



## THE EFFECTIVENESS OF CROSSWORD PUZZLE METHOD TO INCREASE THE MOTIVATION IN SPEAKING ENGLISH FOR LPD EMPLOYEES

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**Abstrak:** Pelatihan berbicara (*speaking*) dalam bahasa Inggris membutuhkan metode khusus. Penelitian ini bertujuan untuk mengetahui seberapa efektif penerapan metode crossword puzzle terhadap hasil pelatihan berbicara bahasa Inggris bagi karyawan LPD (Lembaga Perkreditan Rakyat) di desa Guwang, Kabupaten Gianyar. Karyawan LPD tentu saja harus mempraktekkan cara berbicara yang tepat dan benar terutamanya dengan hal-hal yang berhubungan dengan teknologi dan informasi setiap harinya. Dengan menguasai istilah-istilah teknologi dan informasi untuk bidang perbankan dan keuangan dianggap dapat meningkatkan kesadaran diri mereka sebagai karyawan LPD di era masyarakat 5.0 ini. Jenis penelitian ini adalah kualitatif model studi kasus dengan menggunakan desain praeksperimental dengan menyebarkan kuesioner dan melakukan wawancara awal mengenai istilah-istilah teknologi informasi kepada 20 orang karyawan. Dengan demikian sampel penelitian adalah karyawan LPD di Desa Pekraman Guwang, Gianyar, yang terdiri dari beberapa tingkat pendidikan seperti SMA, SMK, Diploma dan Universitas. Instrumen penelitian yang digunakan adalah lembar teka-teki silang yang terdiri dari 20 kosakata yang berhubungan dengan istilah keuangan dan teknologi informasi dalam bahasa Inggris. Sedangkan data penelitian dianalisis dengan menggunakan teknik analisis data dengan model interaktif (Interactive Mode of Analysis). Tahapan dalam analisis data adalah Reduksi Data, Penyajian Data dan Penarikan kesimpulan. Berdasarkan uji hipotesis yang telah dilakukan, dapat disimpulkan bahwa penggunaan metode crossword puzzle berpengaruh dalam meningkatkan minat penguasaan bahasa Inggris secara aktif dan meningkatkan rasa percaya diri karyawan. Hasil analisis data terdapat 11 orang (55%) yang hanya mendapatkan kosakata di bawah 10 buah (Kelompok A). Yang berhasil mendapatkan kosakata 10 sampai 15 sebanyak 6 (30%) orang (Kelompok. B), sisanya 3 orang (15%) mendapatkan hasil di atas 15 (Kelompok. C).

**Kata kunci:** Teka-teki silang, berbicara dalam bahasa Inggris yang efektif, karyawan LPD

**Abstract :** English speaking training requires special methods. This study aims to determine how effective the application of crossword puzzle method on the results of English speaking training for LPD (Lembaga Perkreditan Rakyat) employees in Guwang village, Gianyar Regency. LPD employees certainly have to practice the right and correct way of speaking especially with things related to technology and information every day. By mastering the terms of technology and information for banking and finance is considered to increase their self-awareness as LPD employees in this era of society 5.0. This type of research is a qualitative case study model using a pre-experimental design by distributing questionnaires and conducting initial interviews regarding information technology terms to 20 employees. Thus the research sample is LPD employees in

Guwang Pekraman Village, Gianyar, which consists of several educational levels such as high school, vocational school, diploma and university. The research instrument used was a crossword puzzle sheet consisting of 20 vocabularies related to financial terms and information technology in English. While the research data were analyzed using data analysis techniques with interactive models (Interactive Mode of Analysis). The stages in data analysis are data reduction, data presentation and conclusion drawing. Based on the hypothesis testing that has been done, it can be concluded that the use of the crossword puzzle method has an effect in increasing interest in mastering English actively and increasing employee confidence. The results of data analysis there are 11 people (55%) who only get vocabulary under 10 pieces (Group A). Those who managed to get a vocabulary of 10 to 15 were 6 (30%) people (Group. B), the remaining 3 people (15%) got results above 15 (Group. C).

**Key words: Crossword puzzle, effective English speaking, LPD employees**

## INTRODUCTION

In the era of Society 5.0 is "A human centered society that balances economic advancement with the resolution of social problems by a system that highly integrates cyberspace and physical space." Society 5.0 was proposed in the 5th Science and Technology Basic Plan as a future society that Japan should aspire to. It follows the hunting society (Society 1.0), agricultural society (Society 2.0), industrial society (Society 3.0), and information society (Society 4.0). Therefore in order to compete to the world then people is urged to master the international languages which is English.

The Government has prepared a number of programs to encourage the increased digital literacy and skills, such as the Pre-Employment Card and National Digital Literacy Program with the theme Indonesia is Getting More Digitally Capable. In addition to increasing digital literacy, the Government also continues to encourage the younger generation to have an entrepreneurial spirit so that they can establish a start-up to create a variety of digital solutions and innovations for society.

