



THE ASSOCIATION OF TEACHING ENGLISH
AS A FOREIGN LANGUAGE
IN INDONESIA

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Thend 62 TEFLIN

International Conference 2015

Denpasar, 14th - 16th September 2015

PROCEEDINGS

*Teaching and Assessing L2 Learners
in the 21st Century*

ENGLISH DEPARTMENT
FACULTY OF



THE ASSOCIATION OF TEACHING ENGLISH
AS A FOREIGN LANGUAGE
IN INDONESIA

B. Inggris



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PROCEEDINGS

*Teaching and Assessing L2 Learners
in the 21st Century*



ENGLISH DEPARTMENT
FACULTY OF LETTERS AND CULTURE
IN COLLABORATION WITH
UDAYANA UNIVERSITY POST GRADUATE STUDY PROGRAM

UPT Perpustakaan UMM



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FOREWORD

These proceedings are a collection of papers presented at the 62nd TEFLIN International Conference held in conjunction with the celebration of the 53rd *Dies Natalis* of Udayana University held in Sanur Paradise Hotel from 14th through 16th September 2015. The theme of this year's conference is *Teaching and Assessing L2 Learners in the 21st Century*. The papers were selected out of 503 papers presented covering issues of English-language teaching from the perspectives of (1) Language Policy and Planning in Assessment, (2) Quality Assurance in ELT, (3) 21st Century Language and Communication skills, (4) Assessment in Character Education, (5) Roles of ICT in Teaching and Assessing L2 Learners, (6) English for Young Learners, (7) Innovations in Teaching and Assessing, (8) Best Practices in L2 Teaching and Research, (9) School-based Assessments, (10) English for Specific Purposes, (11) Standardized Tests of English Proficiency (e.g. KLTS, TOEFL), (12) English for General Purposes, (13) The National Examinations and their Impact on L2 Learning, (14) Translation in Language Teaching, (15) Teacher's Professional Development, and (16) Literature-Based in Language Teaching.

We would like to express our sincere thankfulness to those who presented their papers at the conference. We also wish to thank the students at the English Department, Faculty of Letters and Culture, Udayana University who have assisted us with the typesetting for the format of the proceedings. More importantly, we express our gratitude to the board of reviewers who have worked hard in reviewing the submitted papers selected for the proceedings.

Denpasar, September 2015

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LEARNING BUSINESS ENGLISH BY APPRENTICESHIP

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Abstract

The apprenticeship of Business English is needed as it makes the students know the real job, get experience as well as the students applies the theories that they have got. This one automatically gives addition value and also makes networking between the students and employees as well as with the employers. The aim of this research is to describe the students' activity, advantages and problems in joining Business English apprenticeship in even semester 2014 in some organizations in Malang. The descriptive quantitative design is used. The population and sample of this research are the students at English department, Faculty of Teacher Training and Education in Muhammadiyah University of Malang joined Business English choice II in even semester in 2014 that are 71 students. Obtaining data uses interview, observation and questionnaire. The procedures of collecting data are giving interview, conducting observation, giving questionnaires and identifying the data based on the research problems. The activities done are in F&B, HK and also in guiding as well as in administration. The advantages are finding out knowledge, getting experience and having some friends while guiding only gets experience and knowledge whereas in administration get experience and some friends while the problems faced are adaptation, not enough knowledge of F&B and get a place for apprenticeship while in guiding are adaptation and to get data whereas in administration are to get a place for apprenticeship and adaptation.

Key words: Business English, apprenticeship, English department student

1 INTRODUCTION

Business English is one of subjects in English department, Faculty of Teacher Training and Education in Muhammadiyah University of Malang. It consists of compulsory and choice subjects. Business English as compulsory subject means that all students of English department should take this subject and it is given in fourth semester while Business English as choice subject means the students can take the choice subject that are Business English, Translation, American Studies and English for Young Learner that are given in sixth and eighth semester.

Business English as compulsory subject bases on national the curriculum that is about letter writing but Business English as choice subject based on the need and the condition. It means it gives chance the students to work in hotel or manufactory after graduating from English department, Faculty of Teacher Training and Education in Muhammadiyah University of Malang. The reason is although it is faculty of teacher training and education, English department prepares the students to get job besides to be English teacher.

Business English choice I focuses on human resources management that can be applied in manufacture and also hotel especially on front office administration. These mean besides to be teacher the students are also prepared to get job in manufacture and hotel. In fact the condition now changes. Because of economic crisis that happens in Indonesia many manufactures are bankrupt so that the chance to work in manufactures becomes small. The economic crisis also influences the income of hotel because the guests especially foreigners are afraid to come to Indonesia because of their security

...as the economic crisis also effects the politic so there are many demonstrations and also such as burning or bombing a building, killing and also a want to separate from Indonesia. It is worst when there is accident in WTC in America because Indonesia as one big Moslem is also considered as a terrorist country. Those make foreigners afraid to come to Indonesia. It is small profit and it affects the chance to work in hotel loose.

The first one is given in sixth semester while the rest is in eighth semester. Business English I on theory of management, human resources and hotel. Those theories are preparation for the English department in Muhammadiyah University of Malang to join Business English II in the previous semester because in this semester the students should apply and practice their theories they apprenticeship is one of training method as R. Mittal (1996:22) states below:

This method is applicable in large industries where mass production is carried on which large number of operations. Trainees that require a long period (1 to 4 years) for gaining proficiency are trained by this method. The trainees first learn about the theory and practice, then they gradually start working on the machines under guidance of instructors.

As R. Mittal explained that apprenticeship takes 4 years. In practice it does not take long time as students still have other subjects to take and it deals with time and money.

In apprenticeship run time, the students, of course find out some problems dealing their department and also university because commonly the students of English department only use their English in teaching, not apprenticeship, especially in manufactories. Besides that, it also has out some advantages dealing Business English subject, especially for their selves.

The above facts and condition then become the basis of choice of the problem in this research. Realizing that apprenticeship is to combine theory and practice, the students want to conduct apprenticeship moreover nowadays is difficult to find out a job especially without experience as Lemto (2000) said that "No job without experience and no experience without job". It is also supported by the research done by the researcher herself in "Business Vacancy for English Language Graduate" (2003) that all business vacancies require experience. Another research done by the researcher in 2004 "Hotel Vacancy for English Language Graduates" shows that vacancies in hotel need experience requirement. So by joining apprenticeship the students can get certificate and experience to apply a job in the future.

The aim of this research is then to find out the activity, advantages and the problems of apprenticeship of Business English students, Faculty of Teacher Training and Education in University Muhammadiyah Malang at even semester in 2014

RESEARCH METHOD

It discusses the procedure of research such as design, population and sample, instrument, data collection and analysis.

