

CHAPTER 4

RESULTS

This chapter shows the results of the research from three main research questions that were collected in Savannakhet Teacher Training College. The result presented step by step as follow: The result of Research Question 1 shows the efficiency of the lesson plans using authentic materials to enhance the listening and speaking abilities on the hospitality industry of Lao undergraduate students. Research Question 2 shows if using of authentic materials improves Lao undergraduate students' abilities on English listening and speaking. Research Question 3 shows the satisfaction toward the listening and speaking of Lao undergraduate students using authentic materials. The listening results were collected by using quantitative methods, namely pre-test, mini - test at the end of each lesson in eight topics and post-test, and questionnaires to test the students' satisfaction toward using authentic materials. Moreover, qualitative methods, namely open-ended questions were attached at the end of questionnaires. The speaking result was collected, using Harris' Criteria. Four individual activities and four pair work activities were used to investigate students' speaking ability.

4.1 Research Question One: What is the efficiency of lessons using authentic materials to enhance Lao undergraduate students' listening ability in the hospitality industry?

This section presents the results of quantitative data collecting from eight lesson plans. The achievement test utilized in this study to determine the efficiency of the lessons for the third year students based on the criterion set 75/75. The results were gathered from mini - test in each lesson, both listening and oral speaking (50 points). The mini listening test in each lesson was 25 points and 25 points were given in oral speaking. The total mean scores of listening mini - test were 400 points. The total scores of speaking were 50 points (25 points for individual testing and 25 points for pair work). The table 4.1 below shows the percentage, mean and standard deviation of listening and speaking abilities.

Table 4.1

The Efficiency of the Listening lessons for Lao undergraduate students at STTC (N = 41)

No	Activities Scores of Learning through Authentic Materials in the Hospitality Industry (The Efficiency of the process)									Post-test (50)
	1(50)	2(50)	3(50)	4(50)	5(50)	6(50)	7(50)	8(50)	Total (400)	
1	44.33	37.67	38.67	39.33	39.33	35.33	40.33	39.00	313.99	35.00
2	43.33	42.00	41.33	42.33	43.00	37.67	39.33	44.33	333.33	44.67
3	41.00	40.00	40.00	34.00	38.33	38.33	38.67	36.00	306.33	40.33
4	46.33	35.67	36.67	32.33	34.33	35.33	44.00	31.33	295.99	38.67
5	43.00	36.67	39.67	40.67	37.67	35.67	44.33	39.00	316.67	42.00
6	42.33	42.33	42.00	44.67	42.67	40.33	44.00	45.00	343.33	40.67
7	44.00	38.00	34.00	33.00	35.67	38.33	38.67	32.00	293.67	36.33
8	41.67	36.33	39.00	40.67	37.00	36.33	37.67	43.00	311.67	39.00
9	44.33	40.67	39.00	39.00	39.00	39.67	40.00	37.67	319.33	38.33

Table 4.1 (Continued)

No	Activities Scores of Learning through Authentic Materials in the Hospitality Industry (The Efficiency of the process)									Post- test (50)
	1(50)	2(50)	3(50)	4(50)	5(50)	6(50)	7(50)	8(50)	Total (400)	
10	46.67	44.33	42.67	34.00	43.00	35.33	39.33	35.67	321.33	37.33
11	45.00	39.00	36.33	38.00	37.33	36.00	39.00	39.33	310.33	30.33
12	43.65	40.00	39.33	37.33	38.00	36.33	42.00	39.33	315.98	41.67
13	43.33	38.00	37.67	38.67	38.00	36.33	35.67	39.00	306.66	43.33
14	45.67	42.67	40.33	38.00	38.33	41.00	45.33	38.33	329.67	45.00
15	45.67	44.00	44.33	44.67	43.00	44.33	41.33	44.00	351.34	43.33
16	42.33	35.67	37.00	37.67	37.67	37.33	35.67	38.33	301.66	40.33
17	42.67	40.00	38.67	35.67	38.67	40.67	40.33	35.00	311.67	42.67
18	45.33	40.67	35.00	36.33	33.33	38.00	40.00	37.00	305.66	39.33
19	39.67	38.00	32.67	34.33	33.67	35.67	31.67	34.00	279.67	38.67
20	45.00	42.67	37.67	43.00	37.67	41.00	40.67	43.33	331.00	42.33
21	41.00	42.33	39.33	42.67	40.00	38.33	38.67	41.00	323.33	37.67
22	38.00	46.33	38.00	34.67	38.67	39.00	37.33	33.33	305.33	38.00
23	41.67	33.67	39.67	42.00	38.33	37.67	36.33	42.33	311.67	42.00
24	41.67	43.00	42.67	43.00	41.00	44.00	38.67	43.33	337.34	41.00
25	44.00	37.67	41.00	41.67	40.67	42.33	41.67	42.00	331.00	36.33
26	39.33	44.00	38.00	37.67	39.67	42.00	35.00	39.00	314.66	35.67
27	43.00	39.33	33.67	37.67	31.00	43.33	39.67	36.67	304.33	42.33
28	46.00	40.33	38	38.33	36.00	42.00	33.33	39.00	313.33	41.67
29	39.00	36.33	40.33	41.67	40.00	35.00	40.67	42.67	315.66	38.00
30	40.67	38.00	39.33	41.33	37.67	40.33	38.00	40.33	315.67	40.67
31	43.67	43.00	43.67	41.67	41.67	42.67	43.00	41.67	341.00	37.67
32	37.67	37.33	39.67	36.00	39.00	41.67	38.67	37.00	307.00	38.33
33	43.00	43.67	33.33	40.67	34.67	40.67	39.67	40.67	316.34	40.67
34	42.00	41.33	41.00	42.00	42.67	43.33	42.00	41.33	335.66	43.00
35	43.33	39.00	40.67	44.67	39.67	38.67	41.00	44.67	331.66	38.00
36	42.33	41.33	41.33	43.00	42.33	39.67	38.33	44.00	332.33	42.33
37	41.33	35.33	39.00	43.00	40.00	36.33	41.00	43.33	319.33	41.33
38	45.67	33.33	36.00	41.33	38.33	34.67	41.33	39.00	310.00	45.67

