

Chapter I

Introduction

1.1 Background of the Study

Language has a very important role, it also becomes a tool in communication. Language and communication have an inseparable relationship. Language is an interpretation of what the communicator wants to convey to the communicant. The use of language that is good and easy to understand by others, will have an impact on communication that goes well too. According to Keraf (2004), Language is a communication tool used by the community, such as a sound symbol produced by human speaking. When a human wants to communicate with each other, then they will use a language that is commonly used to convey information.

Language is used as a tool to convey information. In this case, language becomes a very important factor to deliver information to the recipient. Santoso (2004) argues that one of the functions of language as a communication tool is that language is also used as a function of information. A good language will make it easier for information to be well received. Therefore, language is a very important thing in this life because the function is to communicate with each other between human, to be able to get or exchange information.

As we know, in the English language there are some levels in understanding English, based on the International Languages Standard of Common European Framework of Reference for Languages (CEFR). CEFR or Common European Framework of Reference for Languages is an internationally

recognized standard, to describe language skills in English, and also measure all skill levels accurately from beginner to proficient levels. The CEFR is widely recognized throughout Europe and it is increasingly common throughout the world. The CEFR has provided a set of six Common Reference Levels, there are :

- | | |
|----------------------|----------------------------|
| 1. Beginner (A1) | 4. Upper-Intermediate (B2) |
| 2. Elementary (A2) | 5. Advanced (C1) |
| 3. Intermediate (B1) | 6. Proficient (C2) |

Here are the explanations of the skills mastered for each level :

1. Beginner (A1)

This is the first and the simplest level. When it is the first time to know word by word about daily speaking in English, and slowly learn to know what that means. It takes time for the brain to familiarize itself with pronunciation sounds, grammatical structures, and new vocabulary in English.

2. Elementary (A2)

At this second level, you will begin to understand the basic abilities of daily language. For example about family, and language at work. Then, it also began to fulfill enough of the needs with a clear level of speech and pronunciation. Also getting used to simple writing in common English vocabulary.

3. Intermediate (B1)

Next, in this third level will begin to understand about general topics in the daily environment. Slowly understand to communicate verbally or writing in English for more specific matters. And also at this level, someone has passed through basic English, but they have not been able to study exclusively in English.

4. Upper-Intermediate (B2)

In this fourth level, the ability to know more vocabulary is beginning to be understood. In this level, a person will be more confident with their English language skills. Start being able to have an English conversation with the person who is talking to, and understand what the other person who speaks English also says.

5. Advanced (C1)

This is the fifth level. At this level, someone begins to understand clearly what native English speakers say. Also began to understand idioms in English. Could speak English fluently and spontaneously without difficult thinking about what to say, and also use English flexibly, for example, can use English in accordance with its purpose. Whether it is for the daily environment, or in the work environment.

6. Proficient (C2)

This is the last level and the most skillful level is Proficient. At this level, someone has started to speak like a native speaker. Could speak, read, hear, and write in English easily without even finding difficulties,

and begin to be able to differentiate which English is smooth and basic, and which English is rude.

Those levels itself is to know which level that we have, as our ability in speaking English. Therefore, from what could be read above, Language is certainly very much needed as a communication tool to get information about tourism. Based on Tribun Jabar articles with a headline about the Quality of Indonesian Tourism, Indonesian Government seeks to increase the level of foreign tourist arrivals to reach the target of 20 million foreign tourists in 2019. One of the efforts is to improve the quality of services supported by various aspects of the use of language in tourism. Language is important because it can provide the image of tourism services in the Republic of Indonesia. Based on Rahmat Syam's statement as the lecturer of STP NHI¹ College at the National Seminar of Tourism Language 2017 in Ciremai Building Bandung states that, the role of foreign languages especially English as the International Language in the tourism sector is important including for the promotion of Indonesian tourism abroad, reservation services, accommodation services (hotels or travels), services during tour guiding, foreign tourist communication with the Indonesian people, and in the end it relates to the image of Indonesia by those foreign tourists to their country.

The world of tourism is growing rapidly in Indonesia, evidenced by many of new tourist attractions found and still impressed by nature as seen from the records of Tourism Ministry recorded tourist visits until January 2016 in Indonesia as many as 814.3 thousand or growing 3.6%, compared to 2015 the value exceeded target set. This information is obtained from the website of the National Civil Service Agency (*BKN "Badan Kepegawaian*

¹ *Sekolah Tinggi Pariwisata eNHaii Bandung*

is a college under the auspices of the Indonesian Ministry of Tourism.

Negara”). The development of this tourism world attracts tourists to visit tourist attractions. The tourist who comes will trigger the entrepreneurs to go directly to the location to see the place that interests them, whether it can be used as a business with a large profit or vice versa. One of the growing businesses in the tourism world is a Tourist Attraction. The Tourist attraction is a place of interest where tourists visit, typically for its inherent or an exhibited natural or cultural value, historical significance, natural or built beauty, offering leisure and amusement.

Tourism (*Pariwisata*) comes from Sanscrit, namely *Pari* and *Wisata*. *Pari* means around or circling, and *Wisata* means a trip. Tourism is an important role in increasing income. Indonesia is a country that has rich of natural beauty and cultural diversity, therefore there needs to be an increase in the scope of tourism. This is because tourism is a thing that’s considered beneficial and very potential, to be developed as one of the assets used as a source of income for the Nation and State. Tourism itself is a variety of tourism activities and supported by various facilities and services provided by community, entrepreneurs, Government. In Indonesia, there are so many beautiful islands with each tourist attraction. One of them is Bali as an island that has a very attractive tourist attraction for tourists. Not only domestic tourists who visit to see the beauty of Indonesian culture in its tourist attraction, but also many foreign tourists who come to see the beauty and the uniqueness of Indonesian culture. Therefore, language is the most important tool for communicating with foreign tourists. Language plays an important role in getting information from each other. In case, when all foreign tourists who are curious about Indonesian culture, then they create a chat and speak to local residents of certain areas in the tourist attraction of Indonesia in using English as an international language. Foreign language is used and plays a very important role in tourism services.

Many tourism attractions in Indonesia are visited by foreign tourists. One of the type of tourist attraction visited by many foreign tourists is a place of traditional performing arts. Performing art is a work of art that involves the actions of individuals or groups at a particular place and time. Performance usually involves four elements; time, space, artist's body and the relationship between the artist and the audience. Performing arts are divided into two, which are traditional performing arts and modern performing arts. From its development, it will be seen that traditional performing arts are less developed with modern performing arts. If it is not properly anticipated, it is not impossible that the traditional performing arts will disappear.

One of the traditional arts from Indonesia which is lacking in the ownership rights of the country's culture is a traditional musical art tool called Angklung. In 2010, Angklung as the musical instruments originating from West Java, Indonesia, was claimed by Malaysia as their own and fortunately, this case ended well. Angklung is a musical instrument made from Bamboo and played by shaking it to produce a vibrating sound. It was acknowledged as one of UNESCO's cultural heritage from Indonesia in November 2010. In 1966, the famous traditional Angklung music was introduced by Udjo Ngalagena and his wife Uum Sumiati, with a purpose of preserving and maintaining traditional Sundanese arts and culture of West Java, they establish Saung Angklung Udjo Bandung.

Saung Angklung Udjo is a venue of traditional performing arts. Also, it is a center for bamboo handicrafts, and a workshop on bamboo musical instruments, named Angklung. Other than that, Saung Angklung Udjo has a goal to be a place for an educational laboratory and learning center to preserve a Sundanese culture and especially Angklung. It is not only as a venue of traditional performing art but also as the world's only angklung production place. All types of angklung are continuously produced and made by craftsmen in Saung Angklung Udjo. One of them is 1 Set of Angklung Arumba Udjo, 1 Set of Angklung Orchestra,

Angklung Toel (which was created by one of the children from Udjo Ngalagena, his name is Yayan Udjo), Angklung Sarinande, Kecapi Ukir, Calung, Gamelan , and much more. The venue is addressed in Padasuka Street, number 118, East Bandung City, Indonesia.

1.2 Identification of the Problem

Based on the background described above, it can be identified several issues such as :

1. The ability to speak English of the employees at Saung Angklung Udjo.
2. The communication misunderstandings are still common between employees and foreign tourists.

1.3 Research Questions

Based on the background, the research questions of the problem in this study can be summarized as follows :

1. What are the levels of English Proficiency of Saung Angklung Udjo's Employees based on the CEFR ?

1.4 Limitation of the Problem

In this research, there are several things that become a concern to the researcher. Based on the Identification of the Problem and also the Research Questions the employees of Saung Angklung Udjo who are positioned in front office which means meet directly with the guests, their ability to speak English is not enough to say the Proficient or at least the Advanced that based on the theory of the Common European Framework of Reference for Languages (CEFR). Therefore, the researcher wants this research can make improvements for the employees who work in Saung Angklung Udjo about their ability to speak English because this place is a tourist attraction that is visited by many foreign tourists. Therefore, the

researcher aims this research can be taken into consideration by the management of Saung Angklung Udjo then it can be used as an improvement in finding or recruiting new employees, that will be one of the qualification requirements for employees who can be accepted at Saung Angklung Udjo which is one of them it is must master English with a minimum level of Upper-Intermediate.

1.5 Objectives of the Study

Based on the background, the objectives of the study can be summarized as follows :

1. To know, the levels of English Proficiency of Saung Angklung Udjo's Employees based on CEFR.

1.6 Significance of the Study

The researcher believes this research can ultimately be useful for anyone, in understanding English. That in fact, we can measure our ability in English with the levels based on the Common European Framework of Reference for Languages (CEFR), as in the discussion above and researcher also hopes that anyone can learn to practice their English speaking to the highest level, then they can communicate with foreign tourists smoothly and avoid misunderstandings.

The researcher also hopes this study could be useful for :

1. The Faculty of Arts and Letters

Not only certain people who can learn English, but everyone can and must learn English. Therefore, the researcher really hopes this research can help everyone, including the people at the Pasundan University Faculty of Arts and Letters, then they can learn English in accordance with the levels of the language, and can be useful for their daily activities in around Faculty.

2. The English Literature Department

Especially in this department, the researcher has great expectations for those who are in the English Literature Department, that hopefully, this research will affect their lives. Because they grow in the English language environment. Also hopefully, this research can be a reference for all English literature students, that it is easier for them to do research.

3. The Employees of Saung Angklung Udjo

The researcher really hopes, if employees can learn more about English and know where their level capabilities are in accordance with CEFR (Common European Framework of Reference). Therefore, it can be more helpful to provide information about Saung Angklung Udjo. And sincerely hope if this research can be accepted by the management from Saung Angklung Udjo, that this research can be in consideration to add to their Standard Operating Procedures for the employees who work there, in order to improve the services to foreign tourists.

4. The Readers

The researcher really hopes this research will help the readers to understand English more in detail.

Chapter II

The Employees English Language Ability at Saung Angklung Udjo

This chapter contains the theoretical foundation which describes the basic theory of this research. The researcher will describe the theoretical foundation based on the title of this research, they are; Language Skill, Tourism, and Tourism Cultural Attraction.

2.1 Language Skill

Language (from Sanskrit) is the ability that human have to communicate with other humans using signs, such as words and movements. But, the definition of language in general, is a system of speech sounds that are used to communicate by the public. According to Rasyid, Mansyur & Suratno (2009: 126), language is a structure and meaning that is free from the user, as a sign that concludes a goal. Therefore, language is very important to communicate with fellow human beings.

The estimates number of languages in the world are very diverse, which is between 6.000 - 7.000 languages. One of the languages is English. English is a language originating from the United Kingdom. English is a combination of several local languages that are often used by Norwegians, Danes (Denmark people), and Anglo-Saxons, in the 6th to 10th centuries. Until it was conquered in England by William the Conqueror in 1066, English began to intensely influence Latin as well as French. The total modern English vocabulary, it is estimated that \pm 50% comes from French and Latin.

English is a patented language into an international language where anyone in all parts of the world can communicate with someone who has a different language using English. Therefore, according to an American writer named Rita Mae Brown, language is the road map of a culture. It tells you where its people come from and where they are going.

Based on her statement we can conclude that language is an identity of a society. From the language expressed by society, we can know where they come from. For example, when people from Japan speak Japanese, people who hear it know that the person is from Japan. Not only that, there are some Japanese who speak English, it seems that they are from Japan because there is an accent that is seen when they speak or a wrong English speech or pronunciation that indicates that they are not a native speaker.

When learning a language especially English, we must know and understand some important things from the language itself. In communicating, According to Brown (2001: 232), there are four skills in English, namely; listening, speaking, reading, and writing. Those four skills need to be mastered by learners in order to be able to communicate in English well. The explanations about four skills above in detail, as follows :

2.1.1 Listening Skill

Effective communication and effective learning, always begins with good listening. Listening can be trained and developed, together with communication and learning. According to (Anderson, 1972: 68) said that listening is a big process of knowing, and interpreting oral symbols. Meanwhile, according to Michael P. Nichols (2009) Listening is a type of daily practical skill (self-help) that is neglected and less important. Its interests are shifted by the speaking skill. Human want to talk more than listen. Though listening is the most widely used skill for learning.

Most of us assume that we can listen very well, but actually not. We often fail to build relationships with our own families, partners, work colleagues and friends while listening to their discussion. Every successful communication is always marked by 3 things, deep listening, emotional maturity and open-mindedness (Michael P Nichols, The lost art of listening, 2009).

2.1.2 Speaking Skill

Most people considered that speaking is the most difficult skill because, it covers many aspects of English language skills including pronunciation, listening, grammar and vocabulary at once. Speaking is one of the skills that must be mastered and really must be able to be practiced in real life with other people as the interlocutor. Speaking skills are usually mastered after mastering Listening skills (Heaton, 1988). Because in general, after someone listens they will create a "language product" that is speaking. Through Speaking, a Speaker communicates to convey their intent and purpose.