The government continues to improve public access to banking services. One of them is encouraging the banking world to implement financial service technology that is easy to use by the Indonesian people. Minister of Communication and Information Rudiantara (2017) revealed that currently there are approximately 175 million Indonesians who have at least one cellphone. The Minister assessed that there are two driving factors for the adoption of banking technology in Indonesia. First, the growth of the communication and informatics sector in Indonesia is able to support the development of banking digitalization. Second, government policy in building and providing telecommunications infrastructure to reach all communities.

It is in line with some linguists as stated by (Harris & David, 1973) that we may therefore say that language includes four skills, or complexes of skills: listening, speaking, reading, and writing. Adult learners preferred to focus on speaking to other basic English skills because most of them want to be able to communicate their ideas in some events such as seminar and conference to other people not only in Indonesia but also overseas countries. This is in line with what Ahmad (2016, p.479) states that English is not only the link language within a country but abroad also. People of one country are able to share and appreciate the ideas of the people of another country through English. This condition makes me interested and motivated to be a part of their learning English.

The importance of broad language skills for working people to be able to compete in

all aspects of life, one of which is in the field of financial management or banking and Village Credit Institutions. Especially if the financial institution is located in the middle of a tourism area such as in the Guwang area of Gianyar, causing English to become an important communication medium to be mastered.

Learning English is needed for preparing the globalization era and developing science. So, we can increase competition with the world community. To master all, they should prepare themselves with vocabularies. The vocabulary is an important thing in learning English. If the students have a lack of vocabulary, they cannot express their ideas, and it is impossible to communicate effectively among people. English is as an international language that plays a very important role in all fields, must be introduced and taught in Indonesia. In the process of learning English, oral and written proficiency in the target language is a sign of successful mastery of English language skills. (Nur Fitria, 2022)

Language has an important role in human life, because it is a tool used by humans to interact with others. Therefore, mastering a foreign language widely and correctly, especially English is very necessary. The status of English as the language of the universe has made it mandatory for people in the world to master English. Seeing the above fact, the selection of employees or employees requires mastery of active English as the main requirement for employee acceptance. Therefore, a good command of English starting with a broad vocabulary becomes the standard for the good and bad quality of a company. English mastery not only includes the four areas of language skills (listening, reading, speaking, and writing) but also other linguistic aspects such as vocabulary.

The significance of language in the life of human beings cannot be denied. One cannot think about society without a language. The core purpose of language is communication, and we use language to express our emotions or feelings and to ask and inform others about certain things. At the present time, English has developed into an accepted international language of technology and commerce. It is a widely used language around the world for the purpose of communication, education and professional careers (Afzal et al., 2020). English for Specific Purposes (ESP) is introduced to cater for the needs of learners from different academic and professional backgrounds. Needs analysis is one of the major components of ESP for designing a course.

The development of an increasingly open world requires broad language mastery skills in order to compete in all aspects of life, one of which is in the field of financial management or banking. Banks represent the business sectors and institution of a country. And English related to bank setups, and therefore they can fall under the category of business English. Business English (BE) is a sub-branch of English for Specific Purposes (ESP), and it has concerned with increasing awareness. And awareness of the huge and massive growth in economic activities on an international scale. The importance of business English cannot be underestimated because it a tool that is used to communicate with the global business market. The development of an increasingly open world requires broad language mastery skills in order to compete in all aspects of life, one of which is in the field of financial management or banking. The banking system plays an important role in the economic development of a country. It is also related to the stability of the financial environment.

One of the most interesting methods is the game method. The game method is an activity played according to certain rules that creates fun, challenges and can develop skills. The purpose of the game method is so that learning can take place in accordance with what

is to be achieved and provide optimal results. Games in learning are not boring so that the learning process and results can improve.

According to gamesver (2021) 15 Substantial Benefits of Word Search Puzzles for Seniors such as : word searches provide a good brain workout, doing word searches helps to retain and enhance cognitive skills, word searches help develop enhanced visual and spatial insight, doing word searches is a good way to socialize with peers, doing word searches adds meaning and substance to life, solving puzzles such as word searches help to enhance problem-solving skills, word searches are a good form of therapy, doing word searches helps beat anxiety and nervousness, word searches can help to delay the onset of neurological disorders, doing word searches is a great boredom buster, older adults can use word searches to relieve stress, word searches are something to look forward to (competitions), completing word searches provides a way to bond with the family (grandkids), doing word searches boosts dopamine (the feel-good hormone), doing word searches is a lot of fun.

Agus Suryana (2009: 2) in his book *Learning English With Crosswords* says that "learning a language can cause boredom if not done by playing. One of them is through crosswords or crossword puzzles". With crosswords, learners are encouraged not to be bored in learning a language, and encouraged to remember what they have learned before.