Table 4.1 (Continued)

No	Activities Scores of Learning through Authentic Materials in the Hospitality Industry (The Efficiency of the process)									Post-test (50)
	1(50)	2(50)	3(50)	4(50)	5(50)	6(50)	7(50)	8(50)	Total (400)	
39	42.00	45.33	43.00	42.00	41.00	42.67	41.67	43.33	341.00	44.00
40	44.67	35.00	41.00	36.67	39.33	38.33	42.67	36.67	314.34	39.67
41	41.67	43.00	40.00	42.33	41.00	37.00	43.00	41.33	329.34	38.67
Total	1757	1633	1601	1618	1588	1599	1630	1623	13048	1642
\bar{X}	42.85	39.83	39.04	39.46	38.74	38.99	39.75	39.60	318.25	40.05
S.D.	2.22	3.30	2.78	3.42	2.79	2.82	2.92	3.55	14.82	3.06
%	85.70	79.65	78.08	78.91	77.47	77.98	79.49	79.18	79.56	80.10

As shown in Table 4.1, the efficiency of the listening and speaking lessons for the Lao undergraduate students, which were conducted by the researcher, was 79.56/80.10, which was higher than the criterion set 75/75. It indicates that students, who have learned English presented through authentic materials in the hospitality industry, have received mean scores from the exercises of eight lessons at 79.56% and the total mean scores from the achievement test after learning at 80.10%.

4.2 Research Question Two: Does the use of authentic materials improve Lao undergraduate students' listening and speaking abilities in the hospitality industry after learning through authentic materials?

This section presents the result of the analysis of the quantitative data from the achievement tests in listening lessons used in this study to compare students' learning achievement before and after learning listening and speaking lessons for Lao

undergraduate students. Pre-test scores (50 items: 25 points for English listening and 25 points for English speaking) and Post-test scores (50 items: 25 points for English listening and 25 points for English speaking) were used to find out the statistically significant difference as shown in Table 4.2 and 4.3, respectively.

Table 4.2

Comparing the Difference between Pre-test and Post-test Mean Scores

No	Pre-test	Post-test	Difference	Double Difference (D ²)
1	28.00	35.00	7.00	49.00
2	30.00	44.67	14.67	215.11
3	32.67	40.33	7.67	58.78
4	31.67	38.67	7.00	49.00
5	30.00	42.00	12.00	144.00
6	27.67	40.67	13.00	169.00
7	33.33	36.33	3.00	9.00
8	32.00	39.00	7.00	49.00
9	26.33	38.33	12.00	144.00
10	34.33	37.33	3.00	9.00
11	27.33	30.33	3.00	9.00
12	32.33	41.67	9.33	87.11
13	27.33	43.33	16.00	256.00
14	34.33	45.00	10.67	113.78
15	32.33	43.33	11.00	121.00
16	32.33	40.33	8.00	64.00
17	29.33	42.67	13.33	177.78
18	31.67	39.33	7.67	58.78
19	31.33	38.67	7.33	53.78
20	31.00	42.33	11.33	128.44
21	30.00	37.67	7.67	58.78
22	32.00	38.00	6.00	36.00
23	29.33	42.00	12.67	160.44
24	32.67	41.00	8.33	69.44
25	34.67	36.33	1.67	2.78
26	29.33	35.67	6.33	40.11
27	34.67	42.33	7.67	58.78
28	34.00	41.67	7.67	58.78
29	36.00	38.00	2.00	4.00

Table 4.2 (Continued)

