



A STUDY ON THE ABILITY TO USE ENGLISH TOURISM VOCABULARY (CASE STUDY WITH THE STAFF OF THE NATIONAL DIRECTORATE OF PROMOTION AND INTERNATIONAL RELATIONS)

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ARTICLE INFO

Article history:

Received: 28-11-2023

Accepted: 11-12-2023

Published: 17-12-2023

Keyword: ability,
english tourism
vocabulary

ABSTRACT

The objective of this research was to answer the following Objectives of the Study (1) To know the Ability of Tourism staff in using English tourism vocabulary in their office; and (2) To identify their level of ability in using English tourism vocabulary. The method used in this research was a case study in which 40 numbers of multiple-choice were administered the test to 25 staff as a research sample. Based on the result of the data analysis from the English Tourism Vocabulary test, the writer would like to conclude that the 25 staff of tourism in Dili, Timor-Leste got a total score was 147.8 which is divided 25 staff was 5.9 based on the standard of measurement it is classified at Below Average. It is indicated that the 25 staff of tourism were still unable to use English touring vocabulary because they have lack of vocabulary. The distribution level of ability by the 25 staff of Tourism is as 6 staff or 24% got a score of 7 – 8 which is classified as Good Level; 7 staff or 28% got a score of 6 -7 which is classified as Fairly Good; 6 staffs or 24% who got the score 5- 6 which is classified at Average Level; and Another 6 staffs or 24% who got the score 4-5 which is classified at Below Average.

INTRODUCTION

Language is a tool of communication with other people to convey our ideas to each other. Without language, there is no communication among the people that could happen in every relationship. So, language is used to communicate, people speak

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language to convey messages, to show their feelings, or to ask questions (Finocchiaro, 1973:6). Thus, languages play an important role in human life. Nasar, (1978) mentioned the following characteristics of a language consists of; firstly, language operates in a regular systematic fashion. Secondly, language is an oral symbol representing meaning as they are related to life situation and expression. Thirdly, language has a social function, and without any society, language would probably not exist.

In other words, the existence of language is the existence of the society which is usually naturally acquired by every local and foreign language as well. The English language needs to be taught and learned before we use it as an instrument to express our ideas and communicate with English native and non-native speakers based on the vocabulary and grammar that we have learned. If we speak and write the English language as standard as the other users of English countries, we must be able to know many more various types of English vocabulary and grammar. The language of English has two most important elements to be acknowledged; (1) Vocabulary has an important role as the meaning of language which relates to words' meaning of a language in sentence pattern structure, and (2) Grammar is limited the rules which related to word formation or structure as a meaningful unit of a language. So, grammar and vocabulary are never taught nor learned separated from each other.

English is used as a foreign language in Timor-Leste, automatically vocabulary is one of the most important skills to be learned earlier than the other skills. Vocabulary is the fundamental part of language, which is used in any situation whether it is either in the form of spoken or written language. Wilkin (1972) emphasizes that vocabulary is the great significance of knowledge in Language use "If without Grammar very little can be conveyed, without Vocabulary nothing can be conveyed "This essentially means that vocabulary is the foundation for constructing sentences and communicating. Vocabulary is very important to construct the meaning of a language, without vocabulary; there are no sentences to produce a meaning in language.

This is why, in learning English, there are some points which should be considered for example, vocabulary must be mastered by the staff of the Minister of Tourism and Environment so that they could be able to communicate with English

349 | ISCE: Journal of Innovative Studies on Character and Education

natives either speaking or writing forms of good sentence meaning. In addition, vocabulary is important because its meaning can be transmitted to the words meaning of thinking or ideas from speakers to the listeners to be understood.

Therefore, the staff of the National Directorate for Promotion and International Relations at the Ministry of Tourism and Environment in Timor-Leste must attempt to increase their vocabulary. Vocabulary is important for the staff of the Ministry of Tourism and Environment to be measured by the researcher to guarantee the quality of work in the office. When we know vocabulary a lot, we can construct more sentences.

According to the direct and indirect observations which been conducted by the researcher, most of the staff from the Ministry of Tourism still face some problems with English vocabulary, particularly the vocabulary of Tourism Marketing. This is why the majority of the staff of this ministry did not graduate from the area of Tourism as their specialization, but the staff are from various areas of study. The researcher is also one of the staff of the tourism minister who is going to conduct her research about the ability of staff can use English Tourism vocabulary as the last academic requirement to accomplish her licentiate degree in the English Study Program.

