



# Postgraduate Community Service Journal

Jurnal Homepage: <https://ejournal.warmadewa.ac.id/index.php/pcsj>

## Improving English Communication for Specific Purposes Using Role-Play and Learning by Doing Techniques for the staff At The Samaya Resort Seminyak, Badung

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**How to Cite:** Wiraharja, I, P, G, S., Putri, D, A, D, P., Adyatma, I, W, C. (2023). *Improving English Communication for Specific Purposes Using Role-Play and Learning by Doing Techniques for the staff At The Samaya Resort Seminyak, Badung*. *Postgraduate Community Service Journal*, 4(1): 11-16. DOI: <https://doi.org/10.22225/pcsj.4.1.2023.11-16>

### Abstract

When the COVID-19 pandemic hit the tourism sector in Indonesia, especially in Bali, it experienced a quite drastic decline, so many workers were laid off. Not only decreased of tourist arrivals, but also decreased knowledge of English communication among workers, due to a lack of communication with guests staying at the hotel. Seminyak is a fashionable destination in Bali, especially its beaches and home to famous resorts, restaurants and boutiques. One of the most luxurious resorts in the Seminyak area is The Samaya Resort Seminyak, which is located on Jalan Laksmana Seminyak. English communication improvement training is a very important point in everyday life, especially in the world of hospitality work in improving speaking skills especially to guests staying at The Samaya Resort Seminyak. This can improve the quality of staff service to guests, and minimize miscommunication. Community Partnership Program activities in the form of teaching English using role-play techniques and learning English while practicing it directly (Learning by Doing) are appropriate activities for staff at The Samaya Resort Seminyak in developing and improving their communication skills using the language English with good and correct English grammar and pronunciation. The method applied in teaching English communication uses the role play and learning by doing methods. This English teaching activity is held for 1 (one) month for purposes, starting from 6 to 27 June 2023. From the teaching provided, the materials needed for staff at The Samaya Resort Seminyak are English material for specific related to service and services in the hotel according to the department of each staff. Based on the background that has been described, the main problems of partners are: 1). How do the staff at The Samaya Resort Seminyak master the grammar and pronunciation of English for Specific Purposes? 2). What are the results of the application of English learning techniques by Role-Play and Learning by Doing for Specific Purposes to the staff at the resort? To solve the problems faced by partners, an English teaching program was carried out using the role-play method and learning English while practicing it directly (Learning by Doing). The participants in this English training were 28 staff of The Samaya Resort Seminyak from all departments. For this reason, English will be taught at an intermediate level, with specific vocabulary and grammar according to their respective departments. This training will be held with meetings once a week for each department.

**Keywords:** teaching; English; specific purposes; communication; role-play; learning by doing

## **1. Introduction**

Each region in Indonesia has a tourism sector that has a different strategy in managing tourist destinations, uniqueness and cultural attractiveness (Situmeang, 2020). In Bali, tourist destinations are managed by providing good services and facilities and involving the wisdom of the local community, so that Bali becomes a favorite tourist spot that is safe and comfortable (Hidayat, 2017). Various conventional media and online media help introduce the enchanting beauty of nature. Green hills filled with tropical trees complete with rice fields and valleys, a place that is so romantic and exotic that Bali has as the world's top destination.

Seminyak is a fashionable destination in Bali, especially its beaches and home to famous resorts, restaurants and boutiques. One of the most luxurious resorts in the Seminyak area is The Samaya Resort Seminyak, which is located on Jalan Laksmana Seminyak. Many tourists, both local and foreign, stay at this 5 (five) star resort, by providing excellent service from experienced staff in the hospitality sector. However, the obstacle that has been faced by The Samaya Resort Seminyak staff is communication in English. Most of the staff there are local residents, but there are also foreign nationals (expatriates) who occupy top positions in the hotel management. Therefore, there is a great need for English language training that emphasizes improving English grammar using techniques that suit the needs of the community. This can improve the quality of staff service to guests, as well as minimize miscommunication. Community Partnership Program activities in the form of teaching English using role-playing techniques and learning English while practicing it directly (Learning by Doing) are appropriate activities for staff at The Samaya Resort Seminyak in developing and improving their communication skills using the language English with good and correct English grammar and pronunciation (Widiastuti. et al, 2017).

