

CHAPTER IV

ANALYSIS

Data collecting tools used included the lesson plan evaluation form, classroom observation and the interview. They were employed to evaluate the effectiveness of the English listening and speaking lessons and to track the improvement of the listening and speaking abilities of the hotel service personnel.

This chapter will present the results of the data analysis of the main study. First, it will present the descriptive statistics of the effectiveness of the lesson plans. Second, the results of English listening and speaking skills of the participants will be reported. Finally, the results of the qualitative analysis of the interviews will be presented.

4.1 The effectiveness of the English listening and speaking lesson plans

Table 5: Shows μ and σ of Each Lesson Plan

Lessons	Terminal objective		Content		Pre-task		Task cycle		Language focus		Task		Total		Effectiveness
	μ	σ	μ	σ	μ	σ	μ	σ	μ	σ	μ	σ	μ	σ	
Lesson1	4.33	0.57	3.22	0.44	3.50	0.54	3	0	3.88	0.33	4.33	0.49	3.68	0.65	Effective
Lesson2	4	0	3.33	0.50	3.50	0.54	4	0.70	2.88	0.78	3.91	0.66	3.58	0.73	Effective
Lesson3	4.33	0.57	4.22	0.44	3.33	0.51	3.77	0.44	3.33	0.70	4	0.6	3.81	0.64	Effective
Lesson4	5	0	4	0.5	4	0	3.77	0.66	3.44	0.72	4.08	0.9	3.93	0.72	Effective
Lesson5	4.66	0.57	3.44	0.52	3.83	0.75	3.77	0.66	4	0.70	4.25	0.62	3.93	0.69	Effective
Lesson6	4.66	0.57	4	0	4	0.89	4	0.50	3.88	0.33	4.50	0.52	4.14	0.54	Effective
Lesson7	5	0	4.44	0.52	4.33	0.51	4.11	0.60	3.33	0.70	4.08	0.79	4.10	0.75	Effective
Lesson8	5	0	4.11	0.60	4.66	0.51	4	0.70	3.66	0.50	3.83	0.71	4.06	0.69	Effective
Lesson9	4	1	4.11	0.33	3.83	0.75	3.77	0.66	3.88	0.78	4.41	0.90	4.04	0.74	Effective
Lesson10	5	0	4	0	4.16	0.40	4	0.50	4.33	0.86	4.25	0.75	4.20	0.61	Effective
Lesson11	4.66	0.57	4.44	0.52	4.33	0.51	4	0.50	3.22	0.66	4.08	0.79	4.04	0.74	Effective
Lesson12	5	0	4.77	0.44	4.33	0.51	4.44	0.52	3.55	0.88	4.25	0.86	4.31	0.77	Effective
Lesson13	5	0	4.33	0.50	4.33	0.51	4	0.70	4.11	0.78	4.33	0.77	4.27	0.67	Effective
Lesson14	5	0	4.33	0.50	4.16	0.41	4.11	0.60	3.66	0.86	4.33	0.77	4.18	0.70	Effective
Total	4.69	0.28	4.05	0.42	4.02	0.52	3.91	0.55	3.65	0.68	4.19	0.72	4.02	0.69	Effective

4.2 Classroom observation

Classroom observation was employed to evaluate the English listening and speaking abilities through peer assessment and researcher assessment as shown in the following tables.

Table 6: English Listening and Speaking Abilities of Housekeepers from General Topic Lessons and Housekeeping Topic Lessons

Learners	General Topic Lessons 30 points/lesson					Housekeeping Topic Lessons 30 points/lesson				
	L1	L2	L3	Mean	Quality	L4	L5	L6	Mean	Quality
Student 1	18	18	18	18	Good	18.5	19	22.5	20	Good
Student 2	14	16	20	16.7	Good	18	19.5	20.5	19.3	Good
Student 3	15	18	20	17.7	Good	18.5	20.5	21	20	Good
Student 4	22	24	25	23.7	Very good	24	24	25	24.3	Very good
Total Mean	17.3	19	20.8	19	Good	19.8	20.8	22.3	20.9	Very good