Speaking techniques also learn about the pronunciation of English words. The other most important thing to master speaking skills is mastering a lot of vocabulary (Vocabulary). To master a lot of vocabulary you need to practice as much as possible and this is the main key to speaking skills. Exercise, practice. Practice makes perfect, says an expression. Besides that, the ability to master grammar is also very important so that we are fluent in English. The most important thing is that someone must have confidence in mastering speaking skills (Yanto, 2015).

2.1.3 Reading Skill

Reading skill is where someone is able to process a text, and understand the meaning of the text. Reading can help build a vocabulary that helps listening comprehension at the next stages. According to Alyousef (2005: 144) Reading can be seen as an interactive process between a reader and a text which leads to automaticity or reading fluency. Readers are passive recipients of information in the text. Meaning resides in the text and the reader has to reproduce meaning.

Meanwhile, Harrison and Dolan (1979: 112) state that reading is not only a single skill but a set of related skills. These include :

- a) Word recognition and mastery of vocabulary.
- b) The ability to see in the material the structures of the sentences, paragraphs, and longer passages that form the whole units.
- c) The intelligence to follow the thought development in the result of presenting and making any relevant deductions, inferences, or critical assessments.
- d) The ability to concentrate on the reading task.

2.1.4 Writing Skill

Writing is a major part of good communication. Even at work time, writing is spent as a communication platform. By writing you can communicate your ideas through blogs and also be able to minimize errors when writing CV so that there are no errors in spelling or grammar. According to Henry Guntur Tarigan (1986: 15) states that writing can be interpreted as an activity to express ideas or ideas, using written language as a medium of delivery. According to O'Malley and Pierce (1996: 137) there are 3 goals in writing based on English learning, there are:

1. Persuasive

The purpose of persuasion is to allow the reader to do something after reading the paper. This type includes evaluation of books, films or controversial issues.

2. Narrative

The purpose of narrative is to divide personal and imaginative expressions, which are usually used in writing a story or essay, poetry and short drama.

3. Informative

The purpose of informative is to provide knowledge and information and express an idea to the reader. Informative writing relates to analyzing a concept, defining experience, or developing ideas.

In this study, researcher focused on 2 skills in English, they are; listening, and speaking. Speaking is a productive skill. It could not be separated from listening. When we speak we produce the text and it should be meaningful. In the nature of communication, we can find the speaker, the listener, the message and the feedback. Speaking could not be separated from pronunciation as it encourages learners to learn the English sounds. According to Tarigan (1990: 3 - 4) defines that speaking is a language skill that is developed in child life, which is produced by listening skill, and at that period speaking skill is learned. Harmer, (in Tarigan, 1990: 12) writes that when teaching speaking or producing skill, we can apply three major stages, those are:

1. Introducing new language.
2. Practice.
3. Communicate activity.

Based on that Harmer theory that there are 3 points we should learn to have a better speaking. Furthermore, according to Ladouse (1991) is described as the activity as the ability to express oneself in the situation, or the activity to report acts, or situation in precise words

or the ability to converse or to express a sequence of ideas fluently. Meanwhile, Tarigan (1990: 8) said that, "Speaking is a way of communicating influential in our daily lives".

It means, that speaking as the way of communication influences our individual life strongly. From the explanation above, the researcher concludes that speaking is what we say to what we see, feel and think. When we feel something, we want someone can hear us. Therefore, in this process we can call it is an interaction between two sides. In order to express effectively when having a communication with others, the speakers should know exactly what they want to speak or to communicate, they had to be able to evaluate the effects of their communication to their listener, they had to understand any principle that based their speaking either in general or in individual.

Based on that statement above, the researcher infers that if someone speaks, he/she should understand what is he/she about. Also, the speaker must pay attention to the pronunciation in speaking, master many vocabularies, can use effectively in word selection (grammatical), and can also adjust vocabulary usage with the other person. If our opponents are older than us, then we use more formal language in speaking, rather than using English slang.

English now become an international language all over the world that everyone must have learned English in a good way to be their tool for communication between people from all around the country. But also, not every people has got their good skills in speaking English. We can see, according to the International Languages Standard of CEFR (Common European Framework of Reference for Languages), there are 6 levels to know how high is our level in speaking English. The levels are Beginner (A1), Elementary (A2), Intermediate (B1), Upper-Intermediate (B2), Advanced (C1), and Proficient (C2).

According to the CEFR (Common European Framework of Reference for Languages) guidelines, someone at some levels in English has mastered the following :

1. Beginner (A1)

- Can understand and use ordinary everyday expressions and very basic phrases that are intended to fulfill conversation needs.
- Can introduce yourself and others and can ask questions and answer questions about personal information.
- Can interact with other people in a simple way as long as the other person speaks slowly and clearly and is ready to help.

2. Elementary (A2)

- Can understand sentences and expressions that are often used related to areas that the speaker is come from (for example, basic personal and family information, shopping, local geography, work).
- Can communicate in routine tasks that require simple information exchange.
- Can explain in simple terms about aspects of the background, the environment, and things in a particular field that is currently in need.

3. Intermediate (B1)

- Can understand the main points of a clear standard conversation about things that are often encountered at work, at school, during recreation, etc.
- Can handle most situations that are most likely to occur while traveling in the area where the English language is used.
- Can produce simple text on topics that are common or related to personal interests.

- Can describe experiences and events, dreams, hopes and ambitions, and briefly provide reasons and explanations for opinions and plans.

4. Upper-Intermediate (B2)

- Can understand the main ideas of complicated texts, both in concrete and abstract topics.
- Can interact with the level of fluency and spontaneity that makes general interaction with native speakers very possible without obstacles for either party.

5. Advanced (C1)

- Can understand a variety of texts that are harder and longer, and recognize the implicit meanings.
- Can express ideas fluently and spontaneously without difficulty finding expressions.
- Can use language flexibly and effectively for social, academic and professional purposes.
- Can produce clear, structured, and detailed texts about complex subjects, showing the use of appropriate grammar patterns.

6. Proficient (C2)

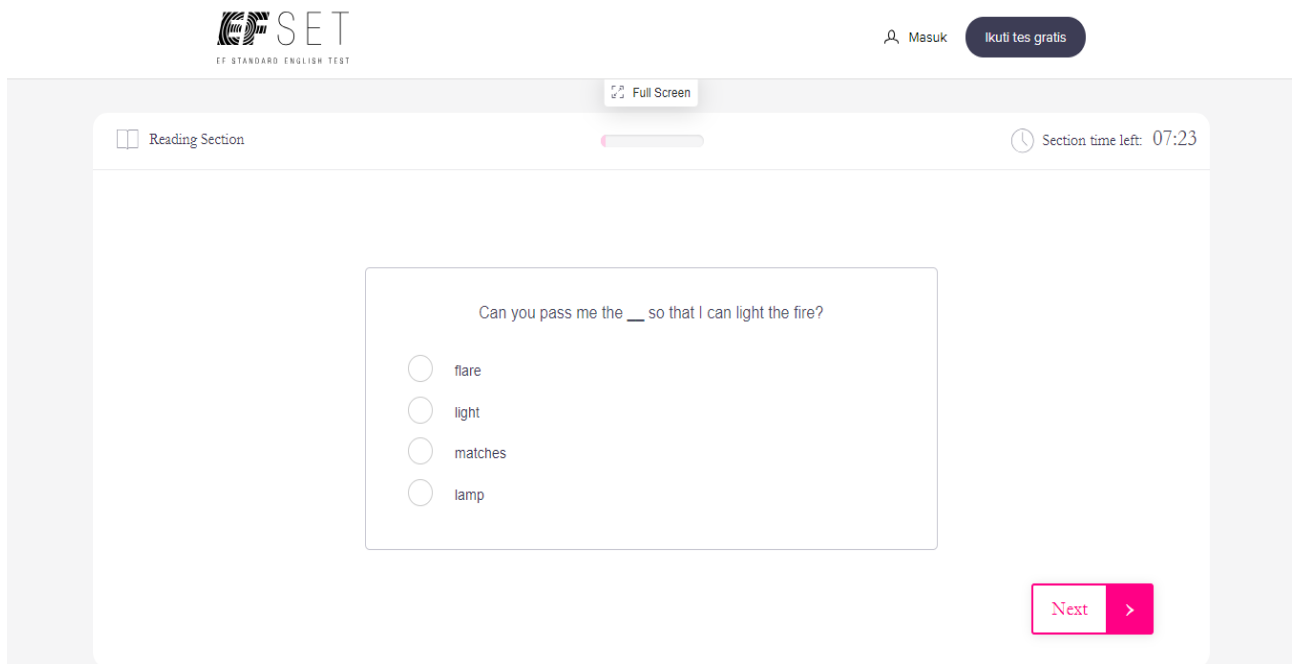
- Can easily understand almost everything that is heard or read.
- Can summarize information from various oral and written sources, retell arguments and stories in related situations.
- Can express themselves spontaneously, very fluently, and accurately, understand subtle differences in meaning even in the most complex situations.

To assess someone's level English ability according to CEFR including grammar and vocabulary skills, they must take an English test in the form of a reading and listening test.

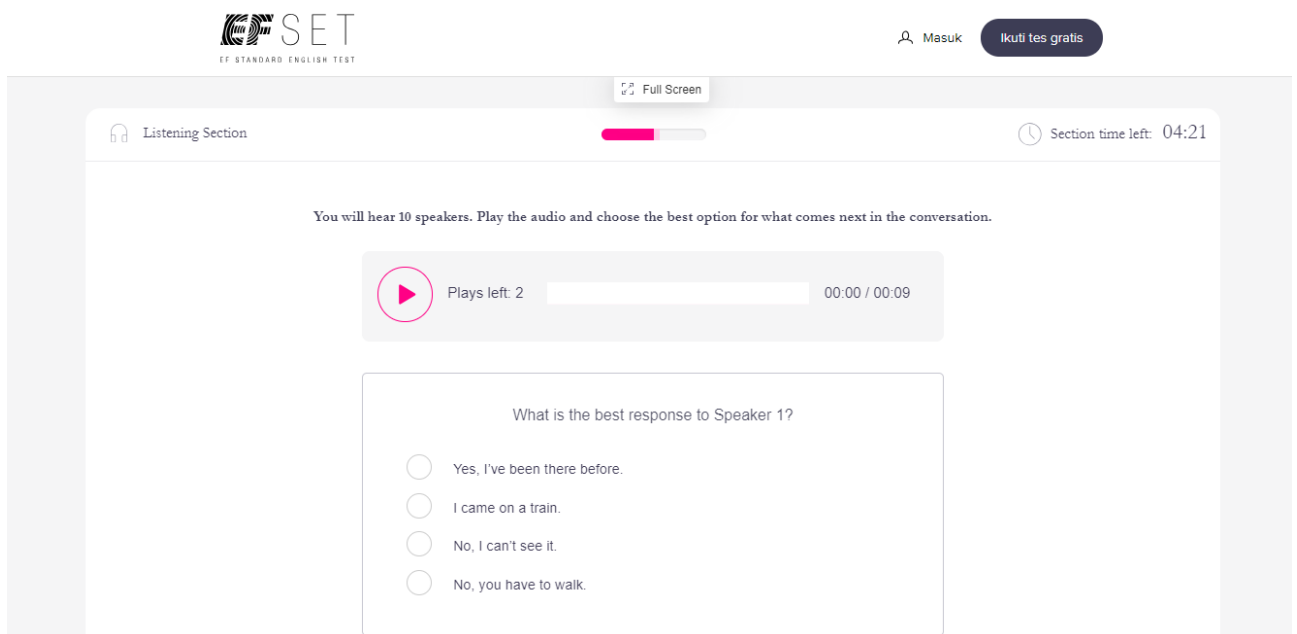
To follow the test in a simply way and online, EF (Education First) has provided an exam to find out the level of ability in English, based on the CEFR theory. EF (Education First) is an international education company that specializes in language training. The company was founded in 1965 by Mr. Bertil Hurt in the Swedia University. The company is privately held by the Hult Family.

In following the test on EF website, the opportunity to finish the test it is just 15 minutes with each time. Reading in 7 minutes 30 seconds, and listening also in 7 minutes 30 seconds. There are 10 questions of reading and 10 questions of listening. The test is available on this website (www.efset.org/id/quick-english-check/take-test/), by following the test someone can discover their level of English ability based on CEFR. This website has been supported and used by the Harvard Graduate School of Education, has also been trusted by more than 500 schools (one of them is the Ministry of Education, the University and the Schools in around the world), also more than 2,500 companies have been chosen this website (one of them is a Volvo car company, and airline company of Air China for the aim of business decisions and valuing employees), and also used by more than 30 million learners.

