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CHALLENGES IN TEACHING ENGLISH MAJORING SPA THERAPIST AT BERLIAN SALON AND SPA

Lalu Isnaeni Rahman
University of Technology Mataram
lalugedeir.bhsing@gmail.com

Abstract

This study was conducted to ascertain the challenges encountered by English teachers in Berlian Salon and Spa. One of the job training institutions in Central Lombok is Berlian Salon and Spa where this institution has been established since 2016 until now. This institution has several majors, including hospitality and spa therapist, which are currently the most popular majors. The institution always gets grants from the government to train underprivileged people to become entrepreneurs in the field of spa therapists. There are numerous challenges in learning English in Institution. The difficulties encountered were related to the status of the curriculum for English learning in institution, the students' competency, and the students' motivation regarding to the socioeconomic status of students and the family. Case study designs was chosen to help academics investigate, explain, characterize, assess, and speculate about complicated situations in context by answering a variety of questions about why, what, and how they happen. In -depth understanding of behaviors, processes, practices, and relationships in context can be gained through outcomes. Observation and interview were the instruments used by the researcher to collect the data.

Keywords: *Spa Therapist, Teacher'challenge, Teaching English, Berlian Salon and Spa*

INTRODUCTION

Teaching of English as a Second/Foreign language is always a challenging task. When it comes to the places where English serves a very limited purpose, it becomes more crucial and pains taking to teach and learn. Despite good planning, curriculum, textbooks, qualified teachers and effective administration, the teaching- learning process sometimes seems to be futile when the actual skill development is not up to the mark. However, there could have been greater change had a systematic analysis been made in the past by exploring the factors responsible for such a low level performance. Both the teachers and learners face challenges due to many reasons. The teachers face challenges due to the following: their qualification, training as an EFL teacher, experience as a bilingual teacher, psychology of the learners, language policy, status of English, methods and strategies,

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assessment etc. The learners face challenges mainly due to the following: the difference between the past and present style, technique of teaching, workload, more focus on EFL, and focused teaching, stricter evaluation system, hard work, lack of proper motivation and attitude etc. Management of such pedagogic challenges is inevitable. Therefore, the role of Management becomes more crucial. Management of human resource (including HR development) and e- resource may be proved be quite helpful in coping the challenges of the EFL classroom situations (Intakhab Alam, 2011).

Teaching a language has many different features. A teacher does not only teach and pay attention to students' language skills, such as reading, writing, listening, and speaking, but also helps, facilitates, and encourages students to have enthusiasm, good attitude, and motivation towards English. Furthermore, teachers have to understand what students learn, how and why such learning influences them, how lessons could be beneficial for them in the future (Derakhshan, 2015).

The use of English in hospitality industry is vital, most notably for an international five star hotel brand. In this case, English becomes a lingua franca between the hotel and its guests. The host of the hotel ought to know the guest's needs and thus the host is able to provide appropriate and excellent services for the guest. The idea to provide an excellent service to the guest becomes the main goal for a five star international hotel chain since the reputation of the brand lies on it. However, the attempt to provide this kind of service may face some challenges. When the host does not have a good English proficiency, it may lead to unsatisfied service since communication between the interlocutors is hindered (Nugraheni, 2018). In hospitality industry consist of a number of separated sectors and variety of products. Businesses that are commonly associated with the hospitality industry include travel agencies, tour operators, transport companies, food firms, beverage firms, souvenir shops, attractions including entertainment and recreational facilities (i.e. Spa centers and theatres), and other retailers that are supplying tourists. Among those businesses, Spa Therapist starts to get more attention from many parties such as the government, spa association, stake holders and society (Antara, 2009).

According to Sinhaneti and Apichatrosjanakul (2012), spa is one of the integration of health and hospitality industry and its popularity is getting higher. This notion shows that spa industry is a promising business which can give a good profit. In other

conclusion, they also stated that the spa industry is one of the many which are facing communication problems between employees and foreign customers. This issue triggers the writer to analyze the challenges of teachers in teaching English in the spa therapist major.

One of the job training institutions in Central Lombok is Berlian Salon and Spa where this institution has been established since 2016 until now. This institution has several majors, including hospitality and spa therapist, which are currently the most popular majors. The institution always gets grants from the government to train underprivileged people to become entrepreneurs in the field of spa therapists. They are given the skills and business tools where they are trained for approximately 2 to 3 months, and at the end of the training, they are tested by experts from the spa therapist field. They are also provided with English language so that they can handle customers from abroad. Lombok has become international tourism just like Bali. In Addition, Central Lombok also has Moto GP Circuit, Moto Cross Circuit, international airport, and international hospital. So everyone must have English skills to be able to keep up with the times.

