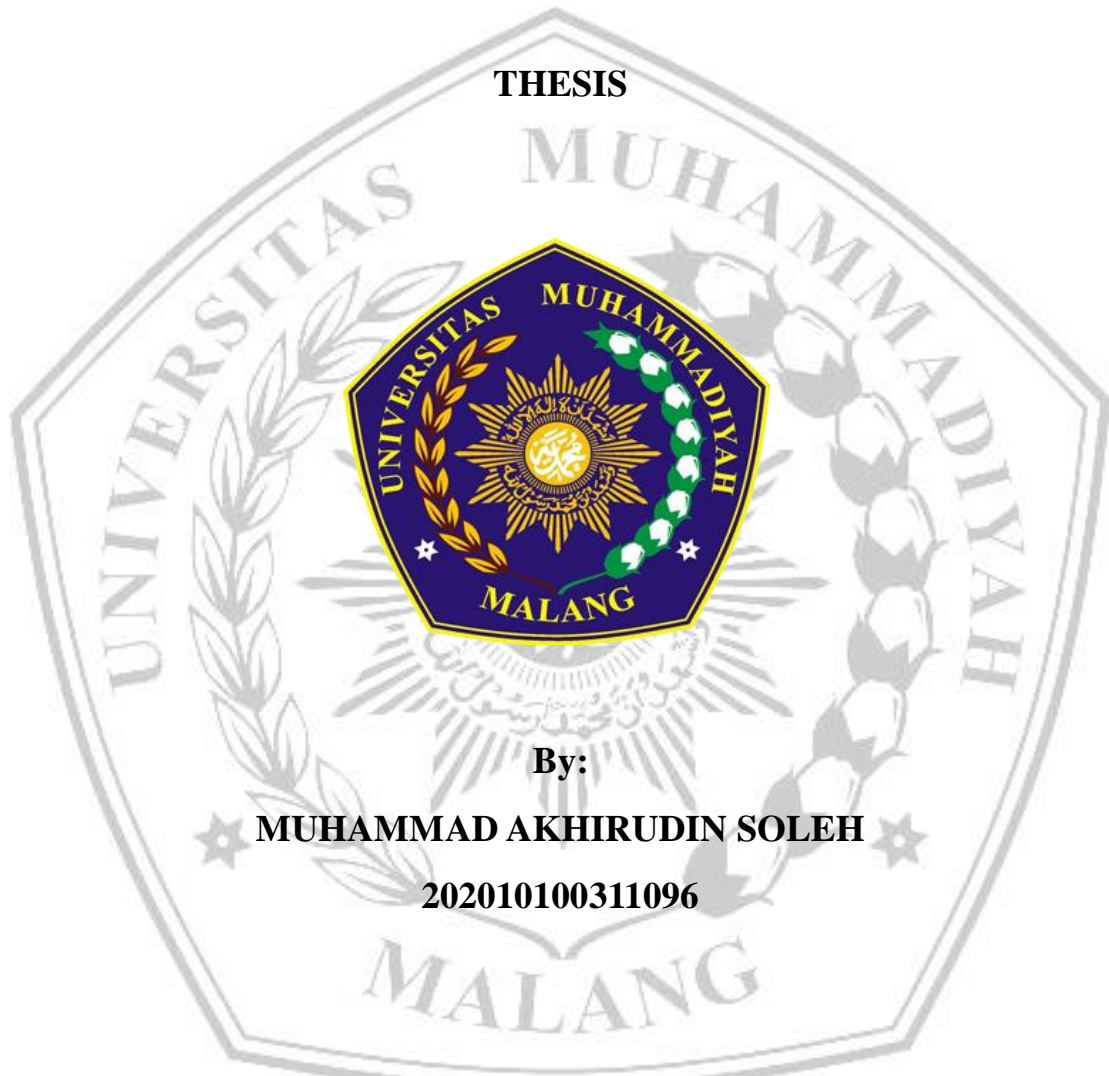


**STUDENTS' PERCEPTION OF THE CENTER OF EXCELLENCE
ENGLISH FOR HOSPITALITY AT UNIVERSITY OF
MUHAMMADIYAH MALANG**

THESIS



By:

MUHAMMAD AKHIRUDIN SOLEH

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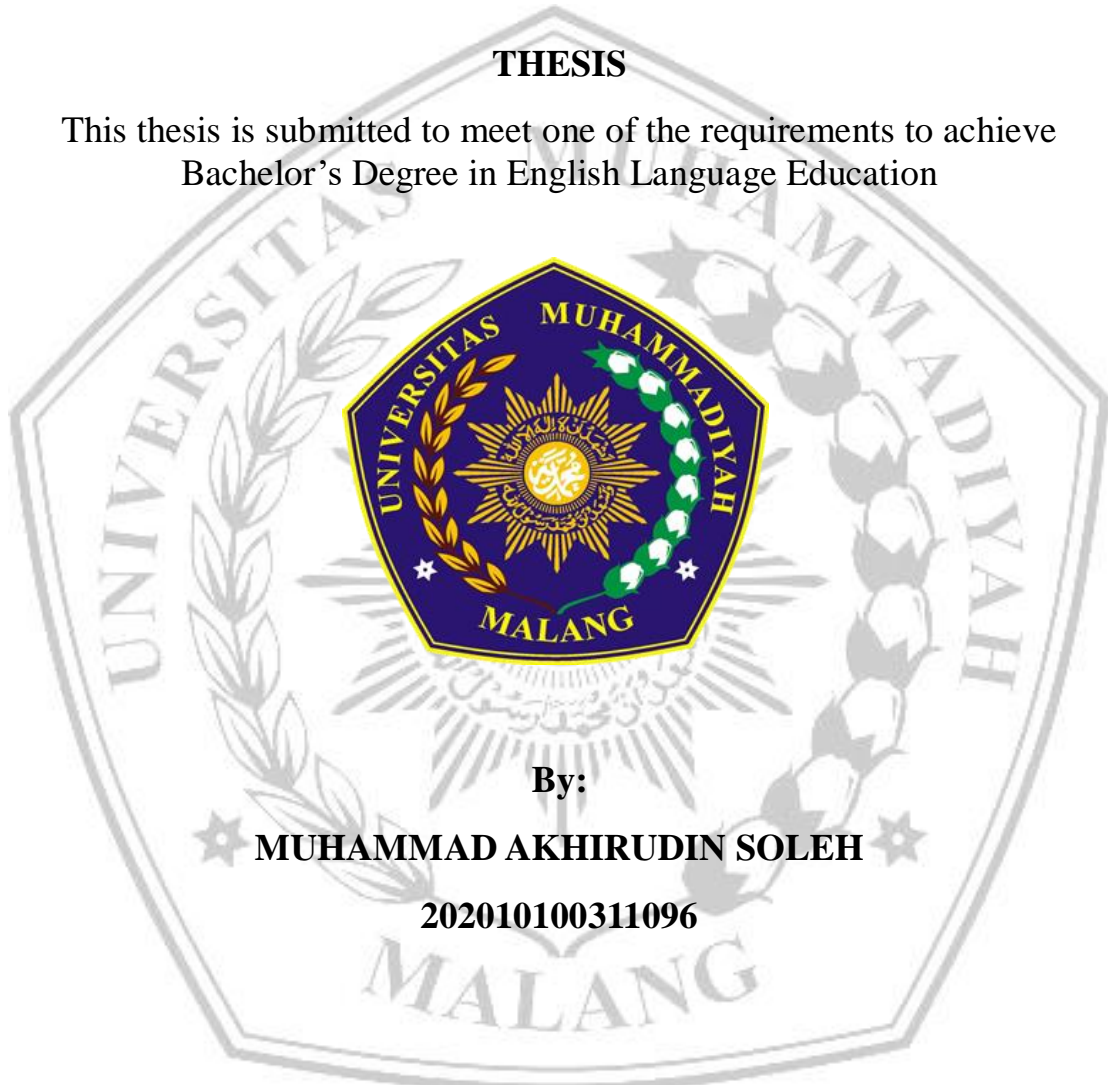
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FACULTY OF TEACHER TRAINING AND EDUCATION
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2024