Below is the example of **reading test** and **listening test** of Common European Framework of Reference for Language (CEFR):

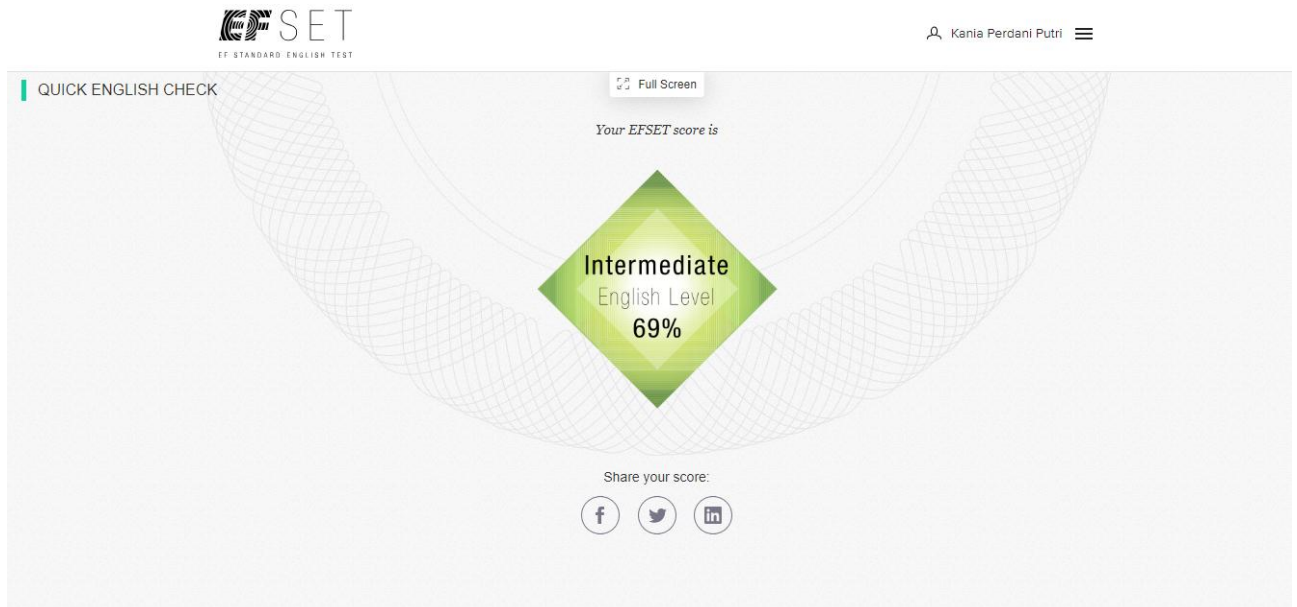


Picture 2.1
Reading Test example of CEFR



Picture 2.2
Listening Test example of CEFR

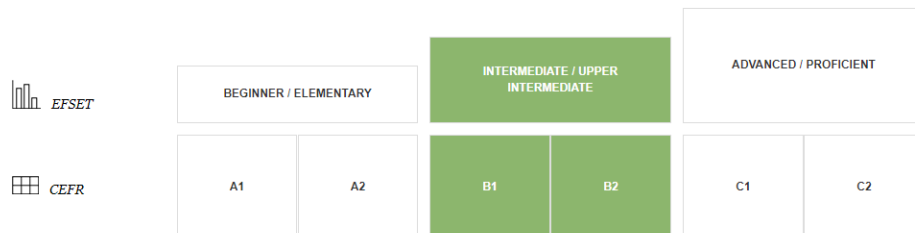
After doing the test by going through the stages in filling out the questions of Reading and Listening, then the percentage results will appear which indicate the level of ability in English (starting from 1% to 100%) the best percentage of the ability will be at 80% - 100% of each level and also will appear about what kind of levels abilities in English (Beginner - Proficient). Here are the example of CEFR test result and the explanation:



Picture 2.3
The example of CEFR Test Result

UNDERSTANDING YOUR RESULTS

Your results indicate your level of English is somewhere **between B1 Intermediate and B2 Upper Intermediate** according to the Common European Framework of Reference, also known as the **CEFR**. You are beginning to understand written communications on many topics in English and your English vocabulary is growing to include job-related language and descriptions of feelings and events.



Picture 2.4
The explanation of CEFR Test Result

2.2 Tourism

Tourism is a trip carried out for recreation or vacation, which is done by someone or many people, to visit a tourist attraction. According to the Republic of Indonesia Law number 10 of 2009, concerning to Tourism, Tourism is a trip activity or part of the activity which is done by the voluntarily and it is temporary, only to enjoy recreation and attractions. According to a book of Tourism Law based on Traditional Culture Expressions or "*Hukum Kepariwisataaan berbasis Ekspresi Budaya Tradisional*" by Simatupang (2015: 58) that, In the beginning, tourism was based on happiness. Based on the definition of happiness, according to Poespoprodjo (1999: 34), an author of a book on philosophy "*Filsafat Moral*", that happiness is a desire that is satisfied because it is realized to have something good so that happiness is something that is always pursued. Therefore, as a tourist, they are so happy because they have visited tourist objects and attractions because it is as a tourist destination. They are happy and satisfied because they have seen the beauty of the universe. Furthermore, according to the Republic of Indonesian Law about Tourism Law in Chapter 2 at the 3rd clause said: "Tourism has a function to make the physical, spiritual, and intellectual needs of every tourist with recreation and trip as well as increasing state revenues to realize social welfare".

In the world of tourism, all things around it will be interconnected with each other and will also make benefits for each other. For example, A tourist attraction will not be able to develop if there are no local communities to take care of it, nor can it become a tourist attraction if there is no permit from the local government. Therefore, everything is very interdependent and requires each other

in the world of tourism. According to a book of *Sosiologi Pariwisata* by I Gede Pitana (2005: 44), tourism is the sum of phenomena and relationship arising from the interaction of tourist business, host governments, and host communities in the process of attracting and hosting these tourist and other visitors.

A person or group of people who make a tour and the length of stay is at least 24 hours in the area or country visited, it is called Tourist or Traveler. In the world of tourism, there are two types of tourists, namely Domestic Tourists “*Wisatawan Nusantara*” and Foreign Tourists “*Wisatawan Mancanegara*”. According to Leiper in Pitana (2005: 44) stated that, tourist can be defined in behavioral terms as person who travel away from the normal residential region for a temporary period of at least one night to the extent their behavior involve as search for leisure experience from interaction with features or characteristic of places they chose to visit.

2.3 Tourism Cultural Attraction

Traditional performing art is something about tourism cultural attraction. According to MENPARPOSTEL (*Minister of Tourism, Post, and Telecommunications*) of Indonesia, tourist attraction is everything in the tourist destination which is an attraction, so people want to come to visit the place. Furthermore, according to the Ridwan (2012: 5) that, tourist attraction is everything that is unique, beautiful, and the value in the form of natural, cultural and human-made diversity which is the target or destination of tourist visits and tourism destination areas, hereinafter referred to as tourism destinations. Tourism Destinations are geographical areas that are in one or more administrative areas in

which there are tourist attractions, public facilities, tourism facilities, accessibility and communities that are interrelated and complement the realization of tourism.

One of the tourist attractions that attract the attention of tourists mostly is something that displays a show or performance about traditional culture. According to Fitriani (2014: 3), Indonesia is a rich country and has various kinds of performing arts. The performing arts from time to time always experience ups and downs, with various causes. For example, the changes of people's tastes as a people of art, and also because they are unable to compete with other performances, because nowadays there are spreads a lot of modern art performances, as tourist attractions. Therefore, there is one of a tourist attraction about traditional performing art called Saung Angklung Udjo. For example, one of the successful music industry and traditional performance industry is Saung Angklung Udjo Bandung. Indonesian culture and tradition are caught as opportunities that continue to grow also creative innovation must always be created so that the market full what its needs, and the business grows.

Saung Angklung Udjo has a purpose that to preserve one of the Indonesian cultures, a namely traditional musical of instruments made of bamboo, called angklung. Founded in 1966, by a couple of husband and wife, Mr. Udjo Ngalagena and his wife Mrs.Uum Sumiati. Saung Angklung Udjo as the Tourism Cultural Attraction which is something like the traditional performing arts located in Bandung. It is a center of bamboo handicraft, and a workshop of the traditional music instrument called Angklung. Also as a place for learning about how to play Angklung. According to Sarjono (2008: 72), Performing arts have a unitary art

category, namely space, time, and events that are in a condition of mutual dependence with each other which, is a creation of creators called human creator.

Saung Angklung Udjo very much involves people throughout the Saung Angklung Udjo neighborhood. Starting from children, teenagers, adults who live around the Saung Angklung Udjo neighborhood, to be directly involved in angklung performances. In terms of playing Angklung, playing puppet shows (*wayang golek*), dancing and learning together, to entertain the audience watching the show. According to Wolff (1981: 26-48), the development of art cannot be separated from its supporting society, in other words, art is a social product.

2.4 Standard for Employees English Language Ability at Saung Angklung Udjo

English is a very important language to use as a communication tool for the entire world. As an Indonesian, even though our mother tongue is not English, but mastering English as a second language is an additional value. English as de facto is the language of communication for all types of international exchanges, both in the form of goods, services, and ideas in various parts of the world. According to data of EF EPI (English First – English Proficiency Index) states that, English language proficiency is related to economic competitiveness, social development and innovation. Countries with high English proficiency levels tend to have higher average incomes, better quality of life, and greater investment in research and development. English language proficiency also shows the relevance of individual income, measured by the per capita income of countries and the

higher the level of English proficiency of a country, the greater the average income of the population in that country.

Meanwhile, based on E-Journal of WartaEkonomi.co.id about "*Kemampuan Berbahasa Inggris Masyarakat Indonesia Masih Rendah*" written about This year the English language proficiency of Indonesians is ranked 51st out of 88 countries in the world, with a decrease in score to 51.58. The score is a slight drop from 2017 with a score of 52.14. The score also places Indonesia in 13th position out of 21 countries in Asia and is below the Asian region's average English proficiency score (53.94). The researcher concluded that Indonesian society still lacked the awareness to learn English. On that basis, indirectly a large company that employs the employees must provide English language training to improve the quality of the employees itself, and also the quality of services provided to satisfy guests. In this case, Saung Angklung Udjo is a large company that aims to preserve Sundanese original culture.

Saung Angklung Udjo provides traditional performances and it is famous until abroad because of the uniqueness of this method to preserve and show Sundanese culture throughout the world. Not only local tourists who come to this place, but even foreign tourists from various countries also visit Saung Angklung Uddjo. Therefore, the employees who work must also have qualified English in order to communicate with foreign tourists in order to serve. In this research, the researcher will examine the English language ability of the employees at Saung Angklung Udjo who are at the Front Office positioned, which is meet directly with the guests. This research was conducted with the aim of knowing the English language ability of Employees at Saung Angklung Udjo based on the level of

English language skills of CEFR. The other goal is the researcher wants to improve the operational standard procedure on recruitment criteria for employees at Saung Angklung Udjo. As can be seen on the Appendices at the following criteria for recruitment for employees at Saung Angklung Udjo, there is no requirement to have good quality in English. Therefore in this research, the aim was to achieve the researcher purpose to improve the previous criteria recruitment and add 1 additional criterion about the English language ability of employees.

Chapter III

Research Methodology

In this chapter, the researcher will explain the methods that will be used during this research. The researcher will use qualitative methods.

3.1 Research Method

This chapter will explain the method adopted by this research. This chapter will mention every component involved in conducting this research from Research Method, Research Design, Form of the Data and Source of the Data, Instruments of the Research, Techniques of the Data Collection, and Techniques of the Data Analysis. The objectives of the research are to identify, how important and how often English is need and use, in speaking as an employees, accordance with the Standard Operating Procedures of Saung Angklung Udjo Bandung as the Tourist Attraction and also to analyze, what kind of level in English Language needs are needed by Saung Angklung Udjo Bandung as The Tourist Attraction in accordance with the Standard Operating Procedures. In accordance with the objectives of the research, an appropriate methodology is used to achieve the goals of the research. According to Sugiyono (2012: 2) the Research Method is defined as:

“Metode Penelitian diartikan sebagai cara ilmiah untuk mendapatkan data dengan tujuan data kegunaan tertentu”. (The research method means the scientific way to get data, with the aim of certain usability data).

3.2 Research Design

In general, research is the process of collecting information with the aim of improving, modifying or developing an investigation. Basically, research is any process that produces a knowledge. According to Hamidi (2007: 6), research is a scientific activity carried out because there are things to be achieved, both to improve the quality of human life and to develop science (knowledge). Furthermore, according to Emzir (2007: 3), states that

“Penelitian adalah suatu kegiatan atau proses sistematis untuk memecahkan masalah yang dilakukan dengan menerapkan metode ilmiah”. (Research is a systematic activity or process to solve problems that carried out by applying scientific methods).

This research will use qualitative methods to answer and obtain conclusions. According to Bogdan & Biklen, S. (1992: 21-22) states that Qualitative research is one of the research procedures that produces descriptive data in the form of words or writings of the behavior of the people observed. Based on that statement, we know that in analyzing something, we should observing the subject as our research.

3.3 Form of the Data & Source of Data

At this point, the researcher will explain the source of the data from this research. The researcher will also explain and relation between source of the data and the qualitative methods that will be used. According to Preissle (1993: 24) Qualitative Research is a research designs, all of which got the results in verbal in the form of descriptive or narratives like, field notes, recordings, or other

transcriptions from audio and videotapes and other written records and pictures or film. Because of the research used a qualitative approach to the employee of Saung Angklung Udjo Bandung, so the form of the data of this research is about the observations that observed by the researcher in observing the use of English by employees who are having a conversation with foreign tourists, and then formed a table that will explain which level of English that an employee has, in communicating English with foreign tourists who come to Saung Angklung Udjo Bandung. Qualitative data sources include observation and participation observation (when On Job Training), documents and texts, and the researcher impressions and reactions.

3.4 Instruments of the Research

In qualitative method, the instrument or tool of research is the researcher itself. Therefore, the researcher as an instrument must also be "validated" to what extent the qualitative researcher is ready to carry out the research which then goes into the field. That's why in this research, the researcher as the tool of this research to collect the information. Which is the researcher is as the observer. Observed employees at the Saung Angklung Udjo in speaking English for the purpose of serving foreign guests. According to Tayibnapis (2000: 102) states that,

“Instrumen Penelitian adalah alat yang digunakan untuk merekam informasi yang dikumpulkan”. (Instrument of the Research is a tool used to record information to be collected).