Based on the background described above, the formulation of the partner's problems in the implementation of Community Service is as follows:

- 1) How do the staff at The Samaya Resort Seminyak master the grammar and pronunciation of English for Specific Purposes?
- 2) What are the results of the application of English learning techniques by Role-Play and Learning by Doing for Specific Purposes to the staff at the resort?

This community service seeks to overcome the problems faced by The Samaya Seminyak by conducting communicative teaching through the Role-Play and Learning by Doing methods. These two problems are considered urgent to be solved in this community service activity.

## **2. Method**

To solve the problems faced by partners, an English teaching program was carried out using the role-play method and learning English while practicing it directly (Learning by Doing). Both of these methods are relevant and significant strategies to implement, considering that communication skills should be honed by direct practice, and play a role in conversation (Mulyono, 2012), both as guests and as staff, especially if the language used to communicate is Indonesian. foreign. In addition, both methods can help participants to be aware of the language barriers they have.

The targeted participants for this training were The Samaya Resort Seminyak staff from all departments, totaling approximately 28 people. For this reason, English will be taught at an intermediate level, with specific vocabulary and grammar according to their respective departments. The training will be held for 4 (four) weeks with meetings once a week for each department.

To measure the accuracy of giving material to participants, a pre-test will be carried

out so that the tutor can decide on the type of material and role-play given. In addition, after the training has been carried out for 4 (four) weeks, in the last week a post-test will be carried out to measure the level of learning success of the participants. Thus, it is hoped that the knowledge provided can really be absorbed and applied properly.

Model role-playing is a way of mastering training material through developing the imagination and appreciation of the trainees. Role playing is generally done by more than one person, depending on what is being played. According to Hamdani (2011) Role playing is a learning model that invites trainees to be directly involved in the learning process and mastery of training material based on the creativity and expression of participants in expressing their imagination related to the training material they are studying without any limitations in words and movement, but not out of the training materials. Role playing is a type of situational method that is generally used for social education and human relations (Ismawati, 2016). In this case the trainees participate as players with certain roles or as observers depending on the purpose of implementing the method.

The role-playing method is a modern learning method to complement deficiencies in conventional methods which are considered less effective in the learning process, because conventional methods are monotonous when learning activities take place. Based on the description above, role playing is a learning method that teaches trainees to be able to play a certain role, so that trainees can directly understand and understand the contents of the activity. In addition, training participants are also trained to be more sensitive in living the role of the work being played, to be able to look for elements of professionalism that exist in carrying out their work, and participants are trained to be able to solve simple problems when there are problems in their job.

**Table 1.** Methods in the Implementation of Teaching English and Their Divisions

No.	Methods	Divisions	Execution Day
1.	Pre-test	Engineering Front-Office Food and Beverage Marketing and Sales Housekeeping Spa Finance & Accounting Housekeeping, Front	Tuesday/6 June 2023
2.	Pelatihan (Role-Play dan Learning by Doing)	Office & Spa (Session 1) Finance, Sales & Marketing (Session 2) Food & Beverage Product/Services (Session 1) Gardener, Engineering & Pool Attendant (Session 2)	Tuesday/13 June 2023    Tuesday/20 June 2023
3.	Post-test	Engineering Front-Office Food and Beverage Product/Services Marketing and Sales Housekeeping	Tuesday/27 June 2023

### 3. Result And Discussion

The benefits obtained in carrying out this community service activity are being able to have a positive and good impact on training staff at The Samaya Seminyak Environment in improving their English-speaking skills. With the support of adequate facilities owned by partners, the learning atmosphere becomes very conducive. The partners really understand the need for this English language training to strengthen and develop the staff's performance

in communication skills in the workplace, especially with foreign guests.

