

**A SURVEY OF ENGLISH COMMUNICATION
DIFFICULTIES FACED BY HOTEL STAFF IN HOLIDAY
RESORT LOMBOK**



AN ARTICLE

Submitted as a Partial Fulfillment of the Requirements for *Sarjana Pendidikan* (S.Pd) Degree in English Program Faculty of Teacher Training and Education Mataram University.

By:

RIZKA MUTHIA

NIM : E1D 011 062

**English Education Program
Faculty of Teacher Training and Education
Mataram University**

2016



KEMENTERIAN RISET, TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS MATARAM
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN
JURUSAN BAHASA DAN SENI
Jln. Majapahit No.162 Mataram NTB. 83125
Telp.(0370) 623873, Mataram

RATIFICATION

This thesis entitled: **“A Survey of English Communication Difficulties Faced By Hotel Staff in Holiday Resort Lombok”** by Rizka Muthia (E1D011062) has been approved to be examined on September 2016 by:

Advisor I

Drs. Udin, M.Pd.

NIP. 19540102198502 2 001

**“A SURVEY OF ENGLISH COMMUNICATION DIFFICULTIES FACED BY
HOTEL STAFF IN HOLIDAY RESORT LOMBOK”**

Rizka Muthia, Udin, Atri Dewi A
Program Studi Bahasa Inggris
FKIP UNIVERSITAS MATARAM
Rizka.muthia@rocketmail.com

By

Rizka Muthia

E1D011062

ABSTRACT

This study aims: (1) to reveal the difficulties in English communication that were faced by hotel staff in Holiday Resort Lombok, and (2) to know how they solved their speaking or communication skill especially in English. This study used descriptive qualitative methods. The population of this study is all of the staff in Holiday Resort Lombok. The sampling method applied was total sampling. The data collection was done through interview and questionnaire. The results were analyzed by survey or data display, explanation, and conclusion. The results of this study revealed that (1) hotel staffs get various kinds of difficulties in speaking English; lack of interest to improve their speaking skill, lack of knowledge in explaining local culture and some of the tourism destination, limited master of vocabulary, poor listening ability, lack of confidence to speak, not being able to produce grammatically correct sentence, afraid of making mistake, difficulties in pronunciation because they were influenced by their local accent, lack of uniformity of information about language, nobody help them to give any correction, the foreigner speak too fast and not English background and come from non-educated family, and(2) the Hotel staffs' ways of overcoming their speaking difficulties are by asking their HRD department to care about them and give ways of programs to improve their knowledge such as daily training or an English class at least twice or three times in a week, practicing English with staff partner and taking opportunity to discuss and share problem with other staff, ask them to correct any mistake they make, take notes on their pronunciation during the conversation and give them feedback afterward about ways the can improve, and improving their pronunciation and trying to find new vocabulary every day.

Keywords: difficulties, communication

“Survei Kesulitan Komunikasi Dalam Bahasa Inggris Yang Dialami Oleh Hotel Staf Di Holiday Resort Lombok”

Penelitian ini bertujuan untuk: (1) mengetahui kesulitan yang dihadapi hotel staf dalam berkomunikasi menggunakan bahasa Inggris di Holiday Resort Lombok, dan (2) mengetahui apa usaha mereka dalam memecahkan masalah tersebut. Studi ini menggunakan metode deskriptif kualitatif. Populasi pada penelitian adalah seluruh staf atau karyawan Holiday Resort Lombok. Sedangkan Sampel yang digunakan adalah total sampel. Pengumpulan data dilakukan melalui 2 step yaitu; kuesioner dan wawancara. Teknik dalam menganalisis data pada studi ini adalah dengan menggunakan survei data atau informasi, penjelasan, dan kesimpulan. Hasil studi ini mengungkapkan bahwa (1) staf hotel mendapatkan berbagai jenis kesulitan dalam berbicara bahasa Inggris; tidak tertarik untuk memperbaiki cara-cara keterampilan berbicara, kurangnya pengetahuan untuk menjelaskan budaya setempat dan beberapa dari daya destinasi, kosa kata terbatas, kemampuan mendengarkan yang kurang baik, kurangnya keyakinan untuk berbicara, tidak mampu menghasilkan tata bahasa kalimat yang baik dan benar, takut dalam membuat kesalahan, kesulitan dalam pengucapan atau pelafalan suatu kata karena mereka dipengaruhi oleh aksent lokal mereka, kurangnya keseragaman informasi tentang bahasa, tidak ada yang membantu mereka untuk memberikan setiap koreksi, orang asing berbicara terlalu cepat dan tidak memiliki latar belakang tentang bahasa Inggris dan berasal dari keluarga kurang berpendidikan, dan (2) cara mereka mengatasi kesulitan berbicara bahasa Inggris adalah dengan meminta kepada salah satu departemen yang ada di hotel untuk peduli terhadap kemampuan berbahasa Inggris mereka dengan cara memberikan program untuk meningkatkan pengetahuan mereka sehari-hari seperti pelatihan atau kelas bahasa Inggris yang paling tidak diadakan dua atau tiga kali dalam seminggu, berlatih bahasa Inggris dengan sesama staf dan mengambil kesempatan untuk bersama – sama berbagi atau membahas masalah yang dihadapi, serta mau memperbaiki kesalahan yang ada perhatikan pengucapan atau pelafalan yang mereka katakan dalam percakapan dan memberikan saran mengenai hal itu, agar mereka dapat memperbaiki pronunciation dan mencoba untuk mendapatkan kosakata baru setiap hari.

Kata kunci: kesulitan, komunikasi

1. Background of Study

According to West Nusa Tenggara's official (2009-2013) West Nusa Tenggara, especially Lombok Island is very promising when developed in ways that are objective for tourism destination.

When it comes to tourism, there seems to be a need for professionalism in managing the infestation, hoteling, transportation, information, and communication (Lataya:2012). The last factor mentioned beforehand, communication, becomes one of the crucial things to be considered. If both citizens and the tourists do not understand each other, the communication cannot be done well. Because of this reason, the citizen of Lombok should be able to communicate with international language or English to introduce Lombok Island to the world of tourism.

However, as the status of English language in this country is a foreign language, this language is also considered foreign by the citizen, and thus results in

many of them not being able to speak the language. This becomes the main problem that can obstruct the development of tourism industry in Lombok. Therefore, hotel industry needs to either hire employees who are able to communicate in English or hold a training in order to develop their speaking skill.

However, despite the fact that the hotel staffs have been trained and can communicate in English, the researcher is curious as to whether the communication runs well or whether there are some obstacles in the process of the communication and what effort they do to solve their communication difficulties..

2. Literature Review

2.1 The Role of Hotel in Tourism Industry

According to Kastamu and Sepere (2013), the development of hotels in the tourism industry is very important because without hotels the tourism industry cannot develop since these hotels host tourists from different parts of the world who

wish to have recreation in their holidays.

2.2 The Role Of English In Tourism Industry

The role of foreign languages in the delivery of quality service is significant in that they are an important tool to make a guest feel at home, hence draw more brand loyalty and larger cash flows (Torres & Kline, 2013).

There have been international studies examining the consumers' language preferences. Holmqvist et al. (2014) have found that tourists who receive service in a language other than their first one are less likely to leave tips or to recommend the service to others. But even more important consumers tend to fear that they will not be correctly understood if using a second language, either because they do not trust their language proficiency level or because they judge some topics of communication as very important.

3. Research Methodology

This research applied qualitative research. The population of this research consisted of are all of the hotel staffs in Holiday resort Lombok with total number of 50 hotel staffs. The researcher used total sampling technique. Data collection was done through questionnaire and interview, while data analysis was done through 3 steps; survey/data display, explanation, conclusion/suggestion.

4. Findings and Discussions

After collecting the data through the questionnaire and interview the following are the finding of the study.

4.1 Questionnaire

Based on the questions type in the questionnaire, the result show us that they are accustomed to using English in their daily conversation or their free time, but they still have some problems when they want to communicate in English. Here were the data and descriptions about hotel staff answers.

Based on the data above, in the questionnaire list from number 1 to 10 the result can be described to show the difficulties faced by hotel staff in English communication.

From the data above, which classified the staff difficulties based on the questions, researcher can conclude that they are accustomed to using English in their daily conversation or their free time, but they still have some problems when they want to communicate in English. We can also see from the data above (question no.2) that 54% of them sometimes have speaking skill problem and 46% have no problem in their speaking skill. It is shown that although they are active to communicate in English, they face the problems that can make them feel afraid when they are talking with the guest.

In question number 3 there were 36% of hotel staff who use English in their daily conversation and 64% of them did not use English in their daily conversation. This is related to question number 2 ,

because they know that they have problems with their speaking skill that make them rare in using English in their daily conversation. Then, let's move on to question number 5 'Do you have any problems in arranging the words that you want to say when you speak in English?', about 94% answered that they have some problems in arranging the words that they want to say when they speak in English. It is related to the question number 6 that can make them feel afraid of making mistakes in conversing English with tourists. Besides, according to them speaking grammatically correctly to the guest is really important too, that's why they think hard when they want to use English, they feel afraid of making mistake or causing misunderstanding between them and the guest, because they still face the guest who often misunderstood with their explanation. This is shown by the data number 8 which was about the misunderstanding between hotel staff and guest.

In order to increase their speaking skill, 94% of the hotel staff did a practiced speaking English with a small conversation with their partner, and the rest 6% have never practiced English, it is because they are lazy or have already understood English.

So, from the discussions above researcher concludes that there are so many factors that can affect their English skill especially in speaking. Their background knowledge and even their desire to learn English is really important to know their capability in conversing English. All of the hotel staff have to be aware and try to figure out the solution of the difficulties that they faced in speaking and guiding process

4.2 Interview

From the interview result, especially for the question number 1, from fifty hotel staff, fifteen of them said that they were not active in speaking English. Lack of interest to improve their speaking skill is

one of the reasons why they were not active in speaking. According to interview result, almost 90% of hotel staff said that they were lack of knowledge on proficiency in explaining something in English. Hotel staff also stated that their speaking skill was not good so that it made the visitors whom they give explanation did not understand what they meant easily. It needs more than two times for guides to make sure that the visitors understand what they said.

Based on the interview list above, all of the hotel staff said that they have problem or difficulties in speaking English. There were many factors that they faced in explaining and conversing English with foreigners. Twelve of them said that they have limited vocabulary, lack of confidence to speak, lack of grammar or could not speak grammatically correct, slang, non English speaker guess and even they are afraid of making mistake and did not believe in themselves because nobody did correction if they made mistake.

l staff, it can make any different perception even misunderstand between both of them.

The interviewee actually knew what he wanted to say but he still had limitation of vocabulary and grammar so that it made him hard to deliver what sentence was in his mind. For the second interviewee, researcher argued that he was poor in English because from whole of the interview he made a lot of mistakes, he could not produce English well and mix the answers between Bahasa Indonesia and English.

Not only that, but Hotel staff also have difficulty in pronouncing English words. The role of their mother tongue which is strongly influenced by the environment and culture surrounding made them ashamed to produce good pronunciation. Besides, hotel staff stated that they seldom share and discuss their difficulties to other staff. The Hotel staff were passive and monotonous guides, most of them were lazy to figure out their problem and had no idea to innovate themselves.

In the last interview, the question is about how they solve their speaking problem in order to make the guest understand of what they said. Two of fifteen hotel staff answer that usually they used body language to make the guest understand what they mean. The other staff add, sometimes if they did not understand what the guest said they asked the guest to repeat what they have said and they tried hard to understand it or even they opened an electronic dictionary in order to make the communication run well.

5. Conclusions

5.1 Conclusion

After going through some percentages of analysis the data gained through the questionnaire and interview above, it is concluded that the researcher found many factors contributing to difficulties faced by the hotel staff in explaining and communicating English, they are:

- a. The hotel staff have limitation of interest to improve their speaking skill
 - b. Hotel staff have lack of knowledge in explaining local culture and some of the places of tourism destination
 - c. Hotel staff is faced by limited mastering vocabulary
 - d. Poor listening ability
 - e. Lack of confidence to speak
 - f. Lack of grammar or could not speak grammatically correct
 - g. Afraid of making mistake
 - h. Hotel staff have difficulties in pronunciation because they were influenced by their local accent
 - i. Most of them were lazy to figure out their problem
 - j. They have no idea to innovate themselves
 - k. Lack of uniformity of information about Language
 - l. Literature for the hotel staff is not complete
 - m. Never share and discuss their difficulties with other staff
 - n. Nobody helps them to give any correction if they made mistake
 - o. The foreigners speak too fast and make them difficult to understand.
 - p. Hotel staff have no English background and come from non-educated family
- . From most answers of in depth-interview, hotel staff stated some ways for them to overcome their difficulties. One of hotel staff said that they just asked their HRD Department to take care about them and give ways or programs to improve their knowledge such as daily training or an English class, at least twice or three times in a week. So, they hope they will get more knowledge to remember and increase their confidence in speaking. Besides, of hotel staff do to overcome their difficulties the hotel staff will practice English with staff partner and take opportunity to discuss and share problem with other staff, ask them to correct any

mistake they make, take notes on their pronunciation during the conversation and give them feedback afterwards about ways they can improve. They also stated that they would make their pronunciation perfect and try to find new vocabulary every day.

REFERENCES

- Bamporiki, A. S. (2010). *The Impact of Internal Communication on Guest Satisfaction in Hospitality Establishments In Cape Town*. Place of publication not identified, Cape Town: Cape Peninsula University of Technology.
- Barrows, C.W.&Powers, T. (2008). *Introduction to the Hospitality Industry*. New York: John Wiley & Sons.
- Dick, Kramer (2013). *Lombok Tourism In focus*. Lombok: Gramedia
- Fallon, F. (2001). *Conflict, power and tourism in Lombok*. *Current Issues in Tourism*, 4(6): 481–502.
- Halliday, M. K. (1994). *Communication Bridging the Gender Gap*. *H.R Focus*, 71 (4) 22.
- Kastamu and Sepere (2013), *The Contribution Of Hotels To The Growth Of Tourism Industry Inmwanza City. Tanzania: Iringa University College*.
- Kluver, R. (2000). *Globalization, Informatization, and Intercultural Communication*. American Communication Journal Retrieved from <http://acjournal.org/holdings/vol3/Iss3/spec1/kluver.htm>
- Luhmann, N. (1992), *What is Communication?*. *Communication Theory*, 2: 251–259. doi: 10.1111/j.1468-2885.1992.tb00042.x
- Mak, A.H.N., Wong, K.K.F. and Chang, R.C.Y. (2011). "Critical issues Affecting the service quality and professionalism of the Tour Guides in Hongkong and Macau. *Tourism Management* 32 (6), 1442-1452.

Mikoluk, K. (2013, July 14). *Interpersonal communication skills: What they are and how to improve them?*. Retrieved from <https://www.udemy.com/blog/interpersonal-communication-skills/>

Sanchez, Y. & Guo, K.L. (2005). *Workplace Communication*. Boston, MA: Pearson

Scott, T. J. (2005). *The Concise Handbook of Manager: A Practitioner's approach*. USA, The Haworth Press.

Taya La (2012). *Faktor-Faktor Pendorong Pengembangan Pariwisata dan Peranannya dalam*

Pertumbuhan Ekonomi. Retrieved from <http://komunikasi-pembangunan.blogspot.co.id/2012/06/faktor-faktor-pendorong-pengembangan.html>