3.5 Techniques of Data Collection

The researcher applied two methods of data collection techniques. This was done in order to collect adequate and relevant data to address the research objectives of this study. Nonetheless, the researcher used qualitative research method.

a. Library Research

To begin this research, the researcher using Library Research to collect the data. The researchers started with the Library Research because in order to look for books which are related to this research. According to Sarwono (2006) states that,

“Definisi studi pustaka adalah, mempelajari berbagai buku referensi serta hasil penelitian sebelumnya yang sejenis dan berguna untuk mendapatkan landasan teori mengenai masalah yang akan diteliti”. (Library Research is to studying various reference books and the results of similar previous research which is useful for obtaining a theoretical basis for the problems to be studied).

Based on that statement, it means collecting data from library materials which includes textbooks, both published and unpublished academic documents such as journals or theses. Library research also includes information collected from internet search (E-journals). Data collected by library research is categorized as the secondary data. Secondary data means the data is readily available and is used by anyone, besides researcher. It means that secondary data is not originally collected but rather obtained from published or unpublished sources.

b. On Job Training (field research)

- **Observation**

This research adopted the method of observation. The researcher observed at the subject, that is the employee of Saung Angklung Udjo, to observe about their speaking in English with foreign tourists. According to Riduwan (2004: 104) states that,

“Penelitian Observasi adalah teknik pengumpulan data, dimana peneliti melakukan pengamatan secara langsung ke objek penelitian, untuk melihat dari dekat kegiatan yang dilakukan”.
(Observation is data collection techniques, where researcher make observations directly to the object of research, to look closely at the activities is done).

Besides that, Marshall (1995) states that through observation, the researcher learn about behavior and the meaning attached to the behavior. Furthermore, according to Susan (1988) state that In participant observation, the researcher observes what people do, listen to what people say, and participates in their activities. As it has been stated that these observations can be classified into four, there are Passive Participation, Moderate Participation, Active Participation, and Complete Observation. In this research, researchers used observation in Complete Participation. Because, observation in complete participation is, in collecting the data, researcher have been fully involved in what is done by the data source. So, the atmosphere is natural, the researcher is not seen doing research. This is the highest involvement of researcher in the life activities observed.

Observation method is one of the ways to obtain primary data. Primary data is understood as data which was collected during the conduction of a particular research. Therefore, in order to obtain primary information, it carried out a observation directly to the employee at the object of research (Saung Angklung Udjo). The researcher will prepared a paper which is contained a table of sample of employee's name, their department at Saung Angklung Udjo, and their level in speaking English. This process will produce a data where it can be concluded that English is needed by an employee to serve foreign tourists in Saung Angklung Udjo as the Tourist Attraction is something between Beginner until Proficient.

- **Interview**

This research adopted the method of Interview. The researcher interviewed 10 employees that has been selected. Each of them is a representative from each position at the front office, with a total of 35 employees. According to Lexy J Moleong (1991: 135) states that,

“Wawancara dilakukan dengan tujuan percakapan tertentu. Dalam metode ini peneliti dan responden berhadapan langsung (tatap muka) untuk mendapatkan informasi secara lisan dengan mendapatkan data tujuan yang dapat menjelaskan masalah penelitian”. (Interviews are conducted with specific conversation objectives. In this method researchers and respondents face to face to obtain information verbally by obtaining objective data that can explain the research problem). Meanwhile, Nazir (1988) states that,

“Wawancara adalah proses memperoleh keterangan untuk tujuan penelitian dengan cara tanya jawab, sambil bertatap muka antara si penanya atau pewawancara dengan si penjawab atau responden dengan menggunakan alat yang dinamakan interview guide

(panduan wawancara)”. (Interviews are the process of obtaining information for the purpose of research in a way of question and answer, while face to face between the interviewer with the respondent and using a tool called the interview guide).

Based on the theory, the researcher make an interview with employees of Saung Angklung Udjo. In this case, the researcher as interviewers and the employees as respondents. The researcher also use tools as interview guides, there are 5 questions and audio recording. Interview was done by using English, and the question is concerned with what will be researched.

- **CEFR Test**

Common European Framework of Reference for Languages (CEFR) is an internationally recognized standard for describing language skills. The CEFR is widely recognized throughout Europe, and is increasingly common throughout the world. CEFR is available at EF SET (EF Standard English Test). EF SET is the only trusted place for English language test that measures all skill levels accurately, from beginner to proficiency levels, based on CEFR. The other standard English tests also can assess several skill levels, but not the entire CEFR scale. According to (Arikunto 2012: 17) states that,

“Tes adalah alat yang dapat digunakan dalam mengukur sesuatu hal dengan cara aturan yang sudah ditentukan”. (Test is a tool that can be used in measuring something of ways and rules that have been determined).

Based on the statement, the researcher conducted a test to measure the level of the fluency of the English language for employees at Saung Angklung Udjo. This test is the last stage to collect data, after the Library Research,

Observation, and Interview. The test is step to tie all the results of data collection and also as a reference to be more sure with the results of Observations and Interviews. By using this test, researchers can know how well the employees of Saung Angklung Udjo are fluent in English.

3.6 Techniques of Data Analysis

Data analysis is a very important part in the research. Drew (2008) believed that in the qualitative research, data analysis probably carries more negative connotations than any other single part of the research process. This could be attributed to the fact that in qualitative studies, data are usually recorded in the form of words; descriptions, opinions and feelings rather than numbers. Furthermore, Donald (2006) explained that data analysis is the process that most differentiates quantitative from qualitative research. Data analysis is a process where the researcher search and arrange it, in order to enhance their knowledge of the data and to present what they learned to others. Also, James (2003) state that data analysis is to arrange data, separating it into effective units according to topics and themes.

The steps of data analysis in this research will be:

First, the researcher is going to collect the data and theories obtained from the Library Research (E-journal) and books about the levels in English speaking. And then, the researcher look for appropriate theories to strengthen the data. After that, at the place of the object which is Saung Angklung Udjo, the researcher began to start the Observation Research, to observe directly how employees interact or have a conversation with foreign tourists in terms of serving as a

guests. Then, after observing how the employee speaks English, the researcher will record and write every dialogue between employee and native speaker. After that from the conversation, the researcher will examine every word from the sentence that has been spoken by the employee of Saung Angklung Udjo, including the Speaking Ability and Listening Ability aspects.

From these two aspects, it will be divided into several more serious aspects, there are :

1. Speaking Ability

- Pronunciation

In analyzing the pronunciation based on the sentence spoken by the employee when talking to the native speaker, the researcher will examine the word by word and give a sign if there is a word that is pronounced incorrectly. Then, giving an explanation about the correct word according to the Cambridge Dictionary.

- Vocabulary

In analyzing vocabulary, the researcher will observe the moment when the employee is having a conversation with the native speakers and listen to whether there are limitations or not when the employee speak with the native speakers. The next step, the researcher will find an incident when the employee is talking to native speaker, then an employee is caught confused and often stammers when speaking and also often stops a lot to think what

next word will be said, also often issuing words like "um" many times.

2. Listening Ability

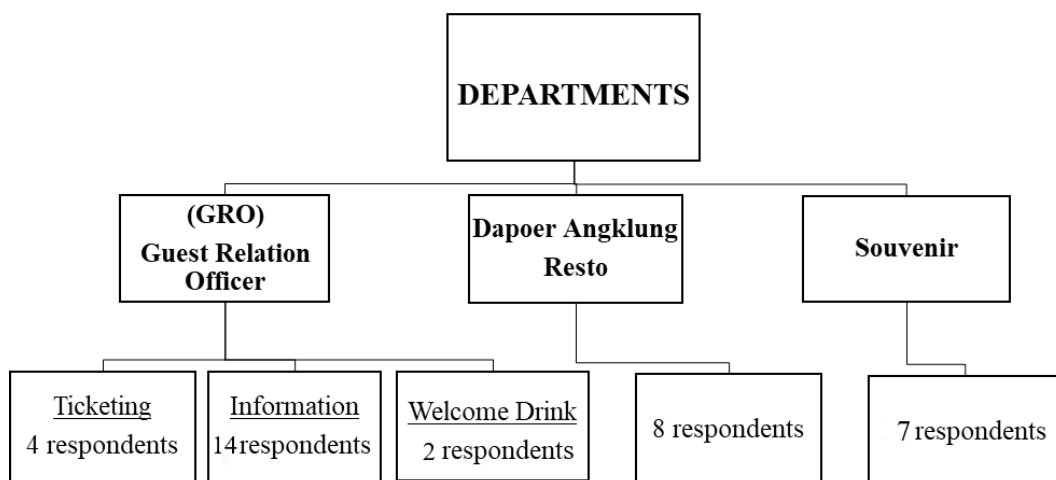
In the process of observing listening abilities, the researcher conducted observations by paying attention to the employees of Saung Angklung Udjo when speaking with native speakers. The researcher will pay attention to the conversation takes place, does it goes well or not. The researcher will examine the employees when speaking to native speakers, whether they will understand what the native speaker says or will not.

Second, after making observations, the author conducted interviews with 10 employees who had been chosen as representatives of a total of 35 employees who were in the front office position. The 10 employees are leaders of each position at the front office. There are 5 questions that will be asked to the respondent. The interview will take place in using English. This interview will be conducted with the aim of convincing previous research to get more complete results in this research.

Third, after completing the analysis of observations and interview the researcher proceeded to the final stage of the analysis that is conducting the CEFR Test. This test is a stage to better connect between observation analysis and interview analysis. This test is done online, from EF SET website that has provided an official test. Time to complete this test is 15 minutes and test providing 10 reading questions and 10 listening questions. The 10 employees who as the respondents will do the test. The test will get the final result that determines

what level of English the respondent has. There are 6 levels, there are Beginner (A1), Elementary (A2), Intermediate (B1), Upper-Intermediate (B2), Advanced (C1), Proficient (C2).

In this research, the researcher chooses Saung Angklung Udjo as the object of research. Saung Angklung Udjo, located at Padasuka Street No.118, Bandung City. In Saung Angklung Udjo, there are 3 departments of GRO (Guest Relation Officer) and 2 other departments, that face directly to the guests. Here is the graphic of sample of analysis department,



2

According to the departments in the table above, there are 35 respondents who will be researched. The respondents are employees. In this research, the researcher will focus on 2 abilities in understanding English by the respondents, which are the ability in speaking and listening, how they speak English and also

² In the section of GRO, there's Information as the part of it. Meanwhile, those who's in Information are also positioned as MC (Master of Ceremony). Therefore, they did double job.

listening while understanding what native speakers (foreign tourist) said, based on CEFR's theory.

The reason why the researcher wants to do the research about English language ability of employees at Saung Angklung Udjo is to analyze their English understanding in serving foreign tourist as a guest who comes to Saung Angklung Udjo, which later will be adapted to International Language Standard of CEFR. Then, it will be concluded and the average results will be taken (most) from respondents (employees), between Beginner to Proficient.

Chapter IV

Findings and Discussions

In this chapter, the researcher will explain in detail about The Employees English Language Ability at Saung Angklung Udjo Bandung. To support findings and discussions, the researcher will use several data collection techniques as follows; observation, interviews, and test in form of reading and listening based on the CEFR theory (Common European Framework of Reference for Languages).

4.1 Findings

The researcher made an observation, an interview, and a test to all employees at Saung Angklung Udjo who only faced directly with guests (Front Office). There are 35 employees that divided into 5 departments, as follows:

1. Ticketing
 - 4 respondents
2. Information or MC
 - 14 respondents
3. Welcome Drink
 - 2 respondents (both of them are trainee)
4. Restaurant
 - 8 respondents
5. Souvenir
 - 7 respondents

From all of the employees above, the researcher only took 2 people from all of them to be observed, interviewed, and the test. Here are the personal data of employees observed :

A. Ticketing

1. Name : Dewi Nisa Andini
Age : 20 years old
Position : GRO Staff (Ticketing)
Background Education : Vocational High School, in study of
Cullinary Art
2. Name : Riyan Yuliadi Sofwan
Age : 32 years old
Position : The Leader of GRO Staff (Ticketing)
Background Education : D3, Akademi Pariwisata Shandy Putra

B. Information / MC

1. Name : Atika Bestari
Age : 21 years old
Position : GRO Staff (MC/Host and Information
Staff)
Background Education : D3, English Literature - Polban Bandung
2. Name : Aulian Miyaz Rusman Hakim
Age : 26 years old
Position : GRO Staff (Information Coordinator and
MC)
Background Education : S1, UPI Bandung.

C. Welcome Drink

1. Name : Ayatullah Muhammad Fasya
Age : 20 years old
Position : GRO Staff (Welcome Drink)
Background Education : S1 of English Literature, UIN Bandung.
2. Name : Aurifitra Hiwandifa
Age : 20 years old
Position : GRO Staff (Welcome Drink)
Background Education : S1 of English Literature, UIN Bandung.

D. Restaurant

1. Name : Asep Herman
Age : 23 years old
Position : The Leader of Kitchen Team
Background Education : High School of Garut East Java (SMA 16 Garut)
2. Name : *Kang*³ Opik
Age : 40 years old
Position : Restaurant Staff (a Cashier)
Background Education : High School of Tasikmalaya West Java

³ *Kang* in Sundanese Language is Mr.

E. Souvenir

1. Name : Septi Kustantri
Age : 32 years old
Position : Souvenir Staff (a Cashier)
Background Education : 1 VHS⁴ of Bandung, in study of Trading
2. Name : Sri Wiyanti
Age : 39 years old
Position : Souvenir Staff (Sales Promotion Girl)
Background Education : SMA BPI.

