

ABSTRACT

English as an international language has become more and more important for Indonesian nowadays because of the increase of tourism industries in Indonesia. Therefore, people, especially those who directly interact with foreign tourists, need to be able to communicate in English with the tourists. To enable those people to communicate in adequate English, an English instructional program needs to be set up.

Based on the fact above, the writer carried out research on how to set up an effective English instructional program. The experiment was done in Prambanan tourist area. As the writer thinks that grammar is an important element to support communication, she focused her experiment on how to set up an effective grammatical instructional program that can support communication.

For this research, the writer used a quasi experiment, and an observation to know what the effect of the instruction and what should be done in setting up an instructional programme. In preparing the programme, a pilot study was done by carrying out a needs analysis. Based on the needs analysis, objectives were formulated and the syllabus was made. Following, materials and procedure to be used were prepared. After all the instruction was given to the participants, an evaluation was done to see whether the programme was effective. The data from the evaluation was analyzed using a t-test.

Besides preparing anything dealing with designing and instructional programme as stated previously, there were still other preparations needed, such as obtaining permission letters from the department and institutions involved, and meeting participant candidates to give explanation about the programme. The programme would run well if everything was well-prepared.

It was found out that the English for Tourist-services Personnel was effective. The participants' English ability increased because the average results of the posttest was higher than that of posttest.

Finally, teachers' and participants' creativity are important to avoid boredom and to maintain an effective programme that will enable participants communicate in English.