



## TEXTBOOK DEVELOPMENT BASED ON ROLE PLAYING IN JOB TRAINING INSTITUTION ON HOSPITALITY

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### Abstract

This research and development study aimed at (i) explaining the procedure of development of textbooks based on role playing for English for Housekeeping Subject, (ii) describing the development of textbooks based on role playing that is produced for English for Housekeeping Subject, (iii) analyzing the qualities of the development of textbooks based on role playing for English for Housekeeping Subject. This study was designed based on Sugiyono's model of research and development. The result of problem identification showed that the materials used were limited in term of giving students the opportunity to speak English. The results were responded by the teacher and students in each Job Training Institution in Badung Regency. To improve the teaching and learning quality that consequently results in better achievement. The material development was judged by the expert judges. The expert judges of the develop material showed that the material were in category of excellent. In addition, the tried out of the material indicate the good quality of the material which was proven by the improvement of the mean score from six Job Training Institution in KabupatenBadung. The main score of Mapindo Job Training Institute was 69, 6 increased into 73.3, the Swantantra School Hotel Job Training Institute was 69, 6 increased into 74,6, DhyanaPuraJob Training Institute was 69,4 increased into 75,6, Fransisco IHEC Job Training Institute WAS 69,9 increased into 74, PrshantiNilayam Job Training Institute was 70,1 increased into 79,4, Monarch Job Training Institute was 68,7 increased into 79,2 after the development of textbooks based on role playing for English for Housekeeping Subject was used.

**Keyword:** Development, Textbook, Roleplaying



## Introduction

Tourism in Bali according to data from the Central Bureau of Statistics of the Province of Bali has increased by 8% every year. This is due to the large number of tourists visiting Bali for vacation or investment. With the occurrence of this phenomenon has a positive impact on the economic sector of tourism in Bali. This will not work well if it is not supported by professional human resources who have quality skills. Therefore, Job Training Institutions in the hospitality sector began to emerge. Based on this, it is needed teaching staff at Job Training Institutions that can provide learning in accordance with standards in the field of tourism. To be able to provide appropriate learning and understanding, the learning process must be applied appropriately.

The learning process is an effort that conducted by teachers and students in sharing and processing information with the aim of obtaining benefits in terms of knowledge and being able to make it as a base for sustainable learning. This will lead to changes in a better direction, in order to achieve an increase that is characterized by positive changes in individual behavior in order to create an effective teaching and learning process. Jogiyanto (2007: 12) also argues that learning can be defined as a process in which an activity originates or changes through the reaction of a situation faced and the characteristics of the change in activity cannot be explained based on the original reaction trends, maturity or temporary changes.

Many things that teachers can do to encourage learning. This can be in the form of knowledge, experience, and explanation of how learning is needed based on daily needs. Besides that, as for the learning resources used by the lecturer to create learning processes that are able to achieve the learning objectives itself, one of them is by using textbooks.

The impact of the use of textbooks, provides convenience for teachers in the learning process, such as: textbooks can provide a source of expressional skills that are arranged in stages and neatly; Textbooks also provide a source of many issues, textbooks are also easy to read and vary according to the interests and needs of students, as a basis for suggested activity programs where expressional skills are acquired in conditions that resemble real life. According to data from



Department of Manpower and Energy Mineral Resources Bali province there are 17 accredited Job Training Institutions in the Hospitality Sector in Badung Regency. From the 17 Job Training Institutions, there are 6 Hospitality Job Training Institutions that have a Housekeeping Department in Badung Regency. Some of the Job Training Institutions already have textbooks but it is known that most of the books have not met the needs of participants in the Job Training Institution. On the other hand, among those training institutions, there are those who do not have English for housekeeping textbooks. Most lecturers or lecturers apply or provide learning about English for Housekeeping based on experience in the industry and only through lectures. This condition is certainly detrimental to students because without the availability of textbooks, it is difficult for students to repeat lessons or learn new material. This certainly can be avoided if students are provided with references or accurate reference material. Learning without teaching materials also results in limitations for students to study independently in accordance with the curriculum applied by the Job Training Institute itself.

