ENGLISH SHORT COURSE IN SURAKARTA TOURISM DEPARTMENT AND SURAKARTA RADYA PUSTAKA MUSEUM

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Abstract
The aims of this course are to improve participants’ English conversation ability, participants’ English vocabulary mastery and participants’ English pronunciation mastery. The methods which applied in course consist of five steps namely: (a) step 1: English conversation short course, (b) step 2: vocabulary and pronunciation drilling and composing English learning materials (vocabulary cards and English puzzle), (c) step 3: interpersonal communication, (d) step 4: the guiding of English speaking practice, and (e) step 5: Evaluation.

The participants of this course are 5 participants of Surakarta Tourism Department’s employees and 5 participants of Surakarta Radya Pustaka Museum’s employees. The results of this course are the improvement of participants’ knowledge and ability in English conversation, improvement of participants’ English vocabulary mastery and improvement of participants’ English pronunciation mastery. In Surakarta Tourism Department, the average score of English conversation ability is 66.6%, English vocabulary mastery is 64.7% and English pronunciation mastery is 64.3%. Whereas in Surakarta Radya Pustaka Museum, the average score of English conversation is 64.4%, English vocabulary mastery is 64% and English pronunciation mastery is 64.8%. Besides, it’s also produced four books, namely: Handbooks of English Conversation, English for Tourism, Intonation and Pronunciation Practice, and Cara Mudah Belajar Bahasa Inggris.

Key words: English conversation, pronunciation, vocabulary

1. INTRODUCTION

Surakarta Tourism Department
Surakarta Tourism Department is one government office which handles the management of some tourism resorts in Surakarta, Central Java. Among those are art and culture shows management, tourism resort management and some entertainment places management in Surakarta. For those needs, the ability to communicate English is truly important for all the employees in Surakarta Tourism Department because there are many visitors or foreigners come to Surakarta city to spend their holidays or do such a certain business.

There is main problem had by Surakarta Tourism Department employees, that is the difficulty in communicating English both in spoken or written one. It due to the fact that 80% of Surakarta Tourism Department employees do not have English education background, whereas the rest of them, namely 20% are vice versa. To solve those problems, Surakarta Tourism Department has done such kind of trainings but it does not make any progress yet.
From those facts, of course the employee of Surakarta Tourism Department who can speak English well is truly limited.

As a government official, Surakarta Tourism Department actually has a good management but there are some weaknesses had by them related to the ability in using foreign language especially English. Besides, Surakarta Tourism Department also has specific problems, they are:

a. Management System
   1) The employees’ education background is not English education nor English literary so they do not have ability to speak and write English well.
   2) The average age of Surakarta Tourism Department employees are over 45 years old, so it is difficult for them to learn English.
   3) Their lack of motivation to learn English because they think English is absolutely difficult to learn.
   4) The lack of English workshop or English course held by Surakarta Tourism Department because of the limited fund to have it.

b. Production Process
   Due to the limited employees who can speak and write English well, it is difficult for them to make interpersonal communication with the foreigners who wants to ask certain information about Surakarta tourism resorts. It means that the visitors information need is limited that makes them feel uncomfortable during their stays in Surakarta city.

**Surakarta Radya Pustaka Museum**

Surakarta Radya Pustaka Museum does not belong to Surakarta Tourism Department nor Archeological Department. It belongs a certain foundation independently which build in 1951 named The Foundation of Surakarta Paheman Radya Pustaka. Now, Surakarta Radya Pustaka Museum has 9 employees lead by Drs. Poernomo Soebagyo, M.M. This museum has many archeological collections such as ethnic statues, tribe weapons, Javanese puppets, and some old books which have historic story. Besides, this museum is also one of tourists’ destination both internationally or domestically when they visit Surakarta city with various purposes. Because of those reasons, of course, English skill is absolutely needed to serve the visitors or tourists as well as. But there is a such kind of problem which Surakarta Radya Pustaka Museum has. The problem is that among 9 employees only 3 persons of them who can communicate in English well so they cannot serve the visitors maximally.

It is not so different from Surakarta Tourism Department, Surakarta Radya Pustaka Museum also has certain problems. They are as follow:

a. Management System
   1) The employees’ education background is not English education or English literary so they do not have ability to speak and write English well.
   2) The average age of Surakarta Tourism Department employees are over 50 years old, so it is difficult for them to learn English.
   3) The lack of employees which Surakarta Radya Pustaka Museum has, so they often make a such kind of cooperation with HPI (Himpunan Pariwisata Indonesia) to handle foreign visitors.
   4) The lack of motivation to learn English because they think English is absolutely difficult to learn.

b. Production Processes
   Most of Surakarta Radya Pustaka Museum’s employees are lack of English mastery, so there must be a such kind of English course to improve their English mastery. By having an English course, hopefully their English mastery would improve well that they won’t get any problem anymore to serve foreign visitors.
2. TARGETS AND PRODUCTS

Hopefully, English short course which is held in Surakarta Tourism Department and Surakarta Radya Pustaka Museum could reach some targets and products that have been arranged, they are:

a. The improvement of English conversation $\geq 50\%$ with the passing grade 75 (the score is between 0 - 100)

b. The improvement of daily vocabulary related to tourism terms $\geq 50\%$ with the passing grade 75 (the score is between 0 – 100).

c. The improvement of language competence $\geq 50\%$ which is done by having oral test to know about participants' English pronunciation and fluency.

d. The participants can make various learning materials such as English vocabulary cards and English puzzle.

e. Interpersonal communication which is done by asking English native speaker to be a speaker with the main purpose to give speech and motivation to participants about how to learn English effectively.


3. THE METHODS

This course is done by using five steps, namely: (a) Step 1: English conversation short course, (b) step 2: vocabulary and pronunciation drilling and composing English learning materials (vocabulary cards and English puzzle), (c) step 3: interpersonal communication, (d) step 4: the guidance of English speaking practice, and (e) step 5: Evaluation. Those steps are applied in Surakarta Tourism Department and Surakarta Radya Pustaka Museum in the same time because of the time efficiency and the location of Surakarta Radya Pustaka Museum is next to Surakarta Tourism Department.

Based on the targets and products that have been discussed at the previous, the methods of this course can be drawn as follow:

- START
  - Preparation: preparing teaching and learning materials, approval, the place for conducting the course, and preparing the scoring instrument.
  - PRE-TEST
  - Step I: English Conversation short course
  - Step II: vocabulary and pronunciation drilling and composing English learning materials (vocabulary cards and English puzzle)
  - POST-TEST
  - OK
  - NO
  - Step III: Interpersonal communication
  - Step IV: The guiding of English speaking practice
  - Step V: Evaluation
  - FINISH
4. RESULT AND DISCUSSION

4.1. English Conversation Short Course

English conversation short course is held seven times in Surakarta Tourism Departments’ hall followed by 10 participant from Surakarta Tourism Departments and Surakarta Radya Pustaka Museum at 2 p.m-4 p.m. Whereas the material in this course are: Self Introduction, English Sentence Pattern, and Type of Questions (Yes/No Question and WH Question), Solo and Surrounding and Direct and Indirect Question, Requests, Offers, Permissions, and Invitations, Welcoming Tourists, Describing the Locations, Introducing Special Events and Offers, Offering Advice And Closing Remark, Welcoming Tourists, Describing the Locations, Introducing Special Events and Offers, Offering Advice And Closing Remark, Daily Conversation and Meeting Tourist at the Airport. The strategies applied in this course are lecturing, work in pairs, works in group and discussion.

4.2. Vocabulary and Pronunciation Drilling and Composing English Learning Materials (Vocabulary Cards and English Puzzle)

Vocabulary and Pronunciation drilling is done eight times in Surakarta Tourism Departments’ hall followed by 10 participant from Surakarta Tourism Departments and Surakarta Radya Pustaka Museum at 2 p.m-4 p.m. The material during the course are: Greeting and Self Introduction, asking and giving direction, vocabulary drilling related to tourism and hotel terms, problem solving which focused in synonym and antonym, English Pronunciation drilling, English Intonation drilling, Describing People, Asking about Addresses, Season and Geography, Giving Direction and Requesting and Offering. The strategies applied in this course are: lecturing, drilling, discussing and presenting.

4.3. Interpersonal Communication

Interpersonal communication is held on Wednesday, 14th May 2014 at 2 p.m-4 p.m in Surakarta Tourism Department’s hall attended by 10 participants. The speaker is Dr. Laura Romano, an English native speaker from Europe. The materials being presented are about the ethics in having communication with foreigners, the differences of Indonesian and western culture, and the tips of being successful to learn English.