Besides using games, media is also very important in the learning process. Media is a set of educational and teaching equipment used to assist the presentation of subject matter to students in order to achieve the expected goals.

Lilis Sri Wahyuni (2018) in the journal "The Effect of the Application of the Crossword Method on the Learning Results of Vocabulary Mastery of Third Grade Students SDN 151 Bunne, Kecamatan Marioriwawo Kabupaten, Soppeng " the effect of the crossword puzzle method can be seen from the increased student work after the application of the crossword puzzle method in learning. High activity will create a more effective learning so that student writing results can be of higher quality. The utilization of the crossword puzzle method can be said to be effective in learning vocabulary mastery if it can optimize student learning outcomes in mastering Indonesian vocabulary when compared to the application of the model or method of comparison, namely the teacher only uses the direct assignment method without being accompanied by direction and delivery of specific objectives in learning activities.

Based on the description from the beginning, it can be said that vocabulary improvement as the beginning of effective English learning is expected to be optimized by using the crossword puzzle method.

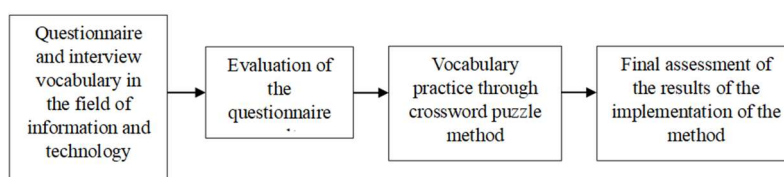
Table 1. *Situation Analysis*

Field	Problems	Solution
English Language	Lack of vocabulary mastery	Crossword method
English conversation	Lack of confidence	Doing conversation practice

## METHOD

Data processing in this study uses a type of qualitative method. Where qualitative method is a type of research that describes a problem clearly in a study while data collection techniques. And data analysis are used case study method by taking several samples from respondents randomly. For starting point, it is necessary to give a definition of case study research. According to Yin (, 2009) defines case study as an empirical inquiry which investigates a phenomenon in its real-life context. In a case study research, multiple methods of data collection are used, as it involves an in-depth study of a phenomenon. Multiple case study research suggests using replication logic as an approach in the analysis process. In this process, each case must undergo the same research procedures, until it produces its own research results. Furthermore, the results of each study are compared, to determine the similarities and differences. The results are used to explain research questions in general and in particular the achievement of the aims and objectives of the study (Wina Halimatus Sadiyah, 2019)

The population in this study were all employees of the Lembaga Perkreditan Desa (LPD) Guwang village Pekraman Gianyar district which amounted to 20 people. Thus the research sample are employees who have different educational background with the details of 5 undergraduates, 1 D1, 7 vocational schools, and 7 high schools. This research was conducted for 8 (eight) months from November 2022 conducted at the LPD office of Guwang Pekraman village Gianyar.



Picture 1. Research Scheme

This research was carried out with the following systematic step: First, questionnaires and interview sheets were distributed to obtain initial data. A slight training was carried out as an activity to recall or introduce the terms of technology and information terms in English. After that, an evaluation of the first puzzle was carried out. The respondents are given about 20 minutes to fill in the puzzle form. Then the initial evaluation results were obtained, every sheet is marked with the total words that the respondents could obtain. Then an assessment or evaluation of the implementation of vocabulary improvement with the crossword puzzle method is carried out.

## RESULT AND DISCUSSION

After having 2 (two) rounds of English speaking practice and several informal speaking interviews, some results exist. Based on the results of the research conducted by researchers at LPD Guwang, the data collected through the test instrument can be obtained so that the learning outcomes of English vocabulary mastery can be known in the form of the results of working on crossword puzzles.

Table 2. *Vocabulary results with crossword puzzle before training.*

Vocabulary Acquisition Level	Category	Percentage	Amount
Below 10	Low	55%	11
Between 10-15	Medium	30%	6
Above 15	High	15%	3

There were 20 vocabularies included in the puzzle about information technology with a duration of 30-minutes work period. The respondents need to rewrite the appropriate word under the puzzle form. From the first round, the average result was obtained below 15 vocabularies. There were 11 people (55%) who got less than 10 vocabularies which indicated as Group A. Those who managed to get a vocabulary of 10 to 15 words were 6 people (30%) in group B. The remaining 3 people (15%) got results above 15 words is indicated as Group C(Kumar et al., 2015). This result then is applied into the conversation within the employee by using the vocabularies that they gained from the crossword puzzle. The first round of test gained inappropriate result.

