

NEED ANALYSIS OF ENGLISH LANGUAGE USED IN DEPARTEMENT OF TOURISM AND CULTURE IN ROKAN HULU

Pipit Rahayu

darariau2010@gmail.com

University of Pasir Pengaraian, Indonesia

Eripuddin

eripuddin85@gmail.com

University of Pasir Pengaraian, Indonesia

Rika Safitri

rikasafitri286@gmail.com

University of Pasir Pengaraian, Indonesia

ABSTRACT

This thesis was an implemented linguistics observe regarded from wishes evaluation. The researcher analyzed the tourism personnel who labored inside the tourism and subculture branch of Rokan Hulu, Riau Indonesia. Instruments of the research were questionnaire and interview. The targets of this observe were (1) to find out the needs of tourism personnel in English language the use of their administrative center and (2) to find out the problems that the tourism personnel come across while the usage of English language abilities of their activity. This thesis dependent as the sector studies the usage of qualitative approach as in consists of a form of academic studies that includes accumulating statistics the use of forms containing not unusual pop-up questions, accumulating phrase or picture statistics, and accumulating statistics from a small variety of humans or locations. The outcomes of the evaluation listening and speaking are maximum essential English talent of tourism personnel in Rokan Hulu's tourism and subculture branch, however it's also taken into consideration because the maximum complex to them. The tourism personnel in the department of tourism and subculture in Rokan Hulu has fewer problem in reading and writing abilities.

Keywords: Needs Analysis, English for Specific Purpose, Tourism Employees

INTRODUCTION

In current years, Employers with centers notable English conversation abilities has turn out to be increasingly more critical.

The needs of conversation in modern place of work, specifically inside the tourism industry, are annoying. This correct conversation is

important the tourism industry to keep away from misunderstandings, confusion and errors. Indonesian in that experience, operating those operating direct to tourism industry English desires to be progressed, specially the language used inside the tourism enterprise, as a way to emerge as correct tourism officials. moreover, the function of tourism in producing profits and growing jobs is anticipated to boom. Riau is one province in Indonesia. it's far placed inside the significant eastern coast of Sumatra alongside the Strait of Malacca. until 2004 the province covered the offshore Riau Islands, a big organization of small islands (of which the essential islands are Batam and Bintan) positioned east of Sumatra Island and south of Singapore, before those islands have been break up off as a province in July 2004. The provincial capital and the biggest metropolis of Riau is Pekanbaru. Riau has 12 districts, which include Rokan Hulu district.

The Rokan Hulu Regency is one of the provinces in Riau, Indonesia, referred to as "The Land of one thousand Suruks". The capital of Rokan Hulu is Pasir Pengaraian with a district populace of 561,385 in 2020 and a place of 7,588.13 km², 85% of that's land and 15% of water and wetlands. one of the maximum well-known sights in Rohru is the Madani Islamic center Grand Mosque. The Rokan Hulu Mosque big Islamic Madani center has constructing location 15,800 rectangular meters on 22 hectares and may

accommodate among 15,000 and 20,000 congregations.

Masjid Agung Madani Islamic center turned into voted It became voted the great masjid in Indonesia in 2015 amongst 509 mosques in 33 provinces. Lot travelers from domestic and overseas Please go to this mosque, these kind of are supported through the Rokan Hulu Regency branch of Tourism and subculture. As a end result, Rokan Hulu's tourism will regularly enhance, attracting greater overseas travelers to Rokan Hulu, and tourism must pass in addition extended. furthermore, the function of tourism in producing profits and employment is probably to benefit. Rokan Hulu personnel who're immediately worried inside the tourism enterprise want to enhance their English to be right hosts. there's a specially I want to enhance my English languages used inside the hospitality enterprise and excursion offerings that have interaction without delay with overseas travelers. consequently, inside the destiny, humans operating in tourism, enterprise and public offerings will want English (Richards, 2001). understanding English as the worldwide language performs an critical function for the ones operating inside the Rokan Hulu tourism enterprise. English has already turn out to be the language of the sector due to the fact spoken through greater humans than another language. understanding English as the global language performs a critical function for the

ones working inside the Rokan Hulu tourism enterprise.

