

**IMPROVING STUDENTS' SPEAKING SKILL MOTIVATION  
BY USING YOU TUBE VIDEO AND ROLE PLAY IN  
TOURISM ACADEMY JAKARTA AT CEMPAKA PUTIH**

**THESIS**

**Submitted to Fulfill Requirement for Thesis Writing of  
the Master of Education Degree in English**

**By**

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## ABSTRAK

Daru Susanti, Meningkatkan Motivasi Keterampilan Berbicara dengan Menggunakan You Tube Video dan Role Play di Akademi Pariwisata Jakarta di Cempaka Putih. Thesis. Program Studi Magister Pendidikan Bahasa Inggris, Sekolah Pasca Sarjana Universitas Muhammadiyah Prof. DR. HAMKA. September 2018.

*Tujuan dari penelitian ini adalah meningkatkan motivasi kemampuan keterampilan berbicara siswa Akademi Pariwisata Jakarta dan bagaimana penerapan video dari You Tube dan role play untuk meningkatkan motivasi keterampilan berbicara di Akademi Pariwisata Jakarta serta bagaimana pendapat siswa dalam penggunaan You Tube dan role play dalam pembelajaran keterampilan berbicara. Penelitian ini menggunakan tehnik tindakan kelas kepada semester 1 dengan jumlah 15 orang mahasiswa. Penelitian ini dilakukan dari tanggal 7 Maret 2017 hingga 14 September 2018 di Akademi Pariwisata Jakarta. Peneliti menggunakan beberapa instrumen untuk mengumpulkan data seperti, observasi, tes berbicara, wawancara dan angket. Wawancara dilakukan dengan 15 mahasiswa semester satu dan seorang guru bahasa Inggris. Hasil pertemuan yang pertama dari tesis ini adalah tentang peningkatan berbicara siswa terjadi peningkatan keterampilan berbicara pada setiap cycle yang terdata melalui peningkatan dari penilaian berbicara disetiap cycle, angket motivasi yang menunjukkan peningkatan motivasi siswa serta tanggapan positif siswa dari wawancara. Hasil temuan yang kedua pengaplikasian pembelajaran berbicara tentang tema penanganan komplain dan dengan menggunakan teknik-teknik pengajaran menggunakan You Tube video dan role play. Pendapat siswa tentang penggunaan teknik You Tube dan role play meningkatkan motivasi dan kepercayaan diri mereka dalam berbicara. Hasilnya menunjukkan bahwa motivasi keterampilan berbicara dengan menggunakan You Tube video dan role play adalah dapat meningkatkan motivasi siswa dalam keterampilan berbicara. Peneliti menemukan bahwa dengan menggunakan metode ini dapat memacu motivasi belajar bahasa Inggris dan secara efektif meningkatkan keterampilan bahasa Inggris mereka.*

*Keyword : You Tube video, role play, speaking motivation*

## ABSTRACT

Daru Susanti, *Improving Students' Speaking Skill Motivation by Using You Tube Video and Role Play at Tourism Academy Jakarta Cempaka*, Thesis of English Education Department, Graduate School University Muhammadiyah of Prof. DR. HAMKA. September 2018.

The objectives of this study are improving the students speaking skill motivation at Tourism Academy Jakarta, the application of You Tube video and role play for improving students' speaking skill motivation at Tourism Academy Jakarta also the research question is the students' perceptions of the use of You Tube and Role Play. The action research is conducted in one class with 15 students at semester one. This researcher was conducted on 7 March November 2017 until September, 14<sup>th</sup> 2018 located in Akademi Pariwisata Jakarta. The researcher used several instruments to collect the data. The other data were obtained from observation, speaking test, interview and questioner The interview was done to 15 students of semester one of Tourism Academy Jakarta and an English teacher (male and female). The method of this research was planning, acting, observation, reflection in three cycles. The first finding of the first objective was the progress of students' speaking score and motivation questioner data had increased in each cycles. The students' interview had a positive result. The second finding of teaching and learning by using You Tube and role play had been successfully increasing the students' motivation and confidence in speaking skill. The results of this research shown that the use of Role Playing technique was successful to improve the students' speaking Skill. They found that this teaching can improve speaking's motivation and skill effectively.

