



## The Analysis of Hospitality Department Students' Speaking Skill in Presenting Procedural Text

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### Abstract

*This study was conducted to see how the fluency and accuracy of students in speaking English using text procedures on students of SMKN 9 Padang in the hospitality department of class 2. This study used descriptive research. Participants in this study were 34 students in the hospitality department. In this study, the instrument used was a speaking test for students. From the results of this study, it can be concluded that from as many as 34 students, none of the students got an E or <40. There are as many as 5 students who get an A or > 80. The average fluency and accuracy of students in speaking using procedure texts in class XI hospitality students at this school get a B value or get a score between 66-79 in speaking using procedure texts.*

### Keywords:

procedure text, fluency, accuracy

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## INTRODUCTION

Speaking is a process to provide information to others through oral. Furthermore, speaking not only expresses ideas but also must follow the rules of speaking, such as accuracy and fluency in speaking so that listeners can understand it. Adam stated that speaking is verbal communication between people to convey their ideas (p.78). it means that speaking is oral communication that conveys information to others. Speaking is one of the English skills that students in vocational schools must learn.

Related to speaking, at one level of education in Indonesia, namely vocational school. In vocational school, they are required to speak in English correctly because they will meet with tourists from domestic or another country. Especially one of the majors in vocational school, namely is hospitality. In this major, they must have the ability in English, especially in speaking, because they will meet with the native speaker. If they cannot speak English properly, it is hard for the guest to understand what they say.

One of the tourism schools in West Sumatra is SMKN 9 Padang. At SMKN 9 Padang, there are two majors; culinary and hospitality. In the hospitality department, students will learn the ins and outs of running a hospitality company, covering all major aspects such as finance, security, accounting, marketing, food service

operations, world culture, industry trends and housekeeping. Hospitality students also learn English in class. The hospitality department studies English once a week for 3 hours (3 x 45 minutes). After learning English, it is hoped that they will understand English well. They will meet people from other countries. Therefore they need to communicate with each other using English.

The curriculum in vocational schools is different from the high school curriculum. In vocational students, they focus more on learning according to their respective majors. While in high school, they focus on general learning. In vocational school, there are also not many hours in learning English itself. While in high school, there will be more time for learning English itself.

The writer decided to analyze the speaking skills of the hospitality students by presenting a procedure text. Based on the curriculum, class XI students will present their procedure texts, and the researcher will record students when they present their procedure texts with a zoom application. The reason is to analyze their speaking skill by presenting the procedure text and learning English in vocational schools is less than in high schools, the researchers chose to conduct research in vocational schools. Based on the problems above, the researcher wants to conduct a study entitled Analysis of Hospitality Department Students' Speaking Skills in Presenting Procedure Texts.

## **METHOD**

### ***1. Research Design***

This research uses descriptive method. The researcher conducted a speaking analysis of vocational high school students in presenting procedure texts in this study.

### ***2. Research Respondents***

Respondents of this study were students of SMKN 9 Padang, hospitality department class XI.

### ***3. Research Instruments***

The research instrument was a speaking test. The speaking test used to test the students' speaking ability. To test speaking skills, students did with zoom. The topic was procedure text. They appeared in zoom based on their procedure text. They sent their procedure text with zoom. Next, the teacher gave a test to show their procedure text. They appeared in zoom one by one.

### ***4. Techniques for Data Collection***

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## **RESULT AND DISCUSSION**

### ***1. Research Finding***

Based on data analysis from the speaking test, the following research findings are presented as follow.

### a. Speaking test through procedural text presentation

The speaking test was tested on students of class XI Hospitality 6 SMKN 9 Padang city. The speaking test will be tested by present each procedure text that has been provided by nine students consisting of *how to clean the room, how to clean the bedroom, how to do laundry, and how to welcome the guest.*

In terms of grammar, Grammar is an arrangement of words which is one of the structures in English. For the first student's pronunciation, he got score 14, no visible error, but not said to be a native speaker. For grammar he got a score of 10, where this student was able to use accurate language and also made quite a few mistakes and there is no weakness that caused misunderstanding. Then in the vocabulary section, he got a score of 12. Where he has enough vocabulary to speak but the student is a little confused about how to use the right vocabulary for the sentence he conveys. In the fluency section, this student got a score of 15, sometimes he hesitates to speak caused by repeating words and spelling words. For organizing procedure text, he got score 2015 it means that the material is neatly arranged and the purpose is sometimes clear but does not interfere with speaking. Total score he has got was 66 which means he got a C level score.

