

ABSTRACT

Sari, Melisa Puspita. (2018). *Designing English Instructional Speaking Materials Using Task-Based Learning for the Security Staff of Grand Keisha Yogyakarta by Horison Hotel*. Yogyakarta: English Language Education Study Program, Sanata Dharma University.

As Yogyakarta serves more tourist attractions, star hotels act as the 'home' for the increasing number of foreign guests. To become a comfortable 'home', *Grand Keisha Yogyakarta by Horison Hotel* must improve their communication skill to serve the guests better. One of the way is by using English as a bridge for communication. However, the difficulties of using English appear to the security staff. In addition, the security staff had asked for a suitable English teaching based on their needs. In this research, Task-Based Learning was chosen to provide various types of task to help the staff learn English. Therefore, this research aimed to design instructional speaking materials for the security staff of *Grand Keisha Yogyakarta by Horison Hotel* using the principles of task-based learning.

This study was conducted to answer two research questions: (1) how are English instructional speaking materials using Task-Based Learning for security staff of *Grand Keisha Yogyakarta by Horison Hotel* designed and (2) what do the designed English instructional speaking materials using Task-Based Learning for security staff of *Grand Keisha Yogyakarta by Horison Hotel* look like.

To answer the first question, the researcher combined Kemp's instructional design model (1977) and Borg and Gall's (1986) Research and Development (R & D) method. Due to the limitation of research time, the researcher only employed five out of ten steps of R & D model, which were: (1) research and information collecting, (2) planning, (3) developing preliminary form of product, (4) preliminary field testing, and (5) main product revision. The second research question was answered by the presentation of the designed materials. The materials consisted of nine units. Each unit consisted of five sections, namely "Are You Ready?", "Build Your Knowledge", "Come to Practice", "Dare to Know", and "Express Your Learning Experience!"

From the result of the materials evaluation, it was found that the designed materials were well-designed and suitable for the security staff, as the Mean ranged from 3.33 to 4.00 with the scale 1 to 4. Last, it was expected that the designed materials could help the security staff of *Grand Keisha Yogyakarta by Horison Hotel* improve their speaking skills.

Keywords: *design, speaking, instructional materials, task-based learning*

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Dengan semakin banyaknya tempat wisata yang disajikan Yogyakarta, hotel berbintang berperan sebagai ‘rumah’ bagi tamu asing yang jumlahnya meningkat. Untuk menjadi ‘rumah’ yang nyaman, Hotel Grand Keisha Yogyakarta by Horison harus meningkatkan keterampilan komunikasi mereka dalam melayani para tamu dengan lebih baik. Salah satu caranya adalah dengan menggunakan Bahasa Inggris sebagai jembatan dalam berkomunikasi. Namun, kesulitan dalam menggunakan bahasa Inggris muncul kepada staff keamanan. Sebagai tambahan, staff keamanan telah meminta pengajaran Bahasa Inggris yang sesuai berdasarkan kebutuhan mereka. Dalam penelitian ini, *Task-Based Learning* dipilih untuk menyediakan berbagai jenis tugas untuk membantu staf dalam belajar bahasa Inggris. Oleh karena itu, penelitian ini bertujuan untuk merancang materi instruksional *Speaking* untuk staff keamanan hotel Grand Keisha Yogyakarta by Horison Bank Mandiri Yogyakarta menggunakan prinsip *task-based learning*.

Penelitian ini dilaksanakan untuk menjawab dua pertanyaan: (1) bagaimana materi instruksional Bahasa Inggris *Speaking* untuk staff keamanan hotel Grand Keisha Yogyakarta by Horison menggunakan prinsip *task-based learning* dirancang dan (2) bagaimanakah penyajian materi instruksional Bahasa Inggris *Speaking* untuk staff keamanan hotel Grand Keisha Yogyakarta by Horison menggunakan prinsip *task-based learning*.

Untuk menjawab pertanyaan pertama, peneliti mengkombinasikan model desain instruksional Kemp (1977) dan metode *Research and Development* (R & D) Borg dan Gall (1986). Karena keterbatasan waktu penelitian, peneliti hanya menggunakan lima dari sepuluh langkah model R & D, yaitu: (1) penelitian dan pengumpulan informasi, (2) perencanaan, (3) pengembangan bentuk awal produk, (4) pengujian awal di lapangan, dan (5) revisi produk. Pertanyaan kedua dijawab dengan presentasi dari materi instruksional Bahasa Inggris yang dirancang. Materi instruksional Bahasa Inggris yang dirancang terdiri dari sembilan unit. Setiap unit terdiri dari lima bagian, yaitu “*Are You Ready?*”, “*Build Your Knowledge*”, “*Come to Practice*”, “*Dare to Know*”, dan “*Express Your Learning Experience!*”

Dari hasil evaluasi materi, ditemukan bahwa materi yang dirancang dianggap telah dirancang dengan baik dan cocok untuk digunakan oleh staff keamanan, dengan Mean berkisar antara 3.33 hingga 4.00 dengan skala 1 sampai 4. Akhir kata, diharapkan bahwa materi yang dirancang dapat membantu staff keamanan hotel Grand Keisha Yogyakarta by Horison meningkatkan kemampuan berbicara mereka.

Kata kunci: *design, speaking, instructional materials, task-based learning*