*Keyword: You Tube, role play, speaking motivation*

**THESIS COMMITTEE APPROVAL**

**IMPROVING STUDENTS' SPEAKING SKILL MOTIVATION BY USING  
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## CHAPTER I

### INTRODUCTION

#### A. Background of The Research

The universal language of the hospitality industry nowadays is English. It is almost guaranteed that the people who work as hospitality staff will be expected to have not only a passive understanding of the English language, but confidence in actively using it. Communication skills are an important element of hospitality industry. Herford views "Communication is the process by which we exchange information between individuals or groups of people. It is a process where we try as clearly and accurately as we can, to convey our thoughts, intentions and objectives". Communication skills are important to hospitality staff at different position levels since the major goal of hospitality industry is to provide desired or necessary products and services to travelers. Tourists do not come for attractions and facilities only. One of the „things that they want to have is to have treated well and right. That is why an acceptable command of English language has always been regarded as an asset for all personnel“s who work in the tourism industry, specifically in the hotel industry.

Badan Pusat Statistik<sup>1</sup> implies the amount of tourists visited Indonesia from January to April 2016 is 3.52 million or increasing 7.51% higher than the previous year (3.27 visitors), inferred that there is as a fast, dynamic and growing industry. Tourism and hospitality industry in Indonesia proves its significant growth year by year. To be competitive, the industry strives for qualified human resources who are not only knowledgeable and skillful but also creative in both functional and behavioral level as the labor will always engage in the consumer contact.

To meet the needs of the industry, colleges and universities have grown rapidly in Indonesia, most of the colleges and universities of hospitality realize that mastery in communication skills, especially speaking skills is one of the components of industrial requirement. Prachanan<sup>2</sup> points out “Speaking is needed for tourism employees to function in their routine work. It perhaps explained by the fact that speaking is important because they need to guide, escort, interact or communicate with others” Based on (curriculum 2004, Depdiknas)<sup>3</sup> the goal of language learning is to enable students to communicate the language, to express their personal, ideational, and textual meaning in daily use.

<sup>1</sup> Badan Pusat Statistik, Retrieved June 13<sup>th</sup>, 2016 from <https://www.bps.go.id/Brs/view/id/1059>.

<sup>2</sup> Prachanan. Nawamin 2012. Needs Analysis on English Language Use in Tourism Industry. The 8th International Language for Specific Purposes (LSP) Seminar - Aligning Theoretical Knowledge with Professional Practice, Buriram Rajabhat University, Thailand.p.123.

<sup>3</sup> Kurikulum 2004. Standar Kompetensi Mata Pelajaran Bahasa Inggris SMA dan Aliyah. Departemen Pendidikan Nasional: Jakarta 2003.

Richard and Rodgers<sup>4</sup> view “The communicative movement sought to move the focus away from grammar as the core component of language, to a different view of language, of language learning, of teachers, and of learners, one that focused on language as communication and on making the classroom an environment for authentic communication”. In fact in the class the researcher has found some problems in learning speaking during their lesson process. The first the students have less opportunity to practice speaking English as a functional language. The researcher found that English speaking will be needed in their job training in the fourth semester and most of the hospitality department need students that are good at English especially in speaking. Second, the students have lack of interest in learning activities, they were passive in doing the learning activities some of them just sit and keep silent in the class only a few students were active in the class and the third students are hardly to speak confidently, when the researcher asked them to speak they felt stammer and afraid to speak. They thought that English was difficult subject to learn.

Based on the reality above, the researcher has a purpose to create an atmosphere in which students can be more motivated and more interested especially in taking parts in any speaking activities. The researcher will implement You Tube combined with role play activities to improve students“

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<sup>4</sup>Richards.Jack C. and Rodgers.Theodore S.. 2001. Approaches and Methods in Language Teaching. Cambridge University Press.P. 71.

motivation in speaking skill. Harmer argues<sup>5</sup> there are many reasons why video can add a special, extra dimension to the learning experience seeing language in use one of the main advantages of video is that students do not just hear language, they see it too. This greatly aids comprehension, since for example; general meaning and moods are often conveyed through expression, gesture and other visual clues.

