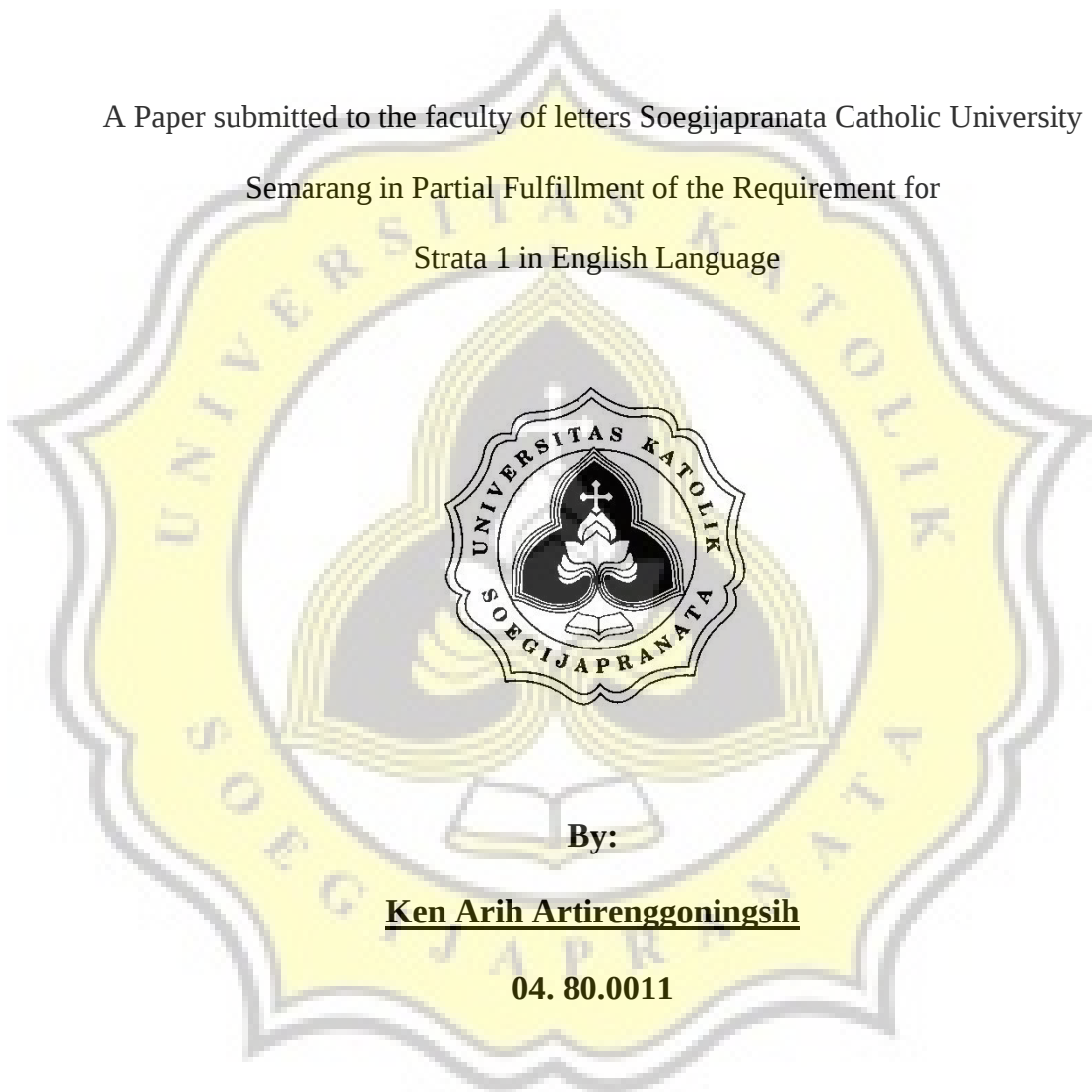


**NEEDS ANALYSIS OF ENGLISH SKILLS FOR
FRONT LINE OFFICERS
AT NOVOTEL HOTEL**

A Paper submitted to the faculty of letters Soegijapranata Catholic University
Semarang in Partial Fulfillment of the Requirement for
Strata 1 in English Language