Desires evaluation is a way for collecting and comparing applicable data for the cause of growing mastering layout. that is a procedure of continuous assessment and change to form the content material and techniques of the gaining knowledge of technique to make this possible be finished successfully in a while (Erfiani, Sukarsih, Wardhana & Lindawati, 2021). A desires the use of analytics, this system must behavior a evaluation of the effects of the evaluation with the desires and targets of this system. moreover, a desires evaluation can be a part of this system to assist enhance the diverse additives of this system meet learner desires (Yamin & Sahrul, 2021).

From From a number of the above implications, researchers finish that desires evaluation is ready defects or troubles, figuring out purpose and answer. You it could be concept of because the system of figuring out gaps in what have to be occur what goes on and what's inflicting those gaps. This look at become selected due to the fact authors agree with that this subject of labor (tourism) is one of the maximum critical regions in which English is extensively spoken.

REVIEW OF RELATED LITERATURES

1. English Language

a. Definition of English Language

Sightseeing now officers humans labored inside the Ministry of subculture and Tourism greater possibilities to talk English because of the massive variety of overseas traffic. the second one cause is precise desires evaluation statistics concerning using English in tourism. desires evaluation ambitions to become aware of desires and troubles Rokan Hulu Tourism personnel branch of Tourism and subculture. as a end result studies will assist enhance the English abilities of tour personnel and assist growth the quantity of vacationers who come to Rokan Hulu. consistent with the revel in of researchers, English may be very critical for personnel. in particular excursion publications, as a excursion manual I want to talk with travelers who come to Rokan Hulu. it is like explaining Rokan Hulu's tale and all of the information Rokan Hulu, presenting schedules for excursion publications, and recommending locations to go to while you arrive on Rokan Hulu presents and visitors statistics that travelers can use inside Rokan Hulu. understand all this specifically the personnel excursion publications are required to study the statistics inside the e-book supplied by Rokan Hulu subculture and Tourism. Bureau.

Language is our number one supply of conversation .it's miles the technique through

which we proportion our thoughts and mind with others. There are hundreds of language inside the international, Ilyosovna (2020:22). Language mastering is an extended and complex adventure. Language learning is a step in maximizing a learner's capability to assume, sense and act. moreover, keep in mind that language mastering isn't a sequence of easy steps that may be programmed right into a easy package. A a success mastering procedure calls for ordinary training. concerning mastering, coaching describes it as a manner that courses and helps mastering. coaching additionally allows rookies to study and units the situations for studying.

2. English for Specific Purpose (ESP)

The improvement of English for particular functions (ESP) stems from the pressing want to master English as a way of conversation. Nunan (2004:7) suggests the emergences of ESP is due to the particular desires of the beginners. English for unique functions (ESP) may be described because the coaching and studying of English as a second or overseas language to be used in a particular subject. because the 1960s, ESP has end up a one-of-a-kind a part of coaching English as a foreign Language (TEFL). Its significance stems from the truth that English has turn out to be the cutting-edge lingua franca. Hutchinson et al. he's extra unique while he states that ESP is "an technique to language coaching wherein all selections approximately content material

and approach are grounded in motive for mastering." Strevens additionally helps the identical concept. due to the fact, as he places it, "ESP is a unique case of the overall class of motive-constructed language education. The identical concepts follow no matter the language you research or educate". Ten years later, Dudley-Evans et al. A comparable definition of ESP and each authors collaborated to offer absolute and variable functions of ESP. maximum researchers appear to agree on tendencies of his: a) ESP is based totally on a particular context. b) ESP is based totally at the particular desires of the learner.

3. Need analysis

A desires evaluation is all of the subjective and goal statistics vital to explain and validate curricular desires that help a learner's language mastering desires inside the context of an organization that impacts the studying and coaching context. (Al-Seady, 1998b:61; Betty, 1993:104; Igerb, 2010b:152). A desires evaluation is an goal view of what the learner desires to do with the language, i.e. all events worried (now not simply the learner himself, however B. the corporation/charge of the route), the learner's contemporary capability, and to be had assets (Betti, 2021e:91). further, Hutchinson and Waters (1989) additionally categorized the varieties of desires into classes. The want for desires and the want for mastering. A aim want is what a learner desires to do in a

intention scenario, and a getting to know want is what a learner desires to do so that you can study. They divided the conditions included through him into 3 phrases. requirements, shortage and preference. A want is a sort of want decided by using the needs of the goal scenario. What inexperienced persons want to realize to feature successfully within the goal scenario. A deficiency is an opening among a favored capability and a learner's present capacity. desires, from the learner's attitude, also are known as learner wishes.

4. **Department of Tourism and Culture**

As an group inside the framework of the country wide mandate, the Ministry of Tourism and lifestyle genuinely performs an critical function within the pleasure of municipalities, however there are regularly boundaries in its implementation, each at the a part of the authorities and at the a part of neighborhood government. The municipality itself, including severity. authorities lacks public attention in sporting out its responsibilities and handling it (Satria, Yogia, Zainal, Wedayanti, Rahman, Purwati, 2020:294). Researchers finish that the Ministry of Tourism and subculture is one of the corporations that oversees Rokan Hulu's cultural and tourism operations.

a. **Definition of tourism**

Purnaya, Semara and Saputra (2019:201) states that tourism is an vital a part of human existence. nowadays, tourism isn't always handiest loved through the exceedingly rich few, however is a part of human rights. nonetheless, there are numerous vacationer points of interest that don't offer good enough centers for all of us, particularly older and more youthful travelers. consistent with his Yoeti (1995) in Selviana (2012) the subsequent elements mean:

- 1) tour is transient.
 - 1) A journey was taken from one place to another.
 - 2) Travel should always be combined with relaxation.
 - 3) If the person making the trip does not intend to make a living or work in the place visited and the purpose of recreation is consumption. Based on Pendit (1999), forms of tourism he divides into three categories.

b. **Benefits of Tourism.**

- 1) Benefits of Tourism.
- 2) Maintenance and Utilization of the Environment Side
- 3) Cultural Side
- 4) Extending the values of social life and knowledge

METHODS

The The studies is qualitative studies. The layout of this take a look at is descriptive and qualitative have a look at. Creswell (2012) states that qualitative studies is a shape of instructional studies and research is using statistics to acquire facts paperwork containing not unusual pop-up questions, accumulating information from phrase or picture facts and few facts or talked about that it includes gathering information from places. Qualitative strategies are taken into consideration applicable to contemporary

studies as they subject statistics series to research language use. on this look at, case research the take a look at layout. After Saeed and Zyngier (2012), Case research are Qualitative studies technique. we're focusing to highschool research as a confined device. Case take a look at layout technique research consisted of figuring out the studies query, the function of concept improvement in case choice, and the conceptual framework of the look at.

RESULTS AND DISCUSSION

RESULTS

on this element, the researcher mentioned approximately the outline.on this studies,the researcher used descriptive qualitative, The purpose turned into to discover the desires and troubles dealing with the tourism personnel of the Rokan Hulu branch of Tourism and way of life. Researchers carried out a survey to invite approximately Rokan Hulu Tourism and lifestyle Tourism body of workers desires and issues branch. The research turned into carried out from 28 June 2022 to 30 June 2022. The

pattern for this survey consisted of personnel from the Rokan Hulu Tourism and lifestyle branch.

the overall variety of the questionnaires dispensed on this studies is 25 questionnaires. dispensing questionnaires changed into finished immediately by way of ready the respondents filling out the questionnaire and right away amassing the finished questionnaires. The wide variety of the questionnaires allotted can beseen on this following desk for info:

Table 4.1 Distributed Questionnaires

Content	Frequency	Percentage
Distributed questionnaire	25	100%
Returned questionnaire	25	100%
Failed questionnaire	0	0%
Valid questionnaire	25	100%

From the desk above, it could be visible the questionnaires disbursed inside the area are valid. there's no failed questionnaire due to the fact the respondent fills the questionnaire. general of the questionnaires may be processed on these studies is 100% or 25 dispensed questionnaires.