APEC (2000) manifests that the tourism industry, which benefits the domestic transportation, accommodation, catering, entertainment, and retailing sectors, has social, cultural, and political significance, and makes the following substantial contributions to the economy. Cornwell (1995, p.15) described sponsorship marketing as the orchestration and implementation of marketing activity for building and communicating and association. Archer, (1987) shows that Tourism products, unfilled airline seats unoccupied hotel rooms, and unused facilities, cannot be stocked because of their transient nature.

Vocabulary is one of four language components, which are spelling, grammar, phonology, and vocabulary. And vocabulary is the more complex definition, according to Heibert ET all (2005:3) says that vocabulary is a word derived from two forms; oral and print. Oral vocabulary includes those words that they recognize and use in listening and speaking. Print vocabulary includes those words that they recognize to use in reading and writing skills”.

Furthermore, the staff of the minister of tourism sometimes encounter

difficulties with new words and meanings about the tourists' tour travel-related and marketing activities that could not be memorized. Andriyani (2016) said that English is an international language that is used to communicate, strengthen, and fasten the relationships among all the countries in the world for various types of fields, for example in tourism, business, science, and technology.

LITERATURE REVIEW

Learning a language requires knowing its vocabulary, which has been defined in the Oxford Dictionary (2007), as the total number of words used in a particular sphere. As well as in the Longman Dictionary (1995), vocabulary is defined as all the words that someone knows, learns, or uses. Richard and Gennady (2002) highlight that vocabulary is a component of language proficiency and provides much of the basics for students to speak, listen, read, and write. Vocabulary is a part of the language component and a list of words that have been used by people to communicate.

Moreover, Webster (2003) mentioned that vocabulary is: 1) A list or collection of words and phrases usually alphabetically arranged and explained or defined; 2) A sum or stock of words employed by a language, group, individual, or work in a field of knowledge; 3) A list or collection of terms or codes available for use. In other words, vocabulary is a list of items and phrases generally organized and explained in any subject, register, and particular group.

Hatch and Brown (1995, p.1) argued that "vocabulary refers to a list of words that individual speakers of language might use". That is, vocabulary may refer to a list of words and expressions that a language speaker employs in his listening, speaking, reading, and writing. Furthermore, Jack. et al (2002) quoted that vocabulary is a core component of language proficiency and provides much of the basis for how well learners speak, listen, read, and write.

Hebert and Kamil (2005: p. 3) state that general is the knowledge of the meaning of words. Vocabulary is the general words that are always used in every word, and also vocabulary is all the words that a person knows or uses. Further, Lehrer (2000) explains in detail that the term vocabulary refers to the knowledge of words and their meaning. However, this definition is too limited because, in general, vocabulary is defined as the knowledge of word meaning in different forms (oral or print) or types (receptive and productive). Oral vocabulary items refer to the words used and recognized in speaking

and listening.

Hornby (2010) Agrees that vocabulary is the total number of words in language an individual knows, and those words are used as a vehicle of language to express one thought. They also say that vocabulary is the total number of words that (with rules for combining them) make up the language "Vocabulary is a stock of words.

As Wilkins & Lewis (2000:111) stated the Vocabulary of a language is just like bricks for constructing a high building which means language is made up of words. So, vocabulary is vital to construct the sentence patterns' structure. Moreover, according to Ruth Gains and Stuart Redman (1986), vocabulary is divided into two types, (1) Active Vocabulary is words or expressions that learners use in their speaking and writing, or it is also called productive vocabulary, and (2) Passive Vocabulary is words or expressions grasped and understood from reading or listening or it is also called as receptive vocabulary.

Meanwhile, Dellar and Hocking in Thornbury's book (2003) continue to clarify related ideas above that "if you spend most of your time studying grammar, your English will not improve very much, you will see most improvement if you learn more words and expressions. You can say very little with grammar, but you can say almost anything with words". Based on this view, to communicate effectively learners need to know a large amount of word meanings because they face serious problems in conveying and interpreting messages with native speakers, therefore knowing words and how to use them are useful rather than grammar rules.

Downing (2006) elaborates English vocabulary is classified grammatically according to terminology traditionally. Vocabulary mastery must be acquired by students to get other componential like listening, speaking, reading, and writing. McCarthy and O'Dell (2002) Argue that the best way to your vocabulary further is to read and listen to as much English as you can. You can also expand your vocabulary by, Listening to English music, Reading the English novel, and writing the poetry of the English language.