The increasing number of training institutions in the field of hospitality, naturally makes the instructors or lecturers aware that textbooks are one of the most important materials in the learning process. But on the other hand, it is known that the lack of communication skills using English especially in the field of hospitality is also a big obstacle, considering the world of hospitality requires individuals involved in it to be able to take an active role so as to improve living standards. This Conditions will certainly have a bad impact toward students, if a solution is not immediately found. One alternative that might be used as a solution in order to create an attractive learning atmosphere, and provide opportunities for students to get involved, and be able to make students study independently so that it strengthens the reasons for developing role playing based textbooks in English for housekeeping courses.

The development of textbooks based on role playing as a way to put students into real situations because it is considered to provide many benefits to the students in job training institute. The role playing method is a way of mastering learning materials through developing students' imagination and appreciation (Hamdani, 2001: 87). The development of imagination and appreciation is done by acting as a



living figure or inanimate object. The role playing method involves many students so that they have added value such as, guaranteeing all students to participate in each activity and provide opportunities for students in working together to show the abilities until succeed. Based on the background above, the objectives of this study are:

1. To explain the procedures for textbook development based on role playing for English for Housekeeping subject
2. To describe textbook development based on role playing that is produced for English for Housekeeping subject
3. To analyze the quality of textbook development based on role playing for English for Housekeeping subject

This research is expected to be able to improve the ability of students in the hospitality department at job training institute in Badung Regency. In addition, the results of this study are expected to contribute to lecturers and students in terms of both theoretical and practical.

- a. Theoretically, this research is expected to be a source of information related to the development of textbooks based on role playing. This research is also expected to be a source for designing textbooks at Job Training Institute in Badung Regency, in addition, this research can be used as a source to decide how to improve the ability of students in English Grammar.
- b. Practically, this research helps students to get fun activities in the classroom, encourages students 'English skills and solve students' fears while expressing statements in English. In addition, the development of this textbook helps students to work in a team. Through this development students are actively involved in the learning process. The development of textbooks based on role playing can help lecturers to avoid monotonous classroom situations. Through this research the lecturers can improve their knowledge and ability in teaching quality.

## **THEORETICAL REVIEW**

### **Development Theory**

According to the Law of the Republic of Indonesia Number 18 in 2002, development is an activity of science and technology that aims to



utilize the proven principles and theories of science to improve the functions, benefits, and applications of existing science and technology, or produce new technologies. Development in general means growth patterns, changes slowly and change gradually.

Essentially, development is an educational effort both formal and non-formal, which is carried out consciously, planning, directed, organized, and responsible, in order to introduce, grow, guide, develop a balanced personality base, intact, and in harmony according to talent, desires and abilities, as provisions on their own initiative to increase, improve, develop themselves towards the attainment of optimal dignity, quality and human capabilities and independent individuals (Wiryokusumo, 2011).

From the opinions of the experts above it can be concluded that development is an effort that is carried out consciously, planned, directed to make or improve. Thus, it becomes a product that is increasingly useful to improve quality as an effort to create better quality.

### **Textbook**

Textbooks are guidebooks for students in learning activities that contain subject matter, inquiry activities based on concepts, science activities, information and examples of the application of science in daily life (Trianto, 2011: 227). Muslich (2010: 37) defines textbooks as a books that contain a description of material about a particular subject or field of study, which is arranged systematically and has been selected based on specific objectives, learning orientation and student development, to be assimilated.

Based on several definitions of textbooks above, it can be concluded that textbooks are papers in the form of a book in a particular field, which is used by the teacher / lecturer and students in teaching and learning process for instructional purposes and objectives, and equipped with teaching facilities that appropriate and easy to understand by students and educational institutions so that they can support learning programs.

### **Role Playing**

Kartini (2007) stated that the method of role playing is a method used to imitate the way someone behaves in a drama. Emphasis



on behavior on role playing methods closely related to social relations. Santoso (2010) states that the role playing method utilizes the effect of movement (kinesthetic), it is caused by the subject being asked to perform a particular role. The function of this method is to develop interpersonal skills or the ability of individuals to interact with others.