Teachers were challenged by their lack of training, limited mastery of teaching methods, unfamiliarity to IT, lack of professional development, inadequate facilities and resources, and time constraint. On the other hand, the other challenges coming from students' side including lack of vocabulary mastery, low concentration, lack of discipline, students' boredom, and speaking problem (Aisyah M. S. 2017). According to Emery (2012), Crowded class is one of the most often mentioned problems encountered by English teachers is that "overcrowded classes and the effect of such condition can have on teaching and learning". Hasan (2016) states that one of the most challenging tasks students encountered is mastering vocabulary.

Khan (2011) argues that the lack of English purposes demotivate students to practice and understand English due to students' insufficient background knowledge of English. Moreover, it gets more difficult for teachers to encourage students to be enthusiastic in using English due to the lack of English exposure. Milon (2016) states that teachers lacked adequate pedagogical knowledge, class sizes were too large, contact hours were too few, teachers lacked proper quality, teachers lacked proper training, and students lacked language skills.

This study will be conducted to ascertain the challenges encountered by English teachers. “English Teachers' Struggles at Berlian Salon dan Spa” The study's problem was "what are the Challenges encountered by English teachers in teaching English at LKP Berlian Salon dan Spa?" The purpose of this study was to ascertain the challenges encountered by English teachers while instructing students at LKP Berlian Salon and Spa.

METHOD

Case study research entails more than just looking into a specific person or event. This method can be used to deal with a wide range of circumstances, from simple to complex. It allows the researcher to answer "how" and "why" questions while also taking in to account how a phenomenon is influenced by the context in which it occurs. A case study is a wonderful opportunity for a novice researcher to get tremendous insight into a subject. It allows the researcher to collect information from a range of sources and combine it to better understand the situation. Case study designs can help academics investigate, explain, characterize, assess, and speculate about complicated situations in context by answering a variety of questions about why, what, and how they happen. In - depth understanding of behaviors, processes, practices, and relationships in context can be gained through outcomes.

A case study should be easy to understand to achieve its goal. The writer must define the studies Intended audience and compare it to publicly available facts to make it credible. Depending on the Circumstances, the writer must then determine whether to write a single case study or a series of case studies. A single case study also allows the writer to understand the problem under examination better. Another advantage is that single case studies can depict phenomena more completely. When the writer wishes to analyze a single person or group, a single case study is preferable than a numerous case study. The writer may also analyze and investigate past theoretical connections when a single case study is chosen. This is because a more thorough investigation was conducted (Baxter, P. and S. Jack (2008).

Data collection

1. Observation

   Observation is the basic method of qualitative research. Observation describes a specific data collection strategy that can be applied across many kinds of qualitative study. Ary (2010:431) stated that qualitative observations rely on narrative or words to describe the setting, behaviors and interaction.

2. Interview

   According to Cohen (2000:269), interview is two person conversations initiated by the interviewer for the specific purpose of obtaining research relevant information and focused by him on content specified by research objectives of systemic description, prediction or explanation. It involves the gathering of data through direct verbal interaction between individuals.

RESULTS AND DISCUSSION

The Challenges Faced by English Teachers

Curriculum

The first challenge faced by teachers in teaching English to students majoring in spa therapists is the curriculum. There are 4 types of curriculum that available in the institutional system such as the KKNI-based curriculum, the industry-based curriculum, the curriculum arranged from the KKNI and the needs of the industrial world and finally the curriculum based on international standards. The competency units in each curriculum are very different, while the needs of students are different from the curriculum. English is not a unit of competence that must be taught but as a complement to the curriculum. Teachers may not teach English but in the industrial world, they really need it, because the customers are foreigners. So they must be able to communicate in English. It can be concluded that this is the demands of their world of work. Wulandari D. (2019) found that the first challenge faced by the English teachers is the curriculum. It becomes a challenge for English teachers because they should teach the students from the basic level of English. Below are two English teachers' responses regarding their views of the challenges in teaching English as a new subject to students.

Table 1. *An English Course Outline for Spa Therapist*

Lesson(s)	Topics
1	Self- Introduction
2	Greeting and welcoming Customers
3	Explaining about Spa
4	Offering help
5	Requesting and giving permission in polite manner
6	Describing objectives which related to the material
7	Giving advice and recommendations
8	Discussing about the different accents
9	Practicing English pronunciation
10	Giving information about tourism
11	Learning about I don and I don't
12	Giving direction
13	Saying good bye
14	Useful expression for service providers
15	Conversation practice

Excerpt 1

"Mereka baru pertama kali belajar bahasa Inggris dengan cara yang menarik di Lembaga swasta. Kami harus mulai dari awal untuk pengenalan bahasa dan skill yang dibutuhkan: dari mulai pengenalan angka, jenis-jenis kata dan lain-lain; mereka mulai pengenalan dari awal."

