

**DEVELOPING LISTENING AND SPEAKING MATERIALS
FOR TOURISM INTENSIVE COURSE AT BUMDES
SAMBIMULYO YOGYAKARTA**

BACHELOR THESIS



By

Saniatul Arnikmah Asmuni

2000004030

**ENGLISH EDUCATION STUDY PROGRAM
FACULTY OF TEACHER TRAINING AND EDUCATION
UNIVERSITAS AHMAD DAHLAN
YOGYAKARTA
2024**

**DEVELOPING LISTENING AND SPEAKING MATERIALS
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SAMBIMULYO YOGYAKARTA
BACHELOR THESIS**

Submitted to the Faculty of Teacher Training and Education
Universitas Ahmad Dahlan Yogyakarta as a Partial Fulfillment of the
Requirements
For the Attainment of Sarjana Pendidikan



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APPROVAL PAGE

BACHELOR THESIS

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FOR TOURISM INTENSIVE COURSE AT BUMDES
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Defended before the board of examiners of
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and has been Declared fulfilling the Requirements for the
attainment of the Degree of *Sarjana Pendidikan*

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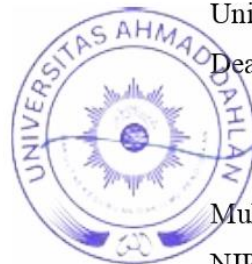
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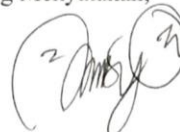
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Dengan ini saya menyerahkan hak *sepenuhnya* kepada Perpustakaan Universitas Ahmad Dahlan untuk menyimpan, mengatur akses serta melakukan pengelolaan terhadap karya saya ini dengan mengacu pada ketentuan akses tugas akhir elektronik sebagai berikut

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Khafidhoh, M.Pd.

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MOTTO

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

EAT GOOD, DRINK GOOD, FEEL GOOD, IT'S ALL GOOD

-Limbo by Keshi

JUST TRUST ME YOU'LL BE FINE

-End of Beginning by Joe Keery

CAUSE I AM A REAL TOUGH KID,

FAKE IT TILL YOU MAKE IT AND I DID

-I Can Do It with a Broken Heart by Taylor Swift

DEDICATION PAGE

As I stand at the threshold of completing this research, I am filled with an overwhelming sense of gratitude and praise to Allah SWT for His boundless blessings, favors, and good health. It is these very blessings that have enabled me to embark on this journey and see it through to its conclusion.

I would like to dedicate this research to the following individuals who have been instrumental in my journey:

1. My shining stars, my parents: Mr. Asmuni and Mrs. Mah Munah, whose unwavering love, support, and prayers have been my guiding force throughout my life. Whose tireless efforts to provide for me and unrelenting prayers for my success have been a constant source of inspiration.
2. My brother: Fakhreza Almaydo Mahuni, who inspires me to strive for excellence and achieve my goals, ultimately leading to a better life for him.
3. My dearest friends; Evita Hardyanti, my partner in every sense of the word, who has been my constant companion through life's ups and downs, thick and thin, whose unwavering support and encouragement have been the wind in my sails, propelling me to be stronger and more resilient in life especially in Yogyakarta, who has been the glue that holds our memories together, who has shared the countless laughs, tears, and late-night conversations with, the one who has made my college life was not a mere shadow of its former self; Dhea Ruth Claudia Sihombing, even though our lives may take us down different paths, and our communication may be limited, but I know that you are always there to support me; Aulia Hidayati, my RND and traveling buddy, as always been willing to lend a helping hand, offering me a ride whenever I need it; Fahrul Rayhan Muhammad, who has been illuminating my day with his sidesplitting humor and unpredictable jokes, whose word of affirmation has given me the courage to push through life's challenges even when I am feeling uncertain; Milenia Devi Ramadanti, who has been my partner in late-night study sessions, helping me complete assignments and perfecting my documents' layout.
4. Ma'am Joyce and my incredible Philippines students, particularly my grade 7 students, who have been the spark that ignites my passion and drives me to achieve my dreams. Who have been my constant source of inspiration, energy, and happiness since the moment we met. Whose unwavering support and enthusiasm has been a beacon of hope, reminding me that every obstacle is worth overcoming and I can't wait to reunite with each and every one of you again soon.
5. My trusty laptop, which has been my loyal companion for about 10 years throughout my academic journey. Which has served me well, and I appreciate your durability. After I completed my bachelor's degree, you've

earned your well-deserved retirement, and I'm glad you've made it to the end of your useful life, even though you're a bit heavier at 2 kilograms!