Based on this opinion it can be seen that the method of role playing asks the subject to play a particular role, through an interaction with his social environment.

### **Housekeeping**

Housekeeping Department is the part that handles and is responsible for cleanliness issues, and the overall comfort of the hotel both inside and outside the hotel (Murdana, 2012: 70). According to Sulastyono (2007) it is stated that housekeeping is part of a hotel that is functioned and given responsibility starting from materials made of fabric, maintaining cleanliness and tidiness of the room as well as procuring the completeness of the room, and maintaining the entire hotel room. The convenience of guests staying at a hotel is supported by housekeeping services in providing services both in cleanliness and speech acts of polite housekeeper to guests.

### **Characteristics of Learner**

According to Sunhaji (2013: 5) adult learners have the following characteristics:

1. Learning leads more to a maturation process, a person will change from being dependent towards having the ability to direct themselves, and requires self-direction even though in certain circumstances they are dependent.
2. The main principle is to gain self-understanding and maturity to be able to survive, the more mainstream learning uses experimentation, discussion, problem solving, training, simulation and field practice.
3. Adults will be ready to learn if the training material according to what the students feels is very important in solving life problems, so that learning programs are arranged according to the needs of their real lives and the order of presentation must be adjusted to the readiness of students



4. Ability development is oriented towards learning centrally in its activities

### Job Training Institutions

Law Number 13 of 2003 Chapter V is an understanding of job training as written in Article 1 number 9 of the Manpower Act is the whole activity to give, obtain, improve, and develop work competencies, productivity, discipline, attitude and work ethic at the level certain skills and expertise in accordance with the level and qualifications of the position or occupation. The aim of a Job Training Institution is to create a quality workforce that will bring prosperity to the workers themselves.

### METHODOLOGY

This research was conducted at the Hospitality Job Training Institute accredited which has a Housekeeping vocational program in Badung Regency that is registered at the Manpower Office and Energy Mineral Resources in Baliprovince. The following job training institutions in the hospitality sector are presented in the following table:

Table 1.1 Name of accredited Job Training Institutions at Hospitality in Badung Regency, Bali

NO	NAME	ADDRESS	VOCATIONAL PROGRAM
1.	Mapindo	KubuGunung Street, Tegal Jaya, DalungKuta	a. Food Product b. Food Service c. Housekeeping d. Front Office
2.	Swatantra School Hotel	Badung	Housekeeping
3.	PPLP DhyanaPura	Raya Padang Luwih Street, Tegal Jaya Badung	a. Food Product b. Food Service c. Housekeeping d. Front Office
4.	Fransisco-IHEC	Jl. Raya Abianbase No. 127	Tata Graha



NO	NAME	ADDRESS	VOCATIONAL PROGRAM
		MengwiBadung	
5.	LP3 PrshantiNilayam	KubuAnyar Street No. 21 KutaBadung	a. Food Product b. Food Service c. Housekeeping
6.	MONARCH DALUNG	Pandu Street No. 27, Dalung	a. Food Product b. Food Service c. Housekeeping

Source: Manpower and Energy Mineral Resources of Bali Province, 2017

### The Alteration Observed

The alteration that will be observed in this study are:

1. Textbooks in English for Housekeeping subject that are owned by Job Training Institutions in Hospitality in Bali that will be used as guidelines as textbook development based on role playing. In these observations, the researcher will focus on several aspects of the existing book such as: relevance with the development and needs of students, graphic components, the nature of science, practical considerations, and objectives.
2. Indicators that already exist in the book used such as: material, characteristics of adult students, supporting presentation, adequacy and depth of material, topics, activities, and tasks in the book used

### Technique of Data Collection

Data collection used in this study are:

- a. Observation the implementation of observations in this study was to find out the actual conditions and to collect data regarding the use of textbooks in English for Housekeeping subject





- b. Documentation: this method is conducted to collect data related to learning preparation and various policies based on learning outcomes in English for Housekeeping subject
- c. Questionnaire: the questionnaire was used in this study by giving a list of questions to English for Housekeeping lecturers and Housekeeping students. The questionnaire is distributed in the form of a written statement regarding aspects and indicators of English for Housekeeping textbooks