4.1.1 Obervation Data

To collect the data, the researcher made a Complete Observation. As described in the chapter III, there are 3 types of observations according to Susan (1988) as follows; Passive Participation, Moderate Participation, Active Participation, and Complete Observation. Complete Observation itself is the collecting data when the researcher have been fully involved in what is done by the data source. It can be concluded that in carrying out this observation, the researcher really brought herself into the atmosphere in the environment where the employees worked. Therefore, this was really pure observation. The researchers observed while working as trainees at Saung Angklung Udjo Bandung, and the data source does not feel that it is being observed.

⁴ VHS is Vocational High School / *Sekolah Menengah Kejuruan*

The observation was did on February 17th – 22nd 2019, and June 10th – 11th 2019 at Saung Angklung Udjo. Within almost one week and continued after Eid, it was used to done an observations of all selected employees.

February 17th 2019

The researcher observed Dewi Nisa Andini when she was serving guests to buy a ticket and when there was guest from Singapore asked her about where's the toilet, at 15.30 pm. Observation was done in a way that the researcher listened and paid attention to how the way she spoke in English, and how she mastered the vocabulary that she had in speaking with native speakers, also how the way she understood about what native speaker said.

February 18th 2019

The researcher observed Ayatullah Muhammad Fasya and Aurifitra Hiwandifa when they were on their duty at welcome drink section at 15.30 pm. There was a lot of native speakers who asked them about the traditional ice of West Java (*Es Lilin*). Observation was done in a way that the researcher listened and paid attention to how the way they spoke in English, and how they mastered the vocabulary that they had in speaking with native speakers, also how they understood about what native speakers said. Both of them was on their duty together to maintained the Welcome Drink section.

February 19th 2019

The researcher observed Atika Bestari when she brought an Evening Show in Saung Angklung Udjo at 15.30 pm. She brought a show with fully speaking English, because the audience at that time was all native speakers from various of countries. Observation was done in a way that the researcher listened and paid

attention to how the way she spoke in English and had interaction with native speakers, and how she mastered the English vocabulary that she had when guide the show.

February 20th 2019

The researcher observed Aulian Miyaz Rusman Hakim when he brought an Evening Show in Saung Angklung Udjo at 15.30 pm. He brought a show by not speaking fully English, he mixed it with Indonesian Language because the audience at that time wasn't all from foreign country but also there was the audience from Indonesia too. Observation was done in a way that the researcher listened and paid attention to how the way he spoke in English and had interaction with native speaker, and how he mastered the English vocabulary that he had when guide the show.

February 21st 2019

The researcher observed Asep Herman when he was explaining to guest from Australia who asked about the ingredients of *Sayur Asem* (Tamarind Vegetables Soup) and also when he serving guest about coffee that was on menu at 15.25 pm. Observation was done in a way that the researcher listened and paid attention to how the way he spoke in English, and how he mastered the vocabulary that he had in speaking with native speaker, also how the way he understood about what native speaker said.

Also on the same day, the researcher observed *Kang Opik* when he was serving guest from Taiwan who wants to pay the bill after eating at 17.03 pm. Observation was done in a way that the researcher listened and paid attention to how the way he spoke in English, and how he mastered the vocabulary that he had

in speaking with native speaker, also how the way he understood about what native speaker said.

June 10th 2019

Got a break because of Eid, after Eid the researcher made observations again. The researcher observed Septi Kustantri when she was serving guest from Canada at cashier who wants to pay the bill after buying some souvenirs at 14.00 pm. Observation was done in a way that the researcher listened and paid attention to how the way she spoke in English, and how she mastered the vocabulary that she had in speaking with native speakers, also how the way she understood about what native speaker said.

On the same day, the researcher observed Riyan Yuliadi Sofwan when there was a guest from England asked him about the Angklung show in Saung Angklung Udjo and the conversation start at 17.00 pm. Observation was done in a way that the researcher listened and paid attention to how the way he spoke in English and how he mastered the vocabulary that he had in speaking with native speaker, also how the way he understood about what a native speaker said.

June 11th 2019

The last day of observations, the researcher observed Sri Wiyanti when she was serving guest from New Zealand who asked about the history of Puppet Wood (*Wayang Golek*). Observation was done in a way that the researcher listened and paid attention to how the way she spoke in English, and how she mastered the vocabulary that she had in speaking with native speaker, also how the way she understood about what native speaker said.

A. Observation Data Analyst

The researcher analyzed about ability of the selected employees to speak English, and how they listen also understood what was said by foreign tourist based on what the researcher saw, listened and what the researcher wrote down about the incorrect word of how they pronounce the word.

1. Dewi Nisa Andini

The dialogue between Dewi and a woman native speaker from Singapore:

Native Speaker : how much is the ticket ?

Dewi : one hundred twenty thousand rupiah for adult.

Native Speaker : 2 tickets please. Here is three hundred thousand.

Dewi : Okay, so this is your change. Thank you.

a. Speaking Ability

- Pronunciation

The researcher found an error in pronunciation. When she served native speakers who bought tickets and they had a conversation at that time, then the error was found when she said "this is your change". She said the word "change" with the pronunciation as /tʃeɪ/ (**cheng**). While the correct pronunciation according to Cambridge Dictionary is /tʃeɪndʒ/.

- Vocabulary

The vocabulary she has is not broad enough. When a guest from Singapore asks "where is the direction to the toilet?" then Dewi just answered "inside". In this case, the guest asked for directions to the toilet and she just answered about where the toilet

was, not explaining the direction to the toilet. It should use the expression of "Asking and Giving Directions" as what was explained in chapter II. For the example :

Dewi should answer, "to go to the toilet, you just turn right then go straight. Then, you will find a toilet".

b. Listening Ability

Her ability to listen to native speakers speak, it was pretty good. She quite understands what is spoken by native speakers.

So far as the researcher observes, the researcher did not found a misunderstanding between Dewi and native speaker when talking to each other.

2. Riyan Yuliadi Sofwan

The dialogue between Riyan and a male native speaker from England :

Native Speaker : Sorry, where's the ticketing ?

Riyan : The ticket is actually right there, you just go ahead. But which show you wanna take?

Native Speaker : Right now. When will the show begin ?

Riyan : The show begin in the morning atucally at 10, but i'm sorry because you are international visitor so the show for international visitor is only at bamboo afternoon at 15.30 because in the morning, the afternoon, and the night are only for they who reserved the seats.

Native Speaker : Oh okay, thank you.

Riyan : You're welcome, Sir.

a. Speaking Ability

- Pronunciation

The pronunciation of sentences in English was spoken when speaking with native speaker from England was good enough. The researcher did not found errors in pronunciation. He said it well.

- Vocabulary

The vocabulary that he had is also very broad. He rarely he stop talking to remember or find words in English that he doesn't know.

b. Listening Ability

There was no problem when Riyan listened to native speakers from England when spoken. Everything went smoothly. He understood what the topic was talking about.

3. Ayatullah Muhammad Fasya

The dialogue between Kevin and a male native speaker from Australia.

Native Speaker : What is this ? What is it made of ?

Ayatullah : It's a traditional ice, called Es Lilin.

Native Speaker : Oh yea cool. What are the flavors ?

Ayatullah : This is vanilla, this is orange, this is lychee yogurt, and this is black sticky rice.

Native Speaker : Then I'd like to try the black sticky rice, please.

a. Speaking Ability

- Pronunciation

Just like Riyan, Ayatullah also masters the pronunciation nicely. There is almost no obstacle when he explains the kinds of Traditional Ice (*Es Lilin*) flavors, to the native speakers who asked.

- Vocabulary

The researcher found an error when listened and saw Ayatullah talked to foreign tourists. When foreign tourists from America asked "What is this ice? What is it made of?" Ayatullah looks a little confused to answer, he answered the question stammered. Then he just answered "it's a traditional ice", and didn't explaining what *es lilin* is made of.

b. Listening Ability

There was no misunderstanding found when Ayatullah talked to native speakers. All went well. He understood what native speakers said.

4. Aurifitra Hiwandifa

The dialogue between Aurifitra and a male native speaker from Russia.

Native Speaker : What are the flavors ?

Aurifitra : Um, this is vanilla, this is orange, and this is *ketan item* from Sundanese.

a. Speaking Ability

- Pronunciation

No errors were found in the pronunciation of English sentences.

Aurifitra can pronounce the English words quite well.

- Vocabulary

The researcher saw and listened to that Aurifitra still lacked a lot of English vocabulary mastery. She has difficulty when explaining the flavors of ice cream, when foreign tourists from Russia asked her.

b. Listening Ability

Aurifitra often asks foreign tourists to repeat the sentence that has been said. She was still a little confused listening to native speakers speak.

5. Atika Bestari

Here comes the sentence she said to the audience from foreign tourists, when she started opening the Bamboo evening show that she was carrying :

Atika : Hi Ladies and Gentlemen, how are you today? So before we start, let me introduce myself first. My name is Atika, and you can call

me *teh* Atika. *Teh* Atika, in Sundanese language it means Sister Atika. So, I'd like to have a chit chat with you guys. Is it the first time you come to Bandung ? Do you like the weather here ?

a. Speaking Ability

- Pronunciation

The researchers did not find the slightest error in the pronunciation mentioned. Everything went well. She seems already mastered the English and she looks confident.

- Vocabulary

The vocabulary she have is almost broad. She rarely stop talking to find another word that she wants to convey to the audience.

b. Listening Ability

No misunderstandings was found when the researcher observed her. Everythings went well, when she had an interaction with native speakers.

6. Aulian Miyaz Rusman Hakim

Here comes the sentence he said to the audience from foreign tourists, when he started opening the Bamboo evening show that he was carrying :

Aulian : So before we start, let me introduce myself. My name *is* Aulian Miyaz Rusman Hakim, and you can call me *kang* Rusman. *Kang* Rusman, in Sundanese language it means Brother Rusman.

a. Speaking Ability

- Pronunciation

Aulian has good English abilities. However, sometimes what he says is unclear and sounds like mumbling. For example when he brought a show, then he introduced himself he said “my name is”. He said the word “is” with the pronunciation / **-ɪʃ**/. While the correct pronunciation according to Cambridge Dictionary is /**ɪz**/.

- Vocabulary

The researcher found that when he brought a show sometimes he stop talking with English, and stop for a while to remember the word in English. Aulian is quite lack of mastery the vocabulary in English.

b. Listening Ability

The researcher found a misunderstanding did by Aulian. When he was talking to native speaker from Brunei, before the show who was asking "where is the place for the show?" then Aulian immediately answered "oh, the show is about to begin". The native speaker repeated the question twice, until finally Aulian understood. Therefore, he had a weakness in listening to native speakers speak it must repeat what native speakers said.

7. Asep Herman

The dialogue between Asep and a female native speaker from Australia :

Asep : Here is the menu.

Native Speaker : No western food ?

Asep : Sundanese food, sis.

Native Speaker : Okay, I order this one. Sayur asem. What's in it? I mean, the ingredients of Sayur Asem ?

Asep : Make from vegetables, water, *asem* its like vegetables from sundanese, and salt. Its healthy, sis

a. Speaking Ability

- Pronunciation

The researcher found that Asep Herman is not well enough to pronounce the words in English. When he had a conversation with foreign tourist from Australia who asked about the ingredients of *Sayur Asem*, then Asep was just said “*vegetable*” with the pronunciation /'vedjə.tə.bəl/ (**3 syllables**). While the correct pronunciation according to Cambridge Dictionary is /'vedʒ.tə.bəl/ (**2 syllables**).

- Vocabulary

Asep is not enough to master the a lot of vocabularies in English. He only knows the basic words in English. When foreign tourist from Australia asked Asep to explaining the ingredients of *Sayur Asem*, Asep could only mention "make from vegetables,

water, *asem* its like vegetables from sundanese, and salt. Its healthy, sis". He should explain in detail, like for example :

The basic ingredients of this soup are water and tamarind. Plus, we added some vegetables such as long beans, corn, and peanut.

b. Listening Ability

The researcher saw when Asep spoke with foreign tourists from Australia, he was a little confused by what the foreign tourist said and he asked the foreign tourist to repeat his words slowly.

8. *Kang Opik*

The dialogue between *Kang Opik* and a female native speaker from Australia :

Kang Opik : Hi, so your total is eighty ive thousands rupiah.

Will that be cash or use your card ?

Native Speaker : Cash. Here is one hundred thousand rupiah.

Kang Opik : Okay, so here is your change, fifteen thousand rupiah. Thank you.

a. Speaking Ability

- Pronunciation

Kang Opik has good English pronunciation. The researcher almost did not found an error.

- Vocabulary

The researcher did not find any mistakes when he was serving guests who want to transact to pay for food at the cashier.

It seems like what he said to serve guests at the cashier he often learned and memorized it, he mastered the English only about the cashier's environment.

b. Listening Ability

There is almost never happened a conversation at the cashier between *Kang Opik* and foreign tourists. The researcher did not find a misunderstanding made by him. Everything always runs smoothly at the checkout.

9. Septi Kustantri

The dialogue between Septi and a male native speaker from Canada :

Native Speaker : I want to pay, how much it costs ?

Septi : A key chain of mini angklung is thirty thousand rupiah.

Native Speaker : Here is fifty thousand rupiah, cash.

Septi : Okay, this is the bill and your *change*. Thank you.

a. Speaking Ability

- Pronunciation

The same as Dewi Nisa Andini in the ticketing section, the mistake of pronouncing that Septi did was when she pronounce the word “*change*” with the pronunciation as **/tʃeɪ/ (cheng)**. While the correct pronunciation according to Cambridge Dictionary is **/tʃeɪndʒ/**. So far, everythings that she pronounce about Cashier’s Language is quote well, but she speaks slowly.