"They are learning English for the first time in an interesting way in a private institution. We had to start from scratch to recognize the language and skills needed: from recognizing numbers, types of words and so on; they started the introduction from the beginning." (Teacher A, free translation)

Excerpt 2

"Bagi sekolah-sekolah atau lembaga-lembaga swasta yang ada di Lombok Tengah, supaya bisa membaca kebutuhan dari siswanya. Memberikan motivasi dan memberikan dukungan yang terus-menerus agar para siswa bisa termotivasi belajar bahasa inggris. Memberikan materi-materi dan teknik mengajar yang bagus"

"For schools or private institutions especially located in Central Lombok, they have to recognize the needs of their students. Providing them with motivation and continuously supporting them. So that students can be motivated to learn English. And also providing good teaching materials and techniques" (Teacher B, free translation)

Excerpt 3

"Sementara tuntutan kurikulum untuk pelajaran bahasa Inggris ini tinggi."

"In fact, the demand in the curriculum is very high." (Teacher B, free translation)

From the interviews above, it was clear that the teachers had difficulties in teaching English as a supporting subject. The students had no basic knowledge to follow the lessons. The interviewees above showed the struggle of the English teachers who tried to adjust the student's ability to the demands of the curriculum.



Figure 1. Teaching and Learning Activities

Students' competence

Students come from various school backgrounds. They are also very lacking in motivation. Teachers who will teach will also be very troubled from the beginning.

Excerpt 5

"Tingkat penguasaan bahasa Inggris masih rendah, kita harus memulai dari awal dasar."

"English mastery is still low, we have to start from the basics." (Teacher A, free translation)

Excerpt 6

"anak-anak termasuk kalangan dari orang-orang yang tinggal didesa dan mereka sangat lemah di kosakata."

"Students are among the people who live in the village and they are very weak in vocabulary." (Teacher B, free translation)

It can be concluded that the teacher faces problems related to vocabulary. Because, mastery of vocabulary is one of the keys in communication, therefore they have to be pushed to learn the vocabulary. How the students speak when they don't know the vocabulary. Aisyah (2017) stated that one of the challenges in teaching English in classroom is students' lack of vocabulary mastery. Such difficulty hinders the students in understanding the subject. "…some students might have lack of vocabulary mastery which makes them do not participate in classroom".

Students' motivation

The third challenge faced by teachers is student motivation. They do not have a strong motivation to learn English. It is also a very big problem for teachers and students themselves because they have to fight against themselves. There are several factors that influence it.

Excerpt 7

" mereka tidak tau untuk apa belajar bahasa inggris, gunanya apa? Mungkin wajar saja, karna mereka anak-anak dari desa jadi belum menegenal dunia luar"

They don't know why learn English, what's the point? Maybe it's natural, because they're students from the village so they don't know the outside world yet." (Teacher C, free translation)

Excerpt 8

"Dari background keluarga dan lingkungan, mereka tidak merasa bangga bias bahasa inggris tapi bangga kalau bias matematika"

"From family and environmental backgrounds, they don't feel proud to be able to speak English but are proud to be able to do math" (Teacher C, free translation) (Teacher C, free translation)

From the results of the interviews above, it can be concluded that students who come from villages underestimate English lessons. They do not know where this language will be used because their daily life is in the village. They rarely go out to change their mindset. From the background of parents and the environment is also very influential. So the student does not have a role model in his family for consideration. Aisyah, (2017) stated that Students' motivation is dependent on their parents' support. Student elaborated her experience in which she once caught a student who did not bring any books to school due to forgetfulness, while the other students intentionally left their books in the desk of the classroom. This participant believed that such things would not have happened if students' parents supervised and controlled their children's learning at home.

Learning English in Institution presents more challenges than learning English in schools. There are numerous challenges in learning English in Institution. The difficulties encountered were related to the status of the curriculum for English learning in institution, the students' competency, and the students' motivation regarding to the socioeconomic status of students and the family. Furthermore, one of the most common challenges in learning English in institution is a lack of student interest in English lessons, and a lack of parental support for student learning development. These issues have emerged as a current concern in the field of education.

CONCLUSION

This study aimed to find out the teachers' challenges in teaching students majoring spa therapist in institution private school in Berlian Salon and Spa. The result of this study indicated that the status of English as a local content subject contributes to problems for teachers in developing and delivering English program and to the quality of English teaching in institution private school areas in Central Lombok. There are at least three findings that researcher found in the field.

English is not a mandatory unit to be taught in the institution's curriculum. English is an option depending on the student's needs. The right advice regarding this problem is that the government should require English in every curriculum in the level 2, 3 and 4 depending on the level of the major. So that students can learn more optimally. Nowadays English is a necessity and an international language. So any major must have English at every level, not just at the beginning.

One of the issue related to student's competence in this case is the mastery of vocabularies, this is the lack of teachers who do not use good strategies in teaching vocabulary and the lack of students themselves who do not understand how to master it. The students also do not understand the importance of English. so it should really be considered and considered this problem.

Motivation is the urge to do an activity well. Thus, learning motivation is an encouragement to carry out learning activities wholeheartedly. For students, motivation is like fuel for a vehicle. It doesn't matter how good the engine and fine adjustment is if it doesn't have fuel. Fuel is a vital element for a vehicle. Likewise, the motivation for students to learn.

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