Research design

According to Donald Ary (1979:20) research may be defined as the application of the scientific approach to research problem that its purpose is to discover an answer of a meaningful question through the application of scientific procedures. Research is universal as systematic and objective for reliable knowledge.

Descriptive design is used in this research as Borh and Gall (1970:4) say that descriptive study is finding out the answer of the question "what is". Descriptive design is used in the real situation at the time of conducting the problems and advantages in

2.2 Population and Sample

The population of this research is the students at English department of Faculty of Teacher Training and Education in Muhammadiyah Business English II at even semester of 2014 level while the sample is all the students who take Business English II at even semester. They are 71 students as the sample.

2.3 Instrument

There are three instruments used in this research. They are observation, interview and questionnaire that aim to get data about the students' problems and advantages in Business English Apprenticeship in English department of teacher Training and Education Faculty in Muhammadiyah University of Malang. But the main instrument is questionnaire. The others support the questionnaire instrument.

The method of interview used here is unstructured interview. It means that it is more informal. Free questioning of subject is possible regarding the views, attitudes and other information (Ary, 1979). this interview is flexible and usually planned to suit the subjects and the conditions within which the interview take place.

The aim of observation here is to know the process of Business English apprenticeship of English department students at even semester in 2014 in the organization they have chosen in Malang.

The kind of questionnaire here is unstructured questionnaire. It means there is not alternative answer but it gives the sample free to express their problems and advantages in joining Business English apprenticeship.

2.4 Procedures of Collecting Data

Based on the research design, nature of problem under the research and researcher's personal preference, the procedures of collecting data can be stated below:

1. Interview to students who joining Business English apprenticeship.
2. Doing the observation to observed the practice in the field.
3. Giving the students questionnaire.
4. Classifying and analyzing the data based on the research problems,

3 FINDING

Based on the interview, observation and questionnaire, it can be concluded there are 10 organizations in Malang that used by 71 students of English department, Faculty of Teacher Training and Education in Muhammadiyah University of Malang in joining Business English apprenticeship in even semester 2014

The organizations are:

1. Royal Orchid Garden Hotel
(a) Jl. Indragiri 4 Batu
2. Pelangi Hotel di Malang
(b) Jl. Merdeka Selatan 3 Malang
3. Kartika Wijaya Hotel
(c) Jl. Panglima Sudirman 127 batu
4. UMM Inn
(d) Jl. Raya Tlogomas Malang
5. Jatim Park
(e) jl. Batu
6. Coban Pelangi Waterfall
(f) Tumpang – Malang
7. Koperasi Unit Desa Pakis
(g) Jl. Raya Pakis Malang
8. BKKBN
(h) JL Teluk Cendrawasih Malang
9. Direktorat Jendral & Bea Cukai
(i) Jl. Surabaya 2 Malang

10. PDAM

Jl. Terusan Danau Sentani 100 Sawojajar Malang

Based on the organization, it can be categorized into non and government office. The organization had different number of students to join apprenticeship as shown below

Table 1 The students' number in each organization

The name of organization	Student's number
1. Royal Orchid Garden Hotel	6
2. Pelangi Hotel	6
3. Kartika Wijaya Hotel	15
4. UMM Inn	6
5. Jatim Park	6
6. Coban Pelangi Waterfall	6
7. KUD Pakis	6
8. BKKBN	10
9. Bea & Cukai	5
10. PDAM	5
	71

From the table above it can be concluded that the spread of the students who join Business Apprenticeship is not equal. The reason is there is only five students in one organization that PDAM and Bea Cukai whereas Pelangi and Royal Orchid Garden Hotel, Pelangi Hotel, UMM Inn, Jatim Park, Coban Pelangi waterfall and KUD Pakis are used by 6 students while BKKBN is used by 10 students. On the other hand, there is one organization, Kartika Wijaya Hotel that has 15 students. Another finding is about the length of the students take apprenticeship. It is described below:

Table 2 The length of time in apprenticeship

The name of organization	Days
1. Royal Orchid Garden Hotel	60
2. Pelangi Hotel	10
3. Kartika Wijaya Hotel	30
4. UMM Inn	30
5. Jatim Park	30
6. Coban Pelangi Waterfall	10
7. KUD Pakis	10
8. BKKBN	10
9. Bea & Cukai	12
10. PDAM	12

The table above shows that commonly the students of English department, Faculty of Teacher Training and Education in Muhammadiyah Malang take 30 days or one month in joining Business Apprenticeship in some organizations in Malang but in Royal Orchid Garden Hotel spend 60 days or two months whereas Bea & Cukai and PDAM are 12 days. On the contrary, apprenticeship at the semester 2014 in Pelangi Hotel, Coban Pelangi Waterfall, KUD Pakis and BKKBN only need 10 students 10 days to stay.

3.2 The Students Do In Learning Business English By Apprenticeship

From the 10 organizations above, it can be concluded that there are 4 hotels that are Royal Orchid Garden Hotel, Pelangi Hotel, Kartika Wijaya Hotel and UMM Inn and 2 recreation places that are KUD Jatim Park and natural recreation, Coban Pelangi Waterfall and state organizations that are KUD Pakis, BKKBN, Bea & Cukai and PDAM. In hotel the students are taken in Food and Beverage (FO) in Kartika Wijaya Hotel whereas in Pelangi Hotel and UMM Inn, the students are divided into two groups that is at Food and Beverage and House Keeping. Almost the same with Pelangi Hotel, in Royal Orchid garden Hotel gives chance to the students to join apprenticeship both in FB and HK. In recreation places, Jatim Park and Coban Pelangi Water Falls the students take a part as guide in apprenticeship while in state organization, the students do administration except BKKBN that is only lecturing.

It discusses the Food and Beverage (F&B) first then House Keeping and then Guiding and administration in detail.

Table 3 The students do at F&B in Royal Orchid Garden Hotel

Food & Beverage in Royal Orchid Garden Hotel
As waitress
Serve the guests in buffet
Clear up the buffet
Clean the tools of buffet

The activities done in Pelangi Hotel are below:

Table 4 The students do at F&B in Pelangi Hotel

Food & Beverage in Pelangi Hotel
As waitress
Opening restaurant
Preparing breakfast, lunch and dinner
Serve breakfast, lunch and dinner
Clear up breakfast, lunch and lunch
Preparing the food for meeting
Clear up the food for meeting
Clean the tools
Recheck menu
Making omelet, toast bread

The same at F& B, in Kartika Wijaya Hotel, the students' activities are as described below:

Table 5 The students do at F& B in Kartika Wijaya Hotel

Food & Beverage in Kartika Wijaya Hotel
1. As waitress in café and restaurant
2. Refresh the flowers
3. Prepare breakfast, lunch and dinner
4. Check the tools before breakfast, lunch and dinner
5. Clean up breakfast, lunch and dinner
6. Serve the guest
7. Preparing coffee break for meeting
8. Clean up coffee break after meeting
9. Wash the tools of kitchen
10. Make traditional and western cookies

The activities done in joining apprenticeship at F & B in UMM Inn are below

Table 6 The students do at F & B in UMM Inn

Food & Beverage in UMM Inn	
1.	As waitress
2.	Serve the guests
3.	Preparing breakfast and lunch
4.	Clear up breakfast and lunch
5.	Clean the tools

The next it discusses House keeping (HK) done by the students in joining apprenticeship at UMM Inn in 2014.