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This thesis is submitted to meet one of the requirements to achieve
Bachelor's Degree in English Language Education



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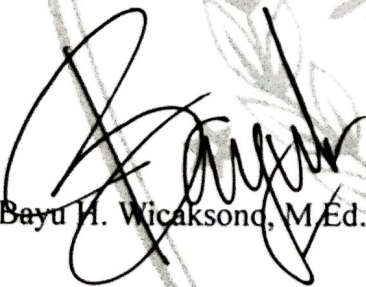
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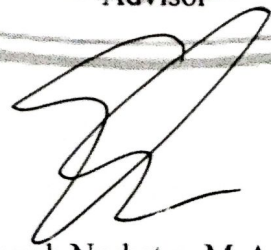
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By:

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Motto and Dedication

Motto

“It's just a bad day, not bad life.”

“Then indeed, with difficulty, there is easiness. So, when you have finished (one task), keep working hard (on another task). And only to your GOD do you hope.”

(QS. Al-Insyirah, 6-8)

Dedication

I dedicate this thesis to:

1. My beloved parents
2. My beloved brother
3. My supervisor
4. My beloved self
5. My beloved friends

AUTHOR'S DECLARATION OF ORIGINALITY

I hereby declare that the intellectual content of this thesis is the product of my own work and has not been submitted to any other University or Institution.

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Malang, May 26th, 2024



Muhammad Akhirudin Soleh

**STUDENTS' PERCEPTION OF THE CENTER OF EXCELLENCE
ENGLISH FOR HOSPITALITY AT UNIVERSITY OF
MUHAMMADIYAH MALANG**

ABSTRACT

This study examines students' perception of the Center of Excellence English for Hospitality at the University of Muhammadiyah Malang. This research design is qualitative. The instrument of this research is interview. Furthermore, the analysis used to analyze the data is thematic analysis. The subjects in this study were eight students of the English Language Education Department at the University of Muhammadiyah Malang. As a result, this study identified some positive and negative perceptions from participants. Hands-on work experience, Skills development, and future career are described as the positive perceptions. On the other hand, the negative perceptions included as exhausting program.

Keywords: *Service Learning, Center of Excellence, Perception.*

Advisor,



Laela Hikmah Nurbatra, M. A., M.EdLead

Researcher,



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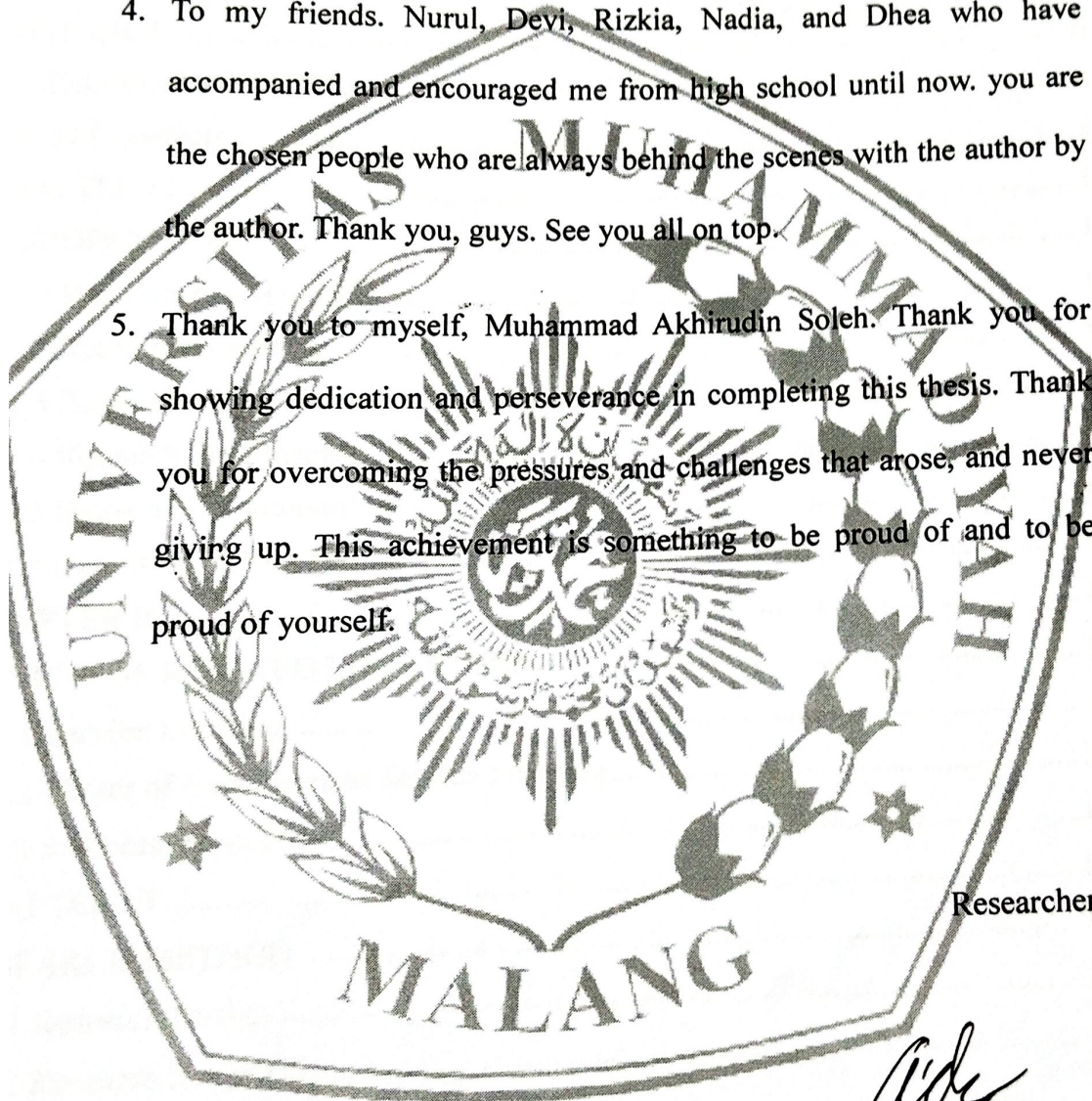
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In the name of Allah, the Most Compassionate and Merciful God, all praise is due to Allah. Alhamdulillah, the deepest gratitude to Allah SWT who has given His guidance so that this research can be completed. We also send sholawat and salam to the Prophet Muhammad SAW, who has brought us from a time of darkness to a time full of light.

The researcher realizes that this thesis will not be completed without the closest people who always provide encouragement, advice, criticism, and motivation to the researcher. Their support is a blessing for the researcher. Therefore, this research would like to express the greatest gratitude and appreciation to;

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5. Thank you to myself, Muhammad Akhirudin Soleh. Thank you for showing dedication and perseverance in completing this thesis. Thank you for overcoming the pressures and challenges that arose, and never giving up. This achievement is something to be proud of and to be proud of yourself.



Researcher,

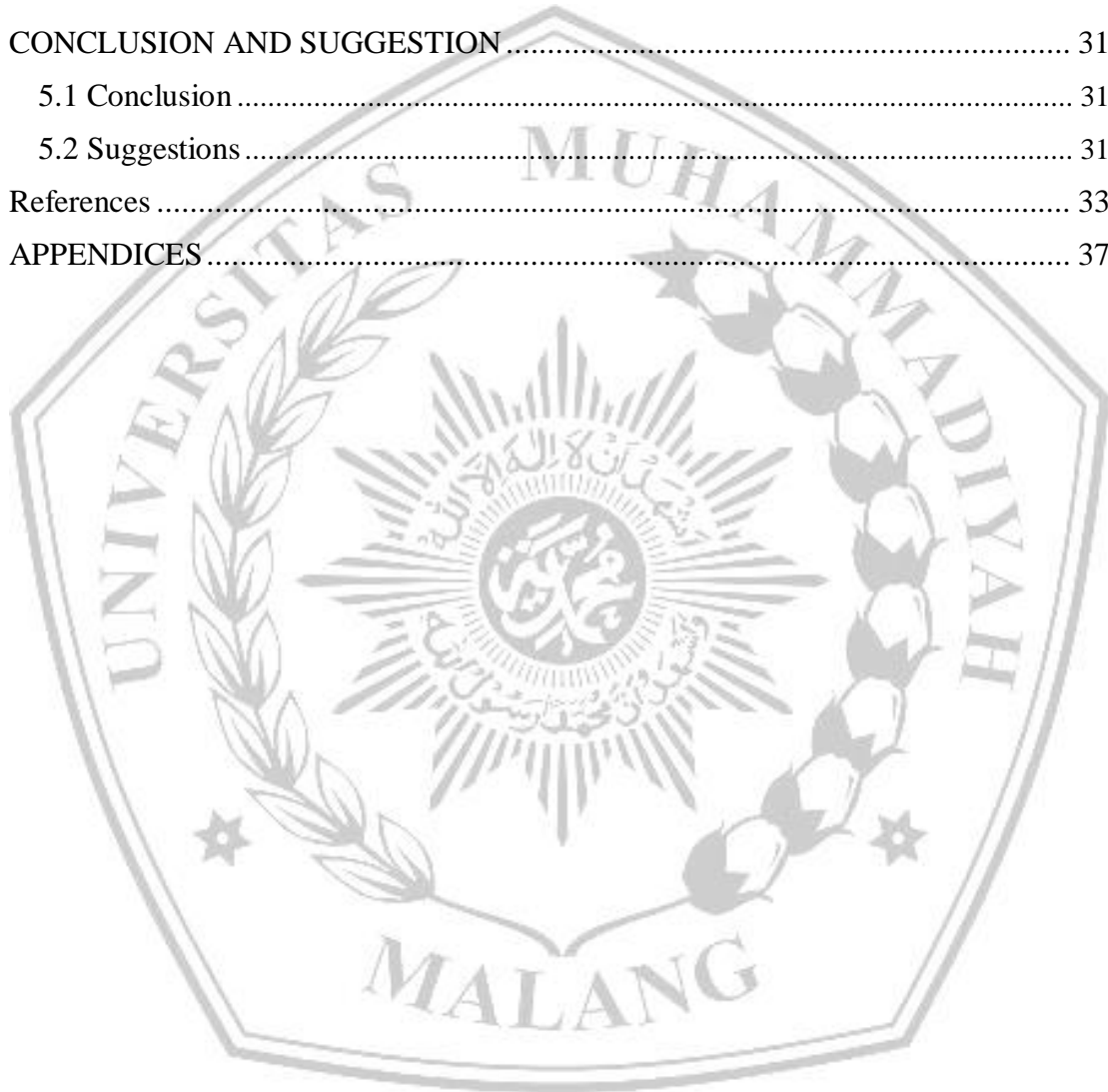
A handwritten signature in black ink, appearing to read "Ade", is written over the seal.

Muhammad Akhirudin Soleh

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APPENDICES

1. RESEARCH INSTRUMENT

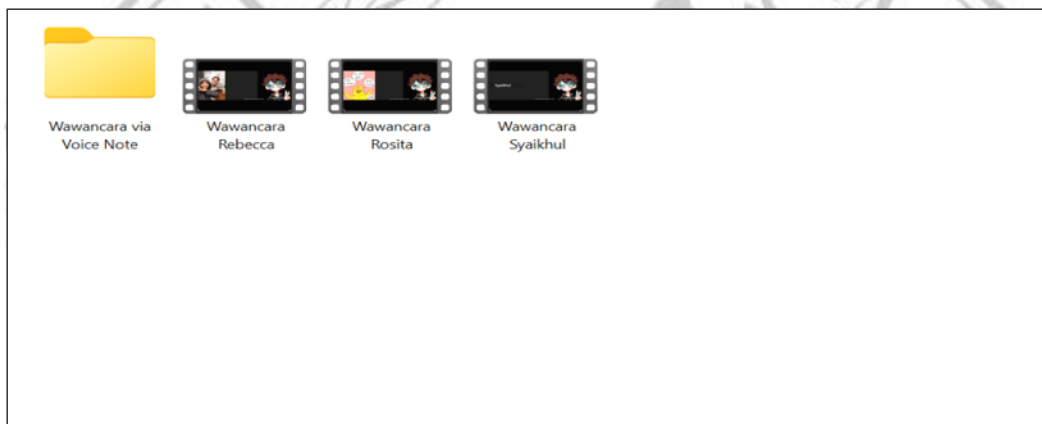
1.1 Interview (Type: Semi-structured Interview)

Question:

1. What is your perception about the CoE English for Hospitality?

2. RESEARCH DOCUMENTS

2.1 Interview Documents



2.3 Transcript Interview

Interview 1	INT.1
Initial Name	BDBA
Code	Interviewee 1 (I1)

	Researcher:
1.	“Can you explain further how CoE English for Hospitality can be a
2.	training tool in your future career path?”
	Interviewee:

3.	“CoE English for Hospitality can be a means of training for students who do not yet have skills in the world of work, for example, cases in the world of work they need people who already have experience. For example, in the FBS department, it must be stated that at least one year of experience is required. Therefore, by joining CoE hospitality we can learn something new and can learn in various departments that suit our interests. With CoE Hospitality, I can be more aware of my future career and better prepare myself in this challenging world of work.”
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Interview 2	INT.2
Initial Name	UR
Code	Interviewee 2 (I2)

Interview 3	INT.3
Researcher:	
Initial Name	RKSD
Code	Interviewee 3 (I3)
1.	“Can you explain further about how CoE English for Hospitality can help
2.	prepare for a job in hospitality?”
	Interviewee:
3.	“English for Hospitality is the first program created by the English Education Study Program. Therefore, for students who are interested in this program, it is a great opportunity for those who want to learn about the world of hospitality. After joining CoE English for Hospitality, we will be taught theory and practice. Thus, for students who do not have an insight into this hospitality, will get an overview of how to work in the hospitality world.”
4.	
5.	
6.	
7.	
8.	
9.	
	Researcher:
10.	“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:
11.	“After attending the CoE English for Hospitality program, students are given the opportunity to work or train, where we learn about the daily activities in the CoE English for Hospitality program. Thus, this is our opportunity to work through the training. In essence, with the training, we already have the skills that increase in the next world of work.”
12.	
13.	
14.	
15.	

Researcher:

1.	“Can you explain further how CoE English for Hospitality provides work experience?”
2.	
	Interviewee:
3.	“During my internship in the CoE English for Hospitality program, I gained a lot of work experience, such as knowing about cost control. In addition, from the work environment, I learned how to adapt to other people where everyone has different characters. From there, I learned how to handle people with different characters.”
4.	
5.	
6.	
7.	
	Researcher:
8.	“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:
9.	“From the experience I have had so far, how to socialize will really help me in the world of work later. By doing an internship in the CoE English for Hospitality program, I learned how to communicate with various people in the world of work.”
10.	
11.	
12.	

Interview 4	INT.4
Initial Name	RAA
Code	Interviewee 4 (I4)

	Researcher:
1.	“Can you explain further how CoE English for Hospitality helps in honing skills according to passion in hospitality?”
2.	
	Interviewee:
3.	“The CoE English for Hospitality program provides a platform for students to develop their skills by gaining direct experience in the hospitality field. For example, in the front desk agent position where hospitality skills are used for example greeting guests who come and making them comfortable. In short, students can hone their skills according to their passion in the hospitality field in this program. By collaborating with related hotels, students can hone their skills directly, thus the English for Hospitality CoE program helps students hone their skills according to their passion in the hospitality field.”
4.	
5.	
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	Researcher:
12.	“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:
13.	“With the experience I gained through this CoE English for Hospitality

14.	program, it will be very helpful for me in continuing my career in hospitality. Because through this program, I already have the experience, the ins and outs of the hospitality industry, and the basics needed to continue my career in hospitality.”
15.	
16.	
17.	

