

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

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## ABSTRACT

The purpose of this research was to describe the eleventh-grade students' speaking ability as front officer in hotel accommodation department at SMKN 9 Padang. There are 5 aspects that needed to describe are content, pronunciation, grammar, vocabulary, and fluency. The design of this research was descriptive. The population of this research are the eleventh-grade students in hotel accommodation department of SMKN 9 Padang. Total sample was 33 students in class XI PH 1. The instrument for data collection was speaking test in the form of dialogue between students. The result of this research showed that the students' ability was high ability.

**Keywords :** *Speaking, Ability, Front Officer*

## INTRODUCTION

In this era of Globalization, many countries throughout the world utilize English as an international language for communication. English has many advantages, which is why a lot of people study it to succeed in their specialized sectors of English (Rao, 2019). In mastering language, students must understand the four essential English ability such as speaking, writing, reading and listening. One of the essential ability is speaking.<sup>[1]</sup>

Speaking is one way that people can communicate with one another; but, in order to do so, one must be fluent in the vocabulary and understanding of the language's structure (Nainggolan, 2023)<sup>[2]</sup>. Therefore, speaking plays an important role in various fields, one of which is in the field of hotel accommodation. Based on (Kurniati *et al.*, 2018) there are five components of speaking ability. The five components are (a) content, (b) pronunciation, (c) vocabulary, (d) fluency, and (e) grammar.<sup>[3]</sup>

### (a) Content (ideas)

Content is the structured expression of ideas, and to ensure your conversation partner understands you, it's important to align your communication with the discussion topic. (Fajri, 2024).<sup>[4]</sup>

### (b) Pronunciation

Pronunciation involves the articulation of individual sounds, as well as the distinctive features of sounds such as voicing and aspiration, along with voice-setting features (Newton & Nation 2009:75).<sup>[5]</sup>

### (c) Grammar

Language structures found in grammar are employed in communication (Brown, 2007)<sup>[6]</sup>

### (d) Vocabulary

Vocabulary means the appropriate diction which is used in communication. Without having a sufficient vocabulary, communicate cannot effectively or express their idea (Kurniati *et al.*, 2018).

### (e) Fluency

Fluency is defined the ability to speak fluently and accurately. For many language learners, speaking fluently is the ultimate goal (Kurniati *et al.*, 2018)

In the English-speaking context, there are some factors of speaking challenges faced by students. Especially for those studying in the field of tourism and travel services. So the need to speak well in tourism services is a crucial problem. Therefore, speaking plays an important role in various fields, one of which is in the field of hotel accommodation.

According to an interview conducted by researcher in February 2024 with several students from SMKN 9 Padang majoring in hotel Department

in class XI PH 2, they encountered difficulties in effectively communicating with guests, particularly in expressing sentences. They also revealed experiencing nervousness and struggling to acquire vocabulary and determine the appropriate grammar when forming sentences for speaking and conveying information to guests.

The researchers found several previous studies related to this research. The first study conducted by Monika (2021) The research findings showed that Students exhibited low motivation, which can further impact their speaking skills.<sup>[7]</sup> Second, Iriance (2018) found most students were only able to speak fluently at a poor level, and only a few students reached a good level.<sup>[8]</sup> Third, by Pakpahan (2018) state that many students find some difficulties in communicating with guests.<sup>[9]</sup>

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

## **METHOD**

In this research, the researcher used a descriptive research design. States descriptive research involves collecting data to evaluate hypotheses or address questions regarding the current condition of the research subject (Refnita, 2018). The population of this study was the eleventh-grade students in hotel accommodation department of SMKN 9 Padang.<sup>[10]</sup> The total number of population 204 students. They were distributed into 6 classes. The researchers used samples for this study used cluster random sampling. The researcher got class XI 1 with sample consisted of 33 students' in research.

The instrument used for data collection was a speaking test in the form of dialogue between students as a front officer and guest, but the researcher just focused to investigate students speaking ability as a front officer. research used content validity to find the validity of the test.and the researcher used test-retest reliability to find the reliability on this the test. The reliability can be measured by the coefficient and correlation between the first test and the next test (Sugiyono, 2009)<sup>[11]</sup>. it means there have first scorer and two scorer. To find out the reliability of the speaking test, the researcher used Pearson Product moment Formula. After analyzing data the researcher

found that the correlation index of two scores was 0.44. It means that the research was enough reliable.

In collecting data the reascher following procedures are : First, the researcher explained the instructions of the test to students. Second, the researcher gave card with situations or conditions that students did practiced. Third the researcher asked students to found the partner. Fourth, The students practiced the dialogue with one students as front officer and other as guest. Fifth, The test was conducted for a maximum of 5 minutes. Sixth, the researcher recorded the students' speaking. Seventh, the researcher listened to the students' recordings one by one and do transcription. Eighth, the researcher and second scorer gave the score based on criteria as follows rubric speaking evaluation.

