Dekan dan Direktur Pasca Sarjana di Lingkungan UIN Ar-Raniry Banda Aceh;
- Memperhatikan : Keputusan Seminar Proposal Skripsi Program Studi Pendidikan Bahasa Inggris Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Tanggal 24 Oktober 2016

MEMUTUSKAN

- Menetapkan : **PERTAMA** : Mencabut Surat Keputusan Dekan Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Nomor: B-8718/UN.08/FTK/KP.07.6/10/2017 tanggal 04 Oktober 2017
- Menunjuk Saudara:
- | | |
|-----------------------------|----------------------------|
| 1. Dr. Syarwan Ahmad, M.Lis | Sebagai Pembimbing Pertama |
| 2. Husnul Khatimah, M.Pd | Sebagai Pembimbing Kedua |
- Untuk membimbing Skripsi :
- Nama : **Nabila**
- NIM : **231222628**
- Program Studi : **Pendidikan Bahasa Inggris**
- Judul Skripsi : **The Importance of English Speaking in The Tourism Sector in Accordance With Stakeholders**
- KEDUA** : Pembiayaan honorarium pembimbing pertama dan kedua tersebut diatas dibebankan pada DIPA UIN Ar-Raniry Banda Aceh;
- KETIGA** : Surat keputusan ini berlaku sampai akhir semester Ganjil Tahun Akademik 2018/2019
- KEEMPAT** : Surat Keputusan ini berlaku sejak tanggal ditetapkan dengan ketentuan segala sesuatu akan diubah dan diperbaiki kembali sebagaimana mestinya apabila kemudian hari ternyata terdapat kekeliruan dalam penetapan ini.

Ditetapkan di: Banda Aceh
Pada Tanggal: 05 September 2018



Tembusan

1. Rektor UIN Ar-Raniry (sebagai laporan);
2. Ketua Prodi PBI Fak. Tarbiyah dan Keguruan;
3. Pembimbing yang bersangkutan untuk dimaklumi dan dilaksanakan;
4. Mahasiswa yang bersangkutan;



KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI AR-RANIRY BANDA ACEH
FAKULTAS TARBIYAH DAN KEGURUAN

Jl. Syekh Abdur Rauf Kopelma Darussalam Banda Aceh
Telp: (0651) 7551423 - Fax: (0651) 7553020 Situs : www.tarbiyah.ar-raniry.ac.id

Nomor : B- 13772 /Un.08/TU-FTK/ TL.00/12/2018

13 Desember 2018

Lamp : -

Hal : Mohon Izin Untuk Mengumpul Data
Menyusun Skripsi

Kepada Yth.

Di -

Tempat

Dekan Fakultas Tarbiyah dan Keguruan (FTK) UIN Ar-Raniry Darussalam Banda Aceh dengan ini memohon kiranya saudara memberi izin dan bantuan kepada:

N a m a	: Nabilla
N I M	: 231 222 628
Prodi / Jurusan	: Pendidikan Bahasa Inggris
Semester	: IX
Fakultas	: Tarbiyah dan Keguruan UIN Ar-Raniry Darussalam.
A l a m a t	: Jl. Laksamana Mahayati, Kajhu, Aceh Besar

Untuk mengumpulkan data pada:

Kantor Migrasi Wilayah Sabang

Dalam rangka menyusun Skripsi sebagai salah satu syarat untuk menyelesaikan studi pada Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry yang berjudul:

The Importance of English Speaking in The Tourism Sector in Accordance With Stakeholders

Demikianlah harapan kami atas bantuan dan keizinan serta kerja sama yang baik kami ucapkan terima kasih.



Ad: Dekan,
Kepala Bagian Tata Usaha,

M. Said Farzah Ali

BAG LAMUM BAG LAMUM

Kode 9263



KEMENTERIAN HUKUM DAN HAK ASASI MANUSIA
REPUBLIK INDONESIA
KANTOR WILAYAH ACEH
KANTOR IMIGRASI KELAS II TPI SABANG
Jalan Teuku Umar No.10 Sabang (23511)
Telepon (0652) 21343 Faksimili (0652) 22833
Laman : www.sabang.imigrasi.go.id; Email: imigrasi_sabang@yahoo.co.id

SURAT KETERANGAN

Nomor : W.1.IMI.IMI.3-UM.01.01-165

Kepala Kantor Imigrasi Kelas II TPI Sabang, dengan ini menerangkan bahwa:

Nama	: Nabilla
N I M	: 231 222 628
Prodi / Jurusan	: Pendidikan Bahasa Inggris
Semester	: X
Fakultas	: Tarbiyah dan Keguruan UIN Ar-Raniry Darussalam
Alamat	: Jl. Laksamana Malahayati, Kajhu, Aceh Besar

Benar nama yang tersebut di atas telah melaksanakan kegiatan pengumpulan data untuk penelitian skripsi pada Kantor Imigrasi Kelas II TPI Sabang selama 3 (tiga) hari kerja terhitung sejak tanggal 14 s.d 18 Desember 2018.

