CHAPTER V
CONCLUSIONS AND RECOMMENDATION

This chapter concludes the findings of the research and the answer of the research questions. Limitations of the research and recommendation are also included as an insight that hopefully will become a very much help for further research or English teachers regarding needs analysis of hospitality students of vocational high school.

5.1 Conclusions

This study was aimed to find out the target needs and the present needs of hospitality students in learning English. To reveal the students' needs in learning English, the data were collected using two kinds of instruments: questionnaire, interview, and document analysis. The conclusion regarding the study is presented as follows.

First, the target-situation analysis answered the first research question, 'what are the English needs of hospitality students of vocational high school in target-situation'. It can be concluded that all skills are, to some extent, needed when working in the hospitality field, especially at hotels. Listening and speaking can be assumed as a significantly needed skill in hospitality field since those skills are greatly involved in oral communication activity which will be a daily basis when working at a hotel. Reading skill and writing skill are also needed in doing some essential activity such as writing an email, or making a reservation. However, it is not a routine activity, depending on what position the students are placed. Vocabulary and grammar, on the other hand, are the foundation of all skills that help the students to apply the skill properly.

Regarding the second research question, 'what is the present-situation of English skills for hospitality students of vocational high school', the present-situation analysis suggested that students need to improve listening skill, speaking skill in order to cope with some activities that they will find when working at a hotel. To be more specific, students should practice listening to more English

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accents to improve their listening skill. In speaking, they should practice speaking spontaneously rather than using a script. In addition, enhancement in vocabulary knowledge and grammatical accuracy will upgrade the other skills to another level since some difficulties on the four skills are mostly related to vocabulary knowledge and grammar.

5.2 Implications of the Study

Based on the results of the study, there are some implications as a result of the findings of this research. In academic context, the result of the study should be able to bring some encouragement to educators in ESP related fields to consider the needs of the students more. In doing this, educators could collaborate with the occupational context parties by conducting a needs analysis. Therefore, it can help create more authentic learning materials and activities that meet the students' needs based on their expertise.

5.3 Limitations of the Study

As much as this research was wanted to be a comprehensive and well-organized research, there always be a room for limitations that might affect the result and create a gap.

First, limitations in methodology. The asking students' point of view through the interview might be able to give more elaborated details regarding their English needs. However, due to limitations in communication, the interview with the students could not be conducted.

Second, this research was conducted during the Coronavirus outbreak. The results might be different if the research was not conducted during the pandemic.

5.4 Recommendations for Further Research

Based on the results of the study, there are some insights that hopefully would be useful for English teachers and other researchers.

For the researcher who is interested in a hospitality major students' need, it is recommended to apply other frameworks of needs analysis such as learning needs analysis, or task-based analysis. Therefore, the result can become an addition to this

study in order to create a more comprehensive explanation regarding hospitality major students' needs.

Also, regarding the hospitality field, conducting needs analysis on other hospitality fields is also recommended. It was mentioned that hospitality actually covers a wider area such as tourism, restaurant, casino operation, etc. there might be some areas of the hospitality field that have a gap regarding English that is needed there. Finding the needs may give great benefits in the development of hospitality itself.