

ABSTRACT

I Gede Adiyana Putra (2021), Needs Analysis of Senior Vocational School Students at Front Office Course During the Covid-19 Pandemic. Thesis, English Education, Post Graduate Study Program, Ganesha University of Education.

This thesis has been supervised and approved by Supervisor I: Dr. I Gede Budasi, M.Ed and Supervisor II: Dr. Dewa Putu Ramendra, S.Pd., M.Pd.

Keywords: needs analysis, target needs, learning needs, students' constraints, covid-19 pandemic.

The present study aimed at 1) identifying the target needs of senior vocational school students at front office class; 2) identifying the learning needs of senior vocational school students in the teaching and learning process during the Covid-19 pandemic; 3) finding out the constraints faced by the senior vocational school students in learning English during Covid-19 pandemic. A qualitative descriptive research was employed as the design in the study. The subject of the study were nine front office staff from nine different hotels in Bali, two English teachers, and fifty-four students in the front office class. Those subjects were selected by using the purposive sampling technique. The data in the study were collected by administering a questionnaire, conducting the in-depth interview, and classroom observation. The data obtained were analyzed based on the theory adapted from Ary, Jacob, and Sorensen (2010). The findings of the students' target needs were grouped into 1) the reasons why English is needed, 2) the way English is communicated, 3) the channel in communicating English, 4) the types of language discourse, 5) the interlocutors, 6) physical setting, 7) the language functions, and 8) English needed in services. The study found the students' learning needs in terms of teaching strategy, available learning resources, course setting, preference in learning, motivations, and current conditions needs. Moreover, the students' constraints were found in several aspects including English language skills, learning performance, English comprehensions, teachers' ability in teaching, online learning, and face-to-face learning.

ABSTRAK

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Tesis ini telah disetujui dan diperiksa oleh Pembimbing I: Dr. I Gede Budasi, M.Ed dan Supervisor II: Dr. Dewa Putu Ramendra, S.Pd., M.Pd.

Kata kunci: analisis kebutuhan, target kebutuhan, kebutuhan belajar, hambatan siswa, pandemi covid-19.

Penelitian ini bertujuan untuk 1) mengidentifikasi target kebutuhan siswa sekolah menengah kejuruan di kelas front office; 2) mengidentifikasi kebutuhan belajar siswa SMK dalam proses belajar mengajar di masa pandemi Covid-19; 3) mengetahui kendala yang dihadapi siswa SMK dalam belajar bahasa Inggris di masa pandemi Covid-19. Penelitian deskriptif kualitatif digunakan sebagai desain dalam penelitian ini. Subjek penelitian ini adalah sembilan staf front office dari sembilan hotel berbeda di Bali, dua guru bahasa Inggris, dan lima puluh empat siswa di kelas front office. Subyek tersebut dipilih dengan menggunakan teknik purposive sampling. Pengumpulan data dalam penelitian ini dilakukan dengan pemberian kuesioner, wawancara mendalam, dan observasi kelas. Data yang diperoleh dianalisis berdasarkan teori yang diadaptasi dari Ary, Jacob, dan Sorensen (2010). Temuan kebutuhan target siswa dikelompokkan menjadi 1) alasan mengapa bahasa Inggris diperlukan, 2) cara bahasa Inggris dikomunikasikan, 3) saluran dalam berkomunikasi bahasa Inggris, 4) jenis wacana bahasa, 5) lawan bicara, 6) tempat komunikasi berlangsung, 7) fungsi bahasa, dan 8) bahasa Inggris yang dibutuhkan dalam pelayanan. Studi ini menemukan kebutuhan belajar siswa dalam hal strategi pengajaran, sumber belajar yang tersedia, pengaturan kursus, preferensi dalam belajar, motivasi, dan kebutuhan kondisi saat ini. Selain itu, kendala siswa ditemukan dalam beberapa aspek termasuk kemampuan bahasa Inggris, kinerja belajar, pemahaman bahasa Inggris, kemampuan guru dalam mengajar, pembelajaran online, dan pembelajaran tatap muka.