

CHAPTER I

INTRODUCTION

In this chapter, the writer present background of the research, question and scope of the research, research hypothesis, objective hypothesis and significance of the research, operational definition and systematization of the research.

A. Background of the Research

The key language for being a person who is confident and has a central role, especially in the intellectual, social and emotional development of a person and in studying all areas of study. Language is expected to help someone in this matter. This is about the way that students get to know themselves, their culture and the culture of others, express ideas and feelings, including in the community that uses the language, find and use analytical and imaginative abilities in themselves.

The main aim of teaching English is to develop four language skills (listening, speaking, reading, and writing). Speaking is one of the skills which should be developed in teaching English. The research instruments used to collect the data in this study were oral tests. The pre-test and the post-test were given to the experimental class and the control class.

Speaking is processes for one person to deliver some words to another person like knowledge, information, ideas, opinions, feelings so that it must be a concept idea and follow, from what they will say, or can be called an act Communication through speech generally appears in the interaction and agreement phase as part of the dialogue or rather verbal exchanges. In every activity people will use speaking it to inform another person through speaking method and in daily activity usually people are used it as tool for exchange ideas like in workplace, public area, house and another places.

English speaking skill is one of several step for peope to increase the business in the workplace and people can used it as their need to contribute with another person from the other country. English language is one of international language that used by millions famous factory who now growing rapidly in Indonesia. And with this title of the research , the researcher take place PT BANK CENTRAL ASIA KCP CIBITUNG .

Bank is a business entity that collects funds from the community in the form of savings and channeling back to the community in the form of credit or form in order to improve the standard of living of the people.

In terms of function one of the most important types of banking is the central bank. Central banks in each country are only one and have branches in almost every province. The main function of the Bank is the issues related to

finance in a country widely, both domestically and abroad. In Indonesia the task of the Central Bank is held by Bank of Indonesia (BI)

Bank Central asia also have health related programs for the community. one of the programs is bankassurance AIA . AIA is a series of Maxi protection products to be marketed to people aged 18-55 this year is one of AIA flagship protection products that combines the benefits of life insurance, health, critical illness, premium waiver and optimal investment opportunities to anticipate every risk that occurs at every stage of life. Each of these products presents maximum value added aimed not only to the policyholder but also to the beloved family.

According To Sumague (2010) There are many techniques or methods that can be used in teaching preposition of place such as The Direct Methode.Grammar Translation Method, Audio Lingual Methode,Structural Approach ,Suggestopedia,Total Physical Response(TPR), Communicative Language Teaching(CLT),The Lexical Syllabus,The Natural Approach, The Immersion Methode, Community Language Learning (CLL). In this study, the writer will try to use Total Physical Respons (TPR) Technique to teach preposition of place. This method teaches a language with physical activity, teacher drill the words and studens response with their physical action. Like Richard and Theodore said in their book “Approach and Method in Language Teaching” Total Physical Respons (TPR) is a method that built around around the coordination of speech and action; it attempts to teach language through physical activity. Developed by James Asher, a professor of psychology at San

Jose State University, California, it draws on several traditions, including developmental psychology, learning theory, and humanistic pedagogy, as well as on language teaching procedures proposed by Harold and Dorothy Palmer in 1925. Total Physical Response, or TPR, was created by American psychologist Dr. James Asher and is based on the experience of how humans learn their first language. You see, when children learn their mother tongue, their parents and carers are very physically involved in imparting language. They demonstrate and instruct, and the child responds in kind. No one demands or requires very small children to speak at all: only to listen and understand, which is to say, to comprehend.

The result is that we acquire our mother tongue, rather than learn it as we do additional languages. Therefore, the idea of TPR in a nutshell is to create a neural link between speech and action

The writer interest using Total Physical Response method can improve employee understanding in using prepositions of place, because this method invites the employee to participate in lesson process actively, and hopely the employee comprehend the material more easily.

I hope with my research "**The Effectiveness of English Total Physical Response For Employee's Speaking Skill in PT Bank Central Asia Kcp Cibitung** " can increase English speaking skill for employees who has ready to collaborate with another country in Global area.

B. Question and scope of the research

In this section the writer explained the question and scope of the research.

1. Question of the research

The writer formulates research question as follow :

Is there any influence using TPR metode toward improving English speaking skill of employee PT Bank Central Asia KCP Cibitung?

2. The scope of problem

Based on the background, this research has just focused on the roles of speaking English Fluently toward job activity in front liner of PT Bank Central Asia KCP Cibitung.

C. Research Hypothesis

The hypothesis of this research uses pre-experimental design in the form of null and alternative hypothesis non directional. According to Creswell (2009) research hypothesis is shown below:

“A null hypothesis represents the traditional approach : it makes a prediction that in the general population. no relationship or no significant difference exists between groups on a variable. The wording is, "There is no difference (or relationship)" between the groups” (p. 134).

Ho : There is no significant difference in improving employee’s speaking skill through Total Physical Response in PT Bank Central Asia KCP Cibitung

“Alternative hypothesis non directional is a prediction is made, but the exact form of differences (e.g .. higher. lower, more, less) is not specified because

the researcher does not know what can be predicted from past literature. Thus, the investigator might write, "There is a difference" between the two groups" (p. 135).

Ha : There is significant difference in improving employee's speaking skill through Total Physical Response in PT. Bank Central Asia KCP Cibitung.

D. Objective and significance of the research

1. Objective of the research

The aims of the research is the effectiveness of using TPR method for employee to improve their speaking skill . we can learn TPR method. With the TPR method it is hope can help improve speaking skill for employee.

2. Significance of the research

- a. for writer, they will get more knowledge about culture of English, especially for learning English as a foreign language. They will get more knowledge when speak with foreigner.
- b. for readers, they will get information about the important of culture in learning the language. Actually, The writes hope this research can be inspired for them who want to learn speaking English fluently.
- c. for employee, They will get knowledge about English culture and apply the speaking method as media for deliver an information when they briefing in the workplace.

E. Operational Definition

1. Speaking

Speaking is the delivery of language through the mouth. To speak, we create sounds using many parts of our body, including the lungs, vocal tract, vocal chords, tongue, teeth and lips.

2. Total Physical Response

TPR (Total Physical Response) is a language learning method that is structured on the coordination of commands, speech, and motion (action) and strive to teach language through physical activity.

3. Front Liner

Front liner is one aspect that has been affecting customer satisfaction in general and became major factor in customer satisfaction a service company. Frontliner are include supervisor, customer service, and teller.

F. Systematization of the Research

To get easier view of this paper, the writer arranges it into five chapters which are summary of writing is called systematic of the paper. The five chapter are as follow.

Chapter I is Introduction. This chapter explains about background of the research , the question and scope of the research , the objective of the research , the significant of the research and systematic of the paper.

Chapter II is Theoretical Descriptio. This chapter consist of the definition of speaking, the definition of Total Physical Response and aspect of speaking.

Chapter III is Methodology of Research . This chapter talking about time and place of the research ,population and sample of the research , method of the research , variables,instrument,technique of data analysis and procedure of the research

Chapter IV is Research Finding and Discussion . This chapter explains about the data description , the data analysis, and the data interpretation.

Chapter V is Conclusion and Suggestion . The writer writes the summaries and suggestion based on the previous chapters and gives some suggestion for the employees ,company, and the other research.