

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

To answer for the first questions, based on interviews, the lecturer said that the syllabus used by her was made by the head of academic and students affairs also the lecturer in that campus. The head of academic and students affairs hold the need analysis. The course design was used language centred approach because it is aimed to draw as direct a connection as possible between the analysis of target situation and the content of ESP course. Moreover, the criteria of syllabus apply is Functional/Notional Syllabus. The stage of syllabus which used is The Organisational Syllabus.

Regarding to the second research question, the lecturer made some efforts to make the class conducive and comfortable. She tries to keep in involved with the students so students do not hesitate anymore to ask everything that they do not understand. The lecturer also give motivation to the students to learn actively in order to improve their English ability. The lecturer uses the communicative approach that the strategy chooses because the students are involved directly to language itself. Communicative Language Teaching (CLT) that the teaching approach chooses by the lecturer applies well in the classroom.

The answer for the third question, the students state that the difficulties in learning English pronunciation. The difficulties they face during this time could still be addressed, they still able to follow the courses well and also the tasks given by the lecturer can be done well. So far, the teaching and learning of ESP at the certificate programme students of front office in Management Perhotelan UNTAG 1945 run well. Despite the obstacles faced by the lecturer and also the students, but they can be overcome.

B. Suggestion

Based on the observation classroom, advice for lecturer is in order to make better English course in the future. English course will be more attractive if the lecturer use more various media technology such as playing the video conversation or native daily life that has relation with the perhotelan field so it could be make students interesting in learning English and also give more practice to the students about speaking, listening, pronunciation, spelling and their comprehending.

