

**AN ANALYSIS OF TWELFTH-GRADE STUDENTS'
PERCEPTIONS OF ENGLISH FOR TOUR GUIDING AND
THEIR SPEAKING CONFIDENCE AT SMK NEGERI 1
KUPANG**

A THESIS



JULISA AURELIA PABALA

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

2026

**AN ANALYSIS OF TWELFTH-GRADE STUDENTS'
PERCEPTIONS OF ENGLISH FOR TOUR GUIDING AND
THEIR SPEAKING CONFIDENCE AT SMK NEGERI 1
KUPANG**

A THESIS



JULISA AURELIA PABALA

Registered Number: 22130031

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

2026

A THESIS

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



JULISA AURELIA PABALA

Registered Number: 22130031

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

2026

APPROVAL PAGE



This thesis entitled *An Analysis of Twelfth-Grade Students' Perceptions of English for Tour Guiding and Their Speaking Confidence At Smk Negeri 1 Kupang* written by *Julisa Aurelia Pabala* has been approved to be defended in a thesis examination.

First Supervisor

Second Supervisor


(Zuvvati Aryani Tionaen, S.S., M.Pd)
NUPTK. 6449763664230202


(Alfred Snae, S.Pd., M.Pd)
NUPTK. 3741767668130292

Kupang, 27 Juni 2026

Acknowledged by,

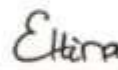
Dean of Teachers Training and Education

Head of English Education Study
Program


(Dra. Anggreni D.N. Rupadara, M. Si., Ph.D)
NUPTK. 7157746647230103


(Ifoni Ludji, S. Pd., M. Hum)
NUPTK. 9955764665230232

Examination Date: July 03rd, 2026

	Name	Signature	Date
1	First Examiner <u>Theresia Magdalena Tamelan, S.Pd., M.App.Ling. Ph.D</u> NUPTK. 1047757658231203		<u>03/07/2026</u>
2	Second Examiner <u>Eltina Agustina Maromon, S.Pd., M.Pd</u> NUPTK. 5547759660237013		<u>03/07/2026</u>
3	Third Examiner <u>Zuhyati Aryani Tionacn, S.S., M.Pd</u> NUPTK. 6449763664230202		<u>03/07/2026</u>
4	Fourth Examiner <u>Alfred Snac, S.Pd., M.Pd</u> NUPTK. 3741767668130292		<u>03/07/2026</u>

Dean of Teachers Training Faculty



Drs. H. N. Kurnia D.N. Kurnia
NUPN 0664723010

(Dra. Anggraini D.N. Rupadara, M. Si., Ph.D)
NUPIS 74577-6647230103

अथवा

(Ifoni Ludji, S. Pd., M. Hum)
NUPTK.9955764665230232

MOTTO

"Success isn't just about starting, but constantly finishing what you started."

-Petter Hollins

PLAGIARISM-FREE STATEMENT

The undersigned below :

Name : Julisa Aurelia Pabala
NIM : 22130031
Semester : Eight (VIII)
Faculty : Teacher Training and Education
Study Program : English Education
Thesis Title : An Analysis of Twelfth-Grade Students' Perceptions of
English for Tour Guiding and Their Speaking Confidence
at Smk Negeri 1 Kupang

I hereby declare that the thesis I am submitting to fulfill the requirements for a Bachelor of Education degree at Artha Wacana Christian University, Kupang, is original and free from plagiarism. If any discrepancies with this statement are found in the future, I am willing to be prosecuted and processed in accordance with the provisions of the Minister of National Education Regulation Number 17 of 2010. This statement is made truthfully and is used for the benefit of humanity.

July 03rd 2026

Julisa Aurelia Pabala

Nim.22130031

DEDICATION

This writing is dedicated to the writer's beloved:

1. Almighty God, for His endless grace, unconditional love, strength, wisdom, and guidance throughout every step of this academic journey. In moments of uncertainty, He provided hope; in moments of weakness, He granted courage; and in every achievement, His blessings were always present.
2. The writer's beloved Parents, whose prayers have never ceased, whose sacrifices can never be measured, and whose love has been the greatest source of strength in the writer's life. Thank you for believing in the writer even during moments of self-doubt, for your endless support, patience, encouragement, and for teaching the values of perseverance and hard work. This achievement belongs to you as much as it does to the writer.
3. The writer's beloved Brothers and sisters, Jefri Pabala, Justin Pabala, Jesika Pabala, Jenisa Pabala, for their love, understanding, encouragement, and unwavering support. Thank you for being a source of comfort, joy, and inspiration throughout both the challenges and the successes of this journey.
4. The writer's Almamater, Artha Wacana Christian University, which has become a place of learning, personal growth, and self-discovery. Thank you for providing valuable knowledge, meaningful experiences, and opportunities that have shaped the writer into the person she is today.

