

CHAPTER 1

INTRODUCTION

The chapter presents the introduction. It covers the background of the study, the research question, definition of key terms, the objective of study, the significances of the study, and the organization of the thesis.

A. Background of the Study

English is a language spoken by many countries in the world, and it has become the second language in some countries or being a foreign language. English teaching and learning process plays an important role in development of English Language education. People need it for their occupation or as one of the prerequisites of a successful applicant for a job is to hand in curriculum vitae written. In addition, not only English has become one of the qualifications for working at office but also working on cruise ship.

Working on cruise ship is a dream of many people because of getting high salary. A cruise ship is run by hundred crew or crew with various field of each job, ranging from technicians to guest service. It has prompted job vacancies to work on cruise ship increasingly. English has become a major obstacle in the employment of Indonesian to qualify. Language becomes the main problem to absorb labor.

There are many institutions or schools which promote the short learning process to master English. The institution of hospitality is the one which provides English skill. Commonly, that institution uses English for

Specific Purpose (ESP) in teaching process. Teaching English with ESP and creatively can encourage the learners to speak English easily. Attitude of human resource in Indonesia is the main capital that must be owned to be absorbed in the working on cruise ship. Attitude in this case must build a good character, able to appreciate, and understand other cultures in order to create good communication in order to avoid misunderstanding just because of the language. Those are the major capital in serving the tourism that stay on cruise ship.

While, it takes an education institution which is able to produce output that has the attitude, quality, and skill are adequate. Those skills are the requirements to work on a cruise ship. Good institution is a place where provides teaching and learning program which is able to increase students' ability or need. It is able to produce the students as the workers who have high manners, attitude, quality, skill, and be able to speak foreign language.

English teaching and learning process creatively is one of the ways to get success that the students will be able to master or speak English. In addition, the teachers also play an important role as a person who transfers knowledge. To create a good material the teacher must know what the students need and goals are. It makes the learners can master the skills demanded by good and interesting methods or learning strategies. According to Gage in Brady (1985: 7), "Learning is defined as interpersonal influence aimed at changing the ways other person can or will behave. He claims that a

theory of teaching should consider three points: how teachers behave, why they behave as they do, and with what effects”.

There are the correlations between English teaching and learning process with the qualification in working on cruise ship. One of them is not only providing a piece of diploma of mastering English but also English skill which will be beneficial in working on cruise ship. In addition, Mulyasana (2012: 2-3) says that the learning process does not only emphasize the rote and practice mastery of exam questions. Learning process has many casualties, where graduates only carry a piece of diploma. Behind that kind of a diploma does not reflect any effect on the change of character or personality, thought, and behavior.

Albatross Cruise Ship Hotel School Purwokerto is one of the intensive courses of education and training for four months by providing training, oriented to the highly operational standards of international hospitality in Purwokerto. The learners who learn at Albatross should master four skills. Not only about the skill and education should be controlled but also the attitude which apply on the cruise ship. Albatross has special teaching process especially in English teaching and learning process. Some teaching processes use bilingual except English teaching. In teaching English, both the teachers and the learners use English. It will spontaneously help the students much in understanding the material. In addition, it helps the students to speak English fluently and to improve students' comfortable to face the visitors of cruise ship.

Albatross is the only institution in Purwokerto that provides learning that is supported by some international standard facilities that are needed by learners. Whole material design uses English. Some of the lessons in the classroom use the simulation strategy. The class is designed as real in the hotel itself. Besides, many learners who successfully worked on cruise ships in Europe after following the learning and training in Albatross with a short time. It is also not denied because of the efforts of teachers and learners themselves who have high motivation to master the skills which qualify to the hotel or cruise ship. They can even pass the selection to work on a yacht or five-star hotel. There has never been a researcher who does the research at Albatross Cruise Ship Hotel School Purwokerto before. This research will be the first research done there. Therefore, the writer decides to choose the thesis entitled “English Teaching and Learning Process at Albatross Cruise Ship Hotel School Purwokerto”.

B. Research Question

Based on the problem found above, the writer will formulate the research question as follow: “How is English teaching and learning process at Albatross Cruise Ship Hotel School Purwokerto?”

C. Definition of Key Terms

To eliminate misunderstanding, the writer will explain the key terms of the study, as follows:

1. English Teaching and Learning Process

Harmer (1998: 64) sees exposure to the new language “Among four basic things that students need to be present and clear before they are able to master the language. The other three are to understand its meaning, understand its form and practice the language”. While, Harmer (1998: 3) confirms this by saying, “Class management is the ability to control and inspire a class is one of the fundamental skill of teaching”. It means that the teacher is able to encourage the process of teaching language successfully.

2. Albatross Cruise Ship Hotel School Purwokerto.

Albatross is the largest cruise ship hotel school in Purwokerto central java-Indonesia, which implements intensive education and training for four months by providing training, oriented to the highly operational standards of international hospitality procedures important as the foundation of preparation to follow the next stage, on the job training phase in four of five star hotel for 6 months free of charge determined by students throughout Indonesia. Albatross is established in January 2014, as a professional, trusted and high integrity hospitality training institution, with permission from the Banyumas district office of man power and transmigration.

D. Objective of the Study

The aim of this study is: “To describe how English Teaching and Learning Process at Albatross Cruise Ship Hotel School Purwokerto”.

E. Significances of the Study

A study hopefully will be able to contribute to some aspects of education, as follows:

1. Theoretically

The result of the study is expected as reference to other researcher who wants to do the research about teaching and learning process at in formal school such as hotel school.

2. Practically

It presents the advantage of the study for the writer and the readers, as follows:

a. The writer

The result of this study is able to increase the writer's writing competence and knowledge of teaching at informal school.

b. The readers

Hopefully, this research will produce outcome which be able to provide useful information for the readers especially for academics environment.

3. Pedagogically

The outcome of this study is expected to be able to provide useful input for the teacher in English teaching and learning process. School can hold the seminar about how to have a good teaching and learning process at the hotel school.

4. Organization of the Thesis

The writer categories the thesis into five chapters, namely: introduction, review of related literature, method of investigation, finding and interpretation, conclusion and suggestions. Chapter I is introduction. It consists of six sub chapters. Those are background of the study, research question, definition of the key term, objective of the study, significances of the study, and organization of the thesis. Chapter II is review of related literature. It contains theoretical study, previous studies, and theoretical framework. Chapter III presents method of investigation. It contains four subchapters. Those are research design, the source of data, technique of data collection, and technique of data analysis. Chapter IV is findings and interpretation. Chapter V is conclusion and suggestions.