The community service activity team conducts teaching English for specific purposes with role-play and learning by doing techniques to The Samaya Seminyak staff which begins with giving a pre-test in the first week and a post-test in the fourth week of training activities, to find out the extent of their abilities about the structure of grammar and pronunciation of words. English training is divided per department according to their respective fields.

Furthermore, training per department starts from the second and third weeks, where each training is divided into two sessions. In the first session of the second week, training was given to the Housekeeping, Front Office and Spa departments. Furthermore, in the second session there is the Department of Finance, Sales & Marketing. Training in the third week in the first session was given to the Food & Beverage Product/Services department, and lastly was given to the engineering, pool attendant and gardener departments.



**Figure 1.** Conducting pre-test and post-test to all training participants  
(Source: Documentation at The Samaya Seminyak Bali)



**Figure 2.** Provision of English language training to Front Office, House Keeping and Spa Departments (Session 1) and Accounting, Sales & Marketing Departments (Session 2).  
(Source: Documentation at The Samaya Seminyak Bali)



**Figure 3.** Provision of English language training to the Department of Food & Beverages Service and Product department (Session 1) and Pool Attendant, Gardener and Engineering (Session 2).  
(Source: Documentation at The Samaya Seminyak Bali)



**Figure 4.** Group photo session after the implementation of community service activities with staff and Head of Department.  
(Documentation at The Samaya Seminyak Bali)

### Inhibiting Factors/Constraints

In this community service program activities that were held at The Samaya Seminyak for 4 (four) weeks from 6 to 27 June 2023, there were several inhibiting factors and obstacles during the implementation of the English training activities provided, namely:

1. There are still staff who have problems with the pronunciation of the sentences given during the training, especially during the Pre-Test and Post-Test.
2. There is still a lack of understanding of staff regarding the using of prepositions when having conversations with role-play techniques with other staff.
3. Some of the staff still lack of knowledge about the using of articles in pronouncing sentences.

### Activity Supporting Factors

The factors that supports community service activities at The Samaya Seminyak is the enthusiasm of the staff to work together and collaborate in English training that uses role-play and learning by doing techniques. Apart from that, the Human Resource Manager and other Heads of Departments also welcomed this activity well and positively. The Samaya Seminyak hopes that with this English training activity, it will be able to help improve English communication from The Samaya Seminyak staff according to their respective fields and work departments.

### Solutions and Follow Up

The solution that can be given to The Samaya Seminyak is English language training which is carried out on an ongoing basis, so that if the staff at The Samaya Seminyak are able to communicate in English well, then their work performance will be better, and can increase their confidence in communicating with foreign guests.

### The Next Plan

To support the improvement of English communication among The Samaya Seminyak staff, it is necessary to evaluate, monitor and provide English handouts/materials that can be studied again according to their respective fields or departments. It is hoped that the handouts provided can be a guide in training the English communication skills of the staff in The Samaya Seminyak Environment.

### Strategic Steps for Future Realization

The strategic steps in improving the quality of English skills for The Samaya

Seminyak staff include:

1. The need for monitoring and evaluation of the results of English training by Heads of Departments to find out how far their staff's English communication has progressed.

2. To improve English communication skills, it is necessary to provide English language training to staff regularly every year by The Samaya Seminyak.

#### **4. Conclusion**

English language training activities using role-play and learning by doing techniques at The Samaya Seminyak still need to be developed and provided-assistance to improve the English communication skills of the staff. It is necessary to deepen practical and communicative English expressions related to hotel services. The grammar that needs to be improved is pronunciation, in the use of prepositions and the use of articles in pronouncing sentences and the need to use tenses to communicate in a complex and directed way. Apart from that, in terms of the grammar they learned, they were immediately put into practice during training according to their respective fields and departments. Therefore, by applying role-play and learning by doing techniques, conversations will become more efficient and easier to remember.

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