Table 7 The students do at H&K in Royal Orchid Garden Hotel

House & Keeping in Royal Orchid Garden Hotel	
1.	Making bed neat
2.	Giving information about room facilities

The activities done in Pelangi Hotel as described below:

Table 8 The students do at H&K in Pelangi Hotel

House & Keeping in Pelangi Hotel	
1.	Clean up the room
2.	Preparing toiletries
3.	Prepare the extra bed if it is needed
4.	Changing the sheet
5.	Making the bed neat
6.	Recheck the facilities whether complete or not

The students' activities dealing at House Keeping in UMM Inn are seen below:

Table 9 The students do at H&K in UMM Inn

House & Keeping in UMM Inn	
1.	Make the room in order and beautiful
2.	Make bed neat
3.	Checking the condition of room
4.	Make the room clean
5.	Clean up public area
6.	Clean mini bar

Besides joining apprenticeship at hotel, 12 students also do it in recreation places such as Jatim Park and Coban Pelangi Waterfall as guide as shown below:

Table 10 The students do as guide in Jatim Park

Guide in Jatim Park	
1.	Guiding the visitor

- | |
|--|
| <ol style="list-style-type: none"> 2. Give service in selling the souvenir 3. Ticketing 4. Giving information about the place 5. Making report of receipt bought by visitors |
|--|

Almost the same in Jatim Park, the students' activities in Coban Pelangi waterfall are described below:

Table 11 The students do as guide in Coban Pelangi Waterfall

Guide in Coban Pelangi Waterfall
<ol style="list-style-type: none"> 1. Accompany the tourist or visitor 2. Telling the tourist 3. Giving suggestion related to the place 4. Ticketing

In administration in KUD Pakis, Bea & cukai and PDAM the students did administration as giving service to costumer to pay electricity in KUD Pakis while in PDAM in paying water whereas in Bea & Cukai the students did translation. On the other hand, in BKKBN students just came and sat to listen the lecturing done by the staff.

1.3 The Students' Advantages In Learning Business English By Apprenticeship

The advantages of learning Business English by apprenticeship are various. They are:

Table 12 The advantages in joining apprenticeship at F&B in Royal Orchid Garden Hotel

Food & Beverage in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. Get experience 2. Find out knowledge 3. Have link of work 4. Get some friends

Table above shows there are four advantages to join apprenticeship in Royal Orchid Garden Hotel. They are applying the theory so that the students get experience and knowledge and also have new friends so that is why they have link of work from the new friend in place they join apprenticeship.

The advantages in joining apprenticeship at Food & Beverage in Pelangi Hotel are shown below:

Table 13 The advantages in joining apprenticeship at F&B in Pelangi Hotel

Food & Beverage in Pelangi Hotel
<ol style="list-style-type: none"> 1. Find out knowledge 2. Get experience 3. Have some friends

The same with Pelangi Hotel, the advantages found in joining apprenticeship at F & Kartika Wijaya Hotel and UMM University Inn are get experience, have some friends and knowledge.

Relating the advantages in joining apprenticeship in H & K is presented below:

House & Keeping in Royal Orchid Garden Hotel

1. Find experience
2. Get link of work
3. Find out some friends
4. Have knowledge

Almost the same with Royal Orchid Hotel, the students have advantages in joining apprenticeship at H & K in Pelangi hotel and UMM Inn are get experience, have knowledge and friends. The other organizations such Jatim Park as a guide, Cohan Pelangi Park, contribution in KUD Pakis, Bea&Cukai, and PDAM are the same that are presented below

Table 15 Advantages in joining apprenticeship

Advantages
1. Get Experience
2. Find out knowledge

Little bit difference, the advantages in joining apprenticeship at Lecturing in BKKBN are below:

Table 16 The advantages in joining apprenticeship at Lecturing in BKKBN

Lecturing in BKKBN
1. Get knowledge
2. Have some relations

The Students' Problems In Learning Business English By Apprenticeship

besides advantages in joining apprenticeship in even semester in 2014, the students also face problems. The problems are various. They are described in detail below:

Table 17 The students' problem at F&B in Royal Orchid Garden Hotel

Food & Beverage in Royal Orchid Garden Hotel
1. Looking a place for apprenticeship
2. The name of equipments in F&B

the table above explains the students' problem in joining apprenticeship at F & B in Royal Orchid Garden Hotel. They deal in pre apprenticeship that is looking a place and also in the process in doing apprenticeship that is the problem of name equipment in F&B as they are many and have specific terms.

At F&B in Pelangi Hotel, the students also face problems as shown below:

Table 18 The students' problem at F&B in Pelangi Hotel

Food & Beverage in Pelangi Hotel
1. Not enough knowledge of F&B
2. The job is hard
3. In making report is given limited time

In Kartika Wijaya at F & B department, the students also face problems as follow:

Table 19 The students' problem at F&B in Kartika Wijaya Hotel

Food & Beverage in Kartika Wijaya Hotel
1. How to behave
2. To Face the guest

3. Making report is given limited time
4. Transportation to the hotel
5. The name and the function of equipments in F&B
6. To get a place for apprenticeship
7. Boring situation
8. No attention from employee
9. Adaptation
10. Making menu

There are two problem faced by the students in joining at F & B in UMM Inn. They are presented below:

Table 20 The students' problem at F&B in UMM University Inn

Food & Beverage in UMM University Inn
1. Not enough knowledge
2. Adaptation

Not only in F & B department but also in H & K department is found the problem such as in Royal Orchid Garden Hotel below:

Table 21 The students' problem at H&K in Royal Orchid Garden Hotel

House Keeping in Royal Orchid Garden Hotel
1. Find the place to join apprenticeship
2. The name and the function of equipment in HK

Different with Royal Orchid Hotel, the problem faced by the students in joining apprenticeship are shown below:

Table 22 The students' problem at H&K in Pelangi Hotel

House Keeping in Pelangi Hotel
1. Not enough knowledge
2. The work is hard
3. Make report in limited time

The problems faced in joining apprenticeship at H & K in UMM Inn are below:

Table 23 The students' problem at H&K in UMM University Inn

House & Keeping in UMM University Inn
1. Adaptation
2. The lack of hotel
3. To get a place to join apprenticeship
4. Not enough knowledge

Being a guide, the students also face problem as below:

Table 24 The students' problem as Guide in Jatim Park

Guide in Jatim Park	
1.	Adaptation
2.	To get data for report

When place as guide also creates different problem as below:

Table 25 The students' problem as Guide in Coban Pelangi Waterfall

Guide in Coban Pelangi Waterfall	
1.	In ticketing needs adaptation to face local visitor
2.	Not enough information about the place

When apprenticeship in administration also faces problem as described below:

Table 26 The students' problem at Administration in KUD Pakis

KUD Pakis	
1.	Adaptation
2.	Transportation
3.	Looking the place to join apprenticeship
4.	Strict in time

Here are the problems are faced by the students in Bea & Cukai.