- Vocabulary

The same case with *Kang Opik*, like most of the employees at Cashier already got their own language just about Cashier. Therefore, the researcher rarely saw any mistakes that did by Septi, because she already learned and memorized all about cashier vocabularies to served guest.

b. Listening Ability

She has almost good at listening how native speaker spoke. She understood what native speaker said, without asking to repeat the sentences.

10. Sri Wiyanti

The dialogue between Sri Wiyanti between a male native speaker from US:

Native Speaker : What is the best seller here ?

Sri : This, *Wayang Golek*.

Native Speaker : Cool, I've heard *Wayang Golek* but I don't know the history. Would you tell me ?

Sri : You can call this *Wayang Golek*. Um.. romantic couple from West Java and same with Romeo and Juliet story.

Native Speaker : Oh, okay. How much it costs ?

Sri : Sorry, what, Sir ?

Native Speaker : the price.

Sri : Oh, it's two hundred fifty thousand rupiah.

a. Speaking Ability

- Pronunciation

She is quite good at pronouncing words in English. The errors rarely found by the researcher.

- Vocabulary

She was a little hampered in mastering the vocabulary in English. Not all vocabulary she knows. Sometimes she to forget and always remember what the words in English that she doesn't know. The researcher found the case when a foreign tourist from US asked her to explaining a brief history about the Puppet Wood (*Wayang Golek*), Sri just answered while quietly remember the English she forgot. She said "You can call this *Wayang Golek*. Um.. romantic couple from West Java and same as Romeo and Juliet's story". Still got a lot of "um" and think try to thnk for words.

b. Listening Ability

She has good in listening of what native speaker said and she understood it. The researcher did not found any misunderstandings between Sri and native speaker.

4.1.2 Interview Data

To collect the data, the researcher interviewed 10 of selected employees that has been described above about their personal data. The interview was done on June 11th 2019, start from 12.00 pm until 16.30 pm, via audio recorder.

Questions:

1. In your opinion, does English have an important role in your life and your job in tourism world ?
2. What makes you difficult to learn English ?
3. In dealing with foreign tourists, are you confident with the quality of your English ?
4. How do you practice your English to make it better ?
5. How often do you experience misunderstandings in talking to foreign tourists using English ?

Answers :

1. Dewi Nisa Andini

Q1 : So important. Because lot of tourist here come to Saung Angklung Udjo.

Q2 : Learn grammar.

Q3 : Yes, I'm confident

Q4 : Try to use it everyday.

Q5 : Not too often, because what they say is familiar for me.

2. Riyan Yuliadi Sofwan

Q1 : Very important. Because, English is supporting for my work, especially me in the Front Liner position, in the ticketing position which is facing guests directly.

Q2 : So many vocabularies that difficult to understand. That's what make me a little bit hard to learn English.

Q3 : To be honest, my english is not very good. First, it must be awkward but getting here the foreign guest will understand about my limitations in English.

Q4 : Because I learn English from games, so I learn a lot of English vocabulary while playing games.

Q5 : It sometimes happen.

3. Ayatullah Muhammad Fasya

Q1 : English does have important role in my life especially in our skill to speak in foreign language. In case we are have an chance to go abroad, we can speak English as a Lingua Franca which is a universal word of unity so, we can speak each other without any difficulties.

Q2 : Sometimes it's difficult to me to learn English especially in the technicals, such as syntactic ways, semantic ways, the structural ways, but in the speaking and listening itself, I think I got least trouble about learning English.

Q3 : Sometimes I feel confident, but sometimes there are difficulties that I face when my vocabularies are not sufficient to speak with those foreigners or when I'm nervous and then sometimes I don't know what to speak, but in my thought there is some image that thinks that I should speak but it isn't come out right of my mouth.

Q4 : That's easy for most of people I usually listen some music, English music and then watching some movies without subtitles maybe with subtitles if you're a beginner so you know what is the meaning and what is the speaker says especially with the transcript.

Q5 : I think it's not oftenly occurred, but there is always misunderstanding either it's small misunderstanding or maybe bigger, so I need to learn more about English, so my own skills I think this is still insufficient for me to face it.

4. Aurifitra Hiwandifa

Q1 : In my opinion, of course that English is important for nowadays because English language is international language, so yeah it's important for me and for my job next.

Q2 : When we are speaking in English, but we still thinking about the grammar.

Q3 : For now, i'm still not confident enough because my English still bad and my vocabulary still lack, so i'm not brave enough for speaking with foreigner.

Q4 : From listening to music and watching movies without subtitle, but for now i'm still use subtitle.

Q5 : Very often. My experience when speaking with foreigners I always make mistake.

5. Atika Bestari

Q1 : Yes, because as we know that Master Ceremony in Saung Angklung Udjo should mastered two languages, one is Bahasa Indonesia of course and the second is English. Because, we're doing the MC with switching Bahasa and English because there are lots of visitors, I mean English means a lot for my job and for my daily life, so it makes communication easier.

Q2 : Sometimes what I think cannot be translated to what I said, because my mother tongue is Bahasa Indonesia, so when I met English native speaker sometimes I think about what is the equivalent of this verb and what is the grammar for this one I'm afraid that I'm might say something wrong grammaly or choosing wrong words.

Q3 : So and So, not too confident sometimes but I feel confident when I mastered what I said. When sometimes I talk about things in my passion, I'm confident enough to say it in English, but sometimes if they're asking about something that I don't even know about it, sometimes it's hard to find the correct verb that I can't translate it

into English in my mind it is in Indonesia, but when I said it, it changes into English then it suddenly screwed.

Q4 : I usually listening to music and then watching movies without subtitle and it makes me improving my English by learning how they talk eventhough sometimes the conversation is not formal but it increased the ability of my English skills.

Q5 : a lot. Especially the Australian and UK English speaker's cause sometimes I cannot understand their accent, some of the said that I'm so American that's why I watch a lot about Hollywood movies and my English is so American. Different pronunciation in each country makes a lot of gaps between communication between us, so I mean the difficulties is the accent and there a lot of things I missed when we talk. But, the meaning of our conversation I can get it but not word by word

6. Aulian Miyaz Rusman Hakim

Q1 : Yes, it's important because without English is like something missing in tourism world especially, because I am working here in Saung Angklung Udjo that so many foreign tourist come here.

Q2 : For me, it's hard to learn tenses in English.

Q3 : Very confident.

Q4 : I'm learning from a book which is related with English.

Q5 : Yes, often happen. Sometime like the word "full" is heard like "fool" so, it makes me confused.

7. Asep Herman

Q1 : Very important, ya.

Q2 : It's hard when learn about what foreign tourist say to me. (The researcher assume what he said is hard to learn pronunciation in English).

Q3 : Not confident actually. Because i'm still make mistake in English.

Q4 : I'm use English to talk with my friends sometime.

Q5 : Yes it happen like everyday, maybe ya.

8. Kang Opik

Q1 : Ya it's really important for my job here, but not actually important for my life because i am use sundanese language to communicate.

Q2 : Grammar.

Q3 : I feel confident. Because if we confident, it will look we are smart.

Q4 : Read English book, when break time.

Q5 : Not often, because I know what to do and what to say in English about my position in cashier.

9. Septi Kustantri

Q1 : Yes it's important.

Q2 : It's hard about what we want to talk. (The researcher assume that she is hard to find a word in English, how to translate word from Bahasa into English).

Q3 : No, not confident.

Q4 : Watching film English, and listening English music.

Q5 : Yes it often happen.

10. Sri Wiyanti

Q1 : Very important, because we must as the employee here.

Q2 : Sometime I feel hard to say what I want to say, but I am understand what the tourist say.

Q3 : I feel confident.

Q4 : Listening English song, watch English movie, and see what the tourist speaking.

Q5 : Yes it happen but I can handle.

A. Interview Data Analyst

Based on the interviews, the researcher can conclude from all the questions given. The researcher will give the overall conclusion. From the 10 selected employees who answered the questions, on average they assumed that English was very important for their work and few of them answer that English is not too important for their lives. Then, the difficulty in learning English according to most of them was difficulty in grammar. Besides their difficulty, on average of the answer they feel that they still have to be confident in speaking with native speakers. To practice their English, on the average answer that they do practice to speak English with the other person, having a conversation in English with anyone. Also they do activities such as watching English movies. At the end of all, on the average answer of them, it turned out that they still often experience misunderstandings in speaking English with native speakers and they have various differences of mistakes did in misunderstandings. From a scale of 1% to 100%, their frequency of misunderstanding is at 80%.

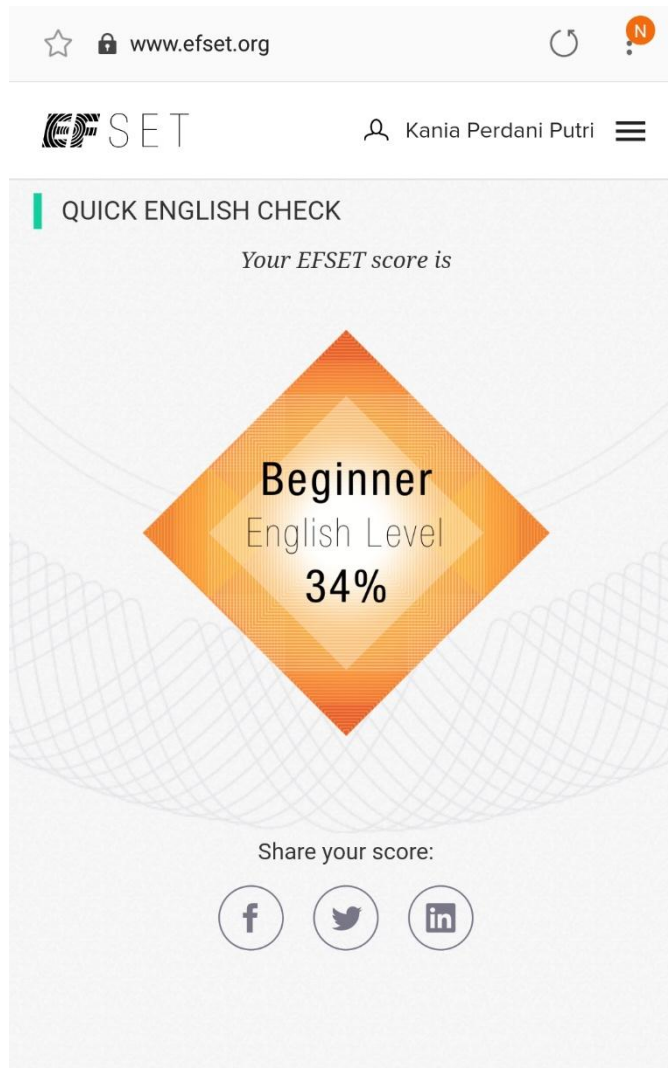
4.1.3 CEFR Test Data

Common European Framework of Reference for Languages (CEFR) is an internationally recognized standard for describing language skills. The CEFR is widely recognized throughout Europe, and is increasingly common throughout the world. At present, EF SET (Education First Standard English Test) is the only standard English test that measures all skill levels accurately, from beginner to proficient, which is in accordance with CEFR. Therefore, EF SET support CEFR to provide a free English test online to knowing our English skill. This test is very reliable and protected by law.

There are 2 types of test. The first type is a quick test, which only takes 15 minutes. There are 10 questions of reading, and 10 questions of listening an audio. After that, if we can answer all the questions we can immediately find out the results of our English skills at the end of test. The second type, it took 50 minutes. There are various kinds of reading passages, and also listening section of an audio with high level of difficult in every questions. However, within 50 minutes of completing all the questions we can get an official certificate from the CEFR. The certificate can be used for the need to apply for a job, or enroll in a university that needs it.

This is the results and the explanations of CEFR test of every 10 selected employees, the test was done on May, 10th 2019.

