

## **INFLUENCE OF THE TOEFL BASIC SKILLS INTRODUCTION PROGRAM ON THE UPGRADING OF TOEFL SCORE FOR 4<sup>TH</sup> SEMESTER STUDENTS OF TOURISM DEPARTMENT**

Treesje Runtuwene<sup>1</sup>, Silvana R. Wewengkang<sup>2</sup>, Agustinus Lumettu<sup>3</sup>  
Anneke M. Kaunang<sup>4</sup>, Jegiftha V.P.P. Lumettu<sup>5</sup>.

*Tourism Department and Accounting Department. Manado State Polytechnic*

**Abstract:** *Introduction of the TOEFL basic skills has a significant influence on the upgrading of TOEFL score of the test takers. Self –practice and tryout tests are, of course, necessary to be taken as preparation for the TOEFL test but they are not effective enough without being supplemented with the introduction of TOEFL basic skills. More effective strategies need to be implemented considering that the need for skills in the TOEFL test is increasing in universities both for educational purposes and for employment purposes. As a vocational college that prepares its graduates to be ready to use in the world of business and industry, Manado State Polytechnic tries to equip its students with skills in the TOEFL test. Skills in the TOEFL test have become increasingly urgent at the Manado State Polytechnic after it was determined that a graduate could only graduate if the person concerned had a TOEFL ITP certificate as a requirement so that having a TOEFL certificate becomes a requirement for completing education at the Manado State Polytechnic. English subjects are taught in a very limited time so they are not sufficient to build students' abilities in the TOEFL test because English language teaching is more aimed at professional English language skills in their respective fields while the TOEFL material coverage is general in nature and covers various fields so it requires special training. Realizing this urgency, our research team has conducted an introduction to TOEFL for 4th semester students majoring in Tourism, D3 Tourism study program as preparation for skills in the TOEFL test for internships abroad, graduation and job application. The research method used is a descriptive qualitative method and the research instruments used are observation, test results, notes – problem notes and documentation. Data collection was carried out purposively. Data were analyzed using descriptive statistical analysis. The results show that the experimental group that applied the TOEFL basic skills introduction program have significantly higher score than those of the control group.*

**Keywords:** *Introduction, TOEFL, Vocational, Educational.*

### **1. Introduction**

Technology advancement has shortened the distance from one continent to another continent or has even eliminated the boundaries among continents, but there are still rooms separating those who can speak English from those who cannot. There are many reasons why you should take the TOEFL test, including: 1. Requirements for Studying Abroad, This is the first reason for prospective students / students who are aiming to study abroad. Moreover, if you want to study with a scholarship, scholarship providers from various countries in Europe, the United States, Australia, the United States and even countries in Asia still require a TOEFL certificate. Each institution providing scholarships also has a minimum TOEFL score rule if you want to be

