

**DEVELOPING ENGLISH MATERIAL FOR FRONT OFFICE FOR  
ELEVENTH GRADE STUDENTS IN FIRST SEMESTER AT SMK N 2  
SINGARAJA**



**UNIVERSITAS PENDIDIKAN GANESHA**

**2020 / 2021**

DEVELOPING ENGLISH MATERIAL FOR FRONT OFFICE FOR ELEVEN  
GRADE STUDENTS IN FIRST SEMESTER AT SMK N 2 SINGARAJA

SKRIPSI

Diajukan kepada

Universitas Pendidikan Ganesha

Untuk Memenuhi Salah Satu Persyaratan Dalam Menyelesaikan Program  
Sarjana Pendidikan Bahasa Inggris

Oleh

Ketut Puspa Dewi

NIM 1712021113



PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS

JURUSAN BAHASA ASING

FAKULTAS BAHASA DAN SENI

UNIVERSITAS PENDIDIKAN GANESHA

2020 / 2021

SKRIPSI DIAJUKAN UNTUK MELENGKAPI TUGAS – TUGAS  
DAN MEMENUHI SYARAT – SYARAT UNTUK  
MENCAPAI GELAR SARJANA PENDIDIKAN

Menyetujui,

Pembimbing I,



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

NIP. 19820412008122003

Pembimbing II,



Kadek Sintya Dewi, S.Pd., M.Pd.

NIP. 198803232015042004

Lembar Persetujuan Dosen Penguji Skripsi

Skripsi oleh Ketut Puspa Dewi

Telah dipertahankan di depan dewan penguji

Pada tanggal 15 Juli 2021

Dewan Penguji



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

(Ketua)

NIP. 197609022000031001

Penguji I



Made Hery Santosa, S.Pd., M.Pd., P.hd

(Anggota)

NIP. 197910232003121001

Penguji II



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

(Anggota)

NIP. 198204212008122003

Penguji III



Kadek Sintya Dewi, S.Pd., M.Pd.

(Anggota)

NIP. 198803232015042004

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 : Kamis

Tanggal : 22 Juli 2021

Ketua Ujian,

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

NIP. 197609022000031001

NIP. 198309232008122001

Mengetahui,

Sekretaris Ujian,

Mengesahkan,

Dekan Fakultas Bahasa dan Seni



Prof. Dr. I Made Sutama, M.Pd

NIP. 196004241986031002

## **PERNYATAAN**

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*Developing English Material for Front Office for Eleven Grade Students in First Semester at SMK N 2 Singaraja*" ini beserta isinya adalah benar-benar karya sendiri dan tidak melakukan penjiplakan da mengutip dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko atau sanksi yang dijatuhkan kepada saya apabila pada kemudian hari ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini, atau klaim terhadap keaslian karya saya ini.

Singaraja,

Yang membuat pernyataan,



Ketut Puspa Dewi

NIM. 1712021113

## **ACKNOWLEDGEMENT**

Praise the writer to God, Ida Sang Hyang Widhi Wasa, Leluhur, and Ibu Dewi Sarasvati who has given priceless gifts, graces, keeping the spirit and strengths so that the writer can complete the thesis on time. With the completion of this thesis, the author realizes that there is a lot of help and encouragement and support from others. Therefore, the author would like to express the deepest gratitude and appreciation to:

First is to Dr. I Gede Budasi, M.Ed as a lecturer and expert in the field of ESP who has provided all input, guidance, and time for writers during the thesis making process. Thank you to Nyoman Karina Wedhanti, S.Pd., M.Pd and Kadek Sintya Dewi, S.Pd., M.Pd as supervisors who have guided the author patiently and have a positive impact on the smooth running of the author in completing this thesis. My appreciations and gratefulness are expressed to the teacher, staff, and students of XI grade in SMK N 2 Singaraja.

To my father Wayan Kadiarsa and my mother Alm Luh Redianing, thank you for your love and motivation to me. Your sacrifices will not be in vain. My degree is dedicated to both of you. Also thank you to all of my sisters Ariani, Aryanti, Suryani, and Candra. Then to the boy that I love right now, my friends of Delight Class, Swandewi, as well as friends of the ESP thesis who have fought together (Sri Mariati, Febri, Gustu).

Singaraja,

Ketut Puspa Dewi

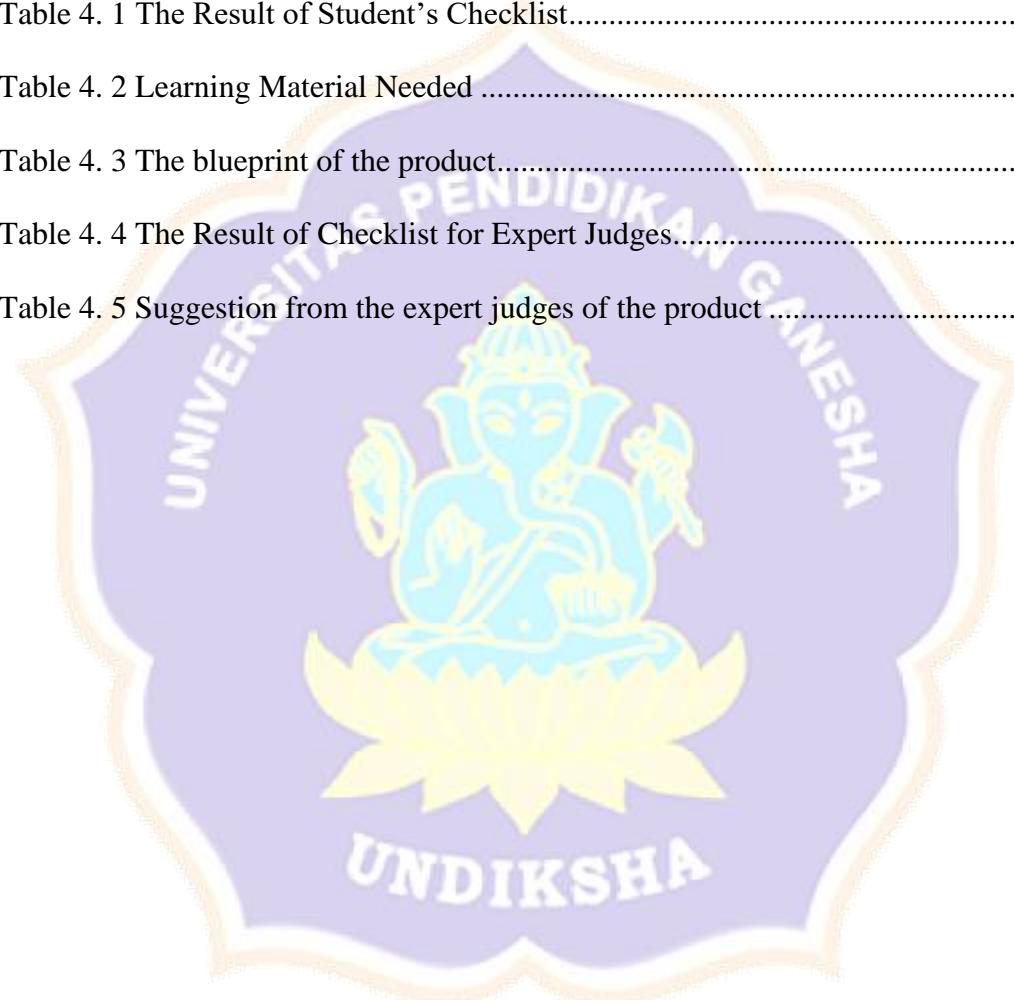
## TABLE OF CONTENTS

<b>ACKNOWLEDGEMENT .....</b>	vii
<b>TABLE OF CONTENT .....</b>	x
<b>LIST OF TABLES .....</b>	xii
<b>LIST OF FIGURES .....</b>	xiii
<b>LIST OF APENDICES .....</b>	xiv
<b>CHAPTER I INTRODUCTION.....</b>	1
1.1 Background of Study .....	1
1.2 Problem Identification.....	5
1.3 Limitation.....	5
1.4 Research quest .....	6
1.5 Research Objectives .....	6
1.6 Product specification.....	6
1.7 Development Assumptions and Limitations .....	7
<b>CHAPTER II LITERATURE REVIEW .....</b>	8
2.1 Theoretical Review .....	8
2.2 Empirical Review.....	21
<b>CHAPTER III RESEARCH METHOD .....</b>	26
3.1 Research Design.....	26
3.2 Subject And Object Of The Study .....	28

3.3 Setting of the study .....	28
3.4 Research Instrument.....	29
3.5 Research Procedures .....	33
3.6 Data Analysis .....	36
3.7 Research Matrix .....	37
<b>CHAPTER IV FINDING AND DISCUSSION .....</b>	<b>39</b>
4.1 Findings .....	39
4.1.1 Developing Of English Materials For Front Office For Eleven Grade Students In First Semester.....	39
4.1.2 The Design Of English FO Materials.....	48
4.1.3 The Quality Of The Product English Material for front office for XI Grade Students in first semester .....	63
4.2 Discussions .....	68
4.2.1 The Design Of English Materials For Front Office For Eleven Grade Students In First Semester.....	69
4.2.2 The Quality Of The Product.....	70
4.3 Research Implication .....	70
<b>CHAPTER V CLOSURE.....</b>	<b>72</b>
5.1 Summary .....	72
5.2 Conclusion .....	73
5.3 Suggestions .....	74
<b>REFERENCES.....</b>	<b>76</b>

## **LIST OF TABLES**

Table 3. 1 Blueprint of Product Evaluation Checklist for Expert Judges .....	30
Table 3. 2 Table of content validity .....	36
Table 3. 3 Research Matrix .....	37
Table 4. 1 The Result of Student's Checklist.....	40
Table 4. 2 Learning Material Needed .....	45
Table 4. 3 The blueprint of the product.....	49
Table 4. 4 The Result of Checklist for Expert Judges.....	63
Table 4. 5 Suggestion from the expert judges of the product .....	67



## **LIST OF FIGURES**

Figure 2. 1 Organization Structure of Front Office..... 13

Figure 3. 1 Richey & Klein Model ..... 26



## **LIST OF APPENDICES**

- Appendix 1. Research Permission Letters to SMK N 2 Singaraja
- Appendix 2. Reply Letter from SMK N 2 Singaraja
- Appendix 3. Curriculum Vitae of Front Office Staff
- Appendix 4. Questionnaire Observation In Form Of Google Form For Teacher
- Appendix 5. Questionnaire Observation In Form Of Google Form For Students
- Appendix 6. Need Analysis Questionnaire For Teacher
- Appendix 7. Need Analysis Questionnaire For FO Staff
- Appendix 8. The Student's Need Analysis Checklist
- Appendix 9. The Expert Judge Sheet
- Appendix 10. The Result Of Questionnaire Observation In Form Of Google Form For Teacher
- Appendix 11. The Result Of Questionnaire Observation In Form Of Google Form For Students
- Appendix 12. Need Analysis Questionnaire For Teacher
- Appendix 13. Need Analysis Questionnaire For FO Staff
- Appendix 14. The Result Of Student's Need Analysis Checklist
- Appendix 15. The Result Of Expert Judge I And II
- Appendix 16. Syllabus
- Appendix 17. Book Cover
- Appendix 18. Documentation/pictures