Table 6 shows the English listening and speaking abilities of the housekeepers in three general topic lessons and three housekeeping topic lessons. Although the learners listening and speaking abilities did not improve one full interval scale like the F.B and F.O sections, the scores in the housekeeping topic lessons showed more improvement than those in the general topic lessons. The results are related to the learners' background English knowledge in the terms of

number of years they had studied English, which were fewer than the personnel in other sections. However, the results of their interviews show that they are confident and are able to communicate with foreign guests more easily and more understandably as a result of the lessons, despite the fact that their scores did not increase like the other sections. This is shown in the improved scores in the housekeeping topic lessons shown in Table 6 and in the following bar graph.

Figure 2: English Listening and Speaking Abilities of Housekeepers in Housekeeping Topic Lessons

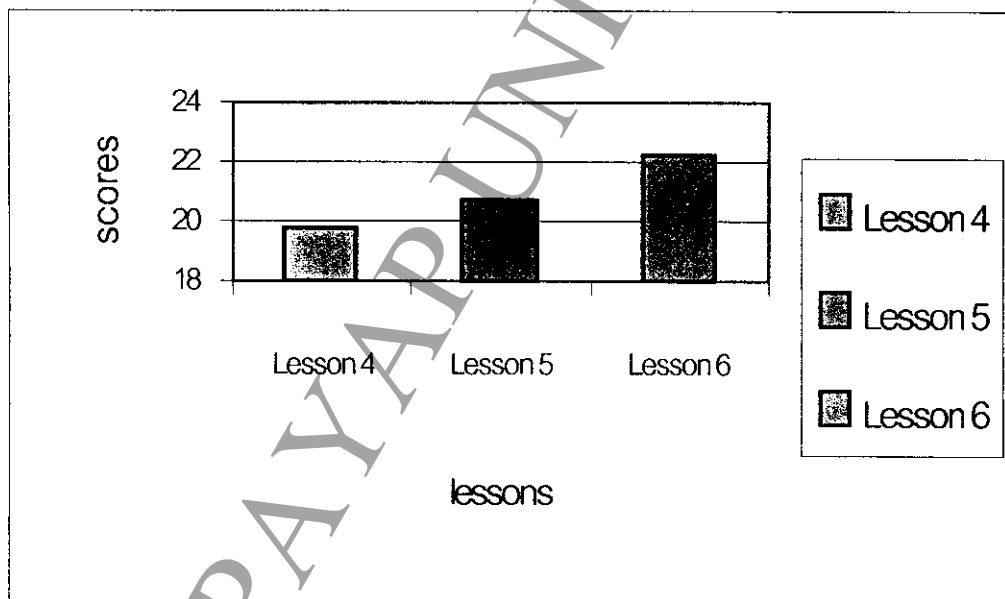


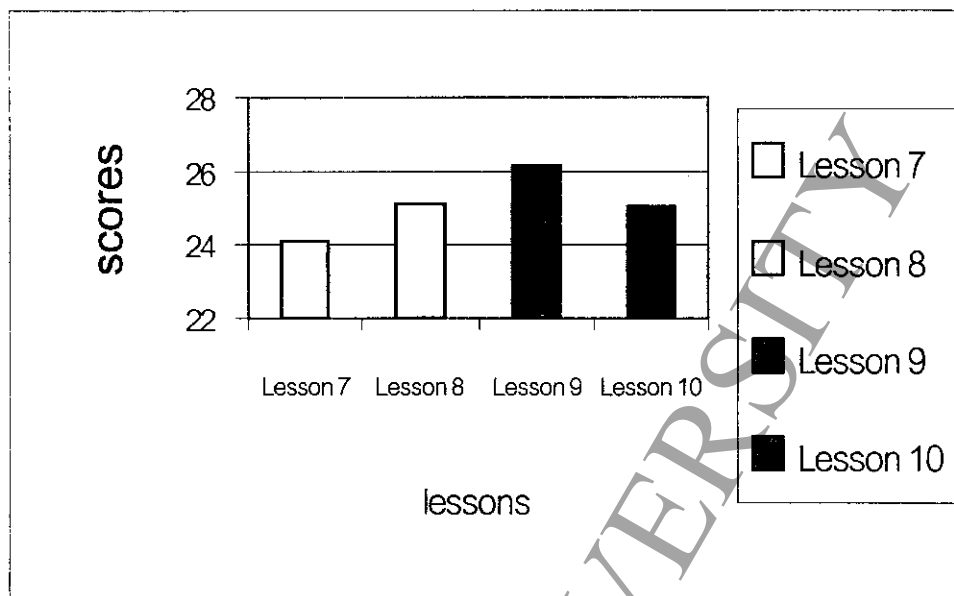
Table 7: English Listening and Speaking Abilities of F.B Personnel from General Topic Lessons and F.B Topic Lessons