By:

Ken Aarih Artirenggoningsih

04. 80.0011

**FACULTY OF LETTERS
SOEGIJAPRANATA CATHOLIC UNIVERSITY
SEMARANG**

2009

**A THESIS ON,
NEEDS ANALYSIS OF ENGLISH SKILLS FOR
FRONT LINE OFFICERS
AT NOVOTEL HOTEL**

By:

KEN ARIH ARTIRENGGONINGSIH

Student Number: 04.80.0011

Approved By,

Heny Hartono, SS, MPd.

October 31, 2009

Major Sponsor

Dra. Wuryani Hartanto, MA.

October 31, 2009

Co – Sponsor

A thesis defended in front of the Board of Examiners on October 30, 2009
and declared acceptable.

BOARD OF EXAMINEERS

Chairperson : Heny Hartono, SS., MPd.

Secretary : Dra. Wuryani Hartanto, MA.

Member : Emilia Ninik Aydawati, SP. MHum.

Semarang, October 31, 2009

Faculty of Letters

Soegijapranata Catholic University

Dean,

Heny Hartono, SS., MPd.

058.1.1998.221

ACKNOWLEDGEMENT

It is merely by the grace of God that I can complete this thesis. First of all I would like to thank God for His righteousness and mercy. Without Him, I would not be able to do anything.

I would also like to acknowledge my deepest gratitude to Mrs. Heny Hartono, SS., MPd, the Dean of the Faculty of Letters and my major-sponsor who has given her valuable time to guide me and shared her precious ideas, knowledge, and experience with all her efforts to supervise me from the beginning till the end of this thesis. My thanks are also respectively directed to Mrs. Dra. Wuryani Hartanto MA, my co-sponsor who has spent much of her time and shared her wonderful knowledge and ideas to guide me in doing this thesis.

I am also grateful to all of the front line officers at Novotel Hotel. Thank you for the cooperation and willingness to answer the questionnaires and give useful information, suggestions, ideas and advice. I would also like to give thanks to my beloved parents and my beloved older brothers for all their prayers, advice, and encouragement in finishing my study. Moreover, I would acknowledge my deepest gratitude to my beloved friends, the students of the Faculty of Letters of the year 2004; my beloved first love in Pekanbaru; and my beloved best friends in Semarang, Cilandak, Bali, Papua, and Timor Timur for all their moral support.

Semarang, October, 2009

TABLE OF CONTENTS

PAGE OF TITLE	i
PAGE OF APPROVAL	ii
BOARD OF EXAMINEERS	iii
ACKNOWLEDGEMENTS	iv
TABLE OF CONTENTS	v
ABSTRACT	viii
ABSTRAK	ix
LIST OF TABLE	x
LIST OF GRAPH	xi
CHAPTER I. INTRODUCTION	1
1.1. Background of the Study	1
1.2. Field of the Study	3
1.3. Scope of the Study	3
1.4. Problem Formulation	4
1.5. Objective of the Study	4
1.6. Significance of the Study	4
1.7. Definition of Terms	4
CHAPTER II. REVIEW OF LITERATURE	6
2.1. Needs Analysis	7
2.1.1. The Definition of Needs Analysis	7
2.1.2. Steps in Needs Analysis	8

2.1.3. The General Overview about the Importance of Conducting Needs Analysis in Relation to Jobs And Careers	8
2.1.4. Approaches to Needs Analysis	9
2.1.5. The Limitation in Conducting Needs Analysis	11
2.1.6. Procedures for Conducting Needs Analysis	11
2.2. Skills	12
2.2.1. The Definition of Skills	12
2.2.2. Types of Skills	14
2.2.3. The Importance of Skills	14
2.3. The Front Line Officer Staff	15
2.3.1. The Definition of the Front Line Officer Staff	15
CHAPTER III. RESEARCH METODOLOGY	17
3.1 Method of Data Collection	17
3.1.1. Populations	17
3.1.2. Instruments	18
3.1.3. Procedure	18
3.2. Method of Data Analysis	19
CHAPTER IV. DATA ANALYSIS and INTERPRETATION	20
4.1. The Front Line Officer Staff's Needs of the Four English Language Skills	20
4.2. The General View of the Language Skills	21
4.2.1. Reading Skills that Needs To Be Improved by the	