### Data Analysis

Data analysis used in this study are qualitative data. Data obtained after further product testing will be analyzed quantitatively, then analyzed using the following formula:

Table 1.2 Average Formula

Score	Criteria
$X \geq Mi + 1.5S_{di}$	Excellent
$Mi + 0.5S_{di} \leq X < Mi + 1.5S_{di}$	Good
$Mi - 0.5S_{di} \leq X < Mi + 0.5S_{di}$	Average
$Mi - 1.5S_{di} \leq X < Mi - 0.5S_{di}$	Below Average
$X < Mi - 1.5S_{di}$	Poor

(Sudjiono, 2011)

### Discussion

#### Result of the Research

- a. Procedure of textbook development based on Role Playing in English for Housekeeping subject
  - 1. Problem identification is the first step in the process of designing instructional materials based on role playing. First, the researcher analyzes the teaching materials used. Teaching materials are observed using the instruments provided. From observations made by researchers, it is known that the material or teaching material used has several disadvantages such as:



lack of exercises in the teaching material, especially the ability to speak, the material provided has not helped students to be motivated, and the material presented in the book does not meet needs of students who do not provide a variety of activities related to the characteristics of adult students. This is a very important in developing teaching materials that can attract students' interest.

## 2. Data Collection

English is the main content in the world of hospitality that makes writers to develop teaching materials that can motivate students to learn English, so they can socialize with foreign tourists. Researchers designed the instruments when collecting data to examine existing books or teaching materials. The instrument in the form of a questionnaire was designed based on good material that adopted from theories of Tomlinson, Cunningsworth, and BNSP. Observations of teaching materials used were conducted in 6 Job Training Institutions in Badung Regency, such as: Mapindo, Swantara School Hotel, PPLP DhyanaPura, Francisco-IHEC, LP3 PrshantiNilayam, and Monarch Dalung. After observing the textbooks used, the next step is to observe the teaching and learning process in class. Based on observations made it was found that the lack of variation and exercises in the teaching material. The following are the results of questionnaires from subject lecturers and students in each Job Training Institution in Badung Regency.

1. The results of the questionnaire from the lecturers on the previous textbooks

Tabel 1.3 The results of the questionnaire from six Job Training Institution in Badung Regency

No	Name	Result			
		Yes	%	No	%
1.	Mapindo	37	64%	21	36%
2.	Swatantra School Hotel	35	60%	23	40%
3.	PPLP DhyanaPura	39	67%	19	33%
4.	Fransisco-IHEC	36	62%	22	38%



5.	LP3 PrshantiNilayam	33	56%	25	44%
6.	MONARCH DALUNG	34	59%	24	41%

The analysis was conducted using the following formula:

$$\text{Score} = \frac{\text{gained score}}{\text{maximum score}} \times 100\%$$

From these results it is known that there are several statements that are not approved by the lecturers regarding the textbooks that have been used in each Jon Training Institution in Badung Regency, so that there are some things that need to get serious attention for researchers.

## 2. The results of the questionnaire from students

Table 1.4 The Result of Questionnaire from students in each Job Training Institution in Badung Regency

No	Nama LPK	Total Jumlah Siswada dalam satu kelas	Hasil			
			Ya	%	Tidak	%
1.	Mapindo	35	70	71	280	29
			0	%		%
2.	Swatantra School Hotel	30	75	89	90	11
			0	%		%
3.	PPLP Dhyana Pura	32	75	84	146	16
			0	%		%
4.	Fransisco-IHEC	28	60	77	179	23
			5	%		%
5.	LP3 Prshanti Nilayam	25	60	86	100	14
			0	%		%
6.	MONARCH DALUNG	38	90	80	220	20
			0	%		%



From the table above, it is known that the opinions of students on the books used previously have several weaknesses. Because of this, textbook development based on role playing is designed with some characteristics such as:

1. The book must be relevance toward the character of the adult student
  2. The material contains activities that correspond to events in the housekeeping department
  3. The material contains many activities to speak
  4. Activities presented in the book are able to stimulate students to practice and learn
3. Product Design

Topics on textbooks based on role playing are based on identifying existing problems through data collected and based on SKKNI standards. The topics include:

Table 1.5 Unit-Unit in the textbook development based on Role Playing

Unit	Topic
I.	Terminology of Facility, Cleaning Equipment, and How It is Used
II.	Public Area
III.	Room Section
IV.	Facility and Equipment in the Room
V.	Handling Guest Request through the Phone
VI.	Housekeeping Service
VII.	Laundry
VIII.	Giving Direction
IX.	Giving Information about Tourism
X.	Handling Complaint
XI.	Housekeeping Relationships among other Department



#### 4. Design validation

At this stage, expert judges filled questionnaire to examine and revise the contents of textbook development based on role playing. From the results of the questionnaire, it was found that the material designed and developed for adult students as well as needs were in accordance with SKKNI standards.

#### 5. Design revision

Suggestions and criticisms from several lecturers and students through questionnaires that have been disseminated become a reference for researchers in revising the design of this product. There were some revision that must be corrected, such as: revision toward grammar and Revision toward the picture provided. Clear images can attract students to read and study books.

#### 6. Product Field Test

After learning the teaching materials that will be used to develop textbooks based on role playing, it is designed and validated, then the textbooks are tested. From the trial of the product, the researcher collected the results of the questionnaire that had been distributed to students and lecturers. The results of the next questionnaire were developed according to the criteria of good textbooks according to Cunningsworth, Tomlinson and BSNP. In the questionnaire there were 58 statement items for lecturers, and 28 statement for students.

#### 7. Product Revision

After conducting the product field test, the researcher made a revision to produce the final product before being tested again.

#### 8. Prototype

A prototype was the final textbook development which had been tested, since it was just tested in limited field tested.

- b. Describe textbook development based on role playing that is produced in English for Housekeeping subject



The textbooks based on role playing that have been developed have been revised based on the results and entries of the questionnaires that have been distributed to lecturers and students in the Job Training Institute in Badung Regency. The form of the contents of the book produced is expected to consist of several units, such as:

1. The book contains the front cover and back cover. The cover is not only as an announcement about the title of the book, but also contains the contents of the book or an overview of the contents in the book related to the topics discussed in the book. In this section, it is expected that the book can convey a little picture and the style that is in the contents of the book. This is important because the section involves readers and researcher to inform whether this book is what the reader is looking for or not.
2. Textbook development based on role playing contain of preface or introduction. Introduction is a cover that tells about how the book was produced or how the book was developed or explained, thus, the book has better value for the reader.
3. Textbook development based on role playing contain of table of contents. The units discussed in the book are written in contents list which can help the reader to find the topic that the reader wants to find.
4. Textbook development based on role playing contain of covers on each unit, in which each unit cover consists of titles that related to the topics discussed and expected achievement
5. The material discussed in textbook development based on role playing consists of 11 units namely Terminology of Facilities, Cleaning Equipment, and How It is Used, Public Areas, Room Section, Facility and Equipment in the Room, Handling Guest Request through the Phone, Housekeeping Service, Laundry, Giving Direction, Giving Information about Tourism, Handling Complaint, Housekeeping Relationships among other Departments.
6. Activities provided on Textbook development based on role playing provide many opportunities for students to learn to speak and express phrases related to topics in the housekeeping department.



c. Quality of Textbook development based on role playing in English for Housekeeping subject

Questionnaires that have been distributed to lecturers and students have been analyzed to find out the quality of the textbooks produced. The formula used to analyze the questionnaire is a model of Sudjiono. In the formula, the assessment is categorized into: excellent material, good material, ordinary material, good enough material, and bad material. To get results from the quality of Textbook development based on role playing in English for Housekeeping subject, the draft of this book is given to expert judges, lecturers, and students. The following are the results of the Textbook development based on role playing in English for Housekeeping subject.