Learners	General Topic Lessons					F.B Topic Lessons					
	30 points/lesson					30 points/lesson					
	L1	L2	L3	Mean	Quality	L7	L8	L9	L10	Mean	Quality
Student 5	22	23	24	23	Very good	25.2	26.4	28.8	25.6	26.5	Excellent
Student 6	16	18	24	19.3	Good	25.6	25.6	26.8	24.8	25.7	Very good
Student 7	21	21	25	22.3	Very good	26	26.8	27.2	24.8	26.2	Excellent
Student 8	18	16	22	18.7	Good	22	24.4	24.4	26.8	24.4	Very good
Student 9	15	16	18	16.3	Good	21.6	22.4	23.6	23.2	22.7	Very good
Student 10	20	19	24	21	Very good						
Total Mean	18.7	18.8	22.8	20.1	Very good	24.1	25.1	26.2	25	25.1	Excellent

Table 7 shows the English listening and speaking abilities of F.B personnel in taking three general topic lessons and four F.B topic lessons. The scores in the F.B topic lessons improved one interval scale compared with those in the general topic lessons. This improvement is related to the results of their interviews, which showed they are confident and are able to communicate with foreign guests more easily and more understandably after learning by using the TBL activities. This evidence is shown in the improved scores in the F.B topic lessons shown in Table 7 and in the following bar graph.

Figure 3: English Listening and Speaking Abilities of F.B

Personnel in F.B Topic Lessons



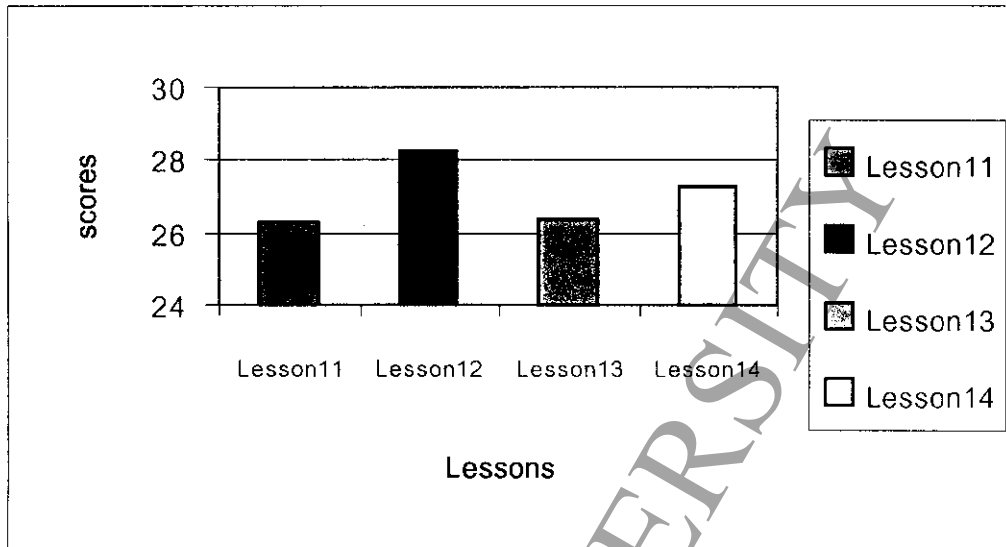
Considering the F.B topic lessons, it found that the scores have been increased respectively, except lesson 10. Regarding lesson 10, which was about dealing with complaints, the score was lower because of the nature of the task. The learners needed to solve the problems, which was a complex task. It was not the same as the previous lessons, which were about using different functions.