selected.2. Conditions for Working Abroad, Want to work in the United States, United Kingdom, Canada, Australia or New Zealand? A TOEFL certificate is mandatory. Not only abroad, several companies in Indonesia are currently asking for TOEFL certificates for prospective employees, in order to prove their abilities in addition to CVs and letters of recommendation.3. CPNS Selection Requirements. Not only for education and work abroad, TOEFL is also needed for registration of Prospective Civil Servants (CPNS). For a long time, this requirement has been imposed by the government in recruiting state servants. However, not all agencies require applicants to attach a TOEFL certificate. Only certain agencies require these requirements as one of the documents in CPNS registration.4. Testing Foreign Language Skills. Not only for studying or working, taking the TOEFL exam can also let students know the extent of their English skills in speaking, writing or listening. That way students can improve their abilities and increase their self-confidence. To find out the extent of your ability in English. Students can take the TOEFL Prediction Test as preparation for taking the Official TOEFL Test later. 5. College Entry Requirements, Not only for studying abroad, many well-known PTNs (State Universities) or PTS (Private Universities) in Indonesia require prospective students to have a TOEFL certificate. UGM (Gadjah Mada University) in Yogyakarta, for example, requires students who wish to continue their Masters degree to have a minimum IBT – TOEFL score of 45 and ITP (Institutional Testing Program) TOEFL of 450. 6. Requirements for Graduating from College. Not only to become a new student, a number of PTN and PTS apparently also require students who want to graduate from college to have a TOEFL certificate, as is required for POLIMDO students. History of TOEFL According to Fatimatuzuhron (2022), TOEFL was first developed by the National Council On The Testing of English as a foreign language - a group of academics and government officials formed in 1962. Their aim was to create an English language assessment for international students who wanted to study at university. in the United States. TOEFL was officially developed initially by the Center of Applied Linguistics at Stanford University under the leadership of Prof. Dr. Charles A. Ferguson. Then the development of TOEFL was explored by grants from the Ford and Danforth Foundations. First offered to students in 1964, the TOEFL was initially administered by the Modern Language Association, an organization founded in 1963 to promote the study of language and literature. The original version of TOEFL adhered to conventional language teaching policies at the time, which focused on studying each language component separately. The first TOEFL with this concept included 5 different sections that covered reading comprehension, vocabulary, listening, language structure and grammar. All with multiple choice questions. Academics are unaware of the limitations of this approach but language pedagogy is advanced enough to accommodate a wider range of assessments. In 1965, TOEFL administration was taken over by the Educational Testing Service (ETS) and the College Board. ETS is a non-profit organization founded in 1947 to administer the standardized tests of its member constituents that focuses more on test creation and development than on test administration. The College Board, known as SAT, is one of these members. Responsibility for administering TOEFL is under the auspices of ETS and the TOEFL Board (15 members of the educational committee, public officials and representatives from private foundations in 1973). In 1973 a cooperation agreement between ETS, The College Board and The Graduate Record Examiners was made to streamline the TOEFL program. ETS serves as the regulator or party responsible for this program. The beginning. TOEFL uses paper and is commonly known as TOEFL PBT (Paper Based Test). However, starting in 1998, the CBT (Computer Based Test) system was used, where the tool used was a computer. Since 2005, TOEFL has entered its third generation with the IBT (Internet Based Test) system and more complete exam components. However, in Indonesia PBT or ITP (Institutional testing program) is still implemented. Types of TOEFL Tests, Caesaria and Ayunda, 2023; Winarsih, 2021) mentions the types of TOEFL and the skills sections tested. This depends on which type of TOEFL is followed because in Indonesia and throughout the world there are 5 types of TOEFL which have several differences, as follows: 1. TOEFL PBT (Paper based test), The first type of TOEFL is PBT (Paper Based Test) which is the most common type of TOEFL test, as the name suggests, PBT uses paper so that the questions are printed on paper and participants answer

them on answer sheets in the form of paper as well and are answered manually. These types were the first types of tests introduced throughout the world. PBT consists of 3 sessions, namely Listening, structure and reading, the score is calculated using a conversion method which ranges from 310 to 677. Because it is done directly on paper, participants must come to the test location according to the specified schedule. The test lasts around 3 hours if the writing test is also tested in addition to listening, structure and reading (Septiani, 2023; Mentari, 2023; Anggreani, 2017;).

2. TOEFL CBT (Computer based test). The second type of TOEFL is CBT (Computer Based Test). As the name suggests, this type of TOEFL test uses a computer, the question sheets and answer sheets are displayed on the computer screen used by participants taking the exam. CBT consists of 4 sessions, namely listening, structure, reading and writing. Because this test is computer-based, the score calculation no longer uses a conversion table but uses an addition system where one highest session has a score of 300, so the highest score on the TOEFL CBT is 300.

3. TOEFL IBT (Internet Based Test). As the name suggests, this type of TOEFL is internet based or online, this type of test consists of 4 sessions, namely listening, reading, writing and speaking with scores ranging from 0-120. The TOEFL IBT test is the most expensive TOEFL test (Ets.org, 2023).