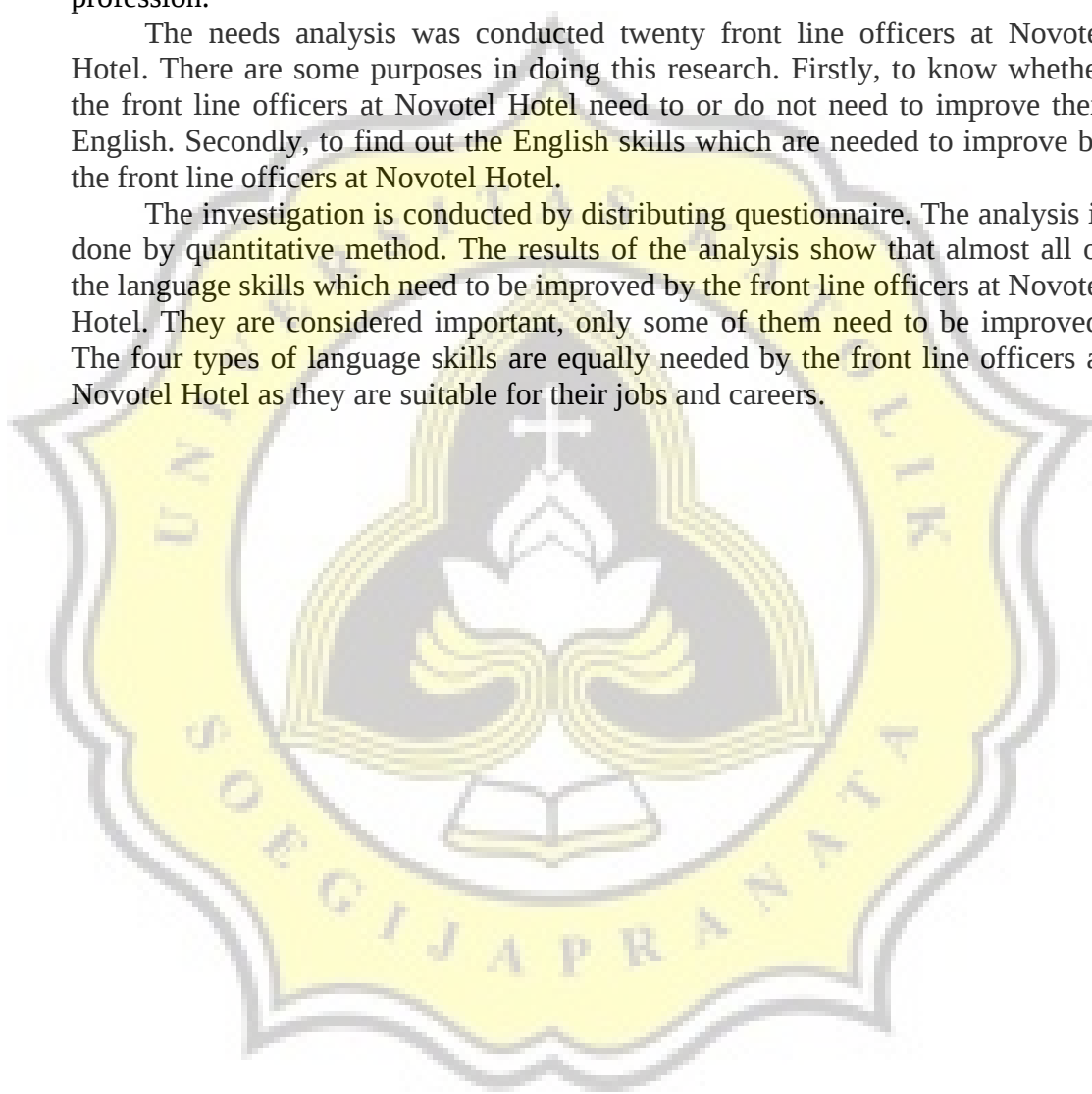
Front Line Officer Staff at Novotel Hotel	22
4.2.2. Listening Skills that Needs To Be Improved by the Front Line Officer Staff at Novotel Hotel	27
4.2.3. Speaking Skills that Needs To Be Improved by the Front Line Officer Staff at Novotel Hotel	33
4.2.4. Writing Skills that Needs To Be Improved by the Front Line Officer Staff at Novotel Hotel	43
CHAPTER V. CONCLUSION and SUGGESTION	51
5.1. Conclusion	51
5.2. Suggestion	52
BIBLIOGRAPHY	54
APPENDICES	56
7.1. Angket Staf Front Office	56