Interview 5	INT.5
Initial Name	MFA
Code	Interviewee 5 (I5)

	Researcher:
1.	“Can you explain further how the English for Hospitality CoE can help offer students to gain new experience in such work situations?”
2.	
	Interviewee:
3.	“CoE English for Hospitality helps provide experience in working situations for students as they will experience the pressures that occur in the world of work. Not only that, in participating in this program students are trained to work together and be disciplined.”
4.	
5.	
6.	
	Researcher:
7.	“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:
8.	“The English for Hospitality CoE program helped me to gain new relationships in the hospitality world. Where this relationship is very influential in my future career, especially a career in hospitality.”
9.	
10.	

Interview 6	INT.6
Initial Name	RQMZA
Code	Interviewee 6 (I6)

	Researcher:
1.	“Can you explain further how CoE English for Hospitality can help students explore themselves in the hospitality world?”
2.	
	Interviewee:

3.	“The CoE English for Hospitality program helps students explore the world of hospitality because in their activities following the internship, they are the same as working and understanding how to become a hotelier and they are directly involved in knowing the job descriptions according to the department they choose.”	
4.		
5.		
6.		
7.		
		Researcher:
8.		“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:	
9.	“Through the CoE English for Hospitality program, it can help support my future career because through the internship program I did. Where in the CoE English for Hospitality internship, I also get a lot of feedback and rewards, such as certificates that can support me in the future in choosing a career that is still linear with the hospitality field.”	
10.		
11.		
12.		
13.		

Interview 7	INT.7
Initial Name	LK
Code	Interviewee 7 (I7)

	Researcher:
1.	“Can you explain further how CoE English for Hospitality can help students enter the workforce?”
2.	
	Interviewee:
3.	“The CoE English for Hospitality program really helped me to train my confidence and independence. Because from this program we can meet people/guests in real life who are diverse, even we cannot find if we only rotate in the scope of college. In this program, we are also considered as colleagues, not just college students.”
4.	
5.	
6.	
7.	
	Researcher:
8.	“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:
9.	“In this CoE English for Hospitality program, it really opened my mind, especially about the world of hospitality. At first, I thought that working in a hotel was close to negative connotations. However, after jumping right in and dealing with many types of guests, I am starting to be interested in the world of hospitality and I have plans for later after a few months of participating in this program, I want to try to apply at several hotels.”
10.	
11.	
12.	
13.	
14.	

Interview 8	INT.8
Initial Name	SIF
Code	Interviewee 8 (I8)

	Researcher:
1. 2.	“Can you explain further why the CoE English for Hospitality is the future?”
	Interviewee:
3. 4. 5. 6. 7. 8. 9.	“The CoE English for Hospitality program provides and facilitates students with various kinds of knowledge and materials related to the world of hospitality. For example, offline classes are directly taught by 3 hotel general managers from Samara Resort, Aston Inn Batu, and the Onsen Resort. Therefore, students who participate in this program can better understand the overview of the hospitality industry even before going into practice.”
	Researcher:
10.	“How has CoE English for Hospitality helped you in your future career?”
	Interviewee:
11. 12. 13. 14.	“CoE English for Hospitality can certainly support my career in the future, because this program is directly related to what is in my picture in the next 3 years. My main goal has always been to work in the hospitality or travel industry.”

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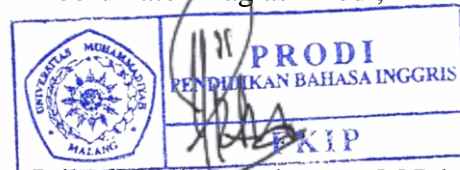
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