4. TOEFL ITP (Institutional Testing Program). This type of test is a type of TOEFL test which is administered by an institution or center affiliated with ETS (English testing service). The certificate is valid nationally and in the Asian region. However, it is accepted for domestic and neighboring countries and in countries in other Asian regions, both for academic and vocational purposes. ETS is an English language competency test provider based in Princeton, United States. Apart from being used as an evaluation of English language skills, TOEFL ITP is also used to apply for overseas scholarships such as Australia Awards Scholarships, Stuned, Fullbright, eErasmus Mundus and others. However, ITP TOEFL can only be used for scholarship selection materials. (<https://cilacks.uui.ac.id/toefl-ipt>).

5. TOEFL Prediction Test. According to Haffi (2023; Purwanto, Deni (2023), this type of TOEFL can be used as a warm-up before taking other types of TOEFL tests. If analogous, the TOEFL Prediciton test is a try out before taking the ITP TOEFL test. But there are also agencies, universities or companies local institutions that accept certificates issued by learning centers that administer the TOEFL Prediction Test. This test generally only covers the main sessions of the TOEFL test, namely Listening, Structure, Written expression and reading, and the calculation method will be the same as in the ITP TOEFL, namely following the Score Conversion Table. How to Calculate Scores on the TOEFL Test. There are several ways to calculate Toefl test scores depending on the type of Toefl test taken (Prastanti, M; Purnaning, ER et al, 2024).

1. Using the Score Conversion Table (Score Conversion Table). This table is used to calculate the Toefl PBT test score which is usually used for the Toefl ITP (Institutional Test Program) test and the Toefl Production Test. The paper based test score conversion table is as shown in table 1 below:

**Table 1. CONVERSION OF PAPER BASED TEST SCORES.**

Correct Answer	Section 1 (Listening)	Section 2 (Structure)	Section 3 (Reading)
50	68	-	67
49	67	-	66
48	66	-	65
47	65	-	63
46	63	-	60
45	62	-	60
44	61	-	59
43	60	-	58
42	59	-	57
41	58	-	56

40	57	68	55
39	57	68	55
38	56	65	54
37	55	63	53
36	54	61	52
35	54	61	52
34	53	58	51
33	53	57	50
32	52	56	49
31	52	55	48
30	51	55	48
29	50	53	47
28	49	52	47
27	49	51	46
26	48	50	46
25	48	49	45
24	47	48	44
23	47	47	43
22	46	46	42
21	45	45	41
20	45	44	40
19	44	43	39
18	43	42	38
17	42	41	37
16	41	40	36
15	41	40	35
14	39	38	34
13	38	37	32
12	37	36	31
11	35	35	30
10	33	33	29
9	32	31	28
8	32	29	28
7	31	27	27
6	30	26	26
5	29	25	25
4	28	23	24
3	27	22	23
2	26	21	23
1	25	20	22

**How to calculate TOEFL CBT** (Computer Based Test) scores. The competencies required for TOEFL CBT have a score of 0-30 points. Meanwhile, to calculate the score we don't need to use a conversion table. The way to calculate the TOEFL CBT score is as follows: - Add up the correct answers to all questions in all competencies. - The sum of the answers is divided by 3. - The results of the division are then multiplied by 10. Based on the principle of calculating these scores, the lowest TOEFL CBT score is 0 and the highest score is 300, as in the example below: Listening = 20 correct answers Writing = 10, Reading = 20. Total = 50. So  $50 : 3 = 16.67$ .  $16.67 \times 10 = 166.7$ . His TOEFL CBT score is 166.7. 3. How to calculate TOEFL IBT (Internet Based Test) scores. To calculate the TOEFL IBT score turns out to be simpler. The scores are taken from real numbers

without using formulas or tables. All scores and all competencies are added up, the competencies tested are Listening, writing, reading and speaking. The highest score on each side is 30 points. The following is an example: Listening = 30 (correct answer) Writing = 20. Reading = 10. Speaking = 30. Total = 90. From the example above, the final TOEFL IBT score is 90. The highest score in TOEFL IBT is 120 (Ets. Org, 2023). Comparison of TOEFL PBT, