

DEVELOPMENT OF A DICTIONARY OF HOSPITALITY TERMS AS A READING E-BOOK FOR CLASS XI HOSPITALITY ACCOMMODATION STUDENTS IN SMKN 3 BLITAR

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Abstract

The purpose of this research is to develop a dictionary of hospitality terms as an e-book reading. The reason behind the development of this product is that hospitality terms in a foreign language are very important to be learned and understood by students majoring in hospitality accommodation. The lack of students' knowledge about the meaning of hospitality terms and the absence of specific learning media to learn the meaning of hospitality terms, made researchers interested in developing a dictionary of hospitality terms in the form of an e-book to make it easier for students in understand foreign hospitality terms. This development research uses the ADDIE model. Data collection was carried out through a questionnaire. Questionnaires were distributed to 30 class XI students majoring in hospitality accommodation (XI APH 3) at SMKN 3 Kota Blitar. The findings show that students' evaluation of the existence of a dictionary of hospitality terms in the form of an e-book received a positive response. This dictionary of hospitality terms made them more enthusiastic. They would use this dictionary of hospitality terms again to learn the meaning of hospitality terms. This dictionary can be learned and used by students majoring in hospitality accommodation at all levels.

Keywords: Dictionary; Hospitality Terms; Media Development

INTRODUCTION

In this modern era, English is an important language for communicating with people from other countries. English is an international language because it is used by most countries in the world as a language that connects local residents with foreigners. In addition, English is the only language used in almost all fields, such as science and technology, engineering, medicine, pharmacy, education, tourism, entertainment, information and technology, business, trade and commerce, internet, employment, and others (English, 2019). The national tourism industry which continues to experience growth of course have an impact on the hotel business which is one of the main facilities tourism. Opportunities to work in hotels are plentiful due to the growing tourism industry (Widodo, 2016). Vocational High School is substantially one of the vocational education institutions organized to prepare prospective middle class workers to enter the world of work and develop professional attitudes (Kusnaeni & Martono, 2016). From the results of the questionnaire that was distributed by the researcher to class XI students of hospitality accommodation (XI APH 3) at SMKN 3 Blitar, the researcher found that there were still many students who had difficulty understanding the meaning of foreign language terms or English in the world of hospitality. This happens because of the lack of learning media provided. For that we need a more specific media. In accordance with the needs of class XI students in hospitality accommodation so that it is easier to understand the meaning of terms

that exist in the world of hospitality. ESP (English Specific Purposes) is a source of income language, learning support sources, motivational sources, simulations, and as a reference source (Widijantie & Handayani, 2018). Learning English in non-language majors is included in ESP learning so that students are able to master English in the field they are studying (Lestari, 2021). In addition, ESP refers to learning English that is oriented to the special needs of learners according to the field of science and work (Burhanuddin & Sulaiman, 2020). It is expected that students can more easily understand English material regarding the hospitality department with the availability of ESP learning resources. According to the findings of a previous study titled "English in the World of Hospitality" by Raharjo & Widiyantari, 2013, many terms in English are used in the world of hospitality, but not all staff or customers understand these words. By recognizing and understanding these English terms, misunderstandings about the meaning of words, especially between guests and staff, can be minimized.

There are many terms in the world of hospitality, because students need learning media that can be used as a reading e-book during productive hospitality lessons. Researcher assess the lack of learning media that is less than optimal as a problem that needs to be fixed. One of the things that can help maximize the quality of hospitality learning as well as provide insight to students about hospitality terms in class is to give students a reading e-book that contains the meaning of hospitality terms. The use of e-book is intended so that students can learn easily. The form of a reading e-book that can be used in the productive learning process of hospitality in class XI hospitality accommodation at SMKN 3 Blitar is the Hospitality Terms Dictionary.

In accordance with the findings of another previous study entitled "Dictionary of Arabic-English-Indonesian Tourism Terms" by Zanzabila, 2019, with the results of research several processes of matching tourism terms in the Arabic-English-Indonesian Dictionary of Tourism Terms use several dictionaries, such as al-Ashri and al- Ma'any online for Arabic-Indonesian, Arabic-English Thematic Dictionary for Arabic-English, English-Arabic Dictionary of Tourism Terms for English-Arabic, Dictionary of Tourism Terms and Oxford Dictionary for English-Indonesian, and Big Dictionary of Languages Indonesia for Indonesian. From this research, the researcher is also interested in developing a dictionary of terms for a field. As we know, tourism and hospitality are two fields that cannot be separated, so many terms in the two fields are interrelated. From the data and facts described above, researcher are interested in developing learning media in the form of a dictionary of terms that are often used in the hospitality world. Therefore, the researcher took the title "Development of a Dictionary of Hospitality Terms as a Reading E-book for Class XI Hospitality Accommodation Students in SMKN 3 Blitar".

METHOD

This study uses the Research and Development (R&D) methodology using the ADDIE model. The model consists of five phases: 1) analysis, 2) design, 3) development, 4) implementation and 5) evaluation. Participants in this study were 30 class XI students majoring in hospitality accommodation (XI APH 3) from SMKN 3 Blitar. Data collection here uses a questionnaire structure. The structured questionnaire is in the form of expert assessment questionnaires, namely those from instrument experts, material experts and media experts, as well as implementation results questionnaires given to students. This expert assessment questionnaire uses a Likert scale (1–5). Questionnaires for students were distributed after students used the product developed to find out the results of its implementation.

Since this study applies to the ADDIE model, it consists of five steps: analysis, design, development, implementation, and evaluation. First, at the *analysis* stage, the researcher conducts needs analysis to identify the needs of class XI students majoring in hospitality accommodation. In the needs analysis, the researcher distributed questionnaires to students to find out whether they had difficulty understanding hospitality terms and needed a dictionary

learning medium for these terms. The researcher also analyzed the syllabus for class XI majoring in hospitality accommodation. Furthermore, at the *design* stage, material design is carried out based on syllabus analysis. The design of the hospitality term dictionary includes several aspects, such as: hospitality terms, departmental descriptions related to terms, font and layout selection, as well as appearance and presentation method. Third, in the *development* stage, dictionary of hospitality terms are developed after the material and media design have been determined and assessed by experts. There are two main sources used in the development of the dictionary of hospitality terms: online sources and the knowledge of researcher. Online resources are subject to additions, deletions and changes. In addition, at the *implementation* stage, the developed dictionary of hospitality terms was implemented for 30 class XI students majoring in hospitality accommodation (XI APH 3) SMKN 3 Blitar. Finally, an *evaluation* is carried out by collecting information about the use of a dictionary of hospitality terms generated through an implementation results questionnaire. Briefly, the stages of conducting this research are shown in Figure 1.



Figure 1. Research Procedures

In addition, data collected from questionnaires was analyzed quantitatively manually using a Likert scale.

RESULTS AND DISCUSSION

Results

This study reports on the development of an e-book dictionary of hospitality terms using the ADDIE model. Therefore, the results will be focused on how to develop materials using this model. The results are grouped by stages, including analysis, design, development, implementation and evaluation. In the *analysis* stage, where a needs analysis is carried out by distributing questionnaires to 30 students majoring in hospitality accommodation (XI APH 3) SMKN 3 Blitar. The result can be said to be that students still have difficulty understanding the meaning of hospitality terms and need specific learning media to learn the meaning of hospitality terms. Needs analysis is important because it is difficult to find textbooks that fully meet students' needs, but teachers are required to continue to meet students' needs (Al Fraidan, 2012). Basically, there are many ways to meet student needs, one of which is by conducting a needs analysis before developing material. Thus, what students really need can be determined and predicted. In this regard, Iswati, 2019 states that a needs analysis is the first step that must be carried out because it functions as a guideline for material development. At this stage the researcher also analyzed what hospitality departments were studied in the world of hospitality through the hospitality syllabus for class XI at SMKN 3 Blitar.

The *design* phase includes the display design plan and material for the e-dictionary of hospitality terms. According to Graves (2000), the tangible results of the material development process are courses and textbooks. Because it is intended for students majoring in hospitality accommodation, the terms in this dictionary cover all hospitality departments, where each term is accompanied by a department related to that term. The contents are described in table 1.

Table 1. Abbreviation of Hospitality Department

No.	Hospitality Department	Abbreviation
1.	Administrasi & General	AG

2.	Engineering	EG
3.	Food and Beverage Product	FBP
4.	Food and Beverage Service	FBS
5.	Food and Beverage Service Bar	FBS BAR
6.	Front Office	FO
7.	General / Umum	Gn
8.	Housekeeping	HK
9.	Human Resource	HR
10.	Human Resource Department	HRD
11.	Laundry	Ldy
12.	Marketing	Mkt
13.	Sales & Marketing	SM

After designing the first draft of the document, the product is then validated by experts. The assessment is done by giving the questionnaire to two assessors, the materials expert and the design expert. The Likert-Scale was used as a measurement in the analysis of the expert judgment questionnaire responses. The results of the questionnaire were calculated using Suharto's suggested formula Arikunto (2013). The quality of the produced items was assessed using the mean or average score from the questionnaire. The quality of the produced materials was then quantitatively assessed using the average score. The following formula:

$$P = \frac{\Sigma x}{\Sigma xi} \times 100\%$$

Note:

P = Eligibility

Σx = Number of assessment answer

Σxi = Highest number of assessment

Table 2. Percentage of eligibility

No	Percentage	Eligibility
1.	81 - 100	Very valid
2.	61 - 80	Valid
3.	41 - 60	Quite Valid
4.	21 - 40	Invalid
5.	0 - 20	Very invalid

Source : Arikunto (2013)

Result of Expert Judgement

Table 3. Results of the Media Validation Questionnaire

No.	Statement	Score
1.	Proportional text size and font size	4
2.	The size of the e-book is suitable for cellphones, laptops and other electronic devices.	5
3.	Font size reads well.	4
4.	Interesting view.	4

5.	Simple and clear display.	4
6.	Attractive e-book cover.	5
7.	Hospitality terms are presented in alphabetical order.	5
8.	The table of contents makes it easy for students to find the terms they are looking for.	5
9.	This medium is equipped with a button to return to the table of contents, which makes it easier for students to search for terms in other alphabets.	4
10.	Media can be easily used by class XI students at SMK.	4
11.	Media is easy to use for learning anywhere and anytime.	5
12.	The Dictionary of Hospitality Terms can help students understand productive hospitality lessons.	5
Number of assessment answer		54

Source : Angket Validasi Media (2023)

Table 3 shows the number of assessment answers is 54. Based on the results of the study, the media used is "very valid" because:

$$P = \frac{54}{60} \times 100\% = 90\%$$

Table 4. Results of the Material Validation Questionnaire (aspects of material feasibility and language feasibility)

No.	Statement	Score
1.	The content of the material is in accordance with the learning needs of class XI students in hospitality accommodation at SMKN 3 Blitar.	3
2.	This material can be studied and used by students majoring in hospitality accommodation at all levels.	4
3.	The correctness of writing hospitality terms in foreign languages/English.	4
4.	The correct meaning of hospitality terms.	4
5.	The term hospitality is given the appropriate department description.	5
6.	The terms of hospitality in the Dictionary of Hospitality Terms are complete.	3
7.	The terms presented cover all departments in hospitality.	5
8.	The language used is in accordance with the development of students.	4
9.	The language used is easy to understand.	4
10.	The language used uses words that are relevant to the hospitality sector.	4
Number of assessment answer		40

Source : Angket Validasi Materi (2023)

Table 4 shows that the number of assessment answers is 40. Based on the results of the study, the material used is "valid" because:

$$P = \frac{40}{50} \times 100\% = 80\%$$

Based on the results of the expert's assessment, there are several aspects that need to be improved before the product can be tested. This is in the product *development* stage. Media experts say that the media is good enough and does not need further revision. Material experts provide input that it is necessary to add terms, so that the material can be used by students in all subjects and at every level.

In the *implementation* stage, the researcher conducted a product trial on March 16, 2023, from 07:00 to 10:00 WIB on the laundry subject in class XI Hospitality Accommodation (XI APH 3), SMKN 3 Kota Blitar. There were 30 students who took part in the trial. Dissemination of the e-book dictionary of hospitality terms via WhatsApp Grub Class on March 15, 2023. During the product trial, learning was carried out as usual by the laundry subject teacher and with each student opening and using the e-book dictionary of hospitality terms. So that when there are hospitality terms that students don't know, they can immediately look for them in the e-book dictionary of hospitality terms. The researcher distributed questionnaires on the results of the implementation to students as an evaluation at the end of the activity. The data from the questionnaire was examined using percentages. This refers to the assessment of student satisfaction with the product e-book dictionary of hospitality terms. The formula is as follows:

$$P = \frac{\Sigma x}{n} \times 100\%$$

Note:

- P = Percentage
- Σx = Total score obtained
- n = Maximum score

Table 5. Qualification for percentage of result of implementation students

No.	Average score in percentage	Category
1.	81% - 100%	Very Good
2.	61% - 80%	Good
3.	41% - 60%	Enough Good
4.	21% - 40%	Poor
5.	0% - 20%	Very Poor

Source : Sugiyono (2017)

Result of implementation students

Table 6. Result of implementation students

No.	Statement	Strongly Agree	Agree	Quite Agree	Don't Agree	Totally Disagree
1.	The appearance of the Dictionary of Hospitality Terms is interesting.	33,3%	50%	10%	6,7%	0%
2.	This Dictionary of Hospitality Terms is easy to use.	30%	66,7%	3,3%	0%	0%
3.	This Dictionary of Hospitality Terms can be studied anywhere and anytime.	36,7%	53,3%	10%	0%	0%
4.	This Dictionary of Hospitality Terms is suitable as an reading e-book for hospitality students.	30%	66,7%	0%	0%	3,3%
5.	This Dictionary of Hospitality Terms is equipped with a table of contents, which makes it easier for	40%	60%	0%	0%	0%

	students to find the term they are looking for.					
6.	This Dictionary of Hospitality Terms is equipped with a button to return to the table of contents, which makes it easier for students to search for terms in another alphabet.	46,7%	53,3%	0%	0%	0%
7.	The meaning of hospitality terms is clear and easy to understand.	23,3%	60%	16,7%	0%	0%
8.	The description of the hospitality department makes it easier to understand.	20%	70%	6,7%	3,3%	0%
9.	Selection of letters and layouts that make it easier to read.	30%	60%	6,7%	3,3%	0%
10.	The language used is simple and easy to understand (don't mince words).	20%	76,7%	0%	3,3%	0%
11.	This Dictionary of Hospitality Terms makes me more enthusiastic about learning the meaning of hospitality terms in foreign/English languages.	23,3%	63,3%	13,3%	0%	0%
12.	I will use this Dictionary of Hospitality Terms again to learn the meaning of hospitality terms.	33,3%	53,3%	13,3%	0%	0%

Source : Google Form Kuesioner Hasil Implementasi (2023)

In general, Table 6 shows that students' assessments of the results of the e-book dictionary of hospitality terms received positive responses and most of their responses were "Strongly Agree and Agree". They said that this product made them more enthusiastic about learning the meaning of hospitality terms in a foreign/English language (86,6%) and they would use this Dictionary of Hospitality Terms again to study the meaning of hospitality terms (86,6%). For the *evaluation* stage, the researcher paid attention to the responses from students who chose "Strongly Disagree and Disagree" namely in the questionnaire: (1) This Dictionary of Hospitality Terms is suitable for reading books for hospitality students (3.3%); (2) Information on the hospitality department makes it easier to understand terms (3.3%) and (3) Selection of letters and layouts that facilitate reading (3.3%). The data also shows that students use the hospitality dictionary e-book, including complex books, because it allows them to understand the meaning of hospitality terms easily and can be studied anytime and anywhere. As illustrated in Table 6, this e-book dictionary of hospitality terms is simple to use and can be studied anywhere and at any time.

Discussion

Based on the findings above, data on student reactions to hospitality learning will be explained by using an e-book dictionary of hospitality terms. For simplicity, the information has been divided into four categories: eligibility, layout, language, and interest.

From the feasibility aspect, they say that this product: (1) looks attractive; (2) is easy to use; (3) can be studied anywhere and anytime; (4) is suitable for use as e-book reading for hospitality students; (5) is equipped with a table of contents that makes it easier for students to find the term they are looking for; (6) is equipped with a button to return to the table of contents; (7) the definition of the term hospitality is clear and easy to understand; and (8) the description of the hospitality department makes it easy to understand the terms. This indicates that this product is suitable in terms of presentation and ease of use. Then, from the aspect of layout, they said that the selection of letters and layout made it easier to read. This shows that there is no need for revisions regarding the layout. In terms of language, they said that the language used was simple and easy to understand (no small talk). This shows that what is used is in accordance with the development of students. According to Alfian Nurlifa & Kariyam (2014), there are several factors that affect ease of use, namely, ease of learning, ease of becoming skilled, and ease of use. From the aspect of interest, they said that: (1) this product made them more enthusiastic to learn the meaning of hospitality terms in foreign languages/English; and (2) they will use this Dictionary of Hospitality Terms again to learn the meaning of the term hospitality. This shows that this product is very suitable for use as an e-book for hospitality students to read. Supported by the statement of Brian Tomlinson (2011) the capacity of books to stimulate students' attention and encourage them to use them as learning tools.

CONCLUSION

The development of an e-book dictionary of hospitality terms using the ADDIE model has resulted in a product called the E-Dictionary of Hospitality Terms. The development of this dictionary e-book goes through five steps: analysis, design, development, implementation, and evaluation. In the process of adopting the ADDIE model, researcher obtained data from students at the initial (analysis) and final (evaluation) stages. The design and development of the dictionary ebook are heavily influenced by the needs analysis, from which it will be used as a benchmark for the material taught through the predetermined e-book dictionary. Students and experts show that the e-book dictionary is really feasible to be used and studied by students majoring in hospitality.

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