

## ABSTRACT

Palupi, Endah Dwi. 2001. *Designing a Set of Instructional Materials for a Small Hotel Staff to Develop their Speaking Ability, Using the Communicative Approach*. Yogyakarta: Sanata Dharma University.

This research was intended to design a set of English instructional materials for a small hotel staff to develop their speaking ability, using the communicative approach. In an attempt to obtain this goal, the research faced two problems to solve. The first problem dealt with how to design a set of English instructional materials for a small hotel staff to develop their speaking ability, using the communicative approach. The second problem concerned with what the designed set of the materials looked like.

The methods used in this research were library research and survey research. The data were collected through library research and distributing the questionnaire. The library research was done to find out the appropriate model of instructional design and to find some books concerned with English as second/foreign language. There were two kinds of questionnaire in this research. The first was used to diagnose the language functions that were needed by small hotel staff in order to develop their speaking ability (questionnaire of needs survey). The second was used to make an evaluation on the designed material (questionnaire on the designed material).

In order to solve those problems, three models of instructional program design suggested by Walter Dick and Robert A. Reiser, Robert M. Gagne and Leslie J. Briggs, and Janice Yalden were adopted. After that, the research was conducted through four steps. The steps were: (1) diagnosing the small hotel staff needs, (2) formulating the instructional goal and objectives, (3) development and implementation of classroom procedures and (4) designing the syllabus and the material.

The results of the research were: first, in designing the instructional material, the writer adopted three models of instructional program design suggested by Walter Dick and Robert A. Reiser, Robert M. Gagne and Leslie J. Briggs, and Janice Yalden. Second, the instructional material consisted of seven units, those were: Greetings and Introductions, Giving Information about Hotel Services, Checking In - Checking Out, Giving Directions, Taking Reservation and Reservation Problems, Dealing with Complaints and In a Restaurant. The complete set of the materials design is presented in Appendix 12.

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Penelitian ini bertujuan untuk membuat desain materi pengajaran bahasa Inggris bagi para karyawan hotel melati untuk dapat mengembangkan kemampuan berbicara mereka, dengan menggunakan pendekatan komunikatif. Untuk mencapai tujuan ini, penelitian ini menghadapi dua permasalahan. Permasalahan pertama adalah bagaimana mendisain suatu materi pengajaran bahasa Inggris bagi para karyawan hotel melati untuk mengembangkan kemampuan berbicara mereka, dengan menggunakan pendekatan komunikatif. Permasalahan kedua adalah seperti apa materi pengajaran yang telah didisain.

Penelitian ini menggunakan metode penelitian perpustakaan dan penelitian survai. Data dikumpulkan melalui penelitian perpustakaan dan penyebaran kuisisioner. Penelitian perpustakaan dilakukan untuk mencari model pengajaran yang sesuai dan untuk mengumpulkan data tentang buku-buku yang berhubungan dengan Bahasa Inggris sebagai bahasa kedua atau bahasa asing. Ada dua macam kuisisioner yang digunakan dalam penelitian ini. Yang pertama digunakan untuk mengetahui fungsi bahasa yang dibutuhkan oleh karyawan hotel melati untuk mengembangkan kemampuan berbicara mereka. Yang kedua dipergunakan untuk mengevaluasi materi pengajaran yang telah didisain.

Untuk memecahkan permasalahan tersebut, dipakailah tiga model perencanaan pengajaran milik Walter Dick and Robert A. Reiser, Robert M. Gagne and Leisle J. Briggs dan Janice Yalden. Setelah itu, penelitian dilakukan melalui empat langkah, yaitu: (1) menemukan kebutuhan karyawan hotel melati, (2) merumuskan tujuan pengajaran umum dan khusus, (3) mengembangkan dan melaksanakan prosedur pengajaran dan (4) menyusun silabus dan materi pengajaran.

Penemuan dari penelitian ini adalah: pertama, dalam mendisain materi pengajaran ini, penulis memodifikasi tiga model perencanaan pengajaran milik Walter Dick and Robert A. Reiser, Robert M. Gagne and Leslie J. Briggs, and Janice Yalden. Kedua, materi pengajaran ini terdiri dari tujuh unit, yaitu: *Greetings and Introductions, Giving Information about Hotel Services, Checking In - Checking Out, Giving Directions, Taking Reservation and Reservation Problems, Dealing with Complaints and In a Restaurant*, yang secara lengkap disajikan pada lampiran 12.