

**NEEDS ANALYSIS OF ENGLISH FOR ALFAMIDI  
EMPLOYEES IN TENTENA**

**UNDERGRADUATE THESIS**

*Presented as Partial Requirements  
for the Degree of Sarjana Pendidikan  
to the faculty of Teacher Training and Education  
Sintuwu Maroso University*



**NUR RIF'AH GUMOHUNG**

**91611402112016**

**ENGLISH LANGUAGE EDUCATION STUDY PROGRAM  
FACULTY OF TEACHER TRAINING AND EDUCATION  
SINTUWU MAROSO UNIVERSITY**

**POSO**

**2023**

## STATEMENT OF ORIGINALITY

I,

Name : Nur Rif'ah Gumohung

NPM : 91611402112016

Study Program : English Education Study Program

Title of Thesis : Needs Analysis of English for Alfamidi Employees in Tentena

hereby state that this undergraduate thesis is the sole work of myself has not been written with collaboration with any other person, nor does it include, without due acknowledgement, the work any other person. This is a true copy of my undergraduate thesis, including my final revision, as approved by my board of examiners, and this is undergraduate thesis or any part of this has not been published, submitted for publication, and has not been submitted for a higher degree to any other university or institution. If at a later time it is found that this undergraduate thesis is a product of plagiarism, then I am willing to accept any legal consequences that may be imposed me.



**APPROVAL PAGE OF BOARD OF SUPERVISORS  
UNDERGRADUATE THESIS EXAMINATION**

Name : Nur Rif'ah Gumohung  
NIRM : 91611402112016  
Study Program : English Education  
Title : Needs Analysis of English for Alfamidi Employee in  
Tentena

This is to certify that the undergraduate thesis has been approved by the Board of Supervisors to be examined in undergraduate thesis examination that will be held by the Board of Examiners of Faculty of Teacher Training and Education, Sintuwu Maroso Poso, 17 January 2023.

**FIRST SUPERVISOR**  
(11 Januray 2023)



**Dr. Novalita F. Tungka, S.S., M.Pd**  
NIDN: 0911118201

**SECOND SUPERVISOR**  
(11 January 2023)

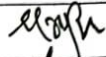

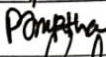





**Yuliana Dg. Macora, S.Pd., M.Hum**  
NIDN: 0904048603

### CERTIFICATION PAGE OF BOARD OF EXAMINERS

This is to certify that the undergraduate thesis of Nur Rif'ah Gumohung has been approved by the Board of Examiners at English Language Education Study Program of Sintuwu Maroso University after examination on, 17 January 2023.

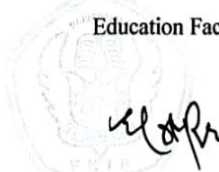
#### The Board of Examiners


No	Name	Position	Signature
1	Dr. Eliaumra, S.Si., M.Si	Chairperson	
2	Vivin Krismawanti Modjango, S.S., M.Pd	Secretary	
3	Ika Paramitha Lantu, S.S., M.Pd	Examiner I	
4	Charles Setiawan Toedje, S.Pd., M.Hum	Examiner II	
5	Dr. Novalita Fransisca Tungka, S.S., M.Pd	Supervisor I	
6	Yuliana Dg. Macora, S.Pd., M.Hum	Supervisor II	

Poso, 17 January 2023

Legalized by

The Dean of Teacher Training and  
Education Faculty





**Dr. Eliaumra S.Si., M.Si**  
NIDN. 0919027402

## ABSTRAK

**Nurifah Gumohung, 2023.** *Analisis Kebutuhan Bahasa Inggris Karyawan Alfamidi di Tentena.* Dibimbing oleh Novalita Fransisca Tungka dan Yuliana Daeng Macora.

