

## **THE NEEDS AND PROBLEMS ANALYSIS OF ENGLISH COMPETENCY FOR HOTEL EMPLOYEE AT HORIZON HOTEL LAMPUNG**

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**Abstract.** The objective of this study was to know the needs and problems analysis of English Competency for hotel employees at Horison Hotel Lampung. The method of this study is mixed methods, with the Quantitative as the main method. Data collection was obtained by giving questionnaires and observation through English teaching classes. The data was processed by using the sequential explanatory model, and was analyzed with descriptive statistics. This study found that the most important skills that a hotelier must have are Speaking and Listening skills. On the other hand, Pronunciation is a skill that most of the hotelier faces difficulty with. The least important and least difficult is the Reading and Writing skills.

*Keywords: Hotel, English Competency, Learning, English Communication.*

### **A. INTRODUCTION**

English is very important for people that works in tourism industry. They might encounter people from all over the world which speak English. Failing to have a proficiency in this language will be detrimental to their jobs. The risk and outcomes of that includes and not limited to misunderstandings, failing to meet guests' or customers' expectation, and difficulty in completing their orders. Thus, the writers curiosities is piqued. What are the must-have skills for people that works in the Hospitality industry? The fact that tourism plays a big role in Indonesia's economy also helps increased the writer's curiosity. Stynes (2020:4) states that tourism has a variety of economic impacts. Tourists contribute to sales, profits, jobs, tax revenues, and income in an area. The most direct effects occur within the primary tourism sectors -- lodging, restaurants, transportation, amusements, and retail trade. Through secondary effects, tourism affects most sectors of the economy. One of the important sectors to play roles in the development of the tourism industry in Bandar Lampung is the hospitality industry. Hospitality is identified as the act of giving genuine care and kindness to a stranger, friend, or whoever is in need. It involves friendly treatment of guests or tourists from hospitality industries, for example, travel, accommodation, food service, conferences, leisure and recreation. Horison Hotel Lampung is one of the examples of the hospitality industry that operated in Indonesia. It is a three-star hotel which is located in Bandar Lampung. The hotel has hopes for its employees to have excellent English in order to be more competitive in the future. However,

based on preliminary observation done, it seems that there are a number of employees who are still lacking in English communication skills.

As a part of the hospitality industry, Horison Hotel Lampung needs to be professional to serve their guests. Therefore, demand for having highly qualified employees with well-developed communication skills of English is significant. It is due to the fact that many employees have to meet and communicate in English with foreign guests in their jobs; for example, in guests booking, briefing for hotel facilities, negotiating, and so on. Communication itself is defined by Wardaugh (1986:10) as a process of transmitting information from the source to the receiver. It is a two-way process of reaching mutual understanding, in which participants not only exchange information, news, ideas, and feelings, but also create and share meaning.

In the case of hotel services, participants in the communication involve the hotel employees and guests. Since best service is basic to all hotel activities, effective communication shown by the hotel employees when giving services must become an absolute need. In line with this, English as one of the tools for communication at work should not be a problem for the hotel employees. Defects on this matter affect the quality of services. From initial observation, the writers gathered that most of the employees are not very competent in English. For example, in terms of fluency, the employees seem to have difficulty when required to practice their English. Some of them can only speak a few words. Another cannot pronounce the words acceptably. This atmosphere must be contradictory with effective communication principles and it needs a solution soon. Dealing with this issue, it is significant to do research on needs and problems on English use for the employees at Horison Hotel Lampung. This research is to investigate needs and problems on English for the hospitality industry from the perspective of the hotel employees. The findings can be used as a baseline for any related parties to conduct an English training program for the hotel employees based on needs and problems they encounter.

## **B. RESEARCH METHOD**

The writers chose mixed method for this research. The design that guides the analysis for this research is the sequential explanatory which uses Quantitative as the primary data, and Qualitative as the secondary. In a nutshell, the data will be analysed separately and then combined into a matrix. Before analysing those data, it is mandatory to know the definition of it first. Cresswell (2020:153) explained the definition of Quantitative research method as a means for testing objective theories by examining the relationship among variables. These variables, in turn, can be measured, typically on instruments, so that numbered data can be analyzed using statistical procedures. Meanwhile, he defined Qualitative research as a means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem. The process of research involves emerging questions and procedures, data typically collected in the participant's setting, data analysis inductively building from particulars to general themes, and the researcher making interpretations of the meaning of the data.

As a mix of both methods, it is expected that this method is supposed to have a more valid and deeper findings than its predecessor. However, as mentioned before, it is more complicated and more time-consuming. Before analysing the data, the writer arranges the data and compiles it carefully. Brown and Rodger (2002:45) explain that compiling the data means organizing data into good order or outline, so it will be easier for the writer to analyze it. There are two methods for the data analysis that the writer is going to use. For the quantitative data, the writer used descriptive statistics analysis. It is used to present quantitative descriptions in a manageable form. Descriptive Statistics help to simplify large amounts of data in a sensible way. Each descriptive statistic reduces lots of data into a simpler summary. In simple words it means what is or what the data shows by describing the basis features of the content in a study. All descriptive statistics represent measure of variability or measure of central tendency to help understanding the meaning of analyzed data to people through means of tables, general discussion and graphs. There are two purposes which are useful when performing descriptive statistics. One is to be highlighting the potential relationship between variables and the second one is basic information about variables in a dataset. Descriptive Statistics explains a simple summary about various samples, data set, etc. including their measures. After gathering the questionnaires, the data were analyzed and explained through charts and figures in the form of median, percentage, and frequencies. For the level of measurement, the writer used nominal measure for the demographic information, and ordinal scale for the rest of it. Answers for question 5-7 are created using the Likert Scale. The measurements were as follow:

Table 1. Likert Scale

<b>Ratings</b>	<b>Meaning</b>
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree

On the other hand, for the qualitative data, the first thing the writer do is data reduction. In this step, the writer tries to code the data. This is already part of the analysis, because in this part, the writer also has tried to select which data is necessary or which data can be eliminated. After that, the writer displays the data by creating a matrix. This can make the writer and the reader easy to read the data. The next step is conclusion drawing and verification. The writer makes some conclusions and then gives some verification and suggestions.

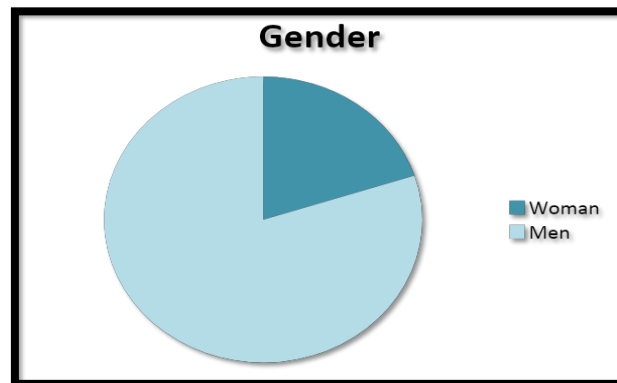
## **C. FINDINGS AND DISCUSSION**

### ***Findings***

From the gathered questionnaire that has been given to the random samples, here's what the writer got:

## 1. Demographic Information

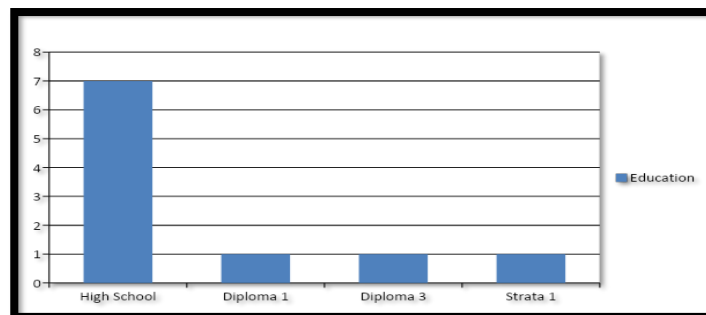
### 1.1 Gender



Picture 1. Gender

Based on the questionnaire that has been gathered from the 10 participants, 80% of the employees are males and the rest 20% are females.

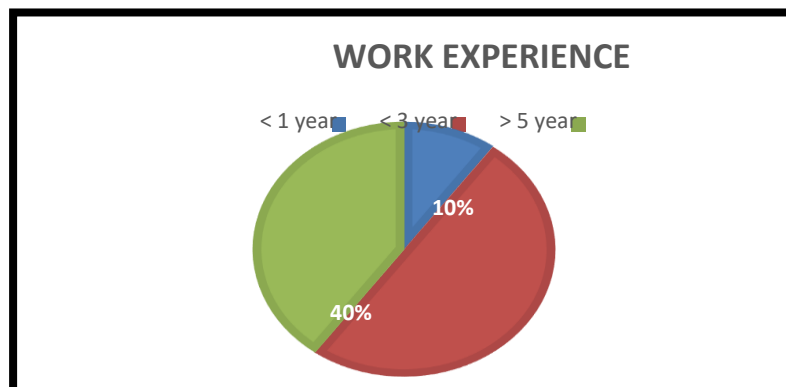
### 1.2 Education



Picture 2. Education

According to the data from the questionnaire, 70% of the employees are high school graduates, while the rest 30% possesses either a diploma 1, Associate Degree, or a Bachelor degree

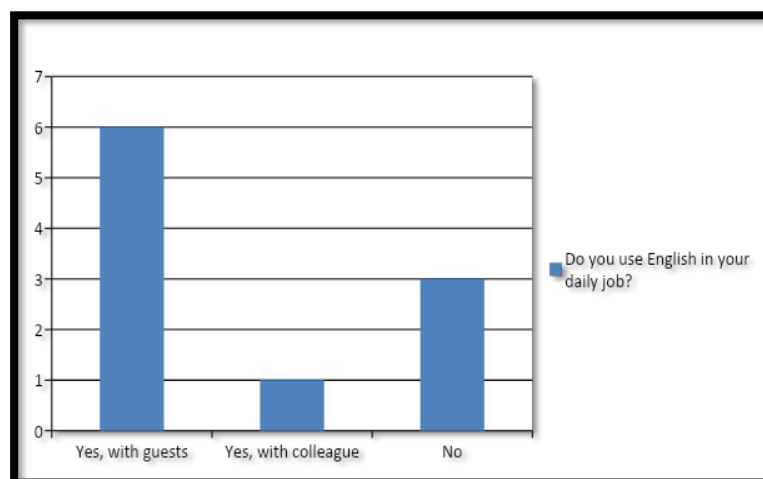
### 1.3 Work Experience



Picture 3. Work Experience

According to the questionnaire that has been shared to 10 same employees, most of them have worked for less than 3 years. 5 people has worked for less than 3 years, 4 has worked for more than 5 years, while 1 has worked for less than a year.

#### 1.4 English Usage in Daily Jobs



Picture 4. English Usage

For this question, 6 of the employees answered that they indeed use English to communicate with guests, 3 of them answered no, while 1 of them only use English to communicate with their colleague.

#### 1.5 English Training Experience



Picture 5. English Training

From the chart above, most of them have not been trained in English previously. Specifically, 6 answered no, while the other 4 answered yes.

Most of the employees in Horison hotel are males. They mostly have worked for 3-5 years. While a few of them had graduated from campus or university, most of them are a high school graduate. Most of the employees that haven't been trained in English by the hotel before has only worked for less than 3 years. This implies that the hotel held an English course for their staff around 3-5 years ago. According to the data gathered, both from the questionnaire and observation, the most important skills that a hotelier must have is speaking and Listening. This is what they need to focus on improving. The least of that is Writing and Grammar. Their needs to use English mostly happens when they have to interact with foreign guests. Even though written communication like Reading and Writing skills still falls on the important category, they deemed it less important than its verbal counterpart. The hoteliers have frequently face difficulty more often when having to use these verbal skills, especially the Pronunciation skill.

### ***Discussion***

From the English class, it is clear that the employees have a high intention to learn. However, not all of them are from the front office department, making them have less chance of meeting foreign guests. This is the reason why they have less use for English, and in being so, they also have less competency in English. From the data analysis, the writers got the answers for the study's problems as follow:

1. "What is the needs analysis in English competency for hotel employees in Horison Hotel?"
  - a. Most employees agree that English is very important for their job. The communication in English is an integral process that every employee should have be competent in. The reason is because every process of communication with foreign guests have to use English.
  - b. Most of machine's manuals, websites, and informations that the employees need are in English.
  - c. English could help for the advancement of their careers. For example, almost all of the Head of Department in Horison Hotel are competent in English. They have better wages and better treatment than a regular employee.
  - d. Specifically, the speaking and listening skills are the most needed skills that they have to master.
2. "What is the problems analysis in English competency for hotel employees in Horison Hotel?"

Even though most of them agreed upon the importance of English, there are several problems that hindered them from being competent in it. Those reasons vary, they are:

  - a. There are no English lesson or English for Specific Purposes courses specifically aimed towards each employee in different department in the minimum of the last

3 years.

- b. Employees from the Back Office don't meet foreigners very often. This means, they have less use of English, and in doing so, less understanding of English.
- c. Having to work forty hours a week meant that the employees don't have enough time to study English on their own.
- d. Several older employees shows less intention to learn compared to the younger ones.
- e. Specifically, the most frequent skills that the employees have difficulty in is the Pronunciation skills followed by Listening and Speaking skills.

## 1.6 English Learning Factors

### 1.6.1 Intention to Learn

Table 2. Intention to Learn

Skills	Very Interested		Interested		Moderate		Un interested		Very Uninterest ed		Me an	Level of Intenti on to Learn
	F	%	F	%	F	%	F	%	F	%		
Listenin g	7	70	1	10	2	20	0	0	0	0	4.54	Very Interested
Speakin g	8	80	0	0	1	10	1	10	0	0	4.5	Very Interested
Readin g	5	50	0	0	5	50	0	0	0	0	4	Interes ted
Writing	4	40	3	30	3	30	0	0	0	0	4.1	Interes ted
<b>Total</b>											<b>4.28</b>	<b>Interes ted</b>

From the data above, the highest level for the samples' intention to learn is for the Listening skills with mean 4.54. and median 5. Following that is Speaking with mean 4.5 and median 5, Next are Writing with mean 4.1 and median 4, and last is Reading with mean 4 and median 4. Overall, the samples' intention to learn has a mean of 4.28, meaning that they are interested to learn all of the basic English skills, especially Listening and Speaking skills.

Table 3. Degree of Importance

Skills	Very Important		Important		Moderate		Unimportant		Very Unimportant		Mean	Degree of Importance
	F	%	F	%	F	%	F	%	F	%		
Listening	3	30	4	40	2	20	1	10	0	0	3.9	Important
Speaking	4	40	3	30	3	30	0	0	0	0	4.1	Important
Reading	2	20	4	40	4	40	0	0	0	0	3.8	Important
Writing	1	10	4	40	5	50	0	0	0	0	3.6	Important
Pronunciation	2	20	3	30	4	40	1	10	0	0	3.6	Important
Grammar	1	10	4	40	5	50	0	0	0	0	3.6	Important
Vocabulary	3	30	3	30	3	30	0	0	1	0	3.7	Important
<b>Total</b>											<b>3.75</b>	<b>Important</b>

From the data, the most important skills for hoteliers to have are Speaking and Listening with mean 4.1, 3.9 respectively, and a median of 4. Followed after that is Reading with mean 3.8 and Vocabulary with mean 3.7. Both have 4 as the median. The rest of the skills which are Pronunciation, Writing, and Grammar has the same mean which is 3.6 with the median of 4. Overall, the degree of importance that the samples' ranked totaled to 3.75, which falls under the important category.

### 1.2.3 Frequency of Difficulty

Table 4. Frequency of Difficulty

Skills	Always		Often		Sometimes		Rarely		Never		Mean	Frequency of Difficulty
	F	%	F	%	F	%	F	%	F	%		
Listening	0	0	5	50	4	40	1	10	0	0	3.4	Sometimes
Speaking	0	0	7	70	3	30	0	0	0	0	3.7	Often



Reading	0	0	3	30	5	50	1	10	1	10	3	Sometimes
Writing	0	0	4	40	4	40	1	10	1	10	3.1	Sometimes
Pronunciation	1	10	8	80	1	10	0	0	0	0	4	Often
Grammar	2	20	4	40	3	30	0	0	1	10	3.6	Often
Vocabulary	3	30	3	30	3	30	0	0	1	10	3.5	Often
<b>Total</b>											<b>3.5</b>	<b>Often</b>

From the table above, the most frequent times that the students face difficulty is when they have to pronounce words in English. It has a mean of 4 and median of 4. They also face difficulty with Speaking and Grammar skills that have a mean of 3.7 and 3.6 with a median of 4. They also often face difficulty with Vocabulary. It has a mean of 3.5 and median of 4. Sometimes, they encounter problems when faced with the Listening, Writing, and Reading skills. These skills have a mean of 3.4, 3.1, and 3, with a median of 3, respectively. In short, the value of the subjects' frequency of difficulty was ranked on 3.5, with a median of 4. This means that they have often encountered difficulty when having to use English skills. Based on the questionnaire and observation, this is the matrix that the writer created to summarize the findings of this study:

Table 5. Matrix for The Conclusion of The Research

Categories	Findings	
Gender	Male 8	Female 2
Education	7 are a high school graduate	1 is Diploma 1 graduate, another 1 has an Associate Degree, while the other has a Bachelor Degree
Work Experience	5 has work for less than 3 years	4 has worked for more than 5 years, another has work for less than a year
English in daily routines	6 answered yes (that they uses English daily)	3 answered no, the other 1 uses English with their colleague
English Trainings	6 answered that they haven't ever been trained in English previously	4 answered that they have
Intention to learn	Most of them express a high intention to learn. The most skills they want to learn are Speaking and Listening skills	The least they want to learn is Writing and reading.

Degree of Importance	The most important skill for hotelier to have are Speaking and Listening.	Following that is reading and vocabulary. The least they want to learn are Writing, Grammar, and Pronunciation.
Frequency of Difficulty	The most frequent times that the students faces difficulty is when they have to pronounce words in English. They also faces difficulty with Speaking and Listening skills.	The least times they faces difficulty is when they have to deal with Reading, Writing, Vocabulary, and Grammar.

#### D. CONCLUSIONS

##### *Conclusion*

After collecting the data and analysing the data, this is what the writer concluded that most of the employees in Horison Hotel are high-school graduate men who has worked for less than 3 years in Horison. Although most of them have to use English daily, however, they have not received proper English for Specific Purposes courses in more than 3 years. Most of the employees express a high intention to learn. The most wanted skills they want to learn is the Speaking and Listening skills. The most important skills for a hotelier are also the Speaking and Listening skills. The least important are the Writing and Grammar. Most of the employees encountered difficulty when having to use the Pronunciation skill. They also face a highly frequent difficulty during the usage of Speaking and Listening skills. They face less difficulty while using the Writing and Reading skills.

##### *Suggestion*

The employees in Horison Hotel should learn more on Speaking Skill and Listenng Skills.

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