Demikian surat keterangan ini dibuat untuk dipergunakan sebagaimana mestinya.



Sabang, 1 Februari 2019
Kepala Kantor,

[Signature]
Anton Helistiawan
NIP. 198009282000021001

Instrument.

a. persepsi

1. Apakah bahasa inggris penting terhadap diri anda?
2. Apakah bahasa inggris memberikan dampak yang positif terhadap pekerjaan anda?
3. Apakah dengan anda bisa berinteraksi menggunakan bahasa inggris, penghasilan jasa anda meningkat?
4. Apakah anda menyukai bahasa inggris?
5. Sejauh apa kemampuan anda dalam interaksi bahasa inggris?

b. struggles

1. Apakah menurut anda bahasa inggris susah untuk dipelajari? Kenapa?
2. Apa yang anda lakukan jika anda mengalami masalah?
3. Apakah anda mengerti apa yang dikatakan lawan bicara anda?
4. Keadaan yang bagaimana sehingga membuat anda mengalami kesulitan? (speak fast, dont understand, lack of vocab)
5. Apakah lawan bicara mempengaruhi kemampuan bahasa inggrisnya?

c. efforts

1. Apa yang anda lakukan untuk bisa bahasa inggris? Atau meningkatkan kemampuan?
2. Berapa lama waktu yang dihabiskan untuk belajar bahasa inggris?
3. Apakah anda berani untuk mempraktekan kemampuan anda ketika dibutuhkan.?
4. Kapan kali pertama anda mengenal bahasa inggris?
5. Kapan kali terakhir anda belajar bahasa inggris?

Name : AM

Date : 14 des2018

Answer: Segment 1

1. Kalau bahasa inggris bagi diri sendiri ya, belum interaksi dengan pekerjaan, dalam diri sendiri belum tentu, tergantung sih. Tapi kalau misalkan dalam pekerjaan, sudah pasti itu sangat dibutuhkan. Karena interaksi saya, saya interaksi langsung dengan orang asing. Otomatis bahasa yang universal yang sangat dipakai sekarang adalah bahasa inggris. Kalau misalkan, saya ini pernah di bagian eee di TPI, itu di bagian pendaratan dan masuk keluar di pelabuhan internasional disini, jadi kita wawancara orang yg masuk dan keluar itu pakai bahasa inggris. Kemudian, bagian perpanjangan visa ataupun, izin tinggal kalau bahasa kita, dan semua pemohon izin tinggal itu adalah orang asing. Nah, dah pasti kalo orang asing, sudah tentu kita berbicara dengan bahasa inggris. Dan untuk saya sendiri, kalo untuk pekerjaan itu sangat dibutuhkan, tapi untuk kehidupan sehari hari masih normal, gak terlalu ini.

2. Kalau untuk apa namanya, jabatan, karir, ataupun semacam reward kepada saya itu mungkin tidak ada dalam bentuk penghargaan mungkin dalam jabatan, kalo kita melaksanakan ini. Karena, itu hanya dlm bentuk lisan, misalkan reward dari atasan, seperti dari apa namanya, ya dari kawan kwan. Tapi, gak ada, bukan gak ada sih, disini karena saya ini adalah sebagai pegawai fungsional umum. Dan kita, melaksanakan tugas dibawah perintah atasan, dan kita hanya melakukan tugas. Tapi karena tuntutan ini ya saya harus bisa berbahasa inggris. Kalo dampak positif memang, memang positif kalo dari segi pekerjaan. Karena dituntut harus bisa.

3. Tidak ada berdampak ke penghasilan. Karena penghasilan kita tidak berdasarkan jabatan. Mau bagian apapun, sudah seperti itu.