Table 8: English Listening and Speaking Abilities of F.O Personnel from the General Topic Lessons and the F.O Topic Lessons

Learners	General Topic Lessons 30 points/lesson					F.O Topic Lessons 30 points/lesson					
	L1	L2	L3	Mean	Quality	L11	L12	L13	L14	Mean	Quality
Student 11	19	19	24	20.7	Very good	26	30	27	27	27.5	Excellent
Student 12	19	19	21	19.7	Good	25.6	28.5	25.5	25.5	26.28	Excellent
Student 13	24	20	23	22.3	Very good	26	26.5	24	25.5	25.5	Excellent
Student 14	24	21	26	23.7	Very good	29.5	30	28	28.5	29	Excellent
Total Mean	21.5	19.8	23.5	21.6	Very good	26.8	28.8	26.1	26.6	27.1	Excellent

Table 8 presents the English listening and speaking abilities of the F.O personnel in taking three general topic lessons and four F.O topic lessons. The scores in the F.O topic lessons improved one interval scale compared with those in the general topic lessons. This improvement is related to the results of their interview that they are confident and are able to communicate with foreign guests more easily and more understandably after learning by using the TBL activities. This evidence is shown in the improved scores in the F.O topic lessons shown in Table 8 and in the following bar graph.

Figure 4: English Listening and Speaking Abilities of F.O Personnel in the F.O Topic Lessons



Considering the F.O topic lessons, it found that the scores have not been increased respectively. Regarding lesson thirteen, which was about checking out, the score was lower because of the nature of the task. It was long, complex and difficult.

4.3 The results of the evaluation of English listening and speaking abilities at the end of the course

Table 9: The results of the evaluation of English listening and speaking abilities of housekeeping section done by the housekeeping manager

Learners	Total score	Scores
Student 1	30	18
Student 2	30	18
Student 3	30	24
Student 4	30	26

Comparing the mean scores in class and those at work, two students had little lower scores at work than those in class. However, they passed the passing criteria and they are parallel with those in class. Moreover two students had the scores at work higher than those in class because their manager was satisfied with their English improvement.

Table 10: The results of the evaluation of English listening and speaking abilities of food and beverage section done by F.B. manager

Learners	Total score	Scores
Student 5	30	22
Student 6	30	22
Student 7	30	22
Student 8	30	20
Student 9	30	18

Comparing the mean scores in class and those at work, all students had little lower scores at work than those in class. However, they passed the passing criteria and they are parallel with those in class.

Table 11: The results of the evaluation of English listening and speaking abilities of front office section done by F.O manager

Learners	Total score	Scores
Student 11	30	22
Student 12	30	20
Student 13	30	22
Student 14	30	26

Comparing the mean scores in class and those at work, all students had little lower scores at work than those in class. However, they passed the passing criteria and they are parallel with those in class.

4.4 Interview

All of the learners responded that the lessons they learned matched their needs and their daily work. All housekeepers, 4 from 5 F.B personnel and all F.O personnel thought that they could apply the knowledge that they had learned to most of their daily work. In terms of enriching the listening and speaking skills, all three sections indicated that they were able to improve their listening and speaking skills, very much resulting in better communication with their guests and also with their managers.

For the learning method that emphasizes that the learners do the tasks by using learners' input and work experiences to create a dialogue for the situation given, all of them responded that this kind of learning was very useful because it helped them speak more fluently and they could communicate with foreign guests more easily

and more understandably. In addition, they had a chance to learn new and more useful expressions and to correct the wrong expressions they were currently using.

In terms of other suggestions about the content, lessons and the way learning and teaching, all of 3 sections revealed that the lessons were very good. They could apply the lessons in real settings. However, one housekeeper and 2 F.B personnel recommended that time in teaching should be more appropriate to their working time and 2 housekeepers, 3 F.B personnel and 2 F.O personnel indicated that they needed to learn more.

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