Chapter IV

Finding and Discussion

**4.1 Introduction of Analyze**

In this chapter, the writer describe the qualitative analysis of the data, including the practical steps involved in the analysis and the writer use an analysis of the data, including the practical steps involved in the analysis. As an example in the chapter III explanation, the authors analyzed the data through grammar test and questionnaire to summarize the problem and the solution to be concluded in chapter V. The data is analyzed to identify, describe and exclusively the relevant Guest Service Agent in accordance with the title of this thesis, where guests and Guest Service Agent becomes the writers object to research the speaking skills they have to be stocked in working at the appropriate Grand Mercure Hotel bandung Setiabudi.

* 1. **Questionnaire**

A questionnaire with 10 questions will be distributed to the corresponding participant to find the reaction in ungrammatical sentence between guests and the GSA staff. The question for the questionnaire are as follow :

* + 1. **Questionnaires for GSA**

1. Do you find foreign guests pronunciation understandable ?
2. Do foreign guests have excellent English speaking skill?
3. Have you ever experienced a misunderstanding whil serving a foreign guest ?
4. Do foreign guests speak grammatically correct ?
5. Do foreign guests speak English language fluently ?
6. What do you do when you misunderstand a question from a foreign guest ?
   * 1. **Questionnaires fo Guests**
7. Do you find GSA staff pronunciation understandable ?
8. Do GSA have an excellent English speaking skill ?
9. Have you ever experienced a misunderstanding while being served a foreign guest ?
10. Do GSA staff speak grammatically correct ?
11. Do GSA staff speak English language fluently ?
12. What do you do when you misunderstand a question from a GSA staff ?

**4.3 Grammar Test**

A grammar test will be distributed to the GSA staff to identify the English knowledge grammatically in order to find out their fluentness in speaking the English language. The grammar questions are as follow :

1. Soldiers have been sent in to try to restore \_\_\_\_\_\_\_\_ in the area.

a. Organisation b. Harmony

1. Order d. Regulation
2. It's a great place to live apart from the increasing volume of \_\_\_\_\_\_\_\_ that passes under my window every day.
   1. Traffic b. Vehicle
3. Circulation d. Transport
4. You should read this novel it's been \_\_\_\_\_\_\_\_ recommended by all the critics.
   1. Highly b. Fully
5. Truly d. Deeply
6. I think that the problem Henry has raised is a major \_\_\_\_\_\_\_\_ for our society today.
   1. Theme b. Issue
7. Subject d. Point
8. When Sam was a small child, he \_\_\_\_\_\_\_\_ spend hours every day playing with stones in the garden.
   1. Would b. Was
9. Should d. Used
10. When Tina was a little girl she used to \_\_\_\_\_\_\_\_ small glass animals.
    1. Pick b. Collect
11. Play d. Choose
12. You must come quickly now or we won't \_\_\_\_\_\_\_\_ the bus.
    1. Take b. Meet
13. Catch d. Run
14. If you do well at school you will have the \_\_\_\_\_\_\_\_ to go to university.
    1. Luck b. Chance
15. Result d. Hope
16. Carlos usually gets good marks at school \_\_\_\_\_\_\_\_ he doesn't seem to spend much time studying.
    1. Because b. Although
17. Unless d. Even
18. Skye is a beautiful island off the west \_\_\_\_\_\_\_\_ of Scotland
    1. Beach b. Border
19. Edge d. Coast

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* 1. **Findings**

The questionnaire and the Grammar test were relatively distributed to each corresponding participant. The corresponding questionnaire were distributed according to the chosen participant. 10 questionnaire were distributed to the GSA and 10 questionnaire were distributed to foreign guests. As for the last, 10 grammar question test were distributed only to the GSA, in order to find out their grammar skill.

From distributing questionnaires to GSA staff of Grand Mercure Hotel Bandung Setiabudi and the guests of it. The writer categorized the English skills as follow :

* + 1. **Advanced class**

Advanced class, is a class that the writer categorized as the highest in English speaking skill in this research.

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | NO |
| **4** | Do foreign guests speak grammatically correct ? | YES |
| **5** | Do foreign guests speak English language fluently ? | YES |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | Trying to explain another way, such as body language. Or ask for someone around to make it understand |

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | YES |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | NO |
| **4** | Do foreign guests speak grammatically correct ? | YES |
| **5** | Do foreign guests speak English language fluently ? | YES |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | Explaining it with body language |

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | NO |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | NO |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | Serving with dictionaries help |

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| --- | --- | --- |
| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | NO |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | NO |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | Serving with dictionaries help |

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | NO |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | NO |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | Making a Gimmick |

The table above is chosen as advanced people in grammar skills from the writer because they could understand the pronunciation of the foreign guest with no problem and they did not judge foreign guests as people who lacks in English speaking because they could catch the meaning of the phrase that foreign guests deliver.

* + 1. **Intermediate Class**

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | YES |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | NO |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | I ask again for him/her to speak slowly |

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | YES |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | NO |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | I ask again for him/her to speak slowly |

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | YES |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | YES |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | YES |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | I ask again for him/her to speak slowly |

This class was chosen by the writer as the intermediate one because judging by their answer they understand what foreign guests ask as demand and they easily decide if foreign guests delivers their sentences grammataically correct, without knowing if that is right wrong as grammatical knowledge in general.

* + 1. **Beginner Class**

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | NO |
| **2** | Do foreign guests have excellent English speaking skill? | YES |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | YES |
| **4** | Do foreign guests speak grammatically correct ? | YES |
| **5** | Do foreign guests speak English language fluently ? | YES |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | First I will ask the guest to repeat the question to make sure about his demand. After that i answer the question as detailed as much, then fulfill his request |

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| **NO** | **QUESTION** | **ANSWER** |
| **1** | Do you find foreign guests pronunciation understandable ? | YES |
| **2** | Do foreign guests have excellent English speaking skill? | NO |
| **3** | Have you ever experienced a misunderstanding whil serving a foreign guest ? | YES |
| **4** | Do foreign guests speak grammatically correct ? | NO |
| **5** | Do foreign guests speak English language fluently ? | NO |
| **6** | What do you do when you misunderstand a question from a foreign guest ? | I ask again for him/her to speak slowly |

This class was chosen as the beginner class because their could hardly understand what foreign guests demand and they often misunderstand wghat foreign guests ask. With their lack of skills in understanding what foreign guests ask, they could judge the skills of the foreign guests without knowing if themselves were wrong in delivering a sentence with a correct grammar.

**4.2 Discussion**

As seen from the result from the questionnaire and grammar tests above, communication between with ungrammatical sentence does not really affect the meaning of a sentence or a question delivered to the staff or foreign guest. Because in this era there are many factors that can help people in communicating with foreign people, like for example google translate or applications that help translate the conversation between them.