4. Gini apa namanya, kita disini rata rata bukan tamatan bahasa inggris. Dulu aja pas pertama masuk sini, cuma dapat beberapa, sedikit saya dapat bahasa inggris waktu kuliah. Nah kalau misalkan udah masuk ke dalam dunia kerja, mau tidak mau kita harus belajar mau tidak mau kita harus bercakap cakap. Nah ini kan posisi saya, udah ada cpns baru, karena udah ada cpns baru jadi dibagi tugas. Kalo dulu sebelumnya saya itu masih terbatas petugas, jadi saya sendiri kadang kadang ke bagian izin masuk, ke bagian ini masuk. Kalo secara keseluruhan, boleh dibilang bahasa inggris saya mungkin agak ini, tapi kan teman teman yang laen kan masih dalam proses belajar. Mungkin nanti, kalau misalkan mereka ada yang gak ngerti atau kurang paham cara menyampaikan nya kurang ini, itu bisa minta

bantu saya. Saya pun, gak langsung bisa semua. Kadang kadang saya juga harus google translate, apa namanya terjemahan apa apa kata yang belum bisa, tapi, umumnya kalau hmm ya kalau bahasa inggris dari dulu udah hmm, gak terlalu oke tapi untuk komunikasi aja, ok

5. Semua itu kan karena ada faktor, faktor saya karena pekerjaan, maka saya harus belajar, mungkin saya karena berinteraksi pun, sebelumnya kita kurang berinteraksi dengan orang asing ya bahasa inggris nya segitu segitu aja, tapi sekarang karena kita udah, ya udah bekerja dan harus berinteraksi, mau gak mau kita harus belajar. Dan kalo suka gak suka saya normal saja, gak ada 'suka' gak ada 'gak suka' nya. Karena kalo dibawa terlalu suka saya jadi ini, kalo dibawa terlalu gak suka ini, jadi saya dengan mencintai pekerjaan makanya saya harus belajar itu.

6. Ya kalo saya sendiri bahasa inggrisnya udah sampai ksitu. Apa yang mereka ngomong bisa saya mengerti. Paling nanti kita gak ngerti nya dimasal aksen, kayak orang perancis, kan orang asli perancis kadang kadang aksennya kan beda tu, jadi kita harus ulang, dia harus ngulang lagi, baru kita ngerti. Terus kalo saya sendiri, ya bicara, bicara aja langsung. Pokonya orang nya ngerti. Tapi, bahasa inggris mungkin dari struktur dari grammar itu gak beraturan, gak ikut itu. Tapi, orang nya ngerti, dan saya pun ngerti apa yang mereka cakap, pesannya tersampaikan.

7. Kalau saya sih enggak, karena saya pertama kali belajar bahasa inggris itu waktu SMP. Waktu itu saya ada ikutapa namanya, privat. Walaupun cuma lima kali masuk. Tapi itu gak ada belajar misalkan grammar, gak, kita langsung bicara, kita langsung oraktek. Makanya saya agak langsung terpacu disitu, sampe sekarang pun walau lima kali masuk itu, adalah teringat apa apa yang dipelajari. Karena kita gak ada catat catat, paling kata yang harus di ingat ini ini.

8. Ada banyak cara sih, pertama kalo ada orang yang lebih ngerti, saya akan coba tanyakan dia, kalo enggak, yang kedua, ee coba dengan bahasa inggris yang agak digabung dengan bahasa isyarat, kalo gak ngerti juga, baru terakhir saya voice translate apa yang saya ngomong, kalo gak ngerti juga, baru terakhir saya kasih, nah ini baca sendiri. Itu langkah paling terakhir nanti di akan ngerti.

9. Kalo kesulitan bukan hanya di aksen sih. Ada beberapa orang ini kadang kadang bahasa inggris nya itu bukan pas pasan. Kalo pas pasan kadang kita agak ini juga, paham. Tapi, ada orang yang bahasa inggrisnya terlalu tinggi, kalo kita bahasa indonesia terlalu baku. Kan bahasa inggris kita ni bahasa inggris yang ibarata nya untuk informasi, gak ikut kalo kita EYD ya. Kalo kita pake EYD

kadang kadang mereka gak ngerti, gitu juga bahasa inggris, terlalu baku karena orang agaka ini, saya agak susah.

10. Seperti tadi, mau gak mau google translate.

11. Kalau cukup sih, saya gak ngerasa. Kalo les pun saya gak ikut. Pling saya gini, saya ada aplikasi di hape gitu, aplikasi forum bahasa inggris, tau apliaksi 9gag mungkin?Tau? Itukan abhasa inggris dan disitu kan ada hal hal akayak meme, ada hal lucu bahkan dapat informasi, bahkan ada juga ya fakta fakta gitu bahasa inggris. Kadang akdang ada yang kita ngerti, kadang ada yang gak ngerti. Kalo gitu, saya berusaha ingat katanya kemudian cari, supaya saya tau. Amka dari situ, kosa kata saya bertambah.