ACKNOWLEDGEMENT

Praise and gratitude to God Almighty for His abundant blessings, guidance, strength, and mercy that have enabled the writer to complete this thesis entitled “An Analysis of Twelfth-Grade Students' Perceptions of English for Tour Guiding and Their Speaking Confidence at SMK Negeri 1 Kupang.” This thesis is submitted as one of the requirements for obtaining a Bachelor Degree in English Education at the Faculty of Teacher Training and Educational Sciences, Artha Wacana Christian University. The writer realizes that completion of this thesis is a long process and can be accomplished by prayers and the support of all parties. Therefore, on this occasion, the writer would like to thank:

1. Prof. Dr. Ir. Godlief Frederik Neonufa, MT, as the chancellor of Artha Wacana Christian University Kupang, who has facilitated and provided the opportunity for the writer to study at Artha Wacana Christian University Kupang.
2. Dra. Anggreini D. N. Rupidara, M.Si., Ph.D. as the Dean of the Faculty of Teacher Training and Education at the Artha Wacana Christian University who has given the writer the opportunity to conduct field research.
3. Ifoni Ludji, S.Pd., M.Hum as the head of the English Education Study Program who has approved the completion of this thesis.
4. Dr. phil. Festif Rudolf Hoinbala, S.Pd., MA TEFL, as the writer's Academic Advisor, for his guidance, support, and advice throughout the writer's academic study.
5. Zuvyati A. Tlonaen, S.S.,M.Pd. as the first supervisor who has given time, thought and energy in providing guidance and direction to the writer in completing this thesis.
6. Alfred Snae, S.Pd., M.Pd. as the second supervisor for his valuable suggestions, meticulous corrections, and insightful feedback that have significantly improved the quality of this thesis.
7. Adriana Klara Parera, S.Pd., M. Par, as the English teacher at SMK Negeri 1 Kupang, for her assistance, cooperation, and support during the research process.

8. The twelfth-grade students of the Tourism Department at SMK Negeri 1 Kupang, who willingly participated in this study and shared their experiences and perspectives.
9. The writer's beloved family, for their endless prayers, love, encouragement, and support throughout the completion of this thesis.
10. Friends and colleagues of the English Education Study Program who provided support, motivation, and valuable assistance during the research and writing process.

Kupang,
The Writer,

A handwritten signature in dark ink, appearing to read 'Julisa', with a stylized flourish extending from the end.

Julisa Aurelia Pabala

AN ANALYSIS OF TWELFTH -GRADE STUDENTS' PERCEPTIONS OF ENGLISH FOR TOUR GUIDING AND THEIR SPEAKING CONFIDENCE AT SMK NEGERI 1 KUPANG

ABSTRACT

Julisa Pabala¹

Zuhyati Tlonaen²

Alfred Snae³

This qualitative descriptive study aims to analyze and describe twelfth-grade students' perceptions of English for Tour Guiding and their speaking confidence at SMK Negeri 1 Kupang. English plays an important role in tourism education because it serves as a communication tool for interacting with foreign tourists and supporting students' future careers in the tourism industry. Data collection was conducted through open-ended questionnaires distributed to 26 students and semi-structured interviews with 10 selected students from the Tourism Department. The collected data were identified, coded, categorized, and analyzed using Braun and Clarke's (2006) thematic analysis. The findings revealed that students generally have positive perceptions toward English for Tour Guiding. Two themes emerged regarding students' perceptions, namely the importance of English for Tour Guiding and tour guiding practice as a learning experience. Furthermore, four themes were identified in relation to students' speaking confidence, namely speaking confidence development, emotional challenges in speaking English, language difficulties in speaking English, and communication and coping strategies. The findings indicate that tour guiding practice provides meaningful learning experiences that help students improve their English-speaking skills and confidence despite facing emotional and linguistic challenges. It can be concluded that English for Tour Guiding contributes positively to students' language development and speaking confidence, while authentic learning experiences play a significant role in preparing students for communication in tourism-related contexts.

Keywords: *students' perceptions, English for Tour Guiding, speaking confidence, vocational tourism education, thematic analysis*

**ANALISIS PERSEPSI SISWA KELAS XII TERHADAP BAHASA
INGGRIS UNTUK PEMANDUAN WISATA DAN KEPERCAYAAN DIRI
BERBICARA MEREKA DI SMK NEGERI 1 KUPANG**

