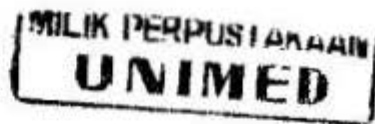


CHAPTER I INTRODUCTION



Nowadays, education is one of the major individual needs. In addition, to converse an uneducated man to be an educated one, education will enhance an image of community. Any nations recognize that the development of nation begins by a high qualified education.

Indonesia, as a developing country and a great nation in Southeast Asia, is preparing a qualified education for its citizens. This can be indicated by a big number of education centers equipped by complete facilities to enhance the knowledge and information from either internal or national side accurately and effectively. For example, some education centers which provide their students with any facilities such as computer, laboratory, library, and foreign language laboratories. One of the important foreign language studied in formal education institution and courses centers in Indonesia either in the elementary or the higher education institution is English.

English is one of the language studied and well-recognized by most nations in the world. This makes English an international language. It is used in many aspects of life such as business transaction, trade, tourism, and education process. According to Richard (1985), English is a language used and studied in the world as a second and foreign language.

In Indonesia, English is a foreign language. Unfortunately, the qualities of students in learning English develop slowly. Moreover, only few of education centers that provide good performance of English when they introduce the language to their students. Soejoto (2001) assumes that there is a complaint of the students who say

that English is mysticism language because they cannot speak in English but only in their heart. In fact, the graduates of senior high school (SMU) have not yet spoken in English although they have studied English since the first year of junior high school. There are many factors behind the unsatisfied result of Indonesian students in learning English. One of them is because the education institutions do not offer what the students need in studying English. Palmer and Mackay (1981) say that language program must be focused on the students' need. In other words, the arrangement of curriculum or learning program must indicate the type of English that is necessary for students. This can be realized by the analysis of English need for students. The importance of the needs analysis is indicated by the founders of needs analysis (Munby, 1978; Richterich and Chanceral, 1980; Yalden, 1987; Hutchinson and Waters, 1987; David Nunan, 1988; and Pauline Robinson, 1991). The needs of the students in studying English can be analyzed and the result will help the teachers to adjust the curriculum program based on the students' needs.

Because of the unsatisfied result of Indonesian students in learning English, especially those who take vocational schools, it is no doubt that needs analysis must be conducted at the vocational schools, in this case, the writer chooses the vocational school for tourism in Medan, since tourism is one of the important sectors in increasing national foreign exchange.

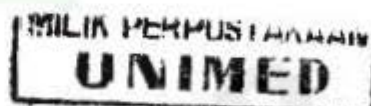
1.1 Background of the Study

Tourism is one of the important sectors in increasing the foreign exchange in North Sumatra. There are so many domestic and foreign tourists who are interested in

visiting North Sumatra. Because of this, the Cultural and Tourism Department of North Sumatra has big homeworks in developing the tourism sector. One of them is in the field of human resource. Based on the Strategic Plan of Cultural and Tourism Department of North Sumatra Year 2002 – 2005, it describes the choice of the Program and Activity which can be and must be done by Cultural and Tourism Department of North Sumatra, which covers the program and activity which have a strong and strategic motivation for the growth and development of Cultural and Tourism activities. One of the programs is to develop the quality and quantity of cultural and tourism human resource.

People who work in tourism field usually communicate with foreign people. They need good English in communicating with the people. But, unluckily, most Indonesian students cannot master the skills that they need in the future. Especially, when they work in tourism field, they must have a good English to communicate with the foreign tourists. Therefore, this study is necessary to find out what the students' need in learning English to back up them in their job.

The accurate method is applied to investigate the skill needed by the students in learning English. In this study, the writer will determine the important needs of the students in learning English based on the four skill in English to help her in planning an ESP material for tourism students.



1.2 The Research Problems

Based on the background of the study, the problems of the study are stated in the form of questions as below:

1. What language skills are required by the tourism students?
2. What teaching materials should be planned to fulfill the students' needs?

1.3 The Objectives of the Study

In carrying out a research, it is necessary to state the objects of the study clearly. Otherwise, this research will be useless and only waste the time. So, the objects of the study are to:

1. Find out what language skills are required by the tourism students.
2. Find out what teaching materials should be planned to fulfill the students' needs.

1.4 The Significant of the Study

After finishing this study, hopefully, this study is expected to provide information which may have practical as well as theoretical value for English teachers. Theoretically, the result of the study will add what has been found in the area of teaching ESP Materials. Meanwhile, practically, the result of this study will inform the English teachers especially in tourism schools in their attempts to design the ESP Materials.