**Kata Kunci:** *Analisis, Bahasa Inggris untuk Tujuan Khusus, Kebutuhan, Kekurangan, Keinginan*

Penelitian ini bertujuan untuk mengetahui apa saja kebutuhan, kekurangan, dan keinginan dari karyawan Alfamidi di Tentena dalam berbahasa Inggris. Bahasa Inggris untuk tujuan khusus atau dikenal dengan ESP adalah alat komunikasi yang penting dimana peluang ekonomi dan karir disajikan dengan keterampilan berkomunikasi. Seiring berkembangnya pertumbuhan industri dan tingginya pengunjung asing di Tentena, keterampilan bahasa Inggris menjadi penting bagi karyawan Alfamidi untuk memenuhi kebutuhan pelanggan dan menyelesaikan tanggung jawab sehari-hari dalam tugas pelayanan mereka. Dalam penelitian ini, peneliti menggunakan metode penelitian kuantitatif menggunakan kuisioner dan menyebarkan pada 30 karyawan Alfamidi di Tentena. Data yang diperoleh dianalisis secara statistik dengan menggunakan frekuensi, proporsi, skor rata-rata, dan standar deviasi. Hasil dari penelitian menunjukkan bahwa keterampilan Bahasa Inggris yang paling dibutuhkan oleh karyawan Alfamidi adalah keterampilan berbicara dan mendengarkan. Selain itu, karyawan Alfamidi juga sangat ingin menguasai keterampilan berbicara dan mendengarkan. Terakhir, keterampilan membaca dan menulis adalah keterampilan yang paling kurang digunakan oleh karyawan Alfamidi.

**ABSTRACT**

**Nur Rif'ah Gumohung**, 2023. *Needs Analysis of English for Alfamidi Employees in Tentena*. Supervised by Novalita Fransisca Tungka dan Yuliana Daeng Macora.

*Keywords: Analyzing, English for Specific Purposes, Needs, Lacks, Wants*

This study aims to find out the needs, lacks, and wants of Alfamidi employees in Tentena. English for specific purposes (ESP) is an important communication tool where economic and career opportunities are presented with communication skills. As the industry grows and the number of foreign visitors in Tentena increases, English skills are important for Alfamidi's employees to meet customer needs and complete their daily responsibilities in their service tasks. In this research, the researchers used a quantitative research method using a questionnaire and distributed it to 30 Alfamidi employees in Tentena. The data obtained were analyzed statistically using frequency, proportion, average score, and standard deviation. The results of the study show that the English skills most needed by Alfamidi employees are speaking and listening skills. In addition, Alfamidi employees also really want to master speaking skills and listening skills. Lastly, reading and writing skills are skills that are rarely used by Alfamidi employees.

## TABLE OF CONTENTS

TITLE PAGE	i
STATEMENT OF ORIGINALITY	ii
APPROVAL PAGE	iii
CERTIFICATION PAGE	iv
ACKNOWLEDGMENTS	v
ABSTRAK	viii
ABSTRACT	ix
TABLE OF CONTENTS	x
LIST OF TABLES	xii
LIST OF FIGURE	xiii
LIST OF APPENDICES	xiv
CHAPTER I INTRODUCTION	
A. Research Background	1
B. Research Objective	3
C. Objectives of the Research	3
D. Significances of the Research	3
E. Scope of the Research	3
F. Definition of Terms	4
CHAPTER II REVIEW OF RELATED LITERATURE	
A. Conceptual Framework	5
B. Review of Related Theories	6
C. Thinking Framework	16

CHAPTER III RESEARCH METHODOLOGY	
A. Research Design	17
B. Location and Time	17
C. Population	18
D. Technique of Data Collection	18
E. Techniques of Data Analysis	18
CHAPTER IV RESEARCH FINDING AND DISCUSSION	
A. Research Finding	20
B. Discussion	24
CHAPTER V CONCLUSION & SUGGESTIONS	27
REFERENCES	28
APPENDICES	29



# **CHAPTER I**

## **INTRODUCTIONS**

### **A. Research Background**

Nowadays, English become one of important things in the world of education and work. Communication is the process of sending and receiving information, which can occur both individually and in groups. This message is conveyed to the recipient and the recipient then decode or interpret it. This seems to be a simple task, but it is not.

Language consists of symbols and signs that are unique to the people who speak and write that language. Effective communication requires the use of a shared language and knowledge of basic concepts. It is also important to realize that the receiver's interpretation of what the sender is saying may differ from what the sender intended, which is less likely if the two share the same culture and language.