William Shakespeare (2014) mentions that there are 4 types of vocabulary such as (1) Listening vocabulary: the words we hear and understand (from music, movies, and some stories); (2) Speaking vocabulary: the words we use when we speak, our speaking vocabulary (public speaking, speaking every single day etc.); (3) Reading

vocabulary: the words that we understand when we read text, read magazine, read story, read some novel etc.); and (4) Writing vocabulary: the words that we retrieve when we write to express ourselves, we regularly find it easy to explain ourselves orally using facial expression and intonation to help get our ideas across.

METHOD

This study aims to find out the ability of MTA staff to use English tourism vocabulary through the diagnostic test and to classify the ability of them to be upgraded in the future. The participants of the research will be limited to 25 staff of the Tourism Marketing or Promotion in National Directorate of Tourism Promotion and International Relations at the Ministry of Tourism and Environment of Republic Democratic Timor Leste. The Instrument was used to measure the ability to use English tourism vocabulary. The test is composed of 40 numbers in the form of multiple choices. The value/weight of every number of correct answers is 1.

Based on the result of the vocabulary test, the researcher analyses and determines whether the 25 staff. Then, what is their level of ability in using English Vocabulary for tourism as (1) The scores of students' total correct answers will be divided with the total of incorrect answers and total of correct answers; (2) Interpreting and describing the result of percentage based on the usual standard of measurement which is established in National Education; (3) If the 25 staffs scores is 6.0 above, it can be interpreted and described that they can use English tourism vocabulary. If the staff's score is 5.9 below means they are not able to use English vocabulary.

RESULT AND DISCUSSIONS

The result of the English tourism vocabulary by the staff of the National Directorate of Promotion and International Relation Dili, Timor-Leste, by the 25 staffs of tourism staff in the following tables:

No	Initial Respondents	Scores
1	ADC	7.2
2	ADFS	7.0
3	AR	7.2
4	CP	5.8
5	DBAB	6.2
6	DRK	6.4
7	EMF	7.0

8	EX	6.8
9	ECP	4.8
10	EDSQ	6.0
11	GDCDJC	4.6
12	GMRMA	6.0
13	HVP	5.4
14	HMDCB	5.0
15	JBDC	4.4
16	JLLDO	5.4
17	LISD	7.0
18	LRADS	7.4
19	LDS	4.2
20	MMV	5.8
21	MEMYE	5.6
22	NGCE	4.4
23	DSN	6.8
24	SDC	6.6
25	ZDIRA	4.8
Total		147.8

Table 1: The Result of The English Tourism Vocabulary

The data in Table 2 shows that there were 40 numbers of multiple-choice English Tourism vocabularies we administered to 25 staff members who lacked English tourism. In other words, they are still unable to memorize English tourism vocabulary because the result of the test is 5.9 which is classified based on the standard of measurement at Below Average.

Based on the result above, the total score was 147.9 divided by 25 tourism staff, the score is 5.9 which indicates that the 25 staff of the National Directorate of Promotion and International Relations needs to study the English vocabulary for tourism because the level of ability is Below Average.

Table 2 presents the distribution of staff's level of ability to use English tourism vocabulary in the tourism office in the following table.

No.	Standard of measurement	Frequencies	Level	Percentage (%)
1	9-10	0	Excellent	
2	8-9	0	Very good	
3	7-8	6	Good	24
4	6-7	7	Fairly Good	28
5	5-6	6	Average	24
6	4-5	6	Below average	24
7	3-4		poor	
8	2-3		Very poor	

9	1-2		Bad	
10	0-1		Very bad	
	Total	25		100%

Table 2

Based on the table of distribution to determine the 25 staff's level of ability to use English vocabulary for Tourism staff as follows.

- 6 staff or 24% got a score of 7 – 8 which is classified as a GOOD level.
- 7 staff or 28% got the score 6 -7 which is classified as FAIRLY GOOD.
- 6 staff or 24% who got the score 5- 6 which is classified at the AVERAGE Level.
- Another 6 staff or 24% got a score of 4-5 which is classified as BELOW AVERAGE.

CONCLUSIONS

Based on the result of the data analysis, the writer would like to conclude that the 25 staff of the tourism office in Dili, Timor-Leste were still unable to use English touring vocabulary. Of the 25 staff Tourism have a different level of ability 7 staff or 28% got the score 6 -7 which is classified as Fairly Good.

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