Table 27 The students' problem at Administration in Bea & Cukai

Bea & Cukai	
1.	Adaptation
2.	Looking the place to join apprenticeship
3.	Strict in time
4.	Key terms

At Administration in PDAM is also found the problem as below:

Table 28 The students' problem at Administration in PDAM

PDAM	
1.	Adaptation
2.	Transportation
3.	Looking the place to join apprenticeship
4.	Strict in time

In BKKBN is also found problem in joining the apprenticeship as shown below:

Table 29 The students' problem at Lecturing in BKKBN

BKKBN	
1.	Adaptation
2.	Looking the place to join apprenticeship
3.	Strict in time
4.	Monotonous

DISCUSSION

Based on the data got from Questionnaires and supported by interview and observation, it is discovered that every organization has own characteristic. It can be seen from apprenticeship done by

the students in even semester are in Royal Orchid Garden Hotel, Kartika Wijaya Hotel, Pelangi Hotel and UMM University Inn at F&B and also HK.

At F&B there are 6 students joined apprenticeship in Royal Orchid Garden Hotel. They learnt how to be good waitress to serve the guest so they were required to pay attention to their performance as neat and fresh while in Pelangi hotel, the students were focused to prepare the meal and equipments whereas in Kartika Wijaya Hotel, there were 3 groups in F&B but they got different time to join apprenticeship and also the duty. One group was focused on preparing meal and drink so they did not have contact to the guests while the others group were prepared to serve the guest directly. The same department at F&B in UMM Inn they students were trained technically in kitchen as cleaning and polishing the tools of F&B department.

Relating the advantages, it could be categorized into knowledge that is experience and new things such as place, condition as well as the type of organization. The other one is human relation that consists of new friend and networking.

The problems faced are also different and various. They depend on the students' preparation and readiness to join apprenticeship. They can be categorized into preparation and in the process of joining apprenticeship. In preparation, the students face problem to get a place for apprenticeship as they come from Education faculty so most of organizations believe that the students should join apprenticeship at school. In fact, besides learning education, the students also get knowledge about literature, business and also sociolinguistics especially these students have joined Business English I.

3 CONCLUSION

Based on the finding, the students do in apprenticeship in 10 organizations in Malang Raya. Those are Royal Orchid Garden Hotel, Pelangi Hotel, Kartika Wijaya Hotel, UMM University Inn, Jatim Park and Coban Pelangi Waterfall, KUD Pakis, BKKBN, Bea & Cukai and PDAM at F&B, HK and guiding and also administration.

The activities done in F&B are as waitress, preparing breakfast, lunch and dinner, clear up breakfast, lunch and lunch, preparing the food for meeting, clear up the food for meeting, clean the tools and making food & drink while HK such as make the room in order and beautiful, make bed neat, checking the condition of room and make the room clean whereas in guiding are accompanying the tourist or visitor, telling the tourist and ticketing while in administration receiving payment for electricity and water, translating and lecturing.

The advantages got from apprenticeship are finding out knowledge, getting experience and having some friends while guiding only gets experience and knowledge whereas in administration get experience and some friends.

The problems faced by the students in apprenticeship are adaptation, not enough knowledge of F&B and get a place for apprenticeship while in guiding are adaptation and to get data whereas in administration are to get a place for apprenticeship and adaptation.

4 SUGGESTION

Dealing Business apprenticeship from students of English Department, Faculty of Teacher Training and Education in even semester in 2014, there are some suggestions for the organizations, university and for the students who will join business apprenticeship. They are:

1. It is better if university has linked and match organization partner for joining apprenticeship.
2. Receiving students for apprenticeship does not mean to open the secret of the organization moreover the organization will get benefit by new information dealing human resources, management for increasing its quality and quantity.
3. Take Business English apprenticeship should be ready to be refused. Refusing does not mean losing but change or find out another ways to success and the students should add their knowledge not only from campus but also reading by their selves.

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ABSTRACT

LEARNING BUSINESS ENGLISH BY APPRENTICESHIP

By:

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The purpose of this research is to describe the students' activity, problems and advantages in joining Business English apprenticeship in even semester 1999 in some organizations in Malang.

The researcher uses descriptive design. It deals to know the phenomena that happen for Business English students in joining apprenticeship in even semester 1999 of English department, Faculty of Teacher Training and Education in Muhammadiyah University of Malang.

The population and sample of this research are the students at English department joined Business English choice II in even semester in 1999 that are 71 students. Obtaining data uses interview, observation and questionnaire. The procedures of collecting data are giving interview, conducting observation, giving questionnaires and identifying the data based on the research problems.

Based on the finding, the students do in apprenticeship in 10 organizations in Malang Raya. Those are Royal Orchid Garden Hotel, Pelangi Hotel, Kartika Wijaya Hotel, UMM University Inn, Jatim Park and Coban Pelangi Waterfall, KUD Pakis, BKKBN, Bea & Cukai and PDAM at F&B, HK and guiding and also administration.

The activities done in F&B are as waitress, preparing breakfast, lunch and dinner, clear up breakfast, lunch and lunch, preparing the food for meeting, clear up the food for meeting, clean the tools and making food & drink while HK such as make the room in order and beautiful, make bed neat, checking the condition of room and make the room clean whereas in guiding are accompanying the tourist or visitor, telling the tourist and ticketing while in administration receiving payment for electricity and water, translating and lecturing.

The advantages got from apprenticeship are finding out knowledge, getting experience and having some friends while guiding only gets experience and knowledge whereas in administration get experience and some friends.

The problems faced by the students in apprenticeship are adaptation, not enough knowledge of F&B and get a place for apprenticeship while in guiding are adaptation and to get data whereas in administration are to get a place for apprenticeship and adaptation.

CHAPTER I

INTRODUCTION

1.1 Background Of Research

Business English is one of subjects in English department , Faculty of Teacher Training and Education in Muhammadiyah University of Malang. It consists of compulsory and choice subjects. Business English as compulsory subject means that all students of English department should take this subject and it is given in fourth semester while Business English as choice subject means the students can take the choice subject that are Business English, Translation, American Studies and English for Young Learner that are given in sixth and eighth semester.