No	Pre-test	Post-test	Difference	Double Difference (D ²)
30	33.33	40.67	7.33	53.78
31	33.00	37.67	4.67	21.78
32	32.33	38.33	6.00	36.00
33	34.67	40.67	6.00	36.00
34	31.00	43.00	12.00	144.00
35	36.00	38.00	2.00	4.00
36	33.33	42.33	9.00	81.00
37	34.67	41.33	6.67	44.44
38	33.33	45.67	12.33	152.11
39	34.67	44.00	9.33	87.11
40	30.67	39.67	9.00	81.00
41	32.33	38.67	6.33	40.11
Total	1307.33	1642	334.67	3236
\bar{x}	31.89	40.05	8.16	78.93

As revealed in Table 4.2, it indicates that the students who learned English listening and speaking lessons presented through authentic materials in the hospitality industry had pre-test mean score at 31.89 and post-test mean score at 40.05.

Table 4.3**Comparing the Difference between Pre-test and Post-test Mean Scores**

Achievement	No	Total Scores	\bar{x}	S.D.	t
Pre-test	41	50	31.89	2.44	2.07*
Post-test	41	50	40.05	3.06	*

** Significant difference at .01

Table 4.3 presents that the students' learning achievement test in English listening and speaking using authentic materials in the hospitality industry had higher

learning achievement of lessons on post-test mean scores ($\bar{x} = 40.05$) than in pre-test mean scores ($\bar{x} = 31.89$) at the .01 level of statically significant difference ($t = 2.07$).

4.3 Research Question Three: What is the satisfaction of Lao undergraduate students toward using authentic materials to enhance listening and speaking abilities in the hospitality industry?

This section shows the satisfaction with the lessons of Lao undergraduate students by using learners' satisfaction questionnaire, which the researcher conducted herself. The samples chose the level of their satisfaction in the questionnaires, ranking from the least satisfied (1), less satisfied (2), moderate satisfied (3), more satisfied (4), and the most satisfied (5). Mean scores, standard deviation, level of satisfaction were shown in Table 4.4

Table 4.4

Learners' Satisfaction towards the Lessons of Lao undergraduate Students

Statements	\bar{x}	S.D.	Level
1. I enjoy the activities provided in the eight lesson plans.	4.51	0.78	The most satisfied
2. I learn from eight lesson plans and could apply the lessons in my daily life.	4.19	0.81	More satisfied

Table 4.4 (Continued)

Statements	\bar{x}	S.D.	Level
3. Practicing various activities from eight lesson plans is interesting.	4.39	0.70	More satisfied
4. The eight lesson plans are understandable and easy to do.	4.00	1.05	More satisfied
5. The contents and activities are relevant.	4.37	0.77	More satisfied
6. Learning through authentic materials help improve my listening and speaking.	4.53	0.64	The most satisfied
7. Learning through authentic materials help me to understand the contents well.	4.54	0.64	The most satisfied
8. The examples in the contents and activities of the lessons are interesting.	4.78	0.47	The most satisfied
9. Learning the eight lessons about the hospitality industry through authentic materials is useful for my future.	4.66	0.52	The most satisfied
10. Learning these lessons enhance my learning.	4.36	0.58	More satisfied
11. Learning eight lesson plans through authentic materials improves my listening an	4.37	0.58	More satisfied

Table 4.4 (Continued)

Statements	\bar{x}	S.D.	Level
12. I have a positive attitude toward learning English after taking these lessons on the hospitality industry.	4.34	0.69	More satisfied
Grand Total	4.39	0.69	More satisfied

Table 4.4 shows that students were more satisfied towards using authentic materials in the hospitality industry in overall ($\bar{x} = 4.39$, S.D. = 0.69). It is noticeable that the three highest mean scores were no. 8 “The examples in the contents and activities of the lessons are interesting.” ($\bar{x} = 4.78$, S.D. = 0.47), followed by no. 9 “Learning the eight lessons on hospitality industry through authentic materials is useful for my future.” ($\bar{x} = 4.66$, S.D. = 0.52), and no. 1 “I enjoy the activities provided in the eight lesson plans.” ($\bar{x} = 4.51$, S.D. = 0.78), respectively. In contrast, the three lowest mean scores were no. 4 “The eight lesson plans are understandable and easy to do.” ($\bar{x} = 4.00$, S.D. = 1.05), followed by no. 2 “I learn from eight lesson plans and could apply the lessons in my daily life.” ($\bar{x} = 4.19$, S.D. = 0.81), and no. 12 “I have a positive attitude toward learning English after taking these eight lessons on the hospitality industry.” ($\bar{x} = 4.34$, S.D. = 0.69), respectively.

4.4 Summary of the Chapter

In short, this chapter proposes the findings and data analysis of this study.

The results of each question are expressed from the question one to three. Detailed summary of the finding; discussions, and implications for instruction are presented in the next chapter.

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