ABSTRACT

The rapid development in English language, especially in the globalization era causes the emergence of the needs of English in many aspects of life and profession.

The needs analysis was conducted twenty front line officers at Novotel Hotel. There are some purposes in doing this research. Firstly, to know whether the front line officers at Novotel Hotel need to or do not need to improve their English. Secondly, to find out the English skills which are needed to improve by the front line officers at Novotel Hotel.

The investigation is conducted by distributing questionnaire. The analysis is done by quantitative method. The results of the analysis show that almost all of the language skills which need to be improved by the front line officers at Novotel Hotel. They are considered important, only some of them need to be improved. The four types of language skills are equally needed by the front line officers at Novotel Hotel as they are suitable for their jobs and careers.



ABSTRAK

Perkembangan bahasa Inggris yang cepat, khususnya di era globalisasi mengakibatkan munculnya kebutuhan akan bahasa Inggris dalam berbagai aspek kehidupan dan profesi.

Analisa ketrampilan dilakukan dua puluh staf front line di Hotel Novotel. Ada beberapa tujuan dalam melakukan penelitian ini. Pertama, untuk mengetahui staf front line di Novotel Hotel harus atau tidak harus meningkatkan bahasa Inggris mereka. Kedua, untuk mengetahui ketrampilan bahasa Inggris yang harus ditingkatkan oleh staf front line di Novotel Hotel.

Penelitian diadakan dengan menyebarkan kuisisioner. Analisa dilakukan dengan menggunakan metode kuantitatif. Hasil dari analisa menunjukkan bahwa hampir semua ketrampilan bahasa harus ditingkatkan oleh staf front line di Hotel Novotel. Semua ketrampilan itu dianggap penting, hanya sebagian dari ketrampilan itu harus ditingkatkan. Pada umumnya empat tipe dari semua ketrampilan bahasa yang dibutuhkan oleh staf front line di Hotel Novotel sesuai dengan pekerjaan dan karier mereka.



LIST OF TABLE

Table 4.1.	Language Skills	20
Table 4.2.1a.	Frequency and Percentage of Frequency of Reading Skills that Need To Be Improved	22
Table 4.2.1c.	Reading Skills that Need To Be Improved	25
Table 4.2.2a.	Frequency and Percentage of Frequency of Listening Skills that Need To Be Improved	28
Table 4.2.2c.	Listening Skills that Need To Be Improved	31
Table 4.2.3a.	Frequency and Percentage of Frequency of Speaking Skills that Need To Be Improved	33
Table 4.2.3c.	Speaking Skills that Need To Be Improved	40
Table 4.2.4a.	Frequency and Percentage of Frequency of Writing Skills that Need To Be Improved	44
Table 4.2.4c.	Writing Skills that Need To Be Improved	48

LIST OF GRAPH

Graph 4.2.1b	Percentage of Frequency of Reading Skills that Need To Be Improved	23
Graph 4.2.2b	Percentage of Frequency of Listening Skills that Need To Be Improved	28
Graph 4.2.3b	Percentage of Frequency of Speaking Skills that Need To Be Improved	34
Graph 4.2.4b	Percentage of Frequency of Writing Skills that Need To Be Improved	45

