

A vintage teal typewriter is the central focus, surrounded by a green book, an open notebook, a pinecone, and a pair of glasses on a wooden surface. The background is a light-colored wooden plank wall.

Students' Expectation toward the Needs of English Textbook for Flight Attendants

Noorlaksmita Yonas R

Imam Ghazali

Banun Havifah Cahyo Khasiyono

Abstract

This study aims to analyze the needs of English textbook for flight attendant candidates undergone training in the flight attendant school. It is intended to examine the students' expectations toward how the textbook would help them in mastering English. A pre-course questionnaire containing open-ended questions was distributed to ten flight attendant students. The questions included technical aspects such as the size or type of the font and its layout; content including the degree of the language used and the number of pictures as an illustration; practice section including exercises and examples for conversation; and activity section including gamification, projects, and presentations. The results showed that the students tend to look for textbooks containing a wide variety of authentic expressions in running the service for the passengers. Students also opt for ones with fewer grammar theories and a sufficient amount of speaking practice activities which will be beneficial in the long run.

INTRODUCTION

- Textbooks are widely used in teaching English.
- However, the use of commercial textbooks is accompanied by the personally-produced teaching materials.
- It shows that this type of textbooks cannot satisfyingly fulfill students' needs.
- There is a need to develop a textbook based on students' needs

Literature Review

- **Flight attendants**

A specially-trained group of people who serve passengers on the plane. Their basic qualification of the flight attendants based on Felix, Neto, Smith, and Pedersen (2014) includes being able to accommodate the needs of the passengers such as taking care of their belongings, performing life-saving emergency procedures when necessary, and having a solid knowledge of the types or aircrafts⁵.

- **Target situation analysis**

Target situation analysis is broadly explained by Munby (1978) as a result of the consideration of placing the learners' purposes as the main focus in the needs analysis¹³. Some of its features include participants, communication needs processor, profile of needs, meaning processor, language skill selector, the linguistics encoder, and communicative competence specification¹⁰.

Method

- Descriptive case study.
- An open-ended type of questionnaire was distributed to ten students currently going to be enrolled in a flight attendant training session.
- There are five questions on the questionnaire.
- A series of web conference interview was also carried out to let the students express what they mean by their written answers. All of the students' answers and the results of the interview are collected and analyzed using a descriptive case study technique.

SETTING OF THE STUDY

- Place: Airline Staff Training (FAAST) Penerbangan with two training majors namely the Flight Attendant and Ground Staff located at Jl. Siliwangi, Mlati Krajan, Sendangadi, Kecamatan Mlati, Kabupaten Sleman, Yogyakarta, and currently is building its second office at Jl. Laksda Adisucipto KM 6.7, Caturtunggal, Depok, Sleman. This study puts its concern at the Flight Attendant program.
- The training programs take place for six months including the On the Job Training (OJT). FAAST Penerbangan is

RESULTS AND DISCUSSION

What kind of textbook do you like?

10 responses

yang gampang

yang mudah dipahami miss. jangan pk bahasa yg terlalu sulit saya bingung

mau yang nggak susah miiisss.. saya gabisa bahasa inggris

suka yg tebal miss dan kompliiittt. sama jangan susah susah bahasanya

Saya suka yang komplit sih miss.. tapi jangan membingungkan. sama jangan susah susaaahhh

yang komplit tapi ndak susah dipahami. kan sering banget miss buku di gamedia itu bagus bagus tapi susah susah dipahami

mau yang lengkap kap kap kap tapi jangan susah dipahami

i want a complete one. but make it easy to understand

Suka yang komplit tapi simple... I like to open books with meaning jadi tidak kesulitan mengartikan

RESULTS AND DISCUSSION

What topics do you think you need or want to learn more?

10 responses

speaking aja pokoknya miss. saya lemah

tentang pesawat, melayani penumpang, check in penumpang, membantu mereka di pesawat

semuanyaaa.. bhs inggris susah banget buats aya

pokoknya speaking miss. saya dikritik sama bu ari soalnya

semuanyaaa yg berhubungan dengan flight attendant miss

mmm... i don't know. saya pengen ngomong bhs inggris dengan lancar udah

mmmm... pengen natural conversation aja gitu miss

mmm... expressionssss miss. i lack of it

ingin bisa berkomunikasi dengan natural spt di film, cara berkomunikasi sama penumpang yg sopan, cara melayani mereka dan membantu mereka

RESULTS AND DISCUSSION

How many activities do you want in one chapter of the book?

10 responses

speaking lah pokoknya. jangan grammar. benci grammar

jangan banyak banyak tapi mendalam miss

mmm nggak tau miss. lima? enam?

yang banyaaakkk missss. mau speaking terusss

yang banyak miss hehe... specially speaking. saya suka speaking

yang banyak sih miss. speaking terutama. saya butuh banget

smeuanya yg penting speaking miss

A LOT! specially the speaking

yang banyak miss kan buat latihan

RESULTS AND DISCUSSION

What learning activities do you like the most?

10 responses

pokoknya yang speaking miss

nonton video, listening music

mainan miss

nonton film miss sama main game

main gaaameee miiissss

nonton film missssss pleaseeee nonton film ya? ya ayayaaaaa? miss baik deh

MAIN GAME MISS!!!

mmm... games. can we do that?

game, nonton video

RESULTS AND DISCUSSION

How would you like the books to look like?

10 responses

mhhh yang banyak contoh dialognya

pakai font yang jelas, terbaca, jangan ada salah ketik, agak estetik juga gapapa miss pakai font yang lucu lucu gitu hehe

wah... jangan di print gede2 miss nggak bisa masuk tas. sama cetakannya yg jelas, jilid nya yg kuat. sama jangan pakai kertas buram kaya rang miskin

yang lucuuuu. tapi jangan terlalu banyak warna sama gambar. tapi jangan banyak tulisannya jug ahahaha

yang cute. hahaha

yang ucul... jangan terlalu colorful miss kaya anak kecil

jangan yg terlalu cewek lah miss. jijik kali aku

i want them to be not too big and not to smell



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