

**THE ENGLISH LANGUAGE NEEDS OF
HOSPITALITY STUDENTS IN A POLYTECHNIC**

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ABSTRACT

The study was conducted to ascertain students' English language needs for Hospitality courses from the Hotel & Catering and Tourism Management programmes in Polytechnic of Johor Bahru (PJB) which is officially known as Politeknik Ibrahim Sultan (PIS). The research was specifically designed to focus on students' lacks and needs of English language skills during industrial training in order to prepare them for occupational purposes. This study also intended to determine students' problem in terms of linguistic competence during internship. For the purpose of this study, 171 students, four lecturers and seven key personnel were involved.

Questionnaires and interviews were used as the main instruments for this study. The results gathered may also be of interest to curriculum developers of Malaysian polytechnics, lecturers and trainers for pedagogical reasons to help them develop more effective teaching and learning strategies and materials. The implications of the findings for the individual student, institution and the technical and vocational education system as a whole constitute an important perspective of the research effort.

ABSTRAK

Kajian ini dijalankan untuk mengetahui keperluan bahasa Inggeris untuk pelajar-pelajar kursus Hospitaliti iaitu bagi program Diploma Hotel & Katering dan Diploma Pengurusan Pelancongan dari Politeknik Johor Bahru yang kini dikenali sebagai Politeknik Ibrahim Sultan. Kajian ini memfokuskan pada kelemahan dan keperluan bahasa dari segi kemahiran bahasa semasa latihan industri dalam menyediakan pelajar untuk keperluan pekerjaan. Untuk melaksanakan kajian ini, seramai 171 pelajar, 4 empat orang pensyarah dan tujuh orang pegawai penyelia dari pelbagai hotel dan resort sekitar Johor Bahru telah dipilih untuk mengikuti kajian ini.

Borang soal selidik dan temuduga adalah dua alat utama yang digunakan untuk kajian ini. Data yang diperolehi daripada kajian ini diharapkan dapat menarik minat penggubal kurikulum politeknik di Malaysia dan pensyarah untuk menghasilkan strategi dan bahan pengajaran dan pembelajaran yang lebih efektif. Implikasi kajian ini adalah perspektif penting untuk memenuhi keperluan pelajar, institusi dan keseluruhan sistem pendidikan teknik dan vokasional di Malaysia khususnya.

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