1. Validation result from the expert judges

From the analysis of the expert judges, it was clear that the textbook development based on role playing had a good quality. Questionnaire analysis using the formula showed that the textbook development based on role playing had excellent quality. In addition, result from the expert judges showed that the textbook development had fulfilled the criteria of a very high validity material.

2. Results from the lecturers toward Textbook development based on role playing in English for Housekeeping subject

The highest results of the questionnaire to assess the development of role playing textbooks is 5 and the lowest is 1 in each statement item, thus, the value of  $M_i$  is:  $\frac{1}{2} (290 + 58) = 174$  and for  $S_{di}$  values are:  $1 / 3 (174) = 58$ .  
Information:

The Ideal Mean ( $M_i$ ) =  $\frac{1}{2} (\text{Score Max} + \text{Score Min})$

The Standard of Deviation ( $S_{di}$ ) =  $1/3 (M_i)$

From the calculation results of the questionnaires distributed to English for Housekeeping subjects in 6 job training institutions in Badung Regency, it is known that the total value of each unit in the development of textbooks based on role playing is as follows:



Unit 1	Unit 2	Unit 3	Unit 4	Unit 5	Unit 6	Unit 7	Unit 8	Unit 9	Unit 10	Unit 11
262	261	265	263	266	262	262	261	266	264	267

After knowing the value of  $MiAndSdi$ , it is determined:

Score	Criteria
$X \geq 261$	Excellent
$203 \leq X < 261$	Good
$145 \leq X < 203$	Average
$87 \leq X < 145$	Below Average
$X < 87$	Poor

Based on the results of the table above, it is known that the quality of the textbook development based on role playing for Housekeeping students have met the criteria of good material and can be categorized as good material and can be considered as excellent material as well.

### 3. Results from students

Based on the score obtained after conducted the learning process and providing exercises using Textbook development based on role playing in English for Housekeeping subject, it is known that the students' score and abilities have increased. Besides that, the results of each session during the trial showed that the books produced has good quality which could be proven through an increase in the average score of students from LPK Mapindo 69, 6 to 73.3, LPK Swantantra School Hotel 69, 6 to be 74, 6, LPK DhyanaPura 69.4 to 75, 6, LPK Fransisco IHEC 69, 9 to 77, 3, LPK LP3 PrshantiNilayam 70.1 won 79, 4, LPK Monarch 68, 7 to 79, 2 after using Textbook development based on role playing in English for Housekeeping subject





## CLOSING

There were three main objectives of this study. The first objective was due to explain and describe the textbook development based on role playing. The second, to describing the textbooks development based on role playing that is produced. The third objective was to know the quality of the textbook development based on role playing.

The data were gained by using several instruments namely questionnaire. The questionnaire was adapted from the criteria of a good material by Cunningsworth, Tomlinson, and BSNP. After designing the instruments, the model of research and development by Sugion (2013) was employed as the research procedures. From the result, new material developed, analyzed, revised, field tested, analyzed, and produced. At the end of the overall process of the accomplishment of this study, some conclusions were as follows: 1. The researchers used research and development model in designing the textbook development based on role playing. The procedures were described into problem identification, data collection, product design, design validation, design revision, product field test, product revision, and prototype. (2) The researcher produced the textbook development based on role playing for the students in housekeeping majority. The material of the textbook consists of eleven units, there are: a. Terminology of Facility, Cleaning Equipment, and How It is Used, b. Public area, c. Room service, d. facility and equipment in the room, e. handling guest through the phone, f. housekeeping service, g. laundry, h. giving direction, i. giving information about tourism, j. handling complaint, k. housekeeping relationships among other department. (3) The quality of the textbook development was obtained using result of the questionnaire from the expert judges, English for Housekeeping lecturers and students in six job training institute in Badung Regency. The score in the questionnaire were calculated then categorized into the following rating scale: excellent, good, average, less, and poor.

The result of the English for Housekeeping lecturers stated that textbook development based on role playing had fulfilled the criteria of good material and can be categorized as excellent material. The result of the students' questionnaire stated that textbook development based on role playing could help the students in improving students English achievement, moreover, in all session, mean score showed that the score of students had increased.



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