For analyzing data, the researcher calculated the total scores with procedures are : First, researcher counted for the average between scorer 1 and scorer 2. Second, for each aspect of speaking ability, the researcher counted the scorers then converted the score by KKM. Third, The researcher classified the students' ability by using scorer KKM. If the score obtained is equal to or greater than 78, then the individual is considered to have high ability. Conversely, if the score obtained is less than 78, the individual is categorized as having low ability. And last, The researcher described the students' scores result by students' data analysis.

## **FINDINGS AND DISCUSSIONS**

The result of this research showed 97% of the students' had high ability in their speaking ability as front officers in hotel accommodation department at SMKN 9 Padang. It was proved by the fact that 32 students' (97%) had high ability and 1 students' (3%) had low ability in their speaking ability use KKM. In detail in this research found 32 students' (97%) had high ability and 1 students' (3%) had low ability in their speaking ability terms of content; In this research found that 29 students (88%) had high ability and 4 students' (12%) had low ability in their speaking ability terms of pronunciation; In this research found that 15 students' (45%) had high ability and 18 students' (55%) had low ability in their speaking ability terms of grammar; In this research found that 33 students (100%) had high ability in their speaking ability terms of vocabulary. In this research found that that 32 students' (97%) had high ability and 1 students' (3%) had low ability in their speaking ability terms of fluency

**Tabel 1. Research Findings**

Componet of Speaking	Score of Students		Ability
	Number	Percentage	
Content	32	97%	High
	1	3%	Low
Pronunciation	29	88%	High
	4	12%	Low
Grammar	15	45%	High
	18	55%	Low
Vocabulary	33	100%	High
Fluency	32	97%	High
	1	3%	Low

1. Eleventh-grade Students' Speaking Ability as Front Officer in Hotel Accommodation Department at SMKN 9 Padang

Based on the finding of the study, the researcher found that students in the speaking test, especially the ability as a front officer in hotel accommodation at SMKN 9 Padang had high ability. Students got high ability in almost all components such as content, pronunciation, vocabulary and fluency. And got low ability in grammar.

2. Eleventh-grade Students' Speaking Ability in Terms of Content as Front Officer in Hotel Accommodation Department at SMKN 9 Padang

Based on the finding of the study most of them had high ability (79%) in speaking ability terms content (idea). The students' were able considered that content (idea). The researcher found that there were difference research from Pakphan (2018) he states the students' get 63% high ability in speaking ability terms of content (ideas) in their score English in vocational high school

3. Eleventh-grade Students' Speaking Ability in Terms of Pronunciation as Front Officer in Hotel Accommodation Department at SMKN 9 Padang

Based on the finding of the study had high ability with 88%. Most of the students' pronunciation of words or sentences that they speak was accurate. Students' also had knowledge about the correct pronunciation of words. Even though there are still a few mistakes, it doesn't affect the meaning of the words spoken by the students. This happen caused the teachers did practice in class. That was different with research by Pakpahan (2018) he state the students in their class had poor pronunciation in speaking ability.

4. Eleventh-grade Students' Speaking Ability in Terms of Grammar as Front Officer in Hotel Accommodation Department at SMKN 9 Padang

Based on the research finding Eleventh-grade students' speaking ability as front officer on hotel accommodation at SMKN 9 Padang get low ability in used grammar. This research showed 55% of students had low ability This was also little bit different with research by Ramadhani (2023) she was found the students' at SMAN Pembangunan Padang 70% had mistake in used grammar in speaking . They was due to a lack of practice in class.

5. 5. Eleventh-grade Students' Speaking Ability in Terms of Vocabulary as Front Officer in Hotel Accommodation Department at SMKN 9 Padan

Based in the finding Eleventh-grade students' speaking ability as front officer on hotel accommodation department at SMKN 9 Padang get high ability in using vocabulary. This research show 100% of students have high ability in terms of vocabulary. This is different from the findings of Irance (2018) she found 15 students' (50%) used limited vocabulary in their speaking ability.

6. Eleventh-grade Students' Speaking Ability in Terms of Fluency as Front Officer in Hotel Accommodation Department at SMKN 9 Padang

Based on the research found Eleventh-grade students' speaking ability as front office on hotel accommodation department at SMKN 9 Padang get high ability in used fluency. This research show 93% of students have high ability in terms of fluency. This research was very different by Irance (2018) she found that out of 30 students' only 6 (20%) had attained "good" in speaking fluency and most of the students in poor level to speak fluency.

### CONCLUSIONS AND SUGGESTIONS

After analyzing the speaking ability of eleventh-grade students as front officer in the hotel accommodation department at SMKN 9 Padang, the researcher found several results. The overall speaking ability of the students was categorized as high. Specifically, their speaking ability in terms of content, pronunciation, vocabulary, and fluency was also categorized as high. However, their speaking ability in terms of grammar was categorized as low

Based on the conclusions, the researcher give several suggestions as follows: For teachers, the researcher suggests that teachers focus on components that have low ability, especially grammar. Teachers should focus on providing learning materials related to grammar in English. For students, the researcher suggests the students should more actively practice speaking English inside and outside of class. Then students were also advised to always train themselves in the use of language, specifically in the use of grammar, because their ability in grammar was low. The researcher suggested for the next researcher to investigate how the students' difficulties speaking ability as front officers

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