

## ABSTRACT

### **Muhamad Rizky Ramadhan, 2020: Designing an ESP-Based Program for Airport Customs Staff of Husein Sastranegara International Airport (HSIA)**

English is not a new thing in the aviation or airport area. There are several books discussing English, unfortunately, those books were only intended for those who work in the air such as pilot, flight cabin, or ATCOs. Until today there is still no such books discussing English for those working on the ground airport area or customs staff. This study aims (1) to know the results of ESP Need Assessment found on the HSIA Customs Staff, and (2) to know the proper ESP-based English program that should be implemented for HSIA Customs Staff.

This research uses qualitative approach by using questionnaire, interview and document analysis. With total of 15 participants of HSIA customs staff involved and takes place in an online mode of the world because of the COVID-19 Pandemic. The questionnaire is used to find out what the students' needs and what is the proper program for the students, and the document analysis is needed to compare the now used syllabus and the result of the need assessment found from questionnaire that have been provided. The Interview is used to find out more details about what is need to be revised from the recent syllabus and details about the need assessment and the reason why it should be the need assessment.

According to the research findings, the needs assessment of the HSIA customs staff is on the Speaking subject while some of them prefer Writing skills. The proper content of the English materials, and the specific subject of English material for them is not provided by the syllabus and the needs to revised, the syllabus needs to focus on the Speaking subject. The proper program for them is by implementing the task-based program; not only it is in line with the ESP but with this type or program, the students will focus on certain subject or skills that they need on their work environment.

To sum up, the syllabus needed to be changed to focus on Speaking subject with students and teacher agrees; for future researcher, much more in-depth research by practicing the new program to the class is needed to find the proper program. With this research, researcher hope for a better research in the next years, this is just the blueprint of how to design a proper program for the customs staff. And hoping that this research inspires another researcher to find proper program in every jobs subject with ESP-based.