Business English as compulsory subject bases on national the curriculum that is about letter writing but Business English as choice subject based on the need and the condition. It means it gives chance the students to work in hotel or manufactory after graduating from English department, Faculty of Teacher Training and Education in Muhammadiyah University of Malang. The reason is although it is faculty of teacher training and education, English department prepares the students to get job besides to be English teacher.

Business English choice I focuses on human resources management that can be applied in manufacture and also hotel especially on front office administration. These mean besides to be teacher the students are also prepared to get job in manufacture and hotel. In fact the condition now changes. Because of economic crisis that happens in Indonesia many manufactures are bankrupt so that the

chance to work in manufactures becomes small. The economic crisis also influences the income of hotel because the guests especially foreigners are afraid to come to Indonesia because of their security is not safe as the economic crisis also effects the politic so there are many demonstrations and also crimes such as burning or bombing a building, killing and also a want to separate from Indonesia. It becomes worst when there is accident in WTC in America because Indonesia as one big Moslem country is also considered as a terrorist country. Those make foreigners afraid to come to Indonesia. It makes hotel small profit and it affects the chance to work in hotel loose.

Business English choice subject consists of two level subjects. They are Business English I and II. The first one is given in sixth semester while the rest is in eighth semester. Business English I focuses on theory of management, human resources and hotel. Those theories are preparation for the students of English department in Muhammadiyah University of Malang to join Business English II in eighth semester because in this semester the students should apply and practice their theories they have got in previous semester in organization. It means that they should be apprenticeship.

Apprenticeship is one of training method as R. Mittal (1996:22) states below:

Apprenticeship method: This method is applicable in large industries where mass production is carried on which large number of operations. Trainees that require a long period (1 to 4 years) for gaining proficiency are trained by this method. The trainees first learn about the theory and practice, then they gradually start working on the machines under guidance of instructors.

As R. Mittal explained that apprenticeship takes 4 years. In practice it does not take long time as the students still have another subjects to take and it deals with time and money.

In apprenticeship run time, the students, of course find out some problems dealing their subjects, department and also university because commonly the students of English department only practice their English in teaching, not apprenticeship, especially in manufactories. Besides that, it also finds out some advantages dealing Business English subject, especially for their selves.

The above facts and condition then become the basis of choice of the problem in this research. Also realizing that apprenticeship is to combine theory and practice, the students want to conduct apprenticeship moreover nowadays is difficult to find out a job especially without experience as Adornetto (2000) said that "No job without experience and no experience without job". It is also supported by the research done by the researcher herself in "Business Vacancy for English Language Graduate" (2003) that all business vacancies require experience. Another research done by the researcher in 2004 "Hotel Vacancy for English Language Graduates" shows that vacancies in hotel also need experience requirement. So by joining apprenticeship the students can get certificate and experience to apply a job in the future.

The aim of this research is then to find out the advantages and the problems of apprenticeship of Business English students. It also conducts to find out the students' efforts to solve their problems in joining apprenticeship. For this reason, the researcher wants to conduct the research by taking a population from students in Faculty of Teacher Training and Education in Muhammadiyah University of Malang in programming Business English II in even semester 1999.

1.2 Problems Of Research

The above facts and condition then are the basic choice of problem of this research. The questions to be investigated are:

1. How do the students do in learning Business English by apprenticeship?
2. What are the students' advantages in learning Business English by apprenticeship?
3. What are the students' problems in learning Business English by apprenticeship?

1.3 Scope and Limitation

This research focuses on Business English apprenticeship and it is limited on the way of doing apprenticeship, the advantages, and problem in Business English apprenticeship.

1.4 Definition of key terms

The terms taken from the title of the research will be defined so as to avoid any ambiguities and misinterpretations.

Apprenticeship is applicable in medium size factory where mass production is carried on with large number of operations. The trainees that require along period (1 to 4 years) for gaining proficiency are trained by this method. The trainees first learn about the theory and practice then gradually start working on the machines under the guidance of instructors (R. Mittal:1996)

Business English is given in English department at Faculty of Teacher Training and Education in Muhammadiyah University of Malang. It consists of three levels that are compulsory Business English. Business English choice I and II. The first one discusses theory of correspondence both social and business letter. The next one is theory for preparation in Business English II that is apprenticeship. Business English choice II is given in eighth semester and the students should join apprenticeship.

1.5 The organization of the research

In this part, the researcher defines briefly each chapter of the whole parts of this research as below:

Chapter I: Introduction

This chapter discusses about the background, problems, purpose, the limitation of the scope, the significance of the research, the definition of key terms and the organization of the research.

Chapter II: Review of related literature

It discusses about literature which deals with this research and it supports the ideas of this research.

Chapter III: The purpose and significance of the research.

It deals with the purposes of conducting this research and also the contribution of this research.

Chapter IV: Research methodology

This chapter describes about the research design, population and sample of this research, data collection and data analysis procedure.

Chapter V: The result and discussion

It shows the result from the research then it discussed in detail by showing some evident to support the discussion.

Chapter VI: Conclusion and suggestion

This part gives the conclusion of chapter IV and the suggestions which may be useful for the readers as well for the next researcher.

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter will discuss review of related literature that has relationship with this topic. The topic of this research is apprenticeship that includes training but before discussing training will explain human resource management. The reason is the subject of training is human being, not machine. But the first discussion is about management.

2.1 Management

Business includes industry, commerce and trade, aims to increase wealth. In industry, materials are extracted or converted into finished or semi-finished products. Trade is a process of buying and selling of commodities. Commerce relates to financial, transportation, insuring and allied activities.

Management is wide term and it carries meaning depending on the context in which it is used. It is mainly used in the sense of a process, series of actions and operations deliberately undertaken.

2.1.1 Definitions of Management

There are some definitions about management. They will be described by several experts below:

According Louis Allen management is what a manager does. While according Henry Fayol management is to forecast and plan, to organize, to command, to continue and to control.

Almost the same with Fayol, Willam Spriegel defines management as that function of an enterprise which concerns itself with the direction

and control of various activities to attain business objectives. Management is essentially an executive function it deals with the active direction of human effort.

Another experts, Kimball and Kimball give definition of management. They say that management embrace all duties and functions that pertain to the initiation of an enterprise, its financing the establishment of all major policies, the provision of all necessary equipment, the outlining of the general form of organization under which the enterprise is to operate and selection of the principal officers.

Management is the process of getting things done through the agency of a community. The functions of management are the handling of a community with a view to fulfilling the purposes for which it exists (Sir Charles Reynold).

Management according to Elmore Peterson and E.G. Plowman is a technique by means of which the purposes and objectives of a particular human group and determined, clarified and effectuated.

While Mary Cushing Niles gives definition of management as good management or scientific management achieves a social objective with the best use of human, material energy and time and with satisfaction for the participants and public.