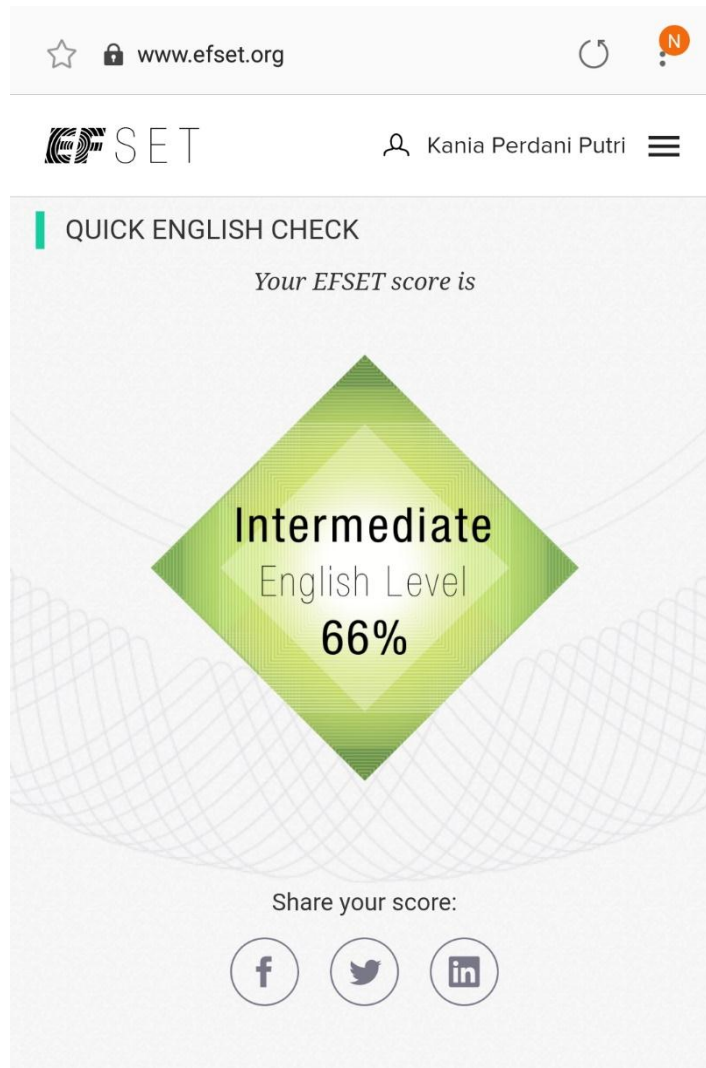
1. Dewi Nisa Andini



Picture 4.1

CEFR test result of Ticketing Employee

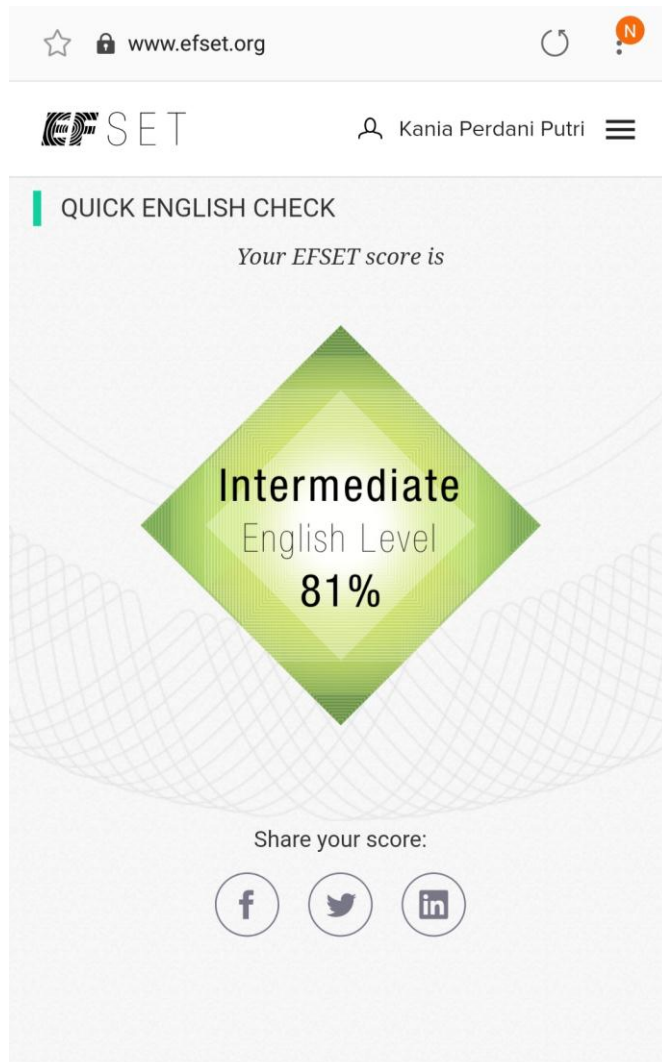
2. Riyan Yuliadi Sofwan



Picture 4.2

CEFR test result of Ticketing Employee

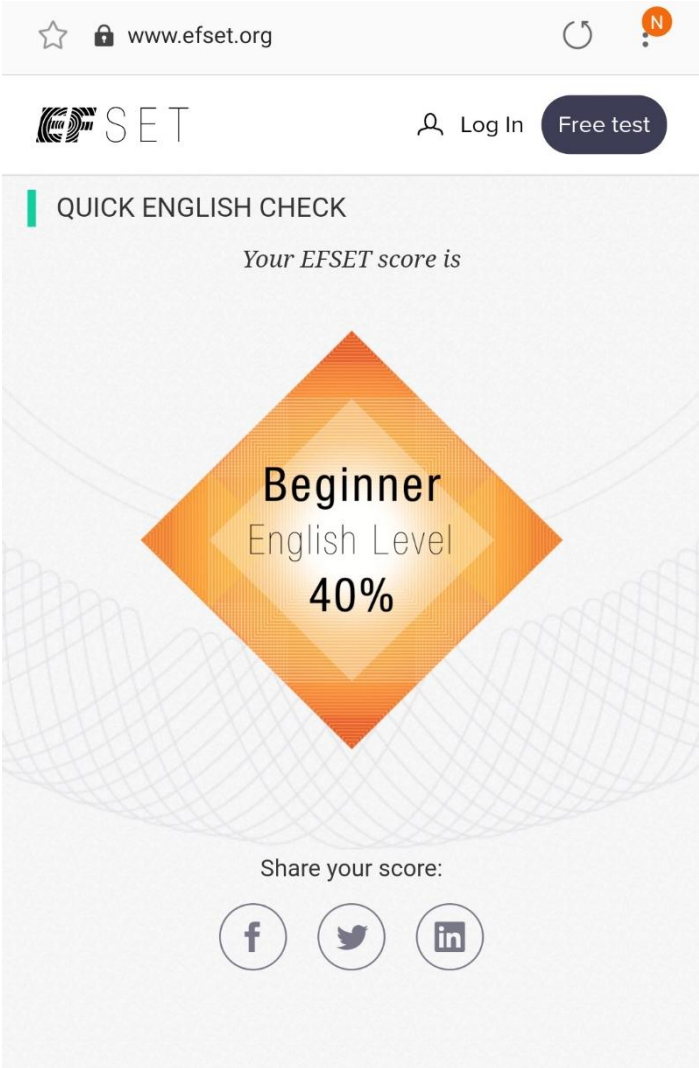
3. Atika Bestari



Picture 4.3

CEFR test result of Information/MC Employee

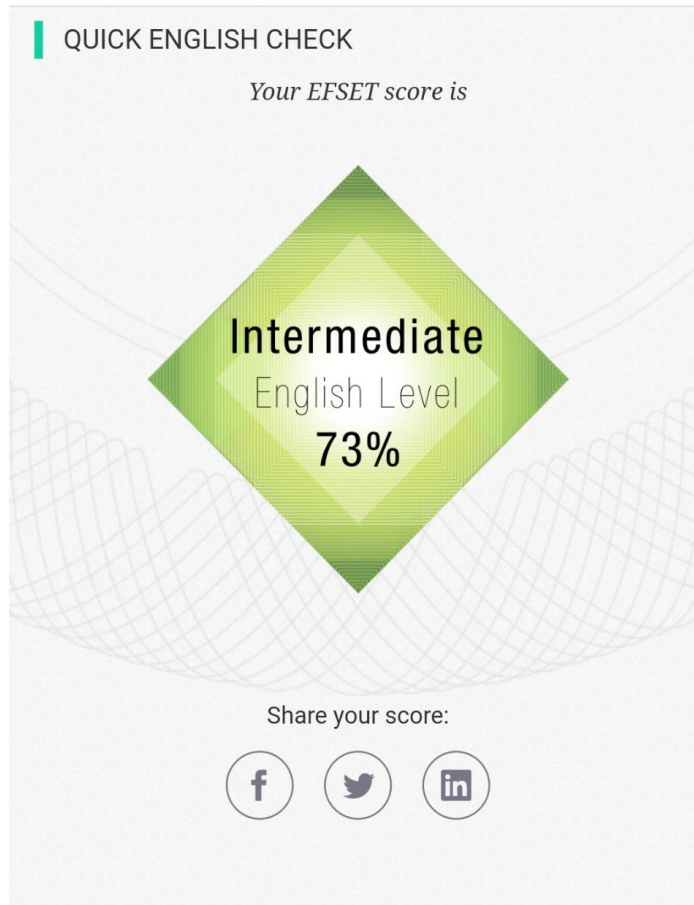
4. Aulian Miyaz Rusman Hakim



Picture 4.4

CEFR test result of Information/MC Employee

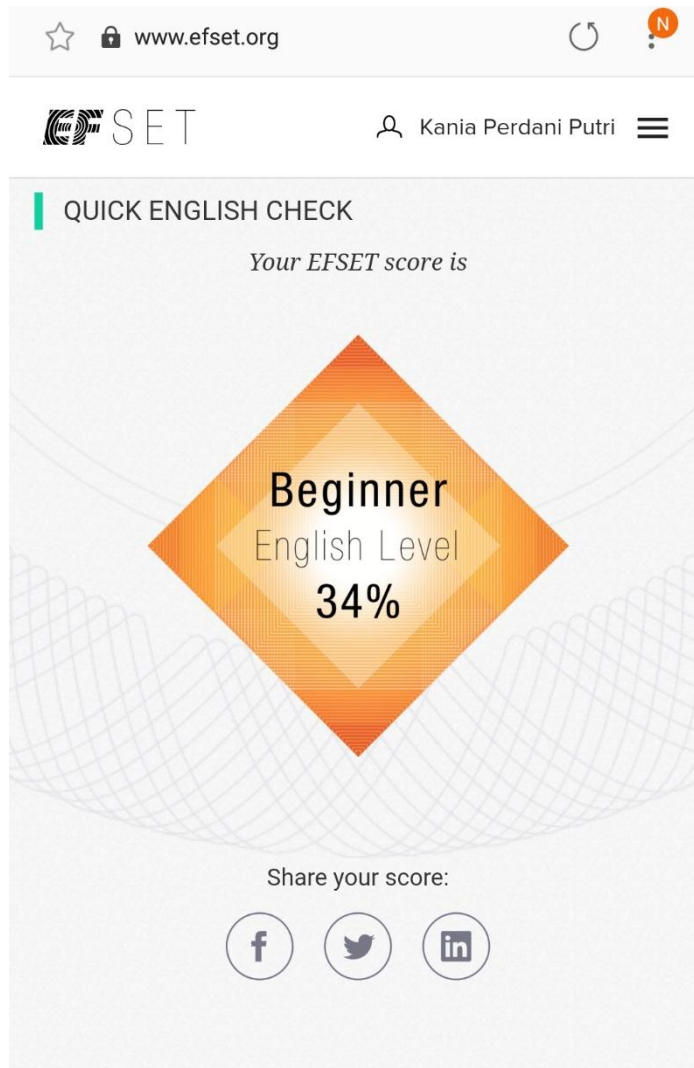
5. Ayatullah Muhammad Fasya



Picture 4.5

CEFR test result of Welcome Drink Employee

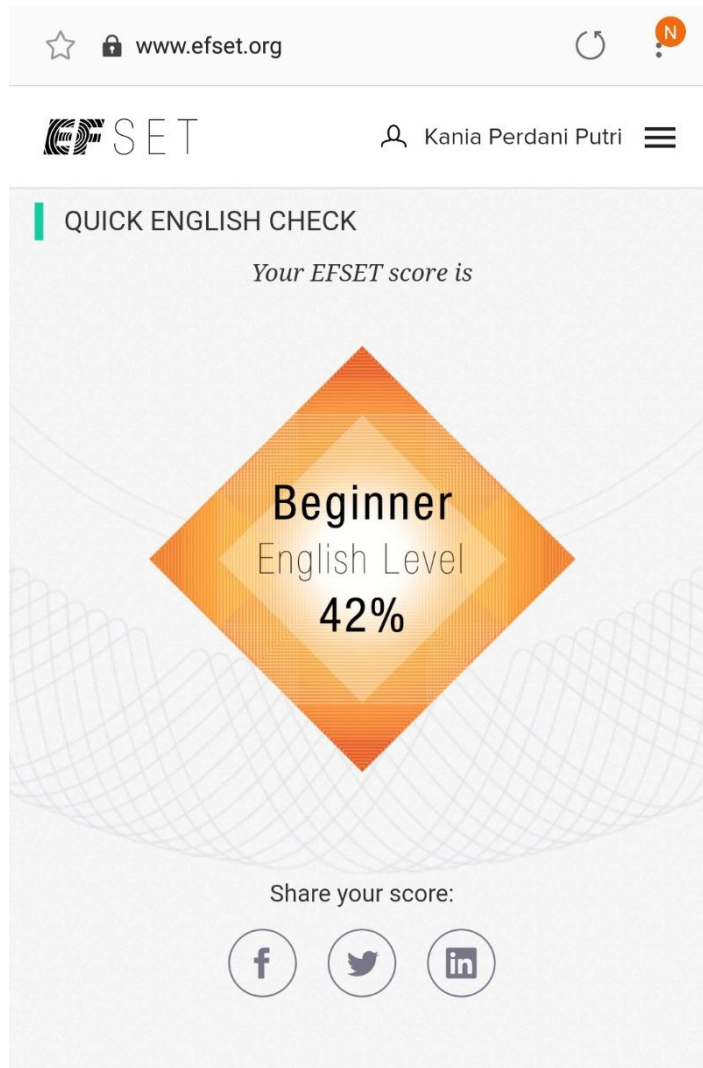
6. Aurifitra Hiwandifa



Picture 4.6

CEFR test result of Welcome Drink Employee

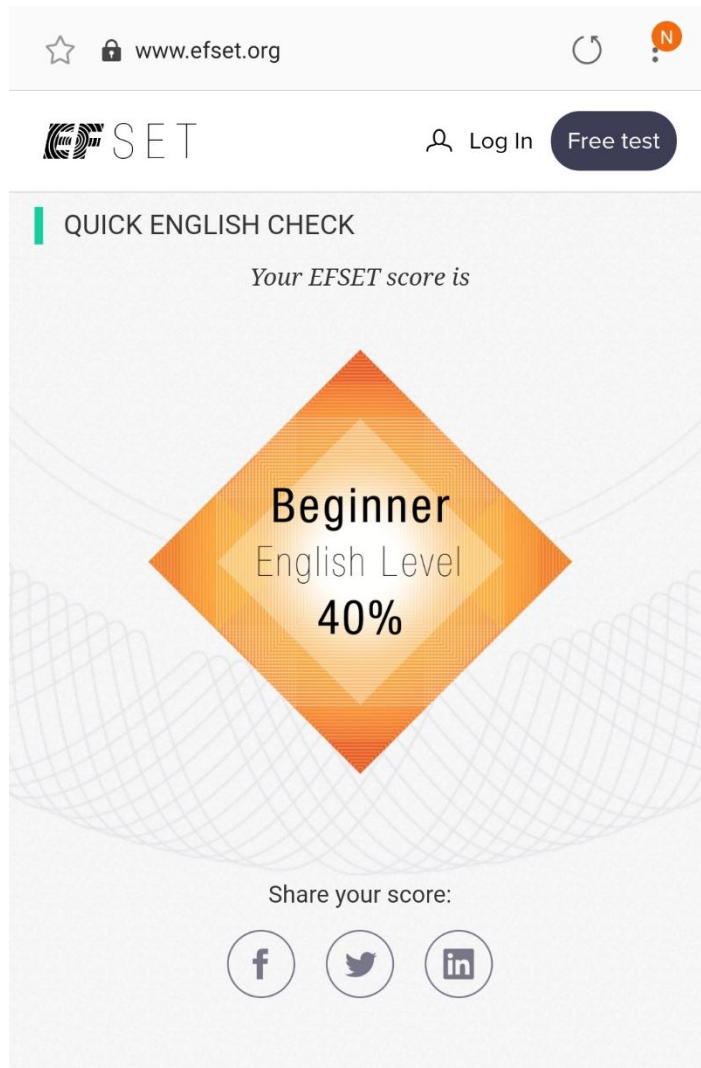
7. Asep Herman



Picture 4.7

CEFR test result of Restaurant Employee

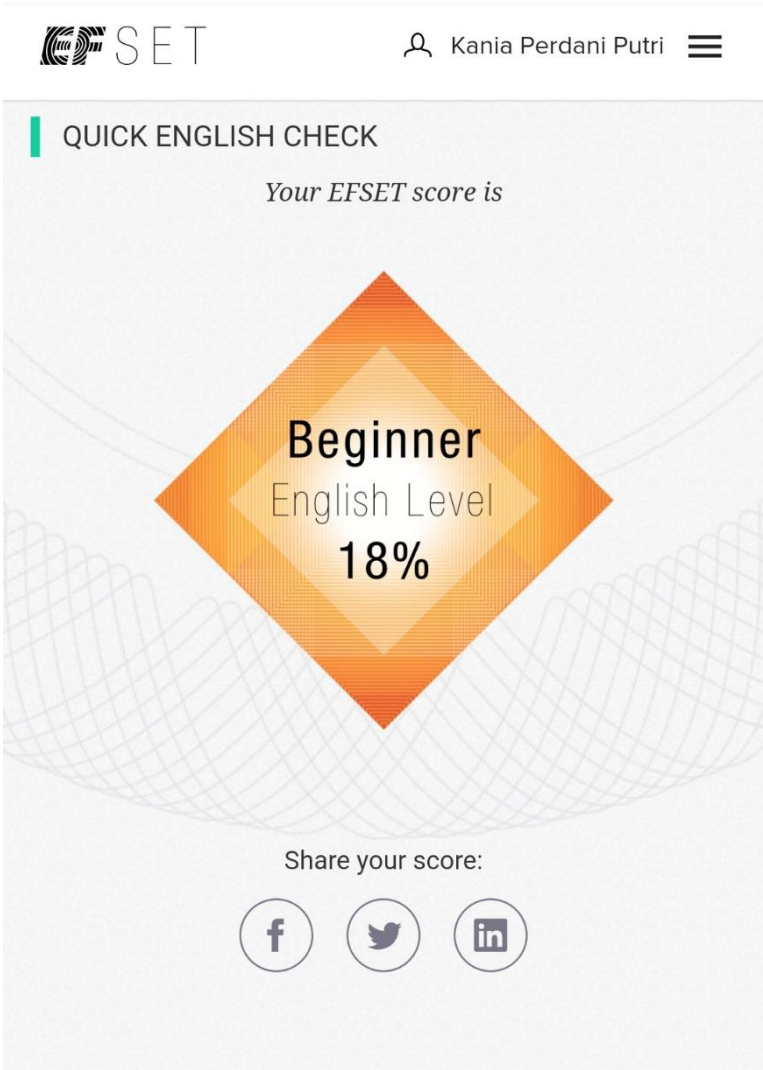
8. Kang Opik



Picture 4.8

CEFR test result of “Cashier” Restaurant Employee

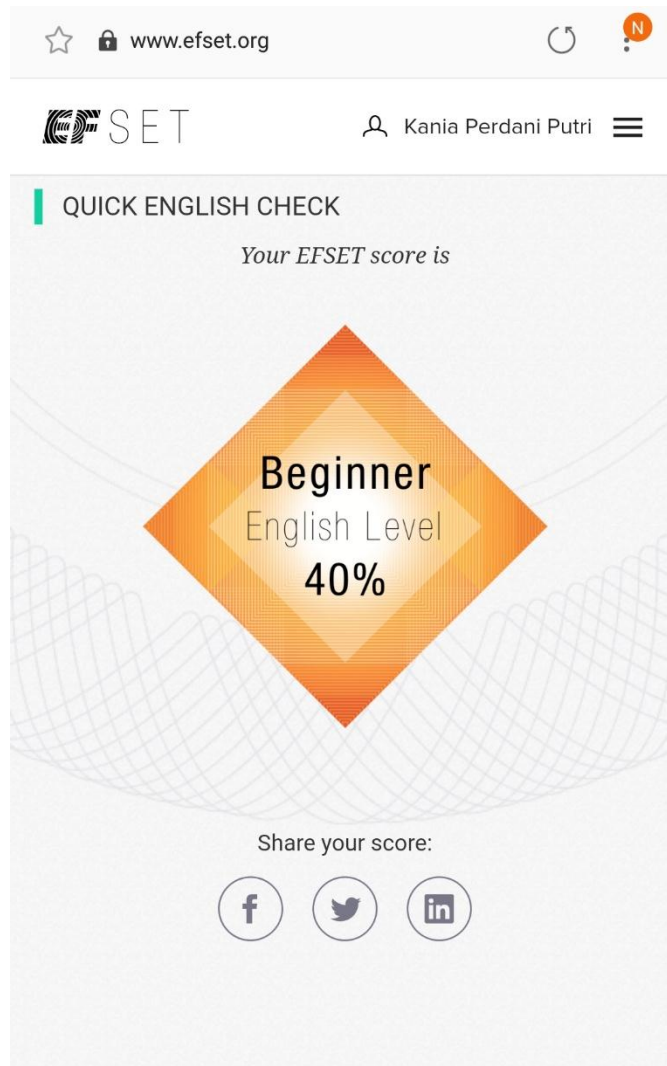
9. Septi Kustantri



Picture 4.9

CEFR test result of Souvenir Employee

10.Sri Wiyanti



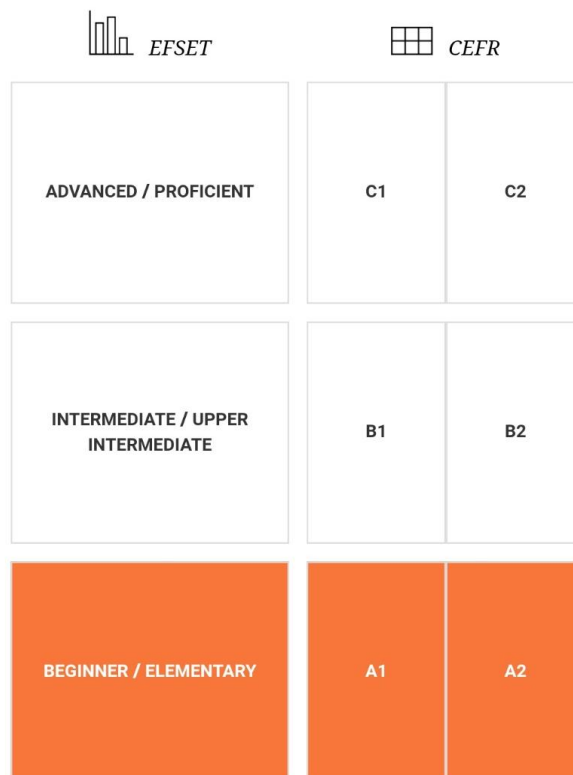
Picture 4.10

CEFR test result of Souvenir Employee

A. CEFR Test Analyst

From the test results above, the researcher can conclude that the average of English language ability by almost all employees of Saung Angklung Udjo who work in front liner which is meet and serve directly to the guest, have average English abilities are Beginner. Here are the explanation about Beginner and Intermediate according to CEFR :



Your results indicate your level of English is somewhere **between A1 Beginner and A2 Elementary** according to the Common European Framework of Reference, also known as the CEFR. You are on your way to building your vocabulary and comprehension of word, sentences and even paragraphs written in English on topics from your daily life.



Picture 4.11

The explanation in Beginner Section

Your results indicate your level of English is somewhere **between B1 Intermediate and B2 Upper Intermediate** according to the Common European Framework of Reference, also known as the **CEFR**. You are beginning to understand written communications on many topics in English and your English vocabulary is growing to include job-related language and descriptions of feelings and events.

|  EFSET |  CEFR | |
|---|---|----|
| ADVANCED / PROFICIENT | C1 | C2 |
| INTERMEDIATE / UPPER INTERMEDIATE | B1 | B2 |
| BEGINNER / ELEMENTARY | A1 | A2 |

Picture 4.12

The explanation in Intermediate Section

2.5 Discussions

At the end of the research when the data have been collected, the researcher proposes to make the results of this research become a new idea. The results of the CEFR Test conducted by each employee got results between Beginner and Intermediate. From the results of this research, the researcher proposed to cooperate with the management of Saung Angklung Udjo in order to add 1 new requirement in recruiting new employees. The condition is that the requirement to be an employee in the Front Office position (GRO/Guest Relation Officer) that face directly to the guest should have a minimum level of English that is Intermediate. Why are intermediates required? Because as can be seen in Chapter 2 about the indications of each level, the Intermediate level has a very solid indication and is suitable for an employee working in the tourism world who meets a lot of foreign guests.

Chapter V

Conclusion and Suggestion

In this chapter, the researcher would like to summarize about the final results of the research. This summarize includes conclusion and suggestion which explains the whole relevance of each chapter that will be useful for further research.

5.1 Conclusions

The researcher will give conclusions based on 2 aspects researched, there are speaking ability and listening ability. According to Brown (2001: 232), there are four skills in English, namely; listening, speaking, reading, and writing. The researcher only take the aspect of listening ability and speaking ability, because these two things are on top of the list and the most important aspect when we want to start learning and deepen our English skills.

1. Listening Ability Aspect