You Tube Video provides learning materials for learning speaking Almurash<sup>6</sup> points out The You Tube website is regarded as one online material that can be integrated into traditional English lessons. The researcher uses You Tube for her role play material to motivate students<sup>7</sup> speaking as Bosan<sup>7</sup> said that role play increases students<sup>7</sup> positive attitude and motivation towards speaking and interacting in the ESL classroom, in other words, role playing is a good communicative activity and true preparation for real-life situations. The researcher expects that this combination You Tube video and role play will create speaking<sup>7</sup>s motivation situation for students.

## **B. Identification of the Problems**

The researcher has identified her study in several problems in teaching and learning in Akademi Pariwisata Jakarta (APJ):

1. The students are passive to practice English speaking.

<sup>5</sup> Harmer. Jeremy.2001.The Practice of English Language Teaching.3<sup>rd</sup> edition. Person Education Limited.

<sup>6</sup>Almurash,W,A.2015.The Effective Use of You Tube Videos For Teaching English Language in Classroom as Supplementary Material At Taibah University in Alula.International Journal of English Language and Linguistics Research Vol.4, No.3, pp.32-47, April 2016.

<sup>7</sup> Bosan, Bojeeswari 2013. The Effects of Role Play and Motivation to Speak and Interact in the ESL Classroom. Faculty of Education Universiti Teknologi Malaysia.

2. The students are not fluent in speaking English
3. There was lack of students' interest during the learning activity.
4. The students do not speak confidently to improve their English speaking

### C. Limitation of the Problems

In this research, the researcher limits the scope of "Improving Students' Speaking Skill Motivation by Using You Tube in Role Play at Tourism Academy Jakarta". The research is located in Akademi Pariwisata Jakarta (APJ), Cempaka Putih, North Jakarta which the goal of this learning was the students would be expected to improve their speaking's motivation in learning speaking.

### D. Research Question

Refer to the background of the problems identification, this study particularly was aimed to find to the following questions:

1. RQ : How can the You Tube video and role play improve the students speaking skill at Tourism Academy Jakarta?
2. RQ : How can the improve of application of You Tube video in role playing for improving students' speaking skill motivation at Tourism Academy Jakarta?
3. RQ : How are the students' perceptions of the use of You Tube and role play?

In relation to the above problem, the main goal of this action research was to find the answers to the questions prescribed above. The followings were the objectives of the action research:

### **E. Objective**

The general objective is to describe the use of You Tube video in role play for improving students' motivation in speaking skill.

### **F. Objective of the Research**

- a. To discover how the You Tube in role play can improve the students' speaking skill motivation.
- b. To discover the advantages of utilization You Tube in role play.
- c. To discover the students' perceptions related of utilization You Tube in role play.

### **G. Significance of the Research**

#### **1. Theoretical benefits**

This research can be used as a reference and comparison for the next study in similar problems.

#### **2. Practical benefits**

This research viewed the implementation of You Tube in role play could improve the students' motivation in speaking which was useful for the students in hospitality department. The following were the practical of this research:

**a. For the writer (researcher)**

The use of these techniques perhaps by researcher would give one solution to evaluate and she would know what the advantages and it contributed of her research to improve students speaking.

**1) For other researchers**

This action research was expected to be beneficial for other researchers or writers that need to develop their study for the similar and relevant research scope.

**2) For the students**

By this research, was hoped that the students could improve their speaking skill in English speaking and enjoyed the learning activity of speaking by using You Tube video for role play. As following statement:

- a) The students would be more motivated to improve their speaking skill.
- b) The students would have better speaking skill by using technology in their speaking skill.
- c) The students would get better English speaking skill to deal with their job in hospitality department.

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