6. And to top it all off, I want to give a special shoutout to myself - the ultimate superhero! I am talking about the person who has been pushing through the toughest of times, refusing to give up, and making sacrifices along the way. I am talking about the person who's been pouring her heart and soul into her dreams, even when it felt like the whole world was against her. Life may have been tough, but she has shown that she is tougher. Every single drop of blood, sweat, and tears has been worth it. Every late night, every early morning, every sacrifice made for the sake of her goals - it's all been worth it. So here is to myself - the ultimate champion of perseverance and resilience. Cheers to many more victories!

This research is a testament to the power of love, support, and perseverance. May Allah SWT continue to guide me on my path and bless me with the wisdom to make a positive impact in the world.

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Praise and gratitude the researcher pours into the presence of Allah SWT, who has given His mercy and guidance to the researcher so that this thesis can be completed properly. Selawat and Salam are always poured out to the Prophet Muhammad SAW, who has brought mankind to the bright ages.

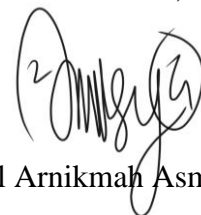
On this occasion, the researcher expressed his gratitude to all those who have provided assistance, direction, and encouragement during the researcher's work on this thesis. Therefore, the researcher expresses his gratitude to:

1. Prof. Dr. Muchlas, M.T., Rector of Universitas Ahmad Dahlan, who has given the opportunity to the researcher to study at this Institution;
2. Muhammad Sayuti, M.Pd., M.Ed., Ph.D., the Dean Faculty of Teacher Training and Education, who has given research permission to the researcher to complete this thesis task;
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It is a prayer that the help and good deeds given to the researcher get the reward and pleasure of Allah SWT. The researcher realizes this thesis is far from perfection. Therefore, the criticism and advice that builds the researcher expects for the perfection of this thesis.

Yogyakarta, 10th of June, 2024

Researcher,



Saniatul Arnikmah Asmuni

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ABSTRACT

In today's globalized tourism industry, effective communication is the key to success. The increasing importance of effective communication in the tourism industry, particularly in English, has highlighted the need for administrators to enhance their language skills. With the rise of English as the dominant language, tourism professionals must possess excellent listening and speaking skills to engage with international tourists. Despite the challenges faced by tourism place administrators, including language barriers and cultural differences, developing listening and speaking materials specifically tailored to the tourism business is crucial for their success. This study aims to develop listening and speaking materials for tourism-intensive course administrators at Tebing Breksi, a geo-heritage tourism destination in Yogyakarta, Indonesia.

The module was developed using the ADDIE model, which consisted of five stages: analysis, design, development, implementation, and evaluation. The researcher identified the needs of the administrators through a series of semi-structured interviews, including a lack of English proficiency and reliance on Google Translate. The module was designed based on the needs analysis, with three chapters: prices (ticket counter administrators), giving directions (parking lot administrators), and describing objects (announcement counter administrators). The researcher created scripts for listening to audio tasks and a syllabus for the course. The module was developed on Canva, reviewed by experts, and revised before implementation. The module included written materials, short video clips, and audio scripts. The module was tested with three administrators responsible for ticketing, parking, and announcements, who completed the listening and speaking tasks tailored to their specific roles. The evaluation stage was conducted simultaneously with implementation, assessing the module's feasibility through a questionnaire provided to the administrators.

This module was constructed in accordance with the approach outlined in the referenced method and was validated by 3 experts (media, material and tourism) and also 3 administrators (ticket counter, parking lot and announcement counter). This module got score 79,54 from material expert, 77,77 from media

expert, the score from tourism expert was 75, the result from ticket counter administrator was 100, the score 88,88 was obtained by parking lot administrator and the score obtained from announcement counter administrators was 69,4. Those scores above reached “good” and “very good” criteria. The results indicate that the module is feasible to use.

Keywords: listening, module, speaking, Tebing Breksi’ administrators