The profile of the respondents is 25 personnel consisting of 1 Head branch, 1 secretary, 3head of fields, 1tourist teacher, 1 vacationer commercial enterprise supervisor, 2 tourism enchantment analysts, 3 cultural analysts, 1planning analyst, 1 nearby arts and subculture analyst, 7 executors, 1 tradition parent, 1 recognize, 3 honorees. Allof the respondents are personnel who paintings inside the Rokan Hulu Tourism and subculture workplace within the examine, researchers used a closed-ended questionnaire in Indonesian.

His 4 fundamental language ability regions are listening, speaking, reading, and writing, and a closed His questionnaire the use of a Likert scale, completes with the respondent scoring his factors from 1 to 5 for every announcement. want to do it. Out of a complete of 25 individuals, percent of male personnel is higher than woman. maximum Rokan Hulu Tourism and subculture branch personnel are among a long time of 25 and 30 and feature graduated from excessive college.

It additionally discovered that 18 personnel do now not have an intermediate stage of English talent. The period of labor for much less than a year, 1 to 5 years, 6 to 10 years, and 10 years or greater account for 16%, 68%, eight%, and 8%, respectively, indicating that maximum of the members are operating especially lengthy inside the tourism organizations.

Table 4.2 Frequency of Employees Working at Rokan Hulu Tourism and Culture

Department			
Statement	Demographic	Frequency (N=25)	%
Gender	Female	11	44%
	Male	14	56%
Age	Fewer25	7	28%
	25-30	12	48%
	31-35	2	8%
	Over 35	4	16%
Educational Background	High school	2	20%
	Bachelor's Degree	23	80%
	Higher than	0	0%
	bachelor's degree		

Level of English Proficiency	Elementary	3	12%
	Low intermediate	18	72%
	High intermediate	4	16%
	Advanced	0	0%
Duration of work	Less than 1 year	4	16%
	1–5 years	17	68%
	6-10 years	2	8%
	Over 10 years	2	8%

Table 1 : The Necessities for employees to listen to English

No	Indikator	Statement	Level of Agreement based on Likert Scale				
			Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1	Mendengarkan (Listening)	Saya butuh Mendengarkan instruksi lisan (<i>Listening to verbal instructions</i>)	11	14			
		Mendengarkan wacana tentang topic pariwisata (<i>Listening to discourse on the topic of tourism</i>)	9	16			
		Mendengarkan percakapan tatap muka (<i>Listen to face-to-face conversations</i>)	15	10			
		Mendengarkan percakapan melalui telepon (<i>Listening to conversations over the phone</i>)	2	11	2	11	
		Mendengarkan berita yang terkait dengan pariwisata (<i>Listening to news related to tourism</i>)	6	18	1		

As proven in desk 1, maximum of the personnel mentioned that the capacity to pay attention became an crucial process requirement, and maximum of the Rokan Hulu Tourism and lifestyle branch workforce's

workload concerned gaining knowledge of English on a day by day foundation. indicates that it includes paintings to talk. mainly, the pinnacle 3 listening to necessities are being attentive to taking note of verbal commands,

non-public conversations, and tourism-associated conversations information.

Table 2 : Needs of English Speaking skills

No	Indikator	Statement	Level of Agreement based on Likert Scale				
			Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1	Berbicara (<i>Speaking</i>)	Membaca berita yang terkait dengan pariwisata (<i>Read news related to tourism</i>)	8	17			

Primarily based on desk 2, personnel need to have conversational competencies which are critical to their process. The 4 maximum crucial factors of speaking are suggesting tour statistics, giving instructions to tourists, being attentive to tourists' desires,

and explaining fees. maximum of the speaking factors contain body of workers speaking to travelers, imparting statistics approximately Rokan Hulu Regency locations, and explaining fees.

Table 3 : Needs of English Reading skills

No	Indikator	Statement	Level of Agreement based on Likert Scale				
			Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1	Membaca (<i>Reading</i>)	Membaca berita yang terkait dengan pariwisata (<i>Read news related to tourism</i>)	8	17			
		Mendapatkan rincian informasi dari dokumen turis (<i>Get detailed information from tourist documents</i>)	2	21	2		
		Membaca informasi dari internet (<i>Reading information from the internet</i>)	10	14			1
		Membaca surat bisnis, brosur dan artikel dari majalah perjalanan (<i>Read business letters, brochures and articles from travel magazines</i>)	2	13	2	4	2

In keeping with desk 3, following listening and speaking abilities, studying abilities are very lots wanted via personnel. Museum employees are specially required to

study tourism information, examine statistics from the net, study e-mails, examine brochures and leaflets to boom their information of tourism.

