

**ENGLISH-SPEAKING PERFORMANCE OF DPC HPI
KUPANG TOUR GUIDES: FLUENCY, ACCURACY, AND
PRONUNCIATION**

A THESIS



WELMINCE HELENA KRISTIANY BIRE

**ENGLISH EDUCATION STUDY PROGRAM
TEACHER TRAINING AND EDUCATION FACULTY
ARTHA WACANA CHRISTIAN UNIVERSITY
KUPANG
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KUPANG**

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A THESIS

**This Thesis is Presented as Partial Fulfilment of the Requirements for
the Degree of *Sarjana Pendidikan* in English Education Study Program**



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APPROVAL PAGE



This thesis entitled *English-Speaking Performance of Dpc Hpi Kupang Tour Guides: Fluency, Accuracy, And Pronunciation* written by *Welmince Helena Kristiany Bire* has been approved to be defended in a thesis examination.

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LEGITIMATION PAGE



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This statement is made truthfully and is used for the benefit of humanity.



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MOTTO

***“I Can Do All Things Through Him Who
Strengthens Me.”***

(Philippians 4:13)

DEDICATION

With deep gratitude and sincerity, the author dedicates this work to:

1. God Almighty, for His endless blessings, grace, wisdom, strength, and guidance throughout the writer's life, enabling the writer to successfully complete this thesis.
2. The writer's beloved late mother, Sofia Bire, whose love, prayers, sacrifices, and memories will always remain the greatest source of strength and inspiration in the writer's life. Although she is no longer physically present, her love will forever live in the writer's heart.
3. The writer's beloved father, Imi Bire, and Mama Lucy Bire, who sincerely supported and helped the writer both financially and morally throughout the process of study until the completion of this thesis. Their love, care, prayers, and support mean so much to the writer.
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1. God Almighty, for His endless blessings, grace, wisdom, strength, and guidance throughout the writer's life, enabling the writer to successfully complete this thesis.
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Kupang, 01 July 2026

The Writer



Welmince Helena Kristiany Bire

English-Speaking Performance of DPC HPI Kupang Tour Guides: Fluency, Accuracy, and Pronunciation

ABSTRACT

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This study examined English-speaking performance of DPC HPI Kupang tour guides, focusing on fluency, accuracy, and pronunciation. The study was based on the importance of English communication skills in Indonesia context where tour guides were required to interact effectively with international tourists. The research problems addressed how the tour guides performed in terms of fluency, accuracy, and pronunciation. Accordingly, this study aimed to analyze these three aspects of speaking performance. This study employed a quantitative research design using direct observation. The participants consisted of ten active tour guides who were selected through total sampling. The research data were obtained through direct observation of the participants' guiding performances. The observed speaking performances were analyzed using a structured speaking assessment rubric adapted from the IELTS Speaking Band Descriptors. The analysis focused on three aspects of speaking performance, namely fluency, accuracy, and pronunciation. The findings showed that, in terms of fluency, 40% of the participants were categorized as Excellent, 40% were categorized as Good, and 20% were categorized as Fair. In terms of accuracy, 50% were categorized as Excellent, 10% were categorized as Good, and 40% were categorized as Fair. In terms of pronunciation, 40% were categorized as Excellent, 40% were categorized as Good, and 20% were categorized as Fair. Overall, average speaking performance of the participants was categorized as Good, indicating that tour guides were generally be able to communicate effectively in English despite some limitations.

Keywords: *English-speaking performance, tour guides, fluency, accuracy, pronunciation*

English-Speaking Performance of DPC HPI Kupang Tour Guides: Fluency, Accuracy, and Pronunciation

ABSTRAK

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Penelitian ini mengkaji kemampuan berbicara bahasa Inggris para pramuwisata DPC HPI Kupang dengan berfokus pada tiga aspek utama, yaitu kelancaran (fluency), ketepatan (accuracy), dan pelafalan (pronunciation). Penelitian ini didasarkan pada pentingnya keterampilan komunikasi bahasa Inggris dalam sektor pariwisata, di mana pramuwisata dituntut untuk dapat berinteraksi secara efektif dengan wisatawan mancanegara. Rumusan masalah dalam penelitian ini membahas bagaimana kemampuan para pramuwisata ditinjau dari aspek kelancaran, ketepatan, dan pelafalan. Oleh karena itu, penelitian ini bertujuan untuk menganalisis ketiga aspek tersebut dalam performa berbicara bahasa Inggris. Penelitian ini menggunakan desain penelitian kuantitatif dengan teknik observasi langsung. Partisipan penelitian terdiri atas sepuluh pramuwisata aktif yang dipilih menggunakan teknik total sampling. Data penelitian diperoleh melalui observasi langsung terhadap performa peserta saat melakukan kegiatan pemanduan wisata. Data performa berbicara yang diperoleh kemudian dianalisis menggunakan rubrik penilaian berbicara terstruktur yang diadaptasi dari *IELTS Speaking Band Descriptors*. Analisis difokuskan pada tiga aspek performa berbicara, yaitu kelancaran, ketepatan, dan pelafalan. Hasil penelitian menunjukkan bahwa pada aspek kelancaran, 40% partisipan berada pada kategori Sangat Baik (Excellent), 20% pada kategori Baik (Good), dan 40% pada kategori Cukup (Fair). Pada aspek ketepatan, 50% partisipan berada pada kategori Sangat Baik, 10% pada kategori Baik, dan 40% pada kategori Cukup. Pada aspek pelafalan, 40% partisipan berada pada kategori Sangat Baik, 20% pada kategori Baik, dan 40% pada kategori Cukup. Secara keseluruhan, rata-rata performa berbicara partisipan berada pada kategori Baik, yang menunjukkan bahwa para pramuwisata pada umumnya mampu berkomunikasi secara efektif dalam bahasa Inggris meskipun masih terdapat beberapa keterbatasan.

Kata Kunci: *Kemampuan berbicara bahasa Inggris, pemandu wisata, kelancaran, ketepatan, pelafalan,*

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