ABSTRAK

Julisa Pabala¹

Zuhyati Tlonaen²

Alfred Snae³

Penelitian deskriptif kualitatif ini bertujuan untuk menganalisis persepsi siswa kelas XII terhadap Bahasa Inggris untuk *Tour Guiding* dan kepercayaan diri berbicara mereka di SMK Negeri 1 Kupang. Pengumpulan data dilakukan melalui kuesioner terbuka kepada 26 siswa dan wawancara semi-terstruktur kepada 10 siswa Program Keahlian Pariwisata. Data dianalisis menggunakan analisis tematik Braun dan Clarke (2006). Hasil penelitian menunjukkan bahwa siswa memiliki persepsi positif terhadap Bahasa Inggris untuk *Tour Guiding*. Mereka memandang Bahasa Inggris sebagai keterampilan penting yang mendukung komunikasi dengan wisatawan serta menunjang karier di bidang pariwisata. Selain itu, praktik *Tour Guiding* dianggap sebagai pengalaman belajar yang membantu meningkatkan kemampuan berbicara dan kepercayaan diri siswa. Meskipun demikian, siswa masih menghadapi beberapa tantangan, seperti rasa gugup, keterbatasan kosakata, dan kesulitan pengucapan. Untuk mengatasi hal tersebut, siswa menggunakan berbagai strategi komunikasi agar tetap dapat menyampaikan informasi dengan baik. Penelitian ini menyimpulkan bahwa Bahasa Inggris untuk *Tour Guiding* memberikan kontribusi positif terhadap perkembangan kemampuan berbicara dan kepercayaan diri siswa dalam konteks pariwisata.

Kata Kunci: *persepsi siswa, Bahasa Inggris untuk Tour Guiding, kepercayaan diri berbicara, SMK pariwisata, kemampuan berbicara.*

BIODATA



A. Identity

1. Name : Julisa Aurelia Pabala
2. Place and date of birth : Malaysia, July 22, 2004
3. Address : Jl. Suratim gang II ,RT.13/RW 05.
4. Cell phone number : 081246115960
5. Email address : julisapabala07@gmail.com
6. Father's name : Oktavianus Kedu Banyo
7. Mother's name : Yohana Fransiska Gita Giwang

B. Educational Background

1. TK Mila Ate (2008-2010)
2. SDM Matanyira (2010-2016)
3. SMP Negeri 1 Lamboya (2016-2019)
4. SMA Negeri 1 Lamboya (2019-2022)
5. Universitas Kristen Artha Wacana (2022-2026)

TABLE OF CONTENTS

COVER	ii
A THESIS	iii
APPROVAL PAGE	iv
LEGITIMATION PAGE	iv
MOTTO	v
PLAGIARISM-FREE STATEMENT.....	vii
DEDICATION.....	viii
ACKNOWLEDGEMENT	ix
ABSTRACT	xi
BIODATA	xiii
TABLE OF CONTENTS.....	xiv
LIST OF FIGURE	xvi
LIST OF TABLES	xvii
CHAPTER I INTRODUCTION.....	1
1.1 Background	1
1.2 Research Problems	3
1.3 Aims of Study.....	3
1.4 Significance of Study	3
1.4.1 Implication	3
1.4.2 Application	4
CHAPTER II LITERATURE REVIEW	6
2.1 Review of Related Studies.....	6
2.2 Concept.....	8
2.2.1 Students' Perception	8
2.2.2 English for Tour Guiding.....	8
2.2.3 Speaking Confidence	8
2.3 Theoretical Framework	9
2.3.1 Students' Perceptions	9
2.3.2 English for Tour Guiding.....	11
2.3.3 Speaking Confidence	12
CHAPTER III RESEARCH METHODOLOGY	16
3.1 Research Design	16
3.2 Research Locus.....	17

3.3 Type and Data Resource.....	17
3.4 Data Collection Technique and Research Instrument	18
3.4.1 Open-Ended Questionnaire.....	19
3.4.2 Semi-Structured Interview	19
3.5 Research Procedures.....	20
3.6 Data Analysis	21
3.7 Trustworthiness	21
CHAPTER IV FINDINGS AND DISCUSSION	23
4.1 Findings	23
4.1.1 Students' Perceptions toward the Use of English in Tour Guiding Activities.....	23
4.1.2 Students' speaking confidence in using English for tour guiding activities	27
4.2 Discussion	37
4.2.1 Students' Perceptions toward the Use of English in Tour Guiding Activities.....	37
4.2.2 Students' Speaking Confidence in Using English for Tour Guiding Activities.....	41
CHAPTER V CONCLUSION AND SUGGESTIONS.....	46
5.1 Conclusion.....	46
5.2 Suggestions.....	46
BIBLIOGRAPHY	48
APPENDICES	50

LIST OF FIGURE

Figure 2.1 Conceptual Framework.....	14
--------------------------------------	----

LIST OF TABLES

Table 3.1 The Blueprint of Research Instruments	19
Table 3.2 Example of Coding and Theme Development.....	20
Table 4.1 Themes of Students' Perceptions toward the use of English in Tour Guiding Activities	22
Table 4.2 Themes of Students' Speaking Confidence in Using English for Tour Guiding Activities	25