4.4. The Guiding of English Speaking Practice

The guiding of English speaking practice is done after finishing all the courses above. It is done by having ‘hunting tourists’ in some places in Surakarta city. During this activity, some participants are successful in having English conversation with some foreigners.

4.5. Evaluation

- Evaluation in Surakarta Tourism Department
  The evaluation is done by having pre-test (before the course) and post test (after the course) and the result show that the participant understanding toward English conversation ability, English vocabulary mastery and English pronunciation mastery increase as shown in the following table.
Table 1: The average score of pre-test and post test in Surakarta Tourism Department

<table>
<thead>
<tr>
<th>Components</th>
<th>Pre test</th>
<th>The average score</th>
<th>The percentage increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Conversation ability</td>
<td>60</td>
<td>90</td>
<td>66.6%</td>
</tr>
<tr>
<td>English Vocabulary Mastery</td>
<td>55</td>
<td>85</td>
<td>64.7%</td>
</tr>
<tr>
<td>English Pronunciation Mastery</td>
<td>45</td>
<td>70</td>
<td>64.3%</td>
</tr>
</tbody>
</table>

Notes:
Score 1 (≤49) : absolutely do not know / absolutely cannot do
Score 2 (50-69) : know little / can do little
Score 3 (70-85) : know/ can do
Score 4 (86-100) : absolutely know/ absolutely can do

From pre-test shown in the table above, it can be concluded that the participants are lack of English conversation ability, English vocabulary mastery and English pronunciation mastery. The average score for those components are 60, 55, and 45 and it means that the participants’ understanding toward those three components is low.

Whereas, after being held an English short course, there is a such kind of improvement of participants’ understanding toward those three components. The post-test result shows that the average score for each is 90, 85, and 70 and the percentage increases 66.6%, 64.7%, and 64.3% for each component. So, it can be drawn a conclusion that the participants succeed in increasing their understanding of English conversation ability, English vocabulary mastery, and English pronunciation mastery because the improvement is more that 50% as stated in the previous.

- Surakarta Radya Pustaka Museum

It’s not so different from Surakarta Radya Pustaka Museum, from the average score of pre-test and post-test it is concluded that there is also an improvement of participants’ English conversation ability, English vocabulary mastery, and English pronunciation mastery. The average score would be show in the following table.

Table 1: The average score of pre-test and post test in Surakarta Radya Pustaka Museum

<table>
<thead>
<tr>
<th>Components</th>
<th>Pre test</th>
<th>The average score</th>
<th>The percentage increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Conversation Ability</td>
<td>58</td>
<td>90</td>
<td>64.4%</td>
</tr>
<tr>
<td>English Vocabulary Mastery</td>
<td>57</td>
<td>89</td>
<td>64%</td>
</tr>
<tr>
<td>English Pronunciation Mastery</td>
<td>48</td>
<td>74</td>
<td>64.8%</td>
</tr>
</tbody>
</table>

Notes:
Score 1 (≤49) : absolutely do not know / absolutely cannot do
Score 2 (50-69) : know little / can do little
Score 3 (70-85) : know/ can do
Score 4 (86-100) : absolutely know/ absolutely can do
Based on the table above, the participants’ English conversation ability, English vocabulary mastery, and English pronunciation mastery are low. It is based on the average score in pre-test, namely: 58, 57, and 48 for each component. But, after an English short course is held, the post test result shows that the average score is 90, 89, and 74 and the percentages increase 64.4%, 64% and 64.8% for each component. Based on those phenomena, in can be drawn a conclusion that there is an improvement of participants’ English conversation ability, English vocabulary mastery and English pronunciation mastery because they are able to reach a raising ≥ 50%

5. CONCLUSION
Based on the discussion above, it can be drawn a conclusion as follows:
5.1. After being held an English short course, in Surakarta Tourism Department there is an improvement of participants’ understanding toward English conversation ability, English vocabulary mastery, and English pronunciation mastery with the average score is 66.6%, 64.7% and 64.3% for each
5.2. After being held an English short course, in Surakarta Radya Pustaka Museum there is an improvement of participants’ understanding toward English conversation ability, English Vocabulary mastery, and English pronunciation mastery with the average score is 64.4%, 64% and 64.8% for each
5.3. Both Surakarta Tourism Department and Surakarta Radya Pustaka Museum are able to increase their English conversation ability, English vocabulary mastery, and English pronunciation mastery.

REFERENCES
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