James D. Mooney and Alan c Reiley define that management is the art of directing and inspiring people.

Almost the same with above, Lawrence A Appley gives definition that management is the art of getting things done through the efforts of other people. It concerns itself with guiding human and physical resources into a dynamic, hard-hitting organization unit that attains its objectives to the satisfaction of those served and with a high degree of

morale and sense of attainment on the part of those rendering the service.

Another definition is given by John F. Mee. He said that management is the art of securing maximum results with a minimum of efforts so as to secure maximum prosperity for the employee and give the public the best possible service.

According to Koontz and O'Donnel management is the creation and maintenance of an internal environment in an enterprise where individuals working in groups, can perform efficiently and effectively toward the attainment of group goals. It is the art of getting the work done through and with people in formally organized group whereas Kinard (1988:5) defined management as to maximize the potential of their people and coordinate their efforts to attain some predetermined goal whereas William (2000: 4) defined it as getting work done through others.

From the definitions above, it can be concluded that there is 3 main ideas of those definitions. First, management is art. Second, management is getting things done through other people and the last is management is decision making.

CHAPTER III

THE PURPOSE AND SIGNIFICANCE OF RESEARCH

3.1 The Purpose Of Research

Based of the statements of the problem the purposes of this research are :

1. To discover the students' way in learning Business English by apprenticeship.
2. To find out the students' advantages in learning Business English by apprenticeship.
3. To dig out the problems in learning Business English by apprenticeship.

3.2 The Significance of Research

This research is expected to give contribution to English department especially to the lecturer of Business English I.

Based on the finding of this research, the lecturer can determine the aim of the teaching learning process, choose the materials and adjust the course. In other word, the result of this research will be useful to help the lecturer to develop the teaching learning process so that the learners will be more motivated in learning English.

This research is carried out chiefly to make the teaching Business English in English department , Faculty of Teacher Training and Education in Muhammadiyah University of Malang better. It is also a tool for evaluation for the next Business English apprenticeship as well as for giving preparation for apprenticeship like theories.

From the result of this research it is hoped that the lecturer as well as the other elements of education system will give more attention to the students' advantages, especially the students' problem because if the problems are bigger than the advantages, it is called failed program so it is better to change the way in learning Business English. On other hand, if the advantages are bigger than the problem it is better to continue the program but the advantages should be optimized in order to reduce the problems. The finding of this research can give valuable contribution to

English curriculum especially for English department in Muhammadiyah University of Malang. So the curriculum, students and other elements of education will walk in the same roads to reach the goal of education in Indonesia.

CHAPTER IV

RESEARCH METHODOLOGY

4.1 Research design

According to Donald Ary (1979:20) research may be defined as the application of the scientific approach to research problem that its purpose is to discover an answer of a meaningful question through the application of scientific procedures. Research is universal as systematic and objective for reliable knowledge.

Descriptive design is used in this research as Borh and Gall (1970:4 say that descriptive study is primary concerned with finding out the answer of the question “what is”. Descriptive design is aimed at describing the current phenomena that is the real situation at the time of conducting the research. This research is aimed at describing the students’ activities, problems and advantages in Business English Apprenticeship at English department of Faculty of Teacher Training

and Education in Muhammadiyah University of Malang in even semester 1999 through collecting data, analyzing data and processing data.

4.2 Population and Sample

The population of this research is the students at English department of Faculty of Teacher Training and Education in Programming Business English II at even semester of 1999 level while the sample is all the students who take Business English II at even semester. They are 71 students as the sample.

4.3 Instrument

There are three instruments used in this research. They are observation, interview and questionnaire that aim to get data about the students' problems and advantages in Business English Apprenticeship in English department of teacher Training and Education Faculty in Muhammadiyah University of Malang. But the main instrument is questionnaire. The others support the questionnaire instrument.

The method of interview used here is unstructured interview. It means that it is more informal. Free questioning of subject is possible regarding the views, attitudes and other information (Ary, 1979). this interview is flexible and usually planned to suit the subjects and the conditions within which the interview take place.

The aim of observation here is to know the process of Business English apprenticeship of English department students at even semester in 2006 in the organization they have chose in Malang.

The kind of questionnaire here is unstructured questionnaire. It means there is not alternative answer but it gives the sample free to

express their problems and advantages in joining Business English apprenticeship.

4.4 Procedures of Collecting Data

Based on the research design, nature of problem under the research and researcher's personal preference, the procedures of collecting data can be stated below:

1. Interview to students who joining Business English apprenticeship.
2. Doing the observation to observed the practice in the field.
3. Giving the students questionnaire.
4. Classifying and analyzing the data based on the research problems,

CHAPTER V

FINDING AND DISCUSSION

5.1 Finding

Based on the interview, observation and questionnaire, it can be concluded there are 10 organizations in Malang that used by 71 students of English department , Faculty of Teacher Training and Education in Muhammadiyah University of Malang in joining Business English apprenticeship in **even** semester 1999.

The organizations are :

1. Royal Orchid Garden Hotel

Jl. Indragiri 4 Batu

2. Pelangi Hotel di Malang

Jl. Merdeka Selatan 3 Malang

3. Kartika Wijaya Hotel
Jl. Panglima Sudirman 127 batu
4. UMM University Inn
Jl. Raya Tlogomas Malang
5. Jatim Park
jl. Batu
6. Coban Pelangi Waterfall
Tumpang – Malang
5. Koperasi Unit Desa Pakis
Jl. Raya Pakis Malang
6. BKKBN
JL Teluk Cendrawasih Malang
7. Direktorat Jendral & Bea Cukai
Jl. Surabaya 2 Malang
8. PDAM
Jl. Terusan Danau Sentani 100 Sawojajar Malang

Table 1 The students' number in each organization

The name of organization	Student's number
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1. Royal Orchid Garden Hotel	6
2. Pelangi Hotel	6
3. Kartika Wijaya Hotel	15
4. UMM University Inn	6
5. Jatim Park	6
6 . Coban Pelangi Waterfall	6
7. KUD Pakis	6
8. BKKBN	10
9. Bea & Cukai	5
10.PDAM	5
	<hr/>
	71

Based on the table above it can be concluded that the spread of the students who join Business English Apprenticeship is not equal. The reason is there is only five students in one organization that is in PDAM and Bea Cukai whereas Pelangi and Royal Orchid Garden Hotel, Pelangi Hotel, UMM university Inn, Jatim Park, Coban Pelangi waterfall and KUD Pakis are used by 6 students while BKKBN is used by 10 students. On the other hand, there is one organization, Kartika Wijaya Hotel that has 15 students.