The researcher concluded that after doing observations and interviews, 10 out of 35 employees of Saung Angklung Udjo had good listening skills. Some employees actually seem confused about what they heard from what native speaker said, but they can still understand. Although sometimes in a condition when the native speaker speaks too fast, in this case misunderstanding does still happens between the employee and the native speaker. It can be seen based on the results of observations, interviews conducted because the interview was done in English, and also the result of CEFR Test in listening audio section.

Overall, all employees have good listening skills. They can understand the point of the conversation that they are doing with native speaker. The employees only need to practice and improve their abilities so there will be no more misunderstandings. By their good listening ability, they will also provide good service and even the native speakers will understand and be more comfortable.

2. Speaking Ability Aspect

The researcher concluded that after observing and interviewing, 10 out of 35 employees had the ability to speak of accuracy (pronunciation and vocabulary) which was quite good on average. Although, some employees who are in the Souvenir and Restaurant positions still have to improve their ability in terms of speaking which includes aspects of pronunciation and lack of vocabulary. In this aspect, the average of employees are still having difficulty mastering vocabulary. They admit that they are still very few vocabulary mastered. It can be seen based on the results of observations and interviews.

Overall, the researcher can conclude that the employees have quite good speaking skills and are quite capable of. They also have an additional value, they still feel confident about the quality of their English. Because they can still communicate with foreign speakers quite well. However, they must continue to improve their abilities therefore, that they can serve foreign guests well.

5.2 Suggestions

There are some suggestions that researchers want to propose based on this research with the title "**An Analysis of the English Language Ability of Employees at Saung Angklung Udjo Bandung**", therefore it will be useful in the future. These are the suggestions, as follows :

For the reader:

1. This research can be a reference for improving learning and understanding English.
2. This research can be a reference to find out the level of English ability based on the CEFR (Common European Framework of Reference for Languages)
3. This research can be a brief information about Saung Angklung Udjo Bandung.

For the next researcher:

1. This research can be a representation of mind and also a consideration for the next researcher who wants to make a research about English Language ability from a different perspective.
2. This research can be a guide for the next researcher and also as a reference to make a better research than this research.

For the employees of *Saung Angklung Udjo* Bandung:

1. By this research, it is expected that the employees of Saung Angklung Udjo who are positioned in the Front Office (GRO / Guest Relation Officer) which is face directly with the guests could improve the quality of their English ability which is include 2 aspects of Listening ability and Speaking ability (Pronunciation and Vocabulary), therefore they can make better services with the foreign guests especially the guests of native speaker.

For *Saung Angklung Udjo* Management:

1. By this research, the management of Saung Angklung Udjo had to add 1 point of requirement in recruiting new employees. The requirement is, the new employee of GRO (Guest Realtion Officer) who face directly with the guests must have good English with a minimum level of Intermediate.
2. The management of Saung Angklung Udjo not only accepting and looking for CV (Curriculum Vitae) and job application letter but also, should make a test of the CEFR Test based on EF SET (Education First Standard English Test) before being accepted as an employee. Therefore, Saung Angklung Udjo can improve the quality of their employees and having the employees that their English is equivalent to the native speaker.

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