12. Sebenarnya bukan dari aplikasi saja, saya ada maen game. Saya ada sosial, pernah liat bored panda? Disitu ada gambar unik, dan dijelaskan pake bahasa inggris. Kalo maen game kan dijelasin misi dan aturan amennya pake bahasa inggris.

13. sejauh ini sih berani la, tutntutan pekerjaan.

14. pas sekolah dulu la ya

15. kuliah sih, 2 tahun, empat semester. Sekitar 2012 lalu.

Name : IL

Date : 15 des 2018

Answer: Segment 2

1. kalau saya pribadi penting. Apalagi dikantor ini, kita berhadapan dengan orang asing, tentu pentig.

2. kalau menurut saya, saya kurang tau juga, tapi dengan kemampuan bahasa inggris ini, pekerjaan jadi lancar dan lebih efektif.

3. kalau kita di pemerintahan gak terpengaruh, kalo swasta mungkin terpengaruh. Kalo disini gak ada bonus bonusan

4. suka, kalau hobi sih enggak. Tapi sekarang kita harus bisa bahasa inggris walau mungkin gak lancar.Karena butuh.

5. komunikasi biasa, udah bisa. Komunikasi standar, menyampaikan maksud kita dan dia paham.Tapi kalo struktur nya belum bisa hehehe.

6. sebenarnya susah sih enggak. Tapi kemauan aja yang kurang, karena kemaren merasa ada urgensi nya karena kita jarang latihan, walaupun sering ikut les, tapi gak pernah di praktekan, jadi sebatas di tempat les aja
7. kalau sama sama gak ngerti coba tanya teman, kalau gak bahasa isyarat.
8. biasanya kalau yang kerja di itu itu, mungkin karena bukan orang british kan, kayak china gitu kan kurang pandai bahasa inggris, mereka gak pandai dan kita juga gak pandai pandai kali, jadi susah komunikasi. Kalau orang yang ngerti, kadang pas kita ngomong di koreksi.
9. itu sih tergantung lawan bicara juga, kadang ada yang low profile buat kita jadi PD. Ada juga yang kayaknya tuh, kayak kita gak bisa tanya tanya dan buat kita jadi down. Bukan dari kemampuan dia sih, tapi dari sikap dia.
10. tanya temen dulu nanti kalo ga ngerti baru ke internet
11. karena sering berlatih aja ya, liat liat internet, buka buka kamus. Otodidak aja sih. Main main game juga bisa belajar bahasa inggris loh. Belajar bahasa inggris di kelas itu terakhir entah kapan, lama pokoknya. Sekarang untuk memperkaya kosa kata saya, dan sekalian belajar hal baru, saya belajar bahasa inggris tiap kali saya main game
12. ya karena seiring, sebenarnya otodidak juga gak apa kali. Karena kita sering paksa ngomong jadi lancar aja.
13. kita harus berani lah, karena kan pekerjaan. Kalo gak kerja ya hmm
14. dari SD ya
- 15 terakhir belajar pas SMA.

Name : F

Date : 16 des 2018

Answer: Segment 3

1. selama saya bekerja di kantor ini, khususnya saya ditempatkan dipemeriksaan imigrasi, jadi saya kan terus bertemu orang orang asing, menurut bidang pekerjaan saya bahasa inggris sangat penting untuk komunikasi.
2. saya bisa berbicara bahasa inggris, Cuma dasar dasarnya aja kli ya. Dulu saya ikut les bahasa inggris, waktu SMA. Setelah SMA saya kuliah di jurusan Teknik

informatika, bahasa inggris nya jarang terpake. Sekarang udah mulai lagi karena kerja disini

3. saya belajar lagi, otodidak. Paling tanya kawan ke pak J, AM. Dan buka buka kamus sih.

4. enggak, karena ini tuntutan pekerja. Karena saya ditempatkan berkaitan langsung dengan orang asing nya.

5. suka gak suka ya ahrus suka, karena tuntutan pekerjaan.

6. sedikit banyak nya sudah ngerti, kadang kadang untuk jawabnya agak sedikit tersendat. Kalo gitu saya buka google translate.

