

Students' Pronunciation Errors in Tourism Class: An Analysis of Segmental Features in Tour Guide Practices

A PAPER

Submitted as Partial Fulfillment of the Requirements for getting

Sarjana Pendidikan Degree



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**ENGLISH EDUCATION STUDY PROGRAM
FACULTY OF TEACHERS TRAINING AND EDUCATION
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2025

PAGE OF APPROVAL

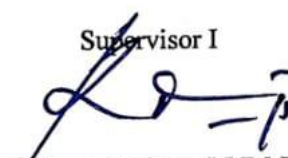
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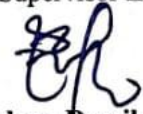
This paper has been accepted and assigned as a requirement of a Bachelor degree at English Education Study Program, Faculty of Teachers Training and Education, Universitas Kuningan.

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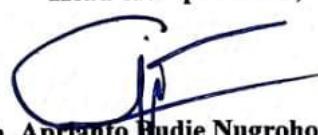
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PAGE OF APPROVAL

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STATEMENT OF ORIGINALITY

I hereby declare that the research paper titled "Students Pronunciation Errors in Tourism Class: An Analysis of Segmental Features in Tour Guide Practices" is entirely the result of my work. Every quote and reference used has been properly cited and documented following academic writing guidelines. This statement is truthful and free of plagiarism of any kind. If my work is determined to violate ethical standards for scientific writing, I assume full responsibility for any ensuing repercussions.

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ACKNOWLEDGEMENT

Praise be to Allah SWT for all His mercy, guidance, and grace so that the author can complete the paper entitled 'Students' Pronunciation Errors in Tourism Class: An Analysis of Segmental Features in Tour Guide Practices' as one of the requirements to obtain a Bachelor of Education degree at the English Education Study Programme, Kuningan University.

During the process of preparing this paper, the researcher realized that many parties have provided assistance, support, and prayers that are truly meaningful. Therefore, the researcher would like to express their deepest gratitude to:

1. Dr. Dadang Solihat M.Pd.BI, as the first supervisor, I have provided guidance, advice, and motivation that have been very meaningful during the process of preparing this paper.
2. Dr. Endang Darsih M.Pd., as supervisor II, for his direction, input, and patience in guiding the author.
3. Muh. Aprianto Budie Nugroho, M.Pd, as the head of the English Education Study Program of the Faculty of Teacher Training and Education.
4. All lecturers in the English Education Study Program who have provided beneficial knowledge and insights during the author's education.
5. Asep Jejen Jaelani, M.Pd, as the Dean of the Faculty of Teacher Training and Education.
6. Prof. Dr. H. Dikdik Harjadi, S.E., M.Si., as the Rector of Universitas Kuningan
7. My beloved parents, who always provide prayers, support, and affection. and do not forget the researcher siblings and all extended family who have provided endless motivation.
8. My girls, acel, ama, arin, ayu, and bebe. Those who are always with the researcher struggle together, being one of the support systems to complete this research.

9. To myself, thank you for sticking it out and fighting through the tough stuff to get to this point. Keep applying 'Berdikari' in any situation. I'm so proud of myself.

The researcher realises that this paper is far from perfect. Therefore, constructive criticism and suggestions are highly expected. Hopefully, this paper can be useful for readers, especially for those who are interested in this field of study.

ABSTRACT

Students' Pronunciation Errors in Tourism Class: An Analysis of Segmental Features in Tour Guide Practices

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This research analyzes segmental pronunciation errors made by fifth-semester students in the English for Tourism class of the English Education Study Program at Kuningan University. The research employed a qualitative method design with a case study. Data were collected through 10 video recordings, totaling 50 minutes, of the students' performances during the practice of being a tour guide. The recorded data were subsequently analyzed with the *Praat* software as an acoustic measure of segmental pronunciation errors. The finding indicates that the students made various segmental pronunciation errors, particularly vowels 62%, diphthongs 22%, and consonants 16%. The most frequent errors were made in pronouncing vowel sounds, particularly /ɪ/. These errors in pronunciation are perhaps due to the interference of the students' mother tongues (Indonesian or Sundanese) and the limited exposure to native pronunciation models. In conclusion, the study recommends providing more focused pronunciation instruction, particularly on segmental features, in tourism-focused speaking classes. Segmental accuracy must be enhanced to make students more intelligible and confident in using English in workplace contexts.

Keywords: *English education, pronunciation errors, segmental features, tourism class, tour guide,*

PREFACE

Praise be to Allah SWT, the God Almighty and the Most Merciful, who has granted His blessings to each human being. May Allah bless the Prophet Muhammad SAW, as the last of the messengers, his household, his companions, and those who follow him until the Day of Judgment. The researcher wants to thank God for giving her strength and health so that the researcher could finish the paper because of Allah's blessings.

This paper, entitled “**Students' Pronunciation Errors in Tourism Class: An Analysis of Segmental Features in Tour Guides Practices**”, is written as a part of the requirements for completing the Bachelor's Degree in English Education Study Program, Faculty of Teachers Training and Education, Universitas Kuningan. This paper aims to identify and investigate the most common segmental pronunciation errors produced by students in a tourism class during practice sessions. and to identify and categorize the most common forms of segmental pronunciation errors that students make in English, particularly in the context of tourism communication.

This paper hopefully can contribute to all readers and inspire other researchers who will undertake further research in a related field. The researcher realizes this paper is still far from being perfect. Therefore, critical comments and suggestions from those deeply concerned with this topic are welcome.

Kuningan, June 2025



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