

**NEED ANALYSIS OF ENGLISH LANGUAGE USED IN
DEPARTMENT OF TOURISM AND CULTURE IN ROKAN HULU**

A THESIS

*Intended to Fulfill One of the Requirements
For the Award of Bachelor Degree
in English Study Program*



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Thesis

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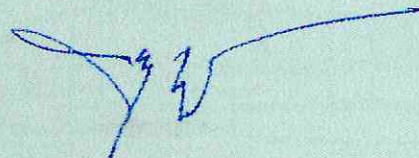
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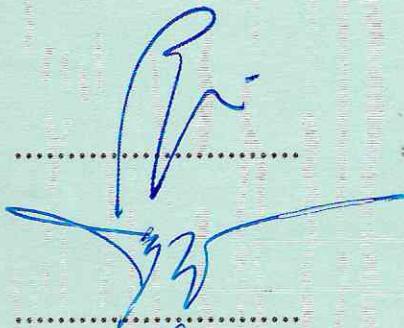
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Statement of Academic Integrity

1. The Undersigned,

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State that the thesis I have written entitled “ Need Analysis Of English Language Used In Department Of Tourism And Culture In Rokan Hulu” to meet one of the requirement for the award of undergraduate degree in English Study Program in Faculty of Teacher Training and Education UPP is my own work, while the materials in the thesis quoted from other resources have been clearly stated based on the norms and ethics of scientific writing. However, if it will have discovered later that all or some parts of the thesis are not my own work or I have committed plagiarism, I will take the consequence my degree is removes as well as taking other sanctions according to the existing law.

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A 1000 Rupiah postage stamp with a signature over it. The stamp features the Garuda Pancasila emblem and the text 'REPUBLIK INDONESIA', '1000', 'METERAI TEMPEL', and the serial number '53C5AAKX205554310'.

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ABSTRACT

Rika Safitri, 2022. Need Analysis Of English Language Used In Department of Tourism and Culture In Rokan Hulu.

This thesis entitled “A Need Analysis of English Language Used In Departement Of Tourism And Culture In Rokan Hulu” is an applied linguistics study viewed from Needs Analysis. In this thesis the object that the researcher analyzed is the tourism employees who worked in the tourism and culture department of Rokan Hulu, Riau Indonesia. The instruments of collecting data in this thesis are using questionnaire and interview which are distributed on 28th June 2022 until 30th June 2022. The analysis is focused on the needs of employees in English skills used in their workplace and problems that the tourism employees encounter when using English language skills in their jobs.

The objectives of this study are (1) to find out the needs of tourism employees in English language using in their workplace and (2) to find out the problems that the tourism employees encounter when using English language skills in their job. This thesis structured as the field research using qualitative method as in includes a type of educational research that consists of collecting data using forms containing common pop-up questions, collecting word or image data, and collecting data from a small number of people or places.

The results of the analysis listening and speaking are most important English proficiency of tourism staff in Rokan Hulu's tourism and culture department, but it is also considered as the most problematic to them. The tourism employees in the department of tourism and culture in Rokan Hulu has fewer problems in reading and writing skills.

Keywords: Needs Analysis, English for Special Purposes, Tourism Employees

ABSTRAK

Rika Safitri, 2022. Analisis Kebutuhan Bahasa Inggris Yang Digunakan Di Dinas Pariwisata Dan Kebudayaan Di Rokan Hulu

Skripsi ini berjudul “Analisis Kebutuhan Bahasa Inggris yang Digunakan Di Dinas Pariwisata Dan Kebudayaan Di Rokan Hulu” merupakan studi linguistik terapan ditinjau dari Analisis Kebutuhan. Dalam tesis ini objek yang peneliti analisis adalah pegawai pariwisata yang bekerja di Dinas Pariwisata dan Kebudayaan Kabupaten Rokan Hulu, Riau Indonesia. Instrumen pengumpulan data dalam tesis ini menggunakan kuesioner dan wawancara yang didistribusikan pada tanggal 28 Juni 2022 sampai dengan 30 Juni 2022. Analisis difokuskan pada kebutuhan karyawan dalam keterampilan bahasa Inggris yang digunakan di tempat kerja mereka dan masalah yang dihadapi karyawan pariwisata saat menggunakan keterampilan bahasa Inggris dalam pekerjaan mereka.

Tujuan dari penelitian ini adalah (1) untuk mengetahui kebutuhan karyawan pariwisata dalam penggunaan bahasa Inggris di tempat kerja mereka dan (2) untuk mengetahui masalah yang dihadapi karyawan pariwisata ketika menggunakan keterampilan bahasa Inggris dalam pekerjaan mereka. Tesis ini disusun sebagai penelitian lapangan dengan menggunakan metode kualitatif karena termasuk jenis penelitian pendidikan yang terdiri dari pengumpulan data menggunakan formulir yang berisi pertanyaan pop-up umum, pengumpulan data kata atau gambar, dan pengumpulan data dari sejumlah kecil orang atau tempat.

Hasil analisis mendengarkan dan berbicara adalah kemampuan bahasa Inggris staf pariwisata yang paling penting di dinas pariwisata dan budaya Rokan Hulu, tetapi juga dianggap sebagai yang paling bermasalah bagi mereka. Pegawai pariwisata di dinas pariwisata dan budaya di Rokan Hulu memiliki sedikit masalah dalam keterampilan membaca dan menulis.