Table 4: Need sof English Writing skills

No	Indikator	Statement	Level of Agreement based on Likert Scale				
			Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1	Menulis (Writing)	Membuat brosur untuk turis (<i>Creation of pamphlets for tourists</i>)	5	17	2	1	
		Menulis iklan, e-mails (<i>Writing advertisements, e-mails</i>)	2	19	1		3

As you could see from desk 4, laptop-generated traveler brochures are the maximum critical group of workers process, observed with the aid of the informational textual content. moreover, writing emails is utilized in her paintings. Of the 4 English capabilities voted on through personnel, from maximum used to least used, listening is the maximum used and maximum crucial ability, observed by means of speaking, reading and writing. end result is, the personnel intend to communicate with travelers and visitors who are available his Rokan Hulu reign. Researchers conducted interviews after observations. In this situation, the researchers used interviews with group of workers participants, especially the Director of

Tourism and lifestyle. Interviews could be performed to achieve verbal responses from the pinnacle of the Cultural Affairs branch concerning the particular desires of tourism people inside the English language utilized by Rokan Hulu's Tourism and Cultural Affairs branch.

The effects of the interviews additionally strength then the responses to the questionnaires analyzed by way of the researchers. The investigator requested the Director of Tourism and subculture 3 questions on her. This interview exists of her 10 questions. All questions are enough to offer statistics to aid this observe. Interviews regularly consisted of the subsequent questions:

1. What Rokan Hulu's Ministry of Tourism

and way of life English Tourism personnel workforce desires.

Apa yang dibutuhkan karyawan Dinas Pariwisata dan Kebudayaan Rokan Hulu dalam menggunakan Bahasa Inggris?

The Informasn replied:

“ya, yang di butuhkan tentu pendidikan. Pendidikan Bahasa Inggris memang sangat di butuhkan karena dinas pariwisata ini bisa jadi wisata mancanegara jadi Bahasa inggris yang harus di ketahui”

1. the way you follow English Language in branch of Tourism and tradition in Rokan Hulu?

Bagaimana anda menerapkan Bahasa Inggris di Dinas Pariwisata dan Kebudayaan ?
he informan answered:

“kalau menerepkan bahasa inggris tentu terhadap pemandu promosi pariwisata karena kita ada bidang pemasaran, maka dari itu kita wajibkan lah personil staf-staf disana minimal bisa menguasai bahasa inggris”

2. Why this want help in English by way of the tourism body of workers of Rokan Hulu's Tourism and subculture branch?

Mengapa kebutuhan ini akan membantu anda dalam penggunaan Bahasa Inggris ?

The informan answered:

“karena pembantu pekerjaan di dinas pariwisata dan kebudayaan ini, karena

memang bahasa inggris ini di pariwisata sangat dibutuhkan.”

3. what's your desire in making use of desires English at Tourism and Cultural Affairs in Rokan Hulu?

Apakah yang anda harapkan dalam menerapkan kebutuhan Bahasa Inggris di Dinas Pariwisata dan Kebudayaan Rokan Hulu.

The informan answered:

“yang kita harapkan tentu terhadap bahasa inggris itu sangat di butuhkan dalam pariwisata karena wisata ini kan berkembang maju sudah dikatakan internasionalnya”.

From the 4 statements above, the searcher can infer from the 4 interview statements. From this, we are able to finish that Rokan Hulu's head of tourism and subculture wishes his team of workers to being capable of speak with travelers who come to Rokan Hulu Regency. Many vacationers have visited Lokhang Hulu province because of the promoting of tourism enterprise through the years, and as a end result, tourism officers have had many possibilities manual travelers in English on the Islamic center Mosque.