Communication's importance cannot be stressed. After all, cultures, societies, and civilizations cannot survive in isolation from one another. Good communication may help us meet our wants, develop rules and laws that help structure society, help people find and keep jobs, provide information and direction, and pass on cultural traditions, norms, and values. Which is where English helps us to communicate with local people and foreigners when visiting a place, one of them is Alfamidi.

Alfamidi is one of the companies engaged in retail that sells various kinds of needs. Of course there will be many people who will come to this place. Such as Alfamidi in Tentena City.

Tentena is a tourism area in Poso Regency and also as a passage for companies in Morowali. The main thing is that the workers there are foreign workers. It means that tentena will be the center of attention for local, foreign and foreign tourists. As one of the modern mini markets in the city of Tentena, it is a stopover place for local tourists and foreign workers to look for their needs.

Otherwise, the researcher interest to Analysis of English for Alfamidi Employes in Tentena City.

## **B. Research Questions**

What are the needs of Alfamidi employee in English language used in their work place?

## **C. Objectives of the Research**

It is centered on Alfamidi employees needs, lacks, and wants regarding to the English skills required for their job duties. The most frequently used English language skills in the workplace were evaluated, including speaking, listening, writing, and reading.

#### **D. Significances of the Research**

The researcher supposed to give benefits to:

1. The Researcher as an Alfamidi employees.
2. The Alfamidi Employees in serving the foreign customers.
3. The future research who have the same topic in needs analysis of English for Alfamidi employee.

#### **E. Scope of the Research**

This study looked at the English language needs of Alfamidi employees in Tentena, Central Sulawesi. It is centered on Alfamidi employees' needs, lacks, and wants regarding the English skills required for their job duties. The most frequently used English language skills in the workplace were evaluated, including speaking, listening, writing, and reading. This study sought detailed information from the service industries. Furthermore, the questionnaires were based on Hutchinson and Waters' (1987) needs analysis.

#### **F. Definition of Terms**

There are two key words which are discussed in this research :

1. The English language process of identifying needs of alfamidi employees in tentena.
2. The Alfamidi employees as the subject of the research to analysis their needs English language in Tentena Central Sulawesi.

## REFERENCES

- Aisy, R. (2018). "A Need Analysis Of English Language Use For Tourism: A Case Study Of Rahmat International Wildlife Museum & Gallery". Medan: USU.
- Arikunto, S. (2010). *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Dudley-Evans, T., & John, M. S. (1998). *Developments in ESP : A multi-disciplinary approach*. Cambridge: Cambridge University Press.
- Graves, K. (1996). *Teachers as course developers*. Cambridge: Cambridge University Press.
- Jordan, R. (1997). *English for Academic Purpose*. Cambridge : Cambridge University Press.
- Kaewkunha, S. (2021). "Needs Analysis of the English language for Thai employees in Service industry in Thailand" Thailand: Mahasarakham University.
- Likert, R. (1932). *A technique for the measurement of attitudes*. Archives of Psychology, 22 140, 55.
- Littlewood, W. (1981). *Communicative language teaching*. Cambridge: Cambridge University Press.
- Mackay, R. (1978). *Identifying the nature of learner's needs*. In R. Mackay & A. J. Mountford (Eds.), *English for Specific Purposes* (pp.21-37). London: Longman.
- Nunan, D. (2004). *Task-Based Language Teaching*. Cambridge: Cambridge University Press.
- Prachanant, N. (2012). " English Language Use Need Analysis on in Tourism Industry" in *Procedia Social and Behaviour Sciences*.
- Robinson, P. C. (1980). *English for Specific Purposes*. Oxford: Pergamon Press.
- Stern, H. H. (1992). *Issues and Options in language teaching*. Oxford: Oxford University Press.

Yamin, A. (2021) "*Needs Analysis on English Language Use by Hotel Staffs in Bandung*". Yogyakarta: ELTICS Journal.

Yemi, A. (2020) "*Learners' Need Analysis on ESP Teaching Materials at Komunikasi Penyiaran Islam Study Program of Fuad Faculty of IAIN of Bengkulu*". Bengkulu: IAIN Bengkulu.