

**SPEAKING SUPPLEMENTARY MATERIALS OF FRONT OFFICE FOR  
12<sup>TH</sup> GRADE STUDENTS AT SMK N 1 SERIRIT**

**By:**

**MADE SRI AYU MAGREANI**

**1812021007**

**ENGLISH LANGUAGE EDUCATION**

**FOREIGN LANGUAGE DEPARTMENT**

**LANGUAGE AND ART FACULTY**

**GANESHA UNIVERSITY OF EDUCATION**

**SINGARAJA**

**2022**



**SPEAKING SUPPLEMENTARY MATERIALS OF FRONT OFFICE FOR  
12<sup>TH</sup> GRADE STUDENTS AT SMK N 1 SERIRIT**

**SKRIPSI**

**Diajukan Kepada**

**Universitas Pendidikan Ganesha**

**Untuk memenuhi salah satu persyaratan dalam Menyelesaikan Program**

**Sarjana Sarjana Pendidikan Bahasa Inggris**

**Oleh**

**Made Sri Ayu Magreani**

**NIM. 1812021007**

**PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS**

**JURUSAN BAHASA ASING**

**FAKULTAS BAHASA DAN SENI**

**UNIVERSITAS PENDIDIKAN GANESHA**

**SINGARAJA**

**2022**

## **SKRIPSI**

**DIAJUKAN UNTUK MELENGKAPI TUGAS DAN  
MEMENUHI SYARAT-SYARAT UNTUK MENCAPI  
GELAR SARJANA PENDIDIKAN**

Menyetujui,

Pembimbing I,



Prof. Dr. I Gede Budasi, M. Ed.  
NIP. 195812311985031022

Pembimbing II,



Nyoman Karina Wedhanti, S.Pd., M.Pd.  
NIP. 198204212008122003

**Lembar Persetujuan Dosen Pengaji Skripsi**

Skripsi oleh Made Sri Ayu Magreani  
telah dipertahankan di depan dewan pengaji  
pada tanggal 14 Juli 2022

Dewan Pengaji,

Dr. Dewa Putu Ramendra, S.Pd., M.Pd.  
NIP. 197609022000031001

(Ketua)

Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.  
NIP. 198303142008122002

(Anggota)

Prof. Dr. I Gede Budasi, M.Ed.  
NIP. 195812311985031022

(Anggota)

Nyoman Karina Wedhanti S.Pd., M.Pd.  
NIP. 198204212008122003

(Anggota)

**Lembar Persetujuan dan Pengesahan Panitia Ujian Skripsi**

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni  
Universitas Pendidikan Ganesha  
Guna memenuhi syarat-syarat untuk mencapai gelar sarjana pendidikan

Pada:

Hari : Jumat  
Tanggal : 15 Juli 2022

**Mengetahui,**

Ketua Ujian,

Dr. Dewa Putu Ramendra, S.Pd., M.Pd.  
NIP. 197609022000031001

Sekretaris Ujian,

IGA Lokita Purnamika Utami, S.Pd., M.Pd.  
NIP. 198304022006042001

**Mengesahkan,**



Prof. Dr. I Made Sutama, M.Pd.  
NIP. 196004241986031002

## **PERNYATAAN**

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*Speaking Supplementary Materials Of Front Office For 12<sup>th</sup> Grade Students At Smk N 1 Seririt*" ini beserta isinya adalah benar-benar karya sendiri dan tidak melakukan penjiplakan Maupun mengutip dengan cara-cara yang tidak sesuai dengan kaidah dan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, Saya siap menanggung sanksi yang berlaku apabila pada kemudian hari ditemukan adanya pelanggaran atas etika keilmuan dalam karya ini.

Singaraja, 18 Juli 2022  
Yang membuat pernyataan,  
  
Made Sri Ayu Magreami  
NIM. 1812021007

## ACKNOWLEDGEMENTS

Puji syukur penulis panjatkan kepada Ida Sang Hyang Widhi Wasa atas rahmat yang diberikan sehingga penulis dapat menyelesaikan skripsi nya yang berjudul "**Speaking Supplementary Materials Of Front Office For 12<sup>th</sup> Grade Students At SMK N 1 Seririt**". Penulis juga ingin mengucapkan rasa syukur kepada orang-orang yang telah bersabar untuk membimbing, selama pengerjaan research paper:

1. Prof. Dr. I Gede Budasi, S.Pd
2. Nyoman Karina Wedhanti, S.Pd., M.Pd.
3. All lecturers of English Education who give meaningful knowledge for the writer during college moment.
4. Students, teachers, and school's staff of SMK N 1 Seririt who have been concerned to give permissions, and willing to share information during collecting the data
5. The writer's parents for their love and support to the writer.
6. The writer's friends who always support and coloring writer's college life.  
Thank you for sharing and caring these whole years of college moment.

Finally, the writer hopes this research paper able to give a contribution to the learning process especially in ESP learning of front office

Singaraja, 18 Juli 2022  
Writer



Made Sri Ayu Mageean  
NIM. 1812021007

## TABLE OF CONTENTS

|  |      |
|--|------|
| <b>ACKNOWLEDGEMENTS.....</b>                         | vii  |
| <b>ABSTRACT.....</b>                                 | viii |
| <b>ABSTRAK.....</b>                                  | ix   |
| <b>TABLE OF CONTENTS .....</b>                       | x    |
| <b>CHAPTER I .....</b>                               | 1    |
| 1.1    Background of Study .....                     | 1    |
| 1.2    Problem Identification .....                  | 3    |
| 1.3    Limitation .....                              | 4    |
| 1.4    Research Questions .....                      | 4    |
| 1.5    Research Objectives .....                     | 4    |
| 1.6    Product Specification.....                    | 5    |
| 1.7    Development Assumptions and Limitations.....  | 5    |
| <b>CHAPTER II.....</b>                               | 7    |
| 2.1 Theoretical Review .....                         | 7    |
| 2.1.1 The Definition of ESP .....                    | 7    |
| 2.1.2 The Characteristics of ESP .....               | 8    |
| 2.1.3 The Types of ESP .....                         | 9    |
| 2.1.4 The Definitions of Need Analysis .....         | 10   |
| 2.1.5 The Purposes of Conducting Need Analysis ..... | 11   |
| 2.1.6 The Types of Need Analysis.....                | 11   |

|  |           |
|--|-----------|
| 2.1.7 Techniques in Need Analysis .....                              | 12        |
| 2.1.8 Material Development and Criteria of Good Material .....       | 15        |
| 2.1.9 Supplementary Materials.....                                   | 17        |
| 2.1.10 Model of Material Development .....                           | 18        |
| 2.1.11 Contextual Teaching and Learning .....                        | 18        |
| 2.1.12 Front Office .....  | 19        |
| 2.1.12 The Definition of Speaking.....                               | 21        |
| 2.2 Empirical review .....   | 22        |
| <b>CHAPTER III .....</b>   | <b>28</b> |
| 3.1 Research Design.....   | 28        |
| 3.2     Research Procedures.....                                     | 28        |
| 3.3     Research Subject and Object.....                             | 30        |
| 3.4     Research Setting .....                                       | 30        |
| 3.5     Data Collection Method .....                                 | 30        |
| 3.6     Research Instruments.....                                    | 31        |
| 3.7     Data Analysis Method .....                                   | 32        |
| 3.8     Research Matrix .....  | 33        |
| 3.9     Trustworthiness .....  | 35        |
| <b>CHAPTER IV .....</b>  | <b>38</b> |
| 4.1 Findings.....  | 38        |
| 4.1.1 Developing Speaking Supplementary Materials for Front Office . | 38        |

|  |           |
|--|-----------|
| 4.1.2 The Design of Speaking Supplementary Materials for Front Office Book ..... | 49        |
| 4.1.3 The Quality of the the Materials .....                                     | 60        |
| 4.2 Discussion .....   | 70        |
| 4.3 Implication.....   | 72        |
| <b>CHAPTER V.....</b>  | <b>73</b> |
| 5.1 Summary .....  | 73        |
| 5.2 Conclusion.....  | 74        |
| 5.3 Suggestion .....   | 75        |
| <b>REFERENCES</b>  |           |
| <b>APPENDICES</b>  |           |



## **LIST OF TABLES**

|   |    |
|---|----|
| Table 3.1 Gregory Test.....   | 32 |
| Table 3.2 Research Matrix .....                                       | 33 |
| Table 4.1 Blueprint of the Book .....                                 | 50 |
| Table 4.2 The result of Expert Judgment Rubric .....                  | 60 |
| Table 4.3 The Suggestions of the Product from Two Expert Judges ..... | 69 |



## **LIST OF FIGURES**

|   |    |
|---|----|
| Figure 4.1 Students Interest In Working in the Front Office .....                       | 40 |
| Figure 4.2 Front Office Job Position Students' Interest .....                           | 40 |
| Figure 4.3 The Importance Of Speaking Skills in Front Office .....                      | 41 |
| Figure 4.4 Students Current Speaking Skills Level .....                                 | 42 |
| Figure 4.5 Students Opinion toward Contextual Learning .....                            | 42 |
| Figure 4.6 Availability of Speaking Activities on School's Book .....                   | 43 |
| Figure 4.7 Illustrations Book Improve Students' Motivation .....                        | 43 |
| Figure 4.8 Students' Learning Resources .....   | 44 |
| Figure 4.9 Students' Learning Resources Other Than School's Book .....                  | 44 |
| Figure 4.10 Students' Need of Speaking Supplementary Materials of Front<br>Office ..... | 45 |
| Figure 4.11 Language Functions from Front Office Teacher .....                          | 46 |
| Figure 4.12 Language Functions from Front Office Staff .....                            | 47 |

## **LIST OF APPENDICES**

|   |     |
|---|-----|
| Appendix 1. Research Permission Letter to SMK N 1 Seririt ..... | 82  |
| Appendix 2. Reply Letter from SMK N 1 Seririt .....             | 83  |
| Appendix 3. Curriculum Vitae of Front Office Staff.....         | 84  |
| Appendix 4. Checklist for Teacher.....                          | 85  |
| Appendix 5. Checklist for Front Office Staff.....               | 87  |
| Appendix 6. Expert Judgment for Questionnaire (Judge 1) .....   | 89  |
| Appendix 7. Expert Judgment for Questionnaire (Judge 2) .....   | 90  |
| Appendix 8. Students' Google Form.....                          | 91  |
| Appendix 9. The Result of Expert Judge 1 .....                  | 94  |
| Appendix 10. The Result of Expert Judge 2 .....                 | 100 |
| Appendix 11. Cover of the Product.....                          | 106 |
| Appendix 12. Cover of Front Office Book at SMK N 1 Seririt..... | 107 |
| Appendix 13. Syllabus .....                                     | 108 |