Another finding is about the length of the students take apprenticeship. It is described below:

Table 2 The length of time in apprenticeship

The name of organization	Days
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1. Royal Orchid Garden Hotel	60
2. Pelangi Hotel	10
3. Kartika Wijaya Hotel	30
4. UMM University Inn	30
5. Jatim Park	30
6. Coban Pelangi Waterfall	10
7. KUD Pakis	10
8. BKKBN	10
9. Bea & Cukai	12
10.PDAM	12

The table above shows that commonly the students of English department, Faculty of Teacher Training and Education in Muhammadiyah Malang take 30 days or one month in joining Business English Apprenticeship in some organizations in Malang but in Royal Orchid Garden Hotel spend 60 days or two months whereas Bea & Cukai and PDAM are 12 days. On the contrary, apprenticeship at even semester 1999 in Pelangi Hotel, Coban Pelangi Waterfall, KUD Pakis and BKKBN only need the students 10 days to stay.

5.1.1 The Students Do In Learning Business English By Apprenticeship

From the 10 organizations above, it can be concluded that there are 4 hotels that are Royal Orchid Garden Hotel, Pelangi Hotel, Kartika Wijaya Hotel and University Inn Hotel and 2 recreation places that are Jatim Park and natural recreation, Coban Pelangi Waterfall and state organizations that are KUD Pakis, BKKBN, Bea & Cukai and PDAM. In

hotel the students are taken in Food and Beverage (FO) in Kartika Wijaya Hotel whereas in Pelangi Hotel and UMM University Inn, the students are divided into two groups that is at Food and Beverage and House Keeping. Almost the same with Pelangi Hotel, in Royal Orchid garden Hotel gives chance to the students to join apprenticeship both in FB and HK. In recreation places, Jatim Park and Coban Pelangi Water Falls the students take a part as guide in apprenticeship while in state organization, the students do administration except BKKBN that is only lecturing.

It will discuss the Food and Beverage (F&B) first then House Keeping and then Guiding and administration in detail.

Table 3 The students do at F&B in Royal Orchid Garden Hotel

Food & Beverage in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. As waitress 2. Serve the guests in buffet 3. Clear up the buffet 4. Clean the tools of buffet

Table 4 The students do at F&B in Pelangi Hotel

Food & Beverage in Pelangi Hotel
<ol style="list-style-type: none"> 1. As waitress 2. Opening restaurant 3. Preparing breakfast, lunch and dinner 4. Serve breakfast, lunch and dinner

5. Clear up breakfast, lunch and lunch
6. Preparing the food for meeting
7. Clear up the food for meeting
8. Clean the tools
9. Recheck menu
10. Making omelet, toast bread

Table 5 The students do at F& B in Kartika Wijaya Hotel

Food & Beverage in Kartika Wijaya Hotel
<ol style="list-style-type: none"> 1. As waitress in café and restaurant 2. Refresh the flowers 3. Prepare breakfast, lunch and dinner 4. Check the tools before breakfast, lunch and dinner 5. Clean up breakfast, lunch and dinner 6. Serve the guest 7. Preparing coffee break for meeting 8. Clean up coffee break after meeting 9. Wash the tools of kitchen 10. Make traditional and western cookies

Table 6 The students do at F& B in UMM University Inn

Food & Beverage in UMM University Inn
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1. As waitress
2. Serve the guests
3. Preparing breakfast and lunch
4. Clear up breakfast and lunch
5. Clean the tools

The next will discuss House keeping (HK) done by the students in joining apprenticeship in even semester 1999.

Table 7 The students do at H&K in Royal Orchid Garden Hotel

House & Keeping in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. Making bed neat 2. Giving information about room facilities

Table 8 The students do at H&K in Pelangi Hotel

House & Keeping in Pelangi Hotel
<ol style="list-style-type: none"> 1. Clean up the room 2. Preparing toiletries 3. Prepare the extra bed if it is needed 4. Changing the sheet 5. Making the bed neat 6. Recheck the facilities whether complete or not

Table 9 The students do at H&K in UMM University Inn

House & Keeping in UMM University Inn
<ol style="list-style-type: none"> 1. Make the room in order and beautiful 2. Make bed neat 3. Checking the condition of room 4. Make the room clean 5. Clean up public area 6. Clean mini bar

Besides joining apprenticeship at hotel, 12 students also do it in recreation places such as Jatim Park and Coban Pelangi Waterfall as guide,

Table 10 The students do as guide in Jatim Park

Guide in Jatim Park
<ol style="list-style-type: none"> 1. Guiding the visitor 2. Give service in selling the souvenir 3. Ticketing 4. Giving information about the place 5. Making report of receipt bought by visitors

Table 11 The students do as guide in Coban Pelangi Waterfal

Guide in Coban Pelangi Waterfall
<ol style="list-style-type: none"> 1. Accompany the tourist or visitor

- | |
|---|
| <ol style="list-style-type: none"> 2. Telling the tourist 3. Giving suggestion related to the place 4. Ticketing |
|---|

In administration in KUD Pakis, Bea & cukai and PDAM the students did administration as giving service to costumer to pay electricity in KUD Pakis while in PDAM in paying water whereas in Bea & Cukai the students did translation. On the other hand, in BKKBN students just came and sat to listen the lecturing done by the staff.

5.1.2 The Students' Advantages In Learning Business English By Apprenticeship

Table 12 The advantages in joining apprenticeship at F&B in Royal Orchid Garden Hotel

Food & Beverage in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. Get experience 2. Find out knowledge 3. Have link of work 4. Get some friends

Table 13 The advantages in joining apprenticeship at F&B in Pelangi Hotel

Food & Beverage in Pelangi Hotel
<ol style="list-style-type: none"> 1. Find out knowledge

<ol style="list-style-type: none"> 2. Get experience 3. Have some friends

Table 14 The advantages in joining apprenticeship at F&B in Kartika Wijaya Hotel

Food & Beverage in Kartika Wijaya Hotel
<ol style="list-style-type: none"> 1. Get experience 2. Have some friends 3. Get knowledge

Table 15 The advantages in joining apprenticeship at F&B in UMM University Inn

Food & Beverage in UMM University Inn
<ol style="list-style-type: none"> 1. Get experience 2. Find out some friends 3. Have knowledge

Table 16 The advantages in joining apprenticeship at H&K in Royal Orchid Garden Hotel

House & Keeping in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. Find experience 2. Get link of work 3. Find out some friends 4. Have knowledge

Table 17 The advantages in joining apprenticeship at H&K in PelangiHotel

House & Keeping in Pelangi Hotel
<ol style="list-style-type: none"> 1. Get experience 2. Have knowledge 3. Find some friends

Table 18 The advantages in joining apprenticeship at H&K in UMM University Inn

House & Keeping in UMM University Inn
<ol style="list-style-type: none"> 1. Get knowledge 2. Find experience 3. Have some friends

Table 19 The advantages in joining apprenticeship as Guide in Jatim Park

Guide in Jatim Park
<ol style="list-style-type: none"> 1. Get Experience 2. Find out knowledge

