

TABLE OF CONTENTS

	Pages
APPROVAL SHEET	I
PERNYATAAN	III
ABSTRAK.....	IV
ABSTRACT	V
PREFACE.....	VI
ACKNOWLEDGMENT	VII
TABLE OF CONTENTS.....	VIII
LIST OF TABLES	X
LIST OF ENCLOSURES.....	XI
CHAPTER 1 INTRODUCTION	1
1.1 Background	1
1.2 Formulation of the Problems.....	3
1.3 Operational Definition	3
1.4 Aim of the Research.....	4
1.5 The Significances of the Research	4
CHAPTER 2 LITERATURE REVIEW	6
2.1 Foreign Tourists' Perceptions	6
2.2 Public Services' English Skills	7
2.2.1 Communication Aspects	8
2.2.2 Psychological Aspects.....	9

2.3 Pangandaran Tourism Area.....	9
CHAPTER 3 RESEARCH PROCEDURES	11
3.1 Research Method.....	11
3.2 Setting and Participants.....	11
3.3 Data Collection	11
3.4 Data Analysis	13
3.5 Research Schedule	16
CHAPTER 4 FINDINGS AND DISCUSSION	17
4.1 Research Findings	17
4.1.1 Public Services' Speaking Skills were Better Than Their Writing Skills	17
4.1.2 Self-Confidence, Anxiety and Fear, Affect Public Services	19
4.1.3 Content Mastery of Public Services Still Needs Improvement	22
CHAPTER 5 CONCLUSION AND SUGGESTIONS.....	24
5.1 Conclusion	24
5.2 Suggestions	25
REFERENCES.....	26
BIOGRAPHY	52