7. pernah. Karena orang asing sama kayak kita, misalnya perancis, kan mereka juga gak ngomong bahasa inggris sehari harinya, ada china, ukraina.

8. sebenarnya agak minder juga ada ya, karena bahasa inggris saya juga kurang. Karena itu saya agak sedikit terpacu juga.

9. pernah hm hmm

10. biasanya saya hafal kosa kata yang sering kita pake dalam pelaksanaan imigrasi

11. sekrang gak ada, paling tanya tanya kawan dan otodidak aja

12. kadang sehari setengah jam, sejak kerja disini. Mulai awal tahun 2018.

13. untuk dasar dasar udah bisa alhamdulillah

14. dulu waktu SMA,

15. Pas SMP

Name : WF

Date : 17 des 2018

Answer: Segment 4

1. ya sangat penting yasangat penting karena kita bekerja di kantor ini dan berurusan langsung dengan orang asing di setiap harinya”

2. sedikit aja bisa, tapi kalo betul betul kali ya enggak juga

3. sangat memberikan dampak. Karena bahasa universal juga kan.
4. ya harus lah
5. kalo bidang itu, enggak lah. Kan ini salah satu bagian kerjaan. Ke pelayanan aja yang meningkat
6. suka suka, pengen bisa lebih baik lagi.
7. ga tau juga gimana ya kan, nah kalo itu hmm udah bisa juga, sejauh ini gak ada masalah.
8. mungkin bis a diperjelas, atau kode kode isyarat gitu
9. prounciation nya sih yang susah
10. tapi kaklau bagus lawan bicara nya lebih mudah untuk kita, karen mereka akan koreksi.
11. lawan bicara sih, karena mereka bicara cepat dan aksen kadang kadang suka susah untuk di pahami.
12. oh ini kan, dulu kan pernah les juga kan hehehe, kan ada medsos, bisa buka buka sendiri, tanya temen, belejar sendiri lah pokoknya
13. tergantung sih, kalo lagi santai tengok tengok
14. pas SMA
15. harus lah, kan tuntutan pekerjaan

Name : F

Date : 14 des 2018

Answer: segment 5

- 1.kalau pribadi sebenarnya penting. Kalau dituntut dari hotel enggak juga, tapi sedikitnya 30% harus bisa.Karena kita disini rame tamu lokal. Tapi nanti kan kadang kadang ada tamu luar, jadi harus bisa la sikit sikit
2. ya kalo gaji sih enggak. Tapi kalo komunikasi untuk tamu nya kan jadi mudah.
3. karir juga gak ngaruh
4. lebih ke enjoy, walau belum 100 %.

5. sekedar nanya basis tunjuk arah sama penjelsan reservasi servis aja sih. Tapi kalo mereka gak paham, langsung telpon owner nya
6. kayaknya menurut saya hmm susah susah gampang sih
7. kalo les didatang kan guru pasti kemampuannya meningkat la.
8. nah kaya kita bilang tadi dek, kalo udah mentok, kita panggil owner nya untuk komunikasi langsung dengan turis nya
9. aksen orang tu kadang kadang iya. Kayak orang jerman, ukraina kan memang mereka yang kurang jelas. Nanti kalo gitu, langsung buka google translate.
10. ya kecepatan orang itu ngomong.
11. sering lah kalo ngeblur ngeblur gitu
12. kita harus bilang di awal, kalo bahasa inggris kita juga kurang, jadi mereka perlambat omongannya tu nanti mereka paham sendiri lah
13. karena kita disini gak ada guru atau apa, paling buka buka sendiri la internet.
14. sekolah la, SMP
15. pasti berani la dek, adek liat ni abang sendiri gak ada oran lain

Name : AU

Date : 15 des 2018

Answer: segment 6

1. ya, iya itu sangat penting. Dikarenakan itu bahasa international. Yang harus di pelajari dan kita komunikasi dengan turis. Diluar ya gak kita gunain , tapi dipekerjaan ya 100% kita gunain
2. lebih kurang seperti itu lah, jabatan kita lebih bagus. Mempengaruhi juga sih, ke reorts nya juga
3. ya gaji ajdi naik
4. kalau untuk saya ditanay seperti itu, saya sangat suka. Gak ada sedikit pun keterpaksaan.
5. two way conversation bisa