Table 20 The advantages in joining apprenticeship as Guide in Coban Pelangi Park

Guide in Coban Pelangi Waterfall
<ol style="list-style-type: none"> 1. Get Knowledge 2. Find experience

Table 21 The advantages in joining apprenticeship at Administration in KUD Pakis

Administration in KUD Pakis
<ol style="list-style-type: none"> 1. Get experience 2. Have some friends

Table 22 The advantages in joining apprenticeship at Administration in Bea&Cukai

Administration in Bea & Cukai
<ol style="list-style-type: none"> 1. Get experience 2. Have some friends

Table 23 The advantages in joining apprenticeship at Administration in DPAM

Administration in PDAM
<ol style="list-style-type: none"> 1. Get experience 2. Have some friends

Table 24 The advantages in joining apprenticeship at Lecturing in BKKBN

Lecturing in BKKBN
<ol style="list-style-type: none"> 1. Get knowledge 2. Have some relations

5.1.3 The Students' Problems In Learning Business English By Apprenticeship

Besides advantages in joining apprenticeship in even semester in 1999, the students also face problems. They will be described in detail below:

Table 25 The students' problem at F&B in Royal Orchid Garden Hotel

Food & Beverage in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. Looking a place for apprenticeship 2. The name of equipments in F&B

Table 26 The students' problem at F&B in Pelangi Hotel

Food & Beverage in Pelangi Hotel
<ol style="list-style-type: none"> 1. Not enough knowledge of F&B 2. The job is hard 3. In making report is given limited time

Table 27 The students' problem at F&B in Kartika Wijaya Hotel

Food & Beverage in Kartika Wijaya Hotel
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<ol style="list-style-type: none"> 1. How to behave 2. To Face the guest 3. Making report is given limited time 4. Transportation to the hotel 5. The name and the function of equipments in F&B 6. To get a place for apprenticeship 7. Boring situation 8. No attention from employee 9. Adaptation 10. Making menu

Table 28 The students' problem at F&B in UMM University Inn

Food & Beverage in UMM University Inn
<ol style="list-style-type: none"> 1. Not enough knowledge 2. Adaptation

Table 29 The students' problem at H&K in Royal Orchid Garden Hotel

House Keeping in Royal Orchid Garden Hotel
<ol style="list-style-type: none"> 1. Find the place to join apprenticeship 2. The name and the function of equipment in HK

Table 30 The students' problem at H&K in Pelangi Hotel

House Keeping in Pelangi Hotel

<ol style="list-style-type: none"> 1. Not enough knowledge 2. The work is hard 3. Make report in limited time
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Table 31 The students' problem at H&K in UMM University Inn

House & Keeping in UMM University Inn
<ol style="list-style-type: none"> 1. Adaptation 2. The lack of hotel 3. To get a place to join apprenticeship 4. Not enough knowledge

Table 32 The students' problem as Guide in Jatim Park

Guide in Jatim Park
<ol style="list-style-type: none"> 1. Adaptation 2. To get data for report

Table 33 The students' problem as Guide in Coban Pelangi Waterfall

Guide in Coban Pelangi Waterfall
<ol style="list-style-type: none"> 1. In ticketing needs adaptation to face local visitor 2. Not enough information about the place

Table 34 The students' problem at Administration in KUD Pakis

KUD Pakis
<ol style="list-style-type: none"> 1. Adaptation 2. Transportation 3. Looking the place to join apprenticeship 4. Strict in time

Table 35 The students' problem at Administration in Bea & CUKai

Bea & Cukai
<ol style="list-style-type: none"> 1. Adaptation 2. Looking the place to join apprenticeship 3. Strict in time 4. Key terms

Table 36 The students' problem at Administration in PDAM

PDAM
<ol style="list-style-type: none"> 1. Adaptation 2. Transportation 3. Looking the place to join apprenticeship 4. Strict in time

Table 37 The students' problem at Lecturing IN BKKBN

BKKBN
1. Adaptation
2. Looking the place to join apprenticeship
3. Strict in time
4. Monotonous

5.2 Discussion

Based on the data got from Questionnaires and supported by interview and observation, it is discovered that every organization has own characteristic. It can be seen from apprenticeship done by the students of 1999 level in even semester in Royal Orchid Garden Hotel, Kartika Wijaya Hotel, Pelangi Hotel and UMM University Inn at F&B and also HK.

At F&B there are 6 students joined apprenticeship in Royal Orchid Garden Hotel. They learnt how to be good waitress to serve the guest so they were required to pay attention to their performance as neat and fresh while in Pelangi hotel, the students were focused to prepare the meal and equipments whereas in Kartika Wijaya Hotel, there were 3 groups in F&B but they got different time to join apprenticeship and also the duty. One group was focused on preparing meal and drink so they did not have contact to the guests while the others group were prepared to serve the guest directly. The same department at F&B in UMM University Inn they students were trained technically in kitchen as cleaning and polishing the tools of F&B department.

CHAPTER VI

CONCLUSION AND SUGESTION

6.1 Finding

Based on the finding, the students do in apprenticeship in 10 organizations in Malang Raya. Those are Royal Orchid Garden Hotel, Pelangi Hotel, Kartika Wijaya Hotel, UMM University Inn, Jatim Park and Coban Pelangi Waterfall, KUD Pakis, BKKBN, Bea & Cukai and PDAM at F&B, HK and guiding and also administration.

The activities done in F&B are as waitress, preparing breakfast, lunch and dinner, clear up breakfast, lunch and lunch, preparing the food for meeting, clear up the food for meeting, clean the tools and making food & drink while HK such as make the room in order and beautiful, make bed neat, checking the condition of room and make the room clean whereas in guiding are accompanying the tourist or visitor, telling the tourist and ticketing while in administration receiving payment for electricity and water, translating and lecturing.

The advantages got from apprenticeship are finding out knowledge, getting experience and having some friends while guiding only gets experience and knowledge whereas in administration get experience and some friends.

The problems faced by the students in apprenticeship are adaptation, not enough knowledge of F&B and get a place for apprenticeship while in guiding are adaptation and to get data whereas in administration are to get a place for apprenticeship and adaptation.

6.2 Suggestion

Dealing Business apprenticeship from students of English Department, Faculty of Teacher Training and Education in even semester in 2006, there are some suggestions for the organizations, university and for the students who will join business apprenticeship. They are:

1. It is better if university has link and match organization partner for joining apprenticeship.
2. Receiving students for apprenticeship does not mean to open the secret of the organization moreover the organization will get benefit by new information dealing human resources, management for increasing its quality and quantity.
3. Take Business English apprenticeship should be ready to be refused. Refusing does not mean losing but change or find out another ways to success and the should add their knowledge not only from campus but also reading by their selves.

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