

CHAPTER I

INTRODUCTION

This chapter consists of a brief explanation of the study, including the background of the research, problem identification, limitation of the problem, research questions, research objectives, and research significance.

1.1. Research Background

For many years, English becomes a universal language that helps many people to interact with one another (Fox, 2008). Moreover, it also helps people to support their social, educational, or economic needs. Economic has a large scope, one of the economic scopes is tourism. Tourism is a traveling activity to spend time or money in interesting places, such as; Bali. According to Picard (1996), Bali is the most beautiful place in the world. Many people from other countries come to Bali to stay or travel for a day, a week, a month, or even a year. Since many people come to Bali, it makes most Balinese people are interested to work in the tourism field. It has more promising opportunities and also advantages by working as tourism workers (Hakim et al., 2009). In this case, people are supposed to master foreign language particularly English if they want to work in tourism field. They are also required to have some abilities needed in tourism industry to support them becoming a professional worker at their workplaces. To realize it, vocational high schools offer great opportunities for the people who want to work in tourism industry after graduating from the schools (Cahyati, 2016).

Vocational high school is a school with the purpose to help students in mastering skills relevant to the major that they took after graduating from the school (Algeo & Butcher, 2013). There are many majors can be found in vocational high school, such as; hospitality, fishery, midwifery, etc. In vocational high school, practical study is more emphasized than theoretical study. But it does not rule out the possibility that they do not need a theory. They also need a theory, for example, students need the English language which supports their practice in communicating with foreigners in hospitality major. Sholichah and Ristati (2020) state that English should be mastered in vocational high school because it is one of the important skills for students who want to have a job in the hospitality area. The vocational high school should apply English for Specific Purposes. English for Specific Purposes is the specific English that will be used to support students to study based on their major (Zahedpisheh, 2017). Each major has their subject or concentration as what has been found at SMKN 2 Singaraja. The hospitality major is divided into two main majors, those are hotel accommodation major and culinary major in which each major has its subject or concentration.

Housekeeping is one of subjects or concentrations that should be mastered by hotel accommodation students. Housekeeping is a tourism worker which has a responsibility for cleaning the area around the tourist place (Yap, 2011). Housekeeping is learnt as a subject in the hotel accommodation major at SMKN 2 Singaraja. Most of people views that becoming a housekeeping is an easy job in which they only need to clean the area around the hotel, villa, etc. Oppositely, maintaining and cleaning the hotel's area is not only the job or requirement for becoming a housekeeper but there are some manners or skills that need to be

learned for becoming a professional housekeeper. A housekeeper is required to master English to be able to communicate with the guest to handle complaint or request. Therefore, the English learning material should have the quality to produce a qualified housekeeper.

Based on the observation conducted by the researcher, the English learning material for Housekeeping in SMK Negeri 2 Singaraja does not have an appropriate English learning material yet. It is due to the facilities given by the school, such as; the general English book which is not specific enough as expected for students in vocational high school. The English book is not relevant to the subject of their major. The interview conducted by the researcher to the housekeeping teacher and the questionnaire distributed to the eleventh-grade students of hotel accommodation major at SMKN 2 Singaraja, the data show that some teachers at the school still use incomplete textbooks adding with few explanations gained from the internet. They also do not fully use English in the classrooms.

Based on the problem above, this research aims at providing English learning materials for housekeeping concentration in the hotel accommodation major. A lack of English learning materials which are applicable to the students' needs in housekeeping will lead students to have low learning motivation. In addition, the material which is only obtained from a book will make students facing a difficulty in understanding the materials and getting bored easily with unattractive books. The teacher also confuses about the learning process is not running as what has been expected in which they need to maximize the practice instead of learning theory only. In order to help the teachers and students in

conducting a success and comfortable learning process, an English learning materials for housekeeping is developed in this study to help teachers in teaching their students and to help students easier to understand the material according to the subject they learn in their major. The English learning materials focus on giving more knowledge about the terminologies in Housekeeping. This module is developed in two forms; the first form is using the online form by uploading the module to Google Drive and then sharing the link to the teachers and students. Meanwhile the second form is the offline form by printing out the module. These forms are chosen because it is expected that using the online form provides an ease for the students and teacher to access it without printing and spending more money. Using the offline form is expected to help teachers in providing suitable materials for housekeeping subject in the hotel accommodation major and motivating students to learn more for improving their skills, especially English which is an ability that should be mastered as one of requirements to be a professional Housekeeper in the future.

1.2. Problem Identification

Based on the research background, the problem is found about English learning materials used in housekeeping subject of hotel accommodation major. The English learning materials are still categorized as general English materials which are not suitable for supporting the ESP learning process. It is also found that the book provided in the school is monotone and not attractive for the students who have low learning motivation. Those cases can be a serious problem considering that vocational high school students are supposed to master many

skills relevant to their majors in preparing themselves to be a professional hospitality worker in the future.

1.3. Research Limitation

Regarding to the problem identification, this research focuses on developing English learning materials for housekeeping in hotel accommodation major particularly for 11th grade students at SMKN 2 Singaraja. There are three important things obtained in this development, such as; the English learning materials for housekeeping needed by the eleventh-grade students of hotel accommodation major, the design of English learning materials for housekeeping, and the quality of developed product.

1.4. Research Questions

Based on the problem identification, the research questions for this study are:

- a. What are the needs of eleventh-grade students in hotel accommodation major towards English for housekeeping at SMKN 2 Singaraja?
- b. What is the design of English learning materials for housekeeping needed by eleventh-grade students of hotel accommodation major at SMKN 2 Singaraja?
- c. How is the quality of English learning materials for housekeeping developed for eleventh-grade students in hotel accommodation major at SMKN 2 Singaraja?

1.5. Research Objectives

Regarding to the research questions, the objectives of this study are:

- a. To find out the needs of eleventh-grade students in hotel accommodation major towards English for housekeeping at SMKN 2 Singaraja.
- b. To find out the design of English learning materials for housekeeping needed by eleventh-grade students of hotel accommodation major at SMKN 2 Singaraja.
- c. To find out the quality of English learning materials for housekeeping developed for eleventh-grade students in hotel accommodation major at SMKN 2 Singaraja.

1.6 The Significance of the Study

Generally, there are two types of research significance that are expected to be achieved in this research, such as;

1.6.3 Theoretical Significance

This research is expected to contribute to knowledge related to the English learning material for Housekeeping of hotel accommodation major. It can be beneficial and useful for vocational high school students.

1.6.4 Practical Significance

a. For Teacher

The results of this study are expected to help teachers who teach housekeeping subject of hotel accommodation major as a reference or guideline for teaching.

b. For Students

The results of this study are expected to help and facilitate students in learning English for Housekeeping.

c. For Other Researchers

The results obtained from this research are expected to be used as a reference for other researchers to conduct another research of other problems.