DISCUSSION

based totally at the evaluation, researchers say listening, speaking and reading and writing abilities are in pressing want for most people of tourism people. Tourism employees want which will speak with vacationers coming to the Rokan Hulu Regency, mainly the Mosque-Islamic center. over time, the tourism enterprise has flourished, attracting big numbers of travelers to the Looking complete Regency, and as a end result, the tourism group of workers have had lots of possibilities to manual travelers the use of English. Listening is rated because the maximum used ability. This certainly explains the maximum critical issue is to concentrate to the desires of travelers, that's an critical aspect in supporting tourism stakeholders recognize what travelers want and need after they are looking for tourism records. due to the fact there's speaking is want for tourism personnel to feature of their habitual paintings. it's far possibly defined with the aid of the truth that speaking is vital due to the fact they want to manual, escort, have interaction or talk with

CONCLUSIONS

Researchers finish that listening and speaking are the maximum vital talents for tourism employees in Rokan Hulu's tourism and subculture branch, in step with the observe. The effects Respondents imply they want to talk English to speak with travelers they paintings with. but, given the largest trouble

others, specially, with the travelers who go to the the Rokan Hulu Regency.

in regards to reading ability, it's far ranked because the 1/3 maximum used talent. this can be due to the fact travelers have to seek in case you want greater, study the traveler facts unique facts along with the records of the museum and the names of its collection's sights close to the Islamic center. the alternative 3 abilities, Tourism employees inside the Rokan Hulu Regency gave the least significance to writing. This might be defined through the truth that letters are best used while tourism employees put together and description the statistics they offer to tourists. homicide inside the Rokan Hulu Regency. Researchers factor out maximum tourism people confronted a hard trouble with their English talents inclusive of listening and speaking. issue giving guidelines or explaining fees while talking. For literacy, the usage of a translation web page which include Google Translate can limit the trouble.

with English talent is listening. Listening is rated due to the fact the most used talent. With the special English accents of local and non-local audio system, interest must be paid to what vacationers are pronouncing. is defined. that is a key aspect for tourism stakeholders to recognize what vacationers in relation to

traveler facts, you've got what you want and what you want. second maximum crucial talent is speaking. traveler personnel have a

difficult time recognize spoken language. to talk vital for tourism personnel to feature of their every day paintings.

REFERENCES

- Al-Seady, Mohammed J. (1998b). *Teaching EFL Vocabulary*. AlQadisiya Journal, 3, 2, 59-69.
- Betti, Mohammed Jasim (2021e). An Input-Process-Output Analysis of the Department of English in the Colleges of Education in Iraq
https://www.researchgate.net/publication/349054602_An_InputProcesOutput_Analysis_of_the_Department_of_English_in_the_Colleges_of_Education_in_Iraq.
- Creswell, J. 2012. *Educational Research*. Pearson Education. Boston.
- Erfiani, N. M. D., Sukarsih, N. N. T., Wardhana, I. G. N. P., and Lindawati, N. P. 2021. Needs analysis on English language use by homestay owners in Ubud Gianyar. *Linguistics and Culture Review*. 5(1): 422-437.
- Hutchinson, T., & Waters, A. (1987). *English for specific purposes*. Cambridge university press.
- Ilyosovna, N. A. (2020). The Importance of English Language. *International Journal on Orange Technologies*, 2(1), 22-24.
- Nunan, D. (2004). *Task-based language teaching*. Cambridge university press.
- Purnaya, I. G. K., Semara, I. M. T., & Saputra, I. P. D. A. (2019). *Analysis Of Feasibility Of Park Kumbasari As Attraction Friendly Tourism To Tourists*. *Journal of Business on Hospitality and Tourism*, 5(2), 201-206.
- Richards, J. C. and Rodger, S.T. 2001. *Approach and Methods in Language Teaching*. USA. Cambridge University Press. Cambridge.
- Yamin, M. R., and Sahrul, M. 2021. *Learning Media Needs Analysis of Science Learning and Environment through Android for Primary School Pupils*. *BIO-INOVED: Jurnal Biologi-Inovasi Pendidikan*. 3(3): 155-165.
- Yogia, A. S. M. A., Rahman, Z. M. D. W. K., and Purwati, A. A. 2021. *Leadership of Tourism and Culture Department in Development of Cultural Reserves at District Kuantan Singing*