Table 3. *Vocabulary acquisition results after training.*

Vocabulary Acquisition Level	Category	Percentage	Amount
Below 10	Low	30%	6
Between 10-15	Medium	40%	8
Above 15	High	30%	6

After conducting two times vocabulary exercises on a different 20 samples in different puzzle, the results has been obtained as listed in the table above. They are: Group C in which vocabulary acquisition above 15 words are 6 people or 30%, in group B those who acquire vocabulary between 10 to 15 words are 8 people (40%) and the last group categories i.e Group A those who acquire vocabulary below 10 are categorized as low group consist of 6 people (30%). However, when viewed from the figures in the previous table, the figures in table 2 show a significant increase with the decrease in the number of vocabulary acquisition below 10, which means that respondents acquire more vocabulary than before. This fact shows that the mastery of vocabulary about information technology is increasing significantly (Crossman & Crossman, 1983)

Table 4. *Success rate in percentage.*

Vocabulary Acquisition Level	Range	Description	Percentage
Below 10	11 - 6	Decreased	45%
Between 10-15	6 - 8	Increased	33%
Above 15	3 - 6	Increased	100%

This table shows that the acquisition of vocabulary below 10 decreased significantly from 11 people to 6 people (45%). This means that the vocabulary ability of the respondents increased. In contrast, the acquisition of vocabulary between 10 to 15 words is stated to

increase because participants who acquire words between 10-15 increase from 6 people to 8 people or (33%). And likewise with the acquisition of vocabulary above 15 words from 3 people increased (100%) to 6 people. This data shows a very good fact that the training using crossword puzzles with technology and information terms worked extremely well according to the expected goals.

The obstacles faced in carrying out this research are that employees must provide special time in working on questionnaires and practicing the speaking and in between work so that the concentration of respondents is divided and unfocused. Respondents who have not used English for a long time need a long time to remember English vocabulary.

## **CONCLUSION**

After having several practice for the employees and analyzing is conducted, there are some final figures can be gained. Wise man said practices never betrayed the result, and it was true. Shortly can be said many good improvement happened to the financial employee who learn about information technology. Many of them felt something different and enthusiasm after learning about something different, something they do but they do not know. Deeply can be said that the employee dealt with IT terms everyday in their mobile phone or PC computer or laptop or in their social media but unintentionally they ignore those terms in their mind and they just followed others to use that terms without knowing exactly what was that: what they were saying or they were typing. More detailed conclusions related to the implementation of research the effectiveness of the crossword method on improving the mastery of English speaking of employees of LPD Guwang are as follows:

1. From the distribution of initial questionnaires to LPD employees, it was found that the mastery of vocabulary in the field of information and technology in Guwang LPD employees is still very minimal. This is due to the fact that they rarely use IT terms in English even though all LPD employees use computers, laptops, and cell phones in their daily office activities. This is due to many factors, one of which is the lack of motivation to practice English because they think that their position as employees of financial institutions does not require IT terms. Moreover the employee are mostly use English in written terms and seldom use it in speaking.
2. Another conclusion that can be obtained is in terms of the educational background that they generally get, especially for 7 high school graduates and 7 vocational school graduates, which has a very big influence on their curiosity about new things in this case, especially the mastery of English. Bachelor's degree, 1 Diploma, 7 vocational schools, and 7 high schools, the results show that the standard of English mastery of Guwang LPD employees, especially in information technology vocabulary, is very minimal. Due to the reason of minimal vocabularies caused the employee has low motivation to practise their English.
3. For their personal development, they raised their self confidence in using the term as finally they know what they said or what they typed. At last they mean what they say and they typed to give more meaning on what they were intended to. By knowing the

meaning of the words they can be more confidence to produce sentences for another terms.

This last conclusion can be said impact to soft skill of the employee as they raised their courage in using English for their daily lives. These could break the burden that the employees faced since years ago to master English well. Therefore they have a new experience in mastering English with a fun way. Surely they will share this experience to their close person i.e husband, wife, children or relatives.

From the 20 vocabulary words listed in the puzzle with a period of 30 minutes, the average result obtained was below 15 vocabulary words. There were 11 people (55%) who only got less than 10 vocabulary words (Group A). Those who managed to get a vocabulary of 10 to 15 pieces were 6 (30%) people (group B), and the remaining 3 people (15%) got results above 15 pieces (group C). Based on the results of this study, it is hoped that there will be a continuation of the program through English language training in the next community service.

It can be concluded that the aim of this research meet the goal. in the English ability it is showed that the crossword puzzle is effective to improve employee vocabulary, with using a qualitative method and case study method design conducted in LPD Guwang. Based on the data statistics above, result of the research show that the improvement of employee in LPD Guwang vocabulary mastery could be seen. psychologically the crossword puzzle method significantly raised the employees self confident, enthusiasm and grace in learning English, using English in the conversation and for sure this can be a good motivation for them to informing about English to their surrounding. Finally friends assist friend can be happened to spreading positive vibes.

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