Kata kunci : Analisis Kebutuhan, English for Specific Purpose, Karyawan Pariwisata

AKCNOWLODGMEN

Bismillahirrahmanirrohim

First of all, I would like to praise of Allah SWT. Who has given the blessing, love, grade, mercy, healthy, and the ability to me to complete this thesis as one of the requirement for Sarjana Pendidikan in English Study Program of University of Pasir Pengaraian in 2022. This thesis entitled “Need Analysis Of English Language Used In Department of Tourism And Culture In Rokan Hulu”. In finishing this thesis. The researcher would not have possible to finish this thesis without valuable help and advice from many people concerned. Therefore, the researcher wants to express the deepest sincere thanks, gratitude and appreciation to:

1. Dr. Hardianto, M. Pd as the Rector at the University of Pasir Pengaraian.
2. Dr. Pipit Rahayu, M. Pd as the Dean of Faculty of Teacher Training and Education, thank you to your appreciation.
3. Evi Kasyulita, M. Pd as head English Study Program and lecturers in English Study Program who always given support to finish my thesis.
4. Dr. Pipit Rahayu, M. Pd and Eripuddin, S.Hum, M. Pd as my advisors, thank you very much for the time, enhancing my spirit, giving support, motivation, a great helps and contribution of knowledge to finish my thesis.
5. Andri Donal, M. Pd, Batdal Niati, M. Pd, Wirda Jannatul Jannah, M. Pd as my examiners who has given support guidance, suggestion and comment as solution thesis.

6. Batdal Niati, M. Pd as my PA who always support, motivation and advice to finish this thesis.
7. Gorneng, M.Si as the head of the department tourism and culture Rokan hulu, Elfia Susanti, S.Ag as the secretary and all employees. Thank you for allowing me and accepting me to run the internship program.
8. Special thank you to my big family, especially my beloved mom and dad (Elia Kartika Wati and Mulyono) who has meaning usefull spiritual support in my thesis. You are the kindest person anyone could know. I can never thanks enough. I love dearly. Then, Sulis Intan Helena as my sister, Nurmaizar as my young sister. Thank you so much for your support, helping and time to completing this thesis.
9. To my beloved friends Rika Mahlia, Retno Dahniar, Eka Putriyani, Budiwati, Fitriyani, Arwinda Purnama, Artimah Lena and all students of English Study Program 2018. Thank you so much for your support. All of students English Study Program generation 2018, my team magang UPP (Dinas Pariwisata dan Kebudayaan Rokan Hulu). Thank you for your helping, cares, time, support, and suggestion, from the beginning until the end of my study. I love you all.
10. To my beloved friends in boarding house (Kos ciwi and kos mami) Putri Marga Rahayu, Risa Angraini, Zelvia Sri Repsi, Nurhatina Wahyuni, Riska Septiana, Dela Safira, Elisya Dewi, Venny Roza, Rena. Thank you for your support, helping, cares and suggestion, from the beginning until the end my thesis. I love you all guys.

The researcher realized this thesis is still far from being perfect. Therefore, advices and critics are needed in order to improve this thesis. However, the researcher hopefully this thesis can be useful to develop of science and technology especially in education.

Pasir Pengaraian, July 2022

The Researcher

Rika Safitri

TABLE OF CONTENT

STATEMENT OF ACADEMIC INTEGRITY	i
ABSTRACT	ii
ABSTRAK	iii
AKCNOWLODGMEN T	iv
TABLE OF CONTENT	vii
LIST OF TABLE	ix
LIST OF FIGURE	x
LIST OF APPENDICES	xi
CHAPTER I : INTRODUCTION	1
A. Background of Problem	1
B. Setting of Problem	4
C. Limitation of problem	4
D. Formulation of Problem	5
E. Purpose of the Research.....	5
F. Significance of the Research	6
G. Definition of the Key Terms	6
CHAPTER II : REVIEW OF RELATED LITERATURE	9
A. Review of Related Theories	9
B. Review of Related Findings	22
C. Conceptual Framework	25
CHAPTER III : RESEARCH METHODOLOGY	26
A. Research Design	26
B. Setting of the Research.....	27
C. Population and Sample.....	27
D. Instrumentation.....	27
E. Technique of Collecting the Data.....	28
F. Technique of Analyzing the Data	29

CHAPTER IV : FINDING AND DISCUSSION.....	31
A. Research Finding.....	31
B. Discussion.....	41
C. Limitation of the Research.....	43
CHAPTER V : CONCLUSSION AND SUGGESTION	44
A. Conclussion	44
B. Suggestion	45
BIBLIOGRAPHY	48
APPENDIX	55

LIST OF TABLE

Table 4.1	Distributed Questionnaires.....	32
Table 4.2	The Frequency of Employees work in the Rokan Hulu Tourism and Culture Office.....	33
Table 4.3	The Necessities for employees to listen to English.....	34
Table 4.4	Needs of English Speaking skills.....	34
Table 4.5	Needs of English Reading skills	35
Table 4.6	Needs of English Writing skills	35
Table 4.7	Problems of English listening skills faced when communicating with tourist.....	36
Table 4.8	Analysis of employee Weaknesses in Speak English	36
Table 4.9	Problems of English reading skills faced when communicating with tourist.....	37
Table 4.10	Problems of English writing skills faced when communicating with tourist.....	37

LIST OF FIGURE

Figure 1. Conceptual Framework of the Research.....	26
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LIST OF APPENDICES

Appendix I : Kusioner (Questionnaire).....	57
Appendix II : Wawancara (Interview)	58
Appendix III : Result of Quisionare	60