6. kalo menurut saya sih tidak. Yang susah itu bahsa inggris
7. untuk pertama tama ya susah la. Sekarang enggak lagi, karena udah terbiasa.
8. enggak sih, saya malah bisa tebak asal mereka dari logat mereka. Oh ini orang german, perancis.
9. ada saya jumpain, seepri tamu dari rusia. Karena mereka nya yang ga bisa
10. google translate dong, kita harus memanfaatkan tekhnologi.
11. Oh ya ada, saya mau meningkatkan aksen dan dialek saya biar makin natural.
12. saya langsung belajar dari tamu aja sih. Dengerin, terus langsung praktik. Kadang mereka suka open table gitu, ngajak ngobrol. customers kita rata rata orang luar semua yang datang dari berbagai negara. Biasa nya saya nanya langsung ke mereka kalo ada sesuatu hal yang ingin saya ketahui. Gak jarang juga, mereka duduk barengan dengan customers lain, dan kita (pekerja) boleh gabung jika mau, dari situ saya belajar.
13. SMP sih
14. SMA terakhir terus gak pernah belajar lagi
15. bisa la walau jauh dari sempurna.

Name : FR

Date : 15 des 2018

Answer: segment 7

1. penting dong. penginapan juga udah dominan orang luar. Memang sehari hari juga interaksi nya pake bahasa inggris.
2. dampak positif sih mungkin langsung ke tempat kerja kita ya, review nya jadi bagus.
3. iyasih tamu ajdi makin rame yang kesini, karena pelayanan kita juga bagus dimata mereka. Tapi kalo pribadi sih biasa aja
4. suka sih, sekarang apa apa harus pake bahasa inggris juga kan
5. two way conversation udah bisa hehehe

6. dulu sih iya, karena jarang banget di praktekin. Kesini kesini udah biasa aja, karena udah terbiasa kali ya
7. ya sepinter apapun pasti ada kendala juga kan, biasa nya kalo gitu kita ya itu pake google translate. Emang udah ke donlot aplikasi nya jadi kalo adaa apa apa gak ribet lagi
8. iya dong. Kalo gak kita gak bisa memberikn servis yang mereka mau dong.
9. belum sih sejauh ini
10. enggak. Kan mereka juga sama kayak kita
11. dulu ikut les sih sebelum kerja disini. Karena ya gitu tadi sekarang apa apa pake bahasa inggris jadi ya hmm
12. seminggu 2 kali belajar formal (les). Laen lagi kalo pas maen hape
13. iya dong. Kan kita kerja shift. Semua udah ada tanggung jawab masing masing.
14. sekolah dulu
15. sebelum kerja disini sih kapan ya??

Name : R

Date : 15 des 2018

Answer: segment 8

1. belum penting banget sih saat ini, soalnya kita disini juga jarang banget turis luar. Ada sih paling asia, kayak china gitu mereka biasa ngomong bahasa china, karena saya bisa, dan tour guide juga kerabat mereka juga masih
2. mungkin kedepannya iya, jadi bair kita lebih di kenal dengan orang asing lagi
3. belum ketara ya, karena ya gitu tadi
4. saya sih bisa gitu gitu aja, untuk penyelamat hidup bisa lah.
5. tanya jawab nama, alamat, kiri, kanan, bisa kok
6. hmm gatau ya
7. kalo yang udah mepet banget ya paling google sih

8. minimal tau kata kunci la, misalnya eat, itu berarti dia mau makan dan nanyain rekomendasi tempat makan gitu gitu

9. hmm apa ya

10. enggak terlalu sih, tapi kadang ada juga, kayak kita ngerasa nya udah maksimal banget usaha utk ngomong sama dia, tapi kok dia masih ga paham juga

11. apa ya ??

12. wah saya gatau ni

13. yaitu tadi, kalo terpaksa ya harus dong

14. pas sekolah

15. pas sekolah juga

Name : IR

Date : 16 des 2018

Answer: segment 9

1. itu sangat penting. Karena kita disini berbasis kota pariwisata. Dan karena bidang pekerjaan saya sebagai driver becak

2. o tidak tidak. Turis boleh naek becak mana aja, drivernya gak dituntut untuk harus bisa juga

3. itu kalo misalnya kita, bisa atau enggaknya itu tergantung dengan pelayanan kita ke tamunya

4. suka kali karena apa itu suatu ilmu

5. banyak tidak mengerti nya. Jadi sekarang kan jaman internet, segala nya bisa kita cari. Google translate sedikit banyak nya bisa membantu. kalau kesusahan dan dapat kendala, biasa nya saya langsung buka google. Kan di google sekarang informasi apa aja ada disana, jadi memudahkan kita

6. kalau belajar gak ada, cuman hanya itu peandaian kita aja

7. dibilang susah, gak susah. Dibilang gampang gak gampang.

8. tidak saya belajar bahasa inggris pas mulai tarik becak aja

9. oo itu pernah pernah. Orang ini dapat memahami juga.
10. ya kita kalo untu meningkat, kalo bisa kita dapat tamu itu terus jadi bisa sekalian praktek
11. gak pernah, gak pernah
12. ini masih terus belajar sendiri.

Name: : BG

Date : 16 des 2018

Answer: segment 10

1. kalau bagi saya bahasa inggris, modal pertama untuk mencari nafkah. Karena kita becak wisata ya, ya jadi kita harus memperdalam lagi bahasa inggris. Karena target kita adalah turis mancanegara. Jadi bahasa inggris sangat penting untuk pertumbuhan ekonomi saya, dan daerah.
2. biasa biasa aja, karena kita becak wisata, itu udah jadi formalitas. Ya kalo gak bisa mati langkah, kayak becak pasar.
3. ya kalo sifat turis ini, dia kalo senang sama kita dia mengikat kita. Kayak teman saya itu kan, dia paling jago diantara kita jadi dia sih keseringan dapet tamu luar.
4. o kalo itu bukan lagi, pasti lah. Cinta kali pun. Karena kita kota pariwisata ya kan.
5. ya kalo sulit sulit langsung bahasa isyarat, kalo enggak ya langsung becakap aja
6. mudah sebenarnya. karena kita tukang becak, waktunya susah untuk dibagi. Lale kita, asik belajar gak ada dapat kita uang untuk makan
7. kadang kita bisa suruh langsung buka sama dia, translate. Tapi maunya jangan pake translate lagi kan
8. jadi dia kan kalo bahsa inggris ini, kita gak ngerti maksud dia, dia pun gak ngerti, kan kayak orang itali
9. ya kayak rusia, kan orang ini negara nya gak komunikasi pake bahasa inggris, jadi pake bahasa isyarat aja lah

10. susah juga, kan logat nya beda. Dahlah bahasa isyarat aja. Laen kalo ada temen tu yang ajgo bahasa inggrisnya
11. langsung buka translate la ya, daripada ribet ribet
12. yang penting penting aja la harus di ketahui
13. ya semenjak bawa becak
14. masih la belajar sampe sekarang
15. jelas la dek, gak ngomong gak ada nafkah.

Name : MH.

Date : 16 des 2018

Answer: segment 11

1. penting la karena kan supaya mereka mau menggunakan jasa saya, saya paling gak sedikit ya harus bisa bahasa inggris dong.
2. tentu, mereka ini kalau tau kita bisa, nanti di telpon lagi untuk pakai jasa kita karena mereka sudah nyaman komunikasi dengan kita
3. ya itu tadi, pasti meningkat kan di pake ditelpon terus di laen hari
4. suka sih biasa aja, tapi karena ini di kota pariwisata ya jadi satu hal yang penting aja gitu ya untuk bisa bahasa inggris. Biar makin rame yang datang kesini.
5. tanya tanya jawab baisesa bisa la. Ngobrol ringan ringan gitu.
6. tergantung kita nya sih, kalo kita berpikir itu susah, semua hal juga susah. Kalo di bawa gampang ya gampang aja ya kan
7. kalo mereka bicara nya cepet cepet sih masalah saya, kan yang native tu, kalo kedapetan gitu saya suruh mereka bicara pelan pelan. Mereka paham juga kan kita disini bahasa inggris bukan bahasa sehari hari.
8. ga paham semua kadang kadang, tapi paling gak kita dapet pegang kata kunci yang dia maksud aja udah bagus kali ya
9. aksen nya biasa. Sama dengan kita yang bahasa inggris nya terikut dengan aksen indonesia, kadang mereka juga gitu. Kayak orang rusia, mereka tu ngomong bahasa inggris nya kayak mereka lagi ngomong bahasa rusia. Butuh waktu untuk

pahaminnya. Kadang kadang masalah nya bukan datang dari kita, bisa jadi dari mereka langsung, biasanya mereka google translate tu apa yang mereka mau omongin, kalau kita udah buntu bnaget ga paham apa yang di maksud.

10. jarang sih kalo native nagtive gitu, kita disini rame tamu eropa atau asia

11. belajar sendiri aja sih sejauh ini. Tapi semoga kedepannya ada pelatihan atau seminar gitu ya yang diadakan lembaga terkait untuk meningkatkan kualitas pelayanan kita.

12. kalo senggang aja, ga ada batasan waktu sih

13. pasti dong. Udah bawaan kerja, kalo gak ngomong terus gimana dong kerja nya

14. sekolah dulu ya

15. ini kan juga masih belajar sendiri dikit dikit.

Name : M

Date : 16 des 2018

Answer: segment 12

1. penting sih, tapi saya gak bisa bahasa inggris makanyasaya anrik nya Cuma turis lokal sama warga setempat aja

2. harusnya iya, tapi ya gitu

3. saya lihat orang lain sih gitu, kan kalo mereka itu jatuhnya cateran gitu. Terus nanti kalo ada kapal masuk, mereka stand by disana juga

4. hmm hehhe kalo saya suka saya dari dulu udah belajar

5. jauh dari rata rata pokoknya la. Banyak ga bisa nya

6. gatau juga sih emang gabisa soalnya

7. saya kalo ada turis luar yang nawar emang langsung saya alihkan aja, soalnya di tahan juga buat apa, saya nya gabisa ngomong.

Name : YH

Date : 16 des 2018

Answer: segment 13

1. penting sih, apalagi kita kan hidup nya di pinggir pantai yang biasa nya dikunjungi turis turis. Kita sebagai pelaku wisata ya harus ada pegangan walaupun sedikit. bahasa inggris sudah seharusnya menjadi kewajiban untuk dikuasai setiap orang di Sabang ini. Kita dikelilingi oleh laut yang indah, yang mengundang orang asing datang ke tempat kita, kebetulan saya tinggal di lokasi yang sering disinggahi para turis, bahasa inggris menjadi sangat krusial. Karena dengan itu, kita bisa menjelaskan dan menginformasikan apa yang patut dan yang tidak”
2. pekerjaan sih enggak, kan saya cuma orang biasa. gak berpengaruh apa apa terhadap saya. Tapi ada kepuasan sendiri lah, kalo kita dinilai ramah sama turis turis yang main kesini.
3. –
4. suka sih, jadi keren gitu. Walaupun cuma IRT biasa kalo bisa bahasa inggris itu keren.
5. menentukan arah, dan ngejelasin, kayak waktu itu ada turis asing yang datang pake motor rental, itu dia parkir motor nya tapi helm nya dibawa sama dia., saya bisa jelasin kalo gapapa helm nya di tinggal aja gak bakal ada yang curi.
6. susah sih, tapi sekarang di hape kan semua bahasa inggris. Whatsapp dan facebook juga pengaturannya kan pake bahasa inggris. Dari situ media saya untuk belajar bahasa inggris, kadang kadang temen temen suka share status juga pake bahasa inggris, mudah lah sekarang untuk belajar bahasa inggris, bisa dimana aja. Beda kalau dulu, mesti di sekolah. Jadi ya hmm
7. kalau dalam komunikasi langsung sih jarang. Tapi misalnya pas baca apa gitu yang bahasa inggris itu saya nanyain ke anak anak arti nya apa.
8. ngerti juga sedikit sedikit.
9. paling di ga ngerti arti nya ya
10. biasa aja, karena juga saya masih biasa aja jadi ya..

11. main hape sih, buka sosial media. Nyanyi lagu inggris tu dulu heboh banget kan, semuanya di hafalin

12. sekarang udah enggak. Paling denger anak anak aja

13. boleh la sesekali

14. pas sekolah dulu

15. sekarang juga masih, asal buka hape apalagi sosial media pasti ada hal baru yang bisa di pelajari. Belajar kan gak mesti di sekolah.

Name : AN

Date : 16 des 2018

Answer: segment 14

1.penting sih, apalagi kita kan hidup nya di pinggir pantai yang biasa nya dikunjungi turis turis. Kita sebagai pelaku wisata ya harus ada pegangan walaupun sedikit.bahasa inggris sudah seharusnya menjadi kewajiban untuk dikuasai setiap orang di Sabang ini. Kita dikelilingi oleh laut yang indah, yang mengundang orang asing datang ke tempat kita, kebetulan saya tinggal di lokasi yang sering disinggahi para turis, bahasa inggris menjadi sangat krusial. Karena dengan itu, kita bisa menjelaskan dan menginformasikan apa yang patut dan yang tidak”

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Banda Aceh, January 30th 2019

Nabilla