The procedure text provided by the second student is "how to clean the room." When presenting his procedural text, for the stating pronunciation he got score 10 it means that there are occasional errors in pronunciation but that does not interfere with the meaning of the word. Next, grammar of the student he got a score of 15 where this student was able to use accurate language and also made quite a few mistakes and there is no weakness that caused misunderstanding. Then in the vocabulary section, this student got a score of 18 which means this student have much vocabulary to make a sentence; he can understand and be able to use the right vocabulary in various communications where mistakes are also rarely seen. Furthermore, fluency, he got a score of 15 which is he can read sentences well without having to spell the words but perceptively non-native in speed and evenness. For organizing procedure text he got score 15, where the material well organized and the purpose sometime clear but it does not interrupt the communication. So the total score that he has got was 73 which means he got a B level score.

**Table 4.1.student speaking assessment score**

No	Name	Student Speaking Assessment Score							Level	
		pronun- ciation	Grammar	Vocabula- ry	Fluenc- y	Organizat- ion	Σ	N		%
1	Student 1	14	10	12	15	15	66	100	66,0	C
2	Student 2	10	15	18	15	15	73	100	73,0	B
3	Student 3	12	10	12	15	17	66	100	66,0	C
4	Student 4	17	15	15	18	16	81	100	81,0	A
5	Student 5	7	4	8	12	15	46	100	46,0	D

6	Student 6	13	18	17	18	18	84	100	84,0	A
7	student 7	12	13	15	18	18	76	100	76,0	B
8	student 8	16	10	14	18	17	75	100	75,0	B
9	student 9	12	10	14	15	14	65	100	65,0	C
10	student 10	12	13	16	18	16	75	100	75,0	B
11	student 11	15	15	16	16	17	79	100	79,0	B
12	student 12	10	15	17	14	18	74	100	74,0	B
13	student 13	12	15	17	17	19	80	100	80,0	A
14	student 14	10	17	16	15	18	76	100	76,0	B
15	student 15	14	14	18	18	17	81	100	81,0	A
16	student 16	13	10	12	17	16	68	100	68,0	B
17	student 17	18	14	16	15	15	78	100	78,0	B
18	student 18	14	15	12	16	18	75	100	75,0	B
19	student 19	10	12	13	10	10	55	100	55,0	C
20	student 20	10	8	12	10	14	54	100	54,0	D
21	student 21	15	12	15	17	18	77	100	77,0	B
22	student 22	12	10	15	17	16	70	100	70,0	B
23	student 23	10	12	15	17	16	70	100	70,0	B
24	student 24	14	12	10	15	14	65	100	65,0	C
25	student 25	11	12	13	16	16	68	100	68,0	B
26	student 26	16	13	18	16	18	81	100	81,0	A
27	student 27	12	14	12	13	15	66	100	66,0	C
28	student 28	10	10	10	11	13	54	100	54,0	D
29	student 29	13	11	12	12	17	65	100	65,0	C
30	student 30	16	10	13	15	17	71	100	71,0	B
31	student 31	12	9	11	10	12	54	100	54,0	D
32	student 32	14	14	12	15	14	69	100	69,0	B
33	student 33	12	15	12	10	11	60	100	60,0	C
34	student 34	10	14	12	15	15	66	100	66,0	C
	Total		421	470	509	535	2363		69,5	

## 2. Discussion

The results of this study were students' ability to speak in terms of fluency and accuracy from 34 existing students, it was found that no students got an E score, which means the value is <40. Then, there were 4 students who got a D score, where their average score was 52. This means that these students are able to start talking face to face with predictable topics. A total of 9 students who get a level score of C with an average of 63.7. This means that the student is able to meet the requirements for good speaking but not always and mostly acceptable. Next, the ability of students at SMKN 9 Padang get a lot of value with a percentage of 49,683% with an average of 73.375. It means that the students' ability in speaking English in the hospitality department can be said to be good, because the score level they get is B. It means that the students are able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most conversations on topics. And also this student can speak

fluently even though it is still not like a native speaker where the student's mistakes are rarely heard clearly. Then, from 34 students there were 5 students who got an A score with their average score of 81. Here it can be said that these students are able to speak fluently and precisely at every level.

According to Putri (2020) students' speaking ability faced by accuracy she found the level category is fairly good where the presentation value is 25%. Likewise with the fluency that he found, namely the fairly good category, whose presentation value was 33.33%. This means that the students' ability to speak in terms of accuracy and fluency can be said to be good. Sari (2020) in her conclusion state that there are two students from the sample taken have a level of dialogue arrest and there are two students have a level of weakness. It means that the students can also be said to be able to speak fairly good in terms of accuracy and fluency by “practice makes perfect”.

## **CONCLUSION**

It can be concluded that students in the tourism school in West Sumatra are SMKN 9 Padang especially in hospitality department have able to speak English using procedural texts because from 34 students, no one get score <40. it means that by presenting procedural text the can improve their ability in speaking especially in fluency and accuracy.

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