SPEAKING PROBLEMS OF HOTEL ACCOMMODATION'S STUDENTS INTERNSHIP PROGRAM OF SMKN 1 JOMBANG

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ABSTRACT

Recently, Students' of Hotel accommodation did their internship program. Especially for SMKN 1 Jombang. They did their internship program in 13 hotels in Surabaya. And totally it has seventy students. And only sixty students who answer the questionnaire. After that, the researcher decide 15 students who had the speaking problems the most than the others to be interviewed by the researcher as the subject of the research. Here, the researcher try identify speaking problems of hotel accommodation's students of SMKN 1 Jombang. In this study, the researcher got new finding about speaking problem. That was come from FK (17) that stated "hard to understand the conversation". This new findings can support the previous speaking problems theory. Most of hotel accommodation's students of SMKN 1 Jombang did speaking problems because of they felt shy, they felt doubt to have a conversation due lack of vocabulary, and because they are not able to speak English fluently.

Keywords : speaking problems, Internship program, SMKN 1 Jombang, students.

ABSTRAK

Baru-baru ini, Mahasiswa akomodasi Hotel melakukan program magang. Khusus untuk SMKN 1 Jombang. Mereka melakukan program magang di 13 hotel di Surabaya. Dan totalnya ada tujuh puluh siswa. Dan hanya enam puluh siswa yang menjawab angket. Setelah itu, peneliti menetapkan 15 siswa yang memiliki masalah berbicara terbanyak dibandingkan yang lain untuk diwawancarai oleh peneliti sebagai subjek penelitian. Disini peneliti mencoba mengidentifikasi masalah berbicara pada siswa akomodasi hotel SMKN 1 Jombang. Dalam penelitian ini peneliti mendapatkan temuan baru tentang masalah berbicara. Hal itu diungkapkan oleh FK (17) yang menyatakan "sulit memahami percakapan". Temuan baru ini dapat mendukung teori masalah berbicara sebelumnya. Sebagian besar siswa penginapan hotel SMKN 1 Jombang mengalami

masalah berbicara karena merasa malu, merasa ragu untuk berbicara karena kurangnya perbendaharaan kata, dan karena tidak lancar berbahasa Inggris.

Kata kunci: masalah berbicara, program magang, SMKN 1 Jombang, siswa.

1. Introduction

In this era, speaking skill is the most important skill that we should mastered. Speaking skill is important to communicate each other and it need to be developed (Tinjaca& Contreras, 2008) As we know, Speaking is daily communication that we use every day to have a conversation with the other. From speaking, we can express whatever we want to express. We can express whatever we want when we have a good speaking skill. Afshar (2016: 113) stated that when the students want to speak clearly, they have to think not only the fluency but also the accuracy. Accuracy means that not only about the word and sentence. But it is also about Other points to add, the point is about verbal an non verbal aspects, verbal means that all of the words that come from out mouth. It can be pronunciation, grammar, etc. And for non verbal aspects is something that support our verbal aspects. Non verbal; aspect it can be eye contact, gesture, etc. Al-Sibai (2004: 3) stated that "We live at time where the ability to speak English fluently has become a must, especially who want to advance in certain fields of human endeavor". Fom Al-Sibai (2004: 3), we know that speaking ability is a must to be mastered. Especially for certain fields of human endeavor.

In Indonesia, English is as the foreign language. But, English is one of the main subjects in Indonesian secondary schools where learning English effectively is a must (Soegeng, 2005). Our second language is still Indonesian. And our first language or as we know as mother tongue is our local language. And we have different in local language in every place of us. We will face a lot of speaking problems when we are having conversation with the native speaker.

Speak English make the students faced some problems when they were in a conversation with others. And they have some difficulties of speaking. It called speaking problems. According to Ur (1996:121), there are some speaking problems that teachers can come across in getting students to talk in the classroom. These are: inhibition, nothing to say, low or uneven participation and mother-tongue use. Inhibition means that feels worry to speak. They were afraid of doing mistakes when they were in conversation. Nothing to say means that they do not have rich vocabulary to say. Or, the grammatical that had they learnt before is poor. So, they got nothing to say when in a conversation. Low or uneven participation means that they had low chance to speak. In fact, students who get high in speaking, grow higher than the others. And the students who get low chance to speak, grow slower than the others. Mother-tongue use means that the students still use local language as their local language to use. And it influences the dialect of the language. Doing mistakes, is like lack of vocabulary (Fauzan, 2014a), many students are feel hard to study English and unmotivated. They feel hard to study English because they unmotivated. They get low motivation to study English because of their environment, or it

can be by the situation and condition. (Nunan, 1999:231-233), Indonesia use English as foreign language or we call it EFL face some problems. One of them is they do not talk what they feel hard to talk or having a conversation (Gebhard, 2000:186), and they are too shy to talk in English, they are afraid of making mistakes or their friends will laugh at them (Fauzan, 2014b). They feel shy because they do not have a good speaking skill enough.

According to (Arnold, 2000) most of students that using English as their foreign language can solve their speaking problems by practicing, and also enrich their vocabularies. In the real situation, those are a bit help them to solve their speaking problems. But not all that mentioned above can solve the speaking problems. The students have to be able to arrange the correct grammatical. Ad also, they have to fluent in pronunciation. Moreover, the students have to speak with the non verbal communication to support their verbal communication. They have to use gestures, and eye contact when they try to speak to the others. When the students enrich their vocabularies and also they practice to speak English to the people that use English as the foreign language also, it is useless. The main point is the students can solve their speaking problems with the When we are having conversation to the others, the main point is the others know what is the point of we are talking about. And most of the people that use English as the foreign language feel hard how to do this one. This is the speaking problem of English as the foreign language.

On that case of speaking problems that faced by EFL learners above, the students who in second grade of Vocational High School have to do their internship also did the same thing. They did speaking problems since they were in their in internship program. It is no exception for Hotel Accommodation also. Because of the case that students' of second grade of SMKN 1 Jombang did speaking problems. The researcher The aims of English lesson in second grade of Vocational High school is making sure that the students can be fluent in English. Especially for speaking. Because they can use it in their workplace. Especially for hotel accommodation. The students who in second grade of Vocational High School in Hotel Accommodation have to do their Internship program that school decided for support their formal education after they receive much knowledge in the class. Internship program is a training in workplace for many professional working and it dedicated for students in a leisure time to complete their formal education and expose them to the work place. Internship program make the students explore their solidarity and channel in work place that had they choose to find what they have especially in skill. (Sides, C., &Mrvica, A. (2017). Internships: Theory and practice. Routledge).

2. Result and Discussion

The findings shows that there are fifteen respondent in this research. Those 15 students are the students who had done their internship in popular hotel in Surabaya. Those were **BA (17)**. So, her level was up than the other in speaking problems. She had done her internship program in Mercure hotel Surabaya. Next is **SN (17)**. And she is high in speaking problem. She had done her internship in Mercure hotel surabaya. **FN (18)** that had done his internship in Embong malang

Hotel Surabaya. He got a high level in speaking problems. **MH (17)** that had done his internship program in Embong malang Hotel Surabaya. His level is high in speaking problem. **PD (17)** that had done her internship program in 88 Hotel Surabaya. She got high speaking problems. Next, **TW (16)** that had doneher internship program in Bumi Hotel Surabaya. She got high in speaking problems. Then, **FK (17)** that had done their internship in 88 Embong malang Hotel Surabaya. He got high level in speaking problem. Next was **MDD (17)** that had done her internship program in Ibis Hotel Surabaya. She get high level in speaking problems. Next is **SM (17)** Her level was high in speaking problem. She had done her speaking problem in Kedungsari Hotel Surabaya. Then, **FIL (16)** that had done her internship in Bumi Hotel Surabaya. She got high in speaking problem. Then, **EAJ (18)** that had done his internship program in mercure Hotel Surabaya. He got high level also in speaking problem. Next student who had the most speaking problem was **AKP (17)** that had done her internship program in Embongkenanga hotel surabaya. Next is **MAS (18)** and his level is moderate in speaking problem level. He did his internship program in Bumi Hotel surabaya. Next is about **EM (16)** that got 60 in speaking problem. So, her level was moderate. She did her internship hotel in Mercure Hotel Surabaya. Then, **YPK (17)**. Her level was moderate. She had done her internship hotel in Kedungsari Hotel Surabaya. Most of hotel accommodation's studentsof SMKN 1 Jombang did speaking problems because of they felt shy, they felt doubt to have a conversation due lack of vocabulary, and because they are not able to speak English fluently.

From those findings of questionnaire, **from the first statements** "I could handle this position since my internship program" it shows from the 15 students that 2 students answer "never", 5 students answer "seldom", 5 students answer "sometimes", 2 students answer "often" and 1 students answer "always" be able to handle the position. **From the second statements** "I had a conversation with the native speaker" 3 students answer "never", 5 students answer "seldom" and 7 students answer "sometimes" had a conversation with native speaker. **From the third statements** "I spoke English", 4 students answer "never", 7 students answer "seldom" and 4 students answer "sometimes" spoke English. **From the fourth statements** "The customers got my point when I was having conversation", 3 students answer "never", 6 students answer "seldom", 3 students answer "sometimes" and 3 students answer "often" got my point when I was having conversation. **From fifth statements**" I did not get speaking problems", 2 students answer "never", 6 students answer "seldom", 5 students answer "sometimes" and 2 students answer "often" did not get speaking problem. **From sixth statements** "I was fluent when I was in a conversation", 3 students answer "never", 9 answer "seldom" and 3 students answer "sometimes" fluent when they were in a conversation. **From seventh statements** "I motivated to speak", 2 students answer "never", 6 students answer "seldom", 5 students answer "sometimes", 1 students answer "often" and 1 students answer "always" motivated to speak. **From eighth statements** "I got high change to speak with the other", 3 students answer "never", 5 students answer "seldom", 4 students answer "sometimes", 2 students answer "often" and 1 student answer "always" got high change to speak with the other. **From the ninth statements** "I use English as my mother tongue of language", 7 students answer "never", 6 students answer

"seldom" and 2 students answer "sometimes" use English as my mother tongue of language. From the last statements, it is connecting step to be interviewed. And from the last statements that "My speaking problems are :" give an speaking problems addition. That is not include yet previous theory about speaking problem. That addition is "hard to understand the conversation"

From the interview, **BA (17)** stated that she doubt when she had a conversation. **SN (17)** stated that she felt influent in speaking. **FN (18)** stated that he is shy when he do his conversation. **MH (17)** stated that he feel shy when he talk to another in English. **PD (17)** stated that she only can speak English just a little. **TW (16)** stated she felt influent in speaking. Especially for communication.**FK (17)** stated that he hard to understand the conversation. This is the researcher contribution to add the findings about speaking problem. **MDD (17)** stated that she needed a little time to respond the communication. **SM (17)** stated that she is unmotivated to speak. **FIL (16)** stated that she got unconfident in speaking. In this case, the researcher give Ur (1996) theory about self confidence. it will support her point that will be delivered to the others. **EAJ (18)** stated that he could not being communicative person. **AKP (17)** stated that she felt shy. **MAS (18)** stated that he used his local language as mother tongue. **EM (16)** stated that she was nervous. **YPK (17)** felt hard to make speak up and had a conversation.

From the data above (based on questionnaire and interview) the researcher find that most of students that had done their internship program in popular hotel in Jombang especially for SMKN 1 Jombang had speaking problems. From 13 hotels in Surabaya and from 70 students did the same thing. That is speaking problems based on the questionnaire, 60 students from 70 students got speaking problem. Most of them shy to speak up, unfluently in speaking and also they do not have enough motivation to speak up. Based on the interview, the researcher find something new about this research. Especially speaking problems. That is **FK (17)** stated that he hard to understand the conversation. This is the researcher contribution to add the findings about speaking problem.

3. Data Analysis

The questionnaires which were 9 close-ended statements and one more was open-ended questionnaire, it was analyzed for strongly agree (SA), for agree (A), for uncertain (U), for disagree (DA), and for strongly disagree (SDA).. The options had following scales. for answer "always", for "usually", for "sometimes", for "seldom" and for "never". When the students got high score when they fulfilled this questionnaire, it did not mean that they were the cleverest one. But, the students who had the highest score than the other means that that they had the most speaking problems than the others. Not all the students was identified by the researcher. The researcher only took the students who did their internship program in Surabaya. That was because the researcher want to identify the speaking problems of the students who ever had a conversation to native speaker. After decided the place of the students' internship program (only in Surabaya), the researcher conducted the score of the students. That called total score. After that, the researcher conducted the final score before the researcher got rank of the students. The

higher score is the first ranks and so on. After that, the researcher classified the students into 3 levels. Those levels are high, moderate and low of speaking problems.

In this study, interview conducted based on the questionnaire analysis. Interview was identifying the last point of questionnaire that had they wrote. The next step was the data were interpreted based on the research questions of the study. The analysis of the findings were interpreted and discussed in the chapter IV.

Triangulation is data collection technique which combines some methods and/or sources. Triangulation promotes the researcher in developing the "converging lines of inquiry" (Yin, 2003, p.98). It is because a variety of instruments in collecting the data is supported in a conclusion (Fraenkel et al. 2012; Yin, 2003). In this study, the researcher conduct questionnaire as the primary instrument to collect primary data. The questionnaire in open-ended statement. On the table of the questionnaire, the students who got the higher score than the other, means that the students have much speaking problems than the others. From those result of the questionnaire, the researcher took 15 students who had the most speaking problems than the other to be interviewed. Interview can be useful to follow-up the questionnaire to investigates their responses (McNamara,1999). in this research, the interviewer is the researcher. And the students as the person that will interview by the researcher through some questions to identify and also describe about speaking problems that had they faced since they are in internship program. Interview conducted in online form. The interview conducted by *whatsapp video call*. The aim of the interview of this study was to identify the speaking problems of students' of Hotel Accommodation of SMKN 1 Jombang.

4. Discussion

Speaking problems is related to Ur (1996) about Inhibition, Nothing to say, Low or uneven participation, other-tongue use. Thornburry, 2005:39 self confidence, Motivated. Doing mistakes, is like lack of vocabulary (Fauzan, 2014a), many students are feel hard to study English and unmotivated. They feel hard to study English because they unmotivated. They get low motivation to study English because of their environment, or it can be by the situation and condition. (Nunan, 1999:231-233), Indonesia use English as foreign language or we call it EFL face some problems. One of them is they do not talk what they feel hard to talk or having a conversation (Gebhard, 2000:186) , and they are too shy to talk in English, they are afraid of making mistakes or their friends will laugh at them (Fauzan, 2014b). They feel shy because they do not have a good speaking skill enough.

Internship program is a training in workplace for many professional working and it dedicated for students in a leisure time to complete their formal education and expose them to the work place. Internship program make the students explore their solidarity and channel in work place that had they choose to find what they have especially in skill (Sides, C., & Mrvica, A. (2017). Internships: Theory and practice. Routledge). The student practiced what had they

learned before to the place they placed. For hotel Accommodation in SMKN 1 Jombang. However, in fact, the findings of showed that most of students had speaking problems were shy and lack of vocabularies. And there was a speaking problem that supported previous speaking problem theory. That was "hard to understand the conversation".

To conduct this research, there was one main research statements that will be explored by another statement of problem "What are speaking problems during Internship program of SMKN 1 Jombang especially for Hotel accommodation?". Based on the questionnaire data analysis, there are 15 students who had speaking problems the most than the others. From the last statements that "My speaking problems are" : give an speaking problems addition. That is not include yet in Ur (1996), (Fauzan, 2014a), (Fauzan, 2014b), (Nunan, 1999:231-233), (Gebhard, 2000:186) . That addition is "hard to understand the conversation" so, it can support the theory before. From interview data analysis, there were several speaking problems that include in intern factors and extern factors of the students. Intern factors come from the students' selves. Those are mother tongue, unmotivated, un confidence. And external factors are lack of vocabularies, speak less fluently, confuse to say, feel hard to say, hard to understand the conversation.

5. Conclusion

Based on the result of the research, it can be concluded by the researcher find the speaking problems by the data from the questionnaire and data from the interview. The result of data analysis show that Hotel Accommodation's students' speaking problems during the internship program Most of hotel accommodation's studentsof SMKN 1 Jombang mostly because of they felt shy, they felt doubt to have a conversation due lack of vocabulary, and because they are not able to speak English fluently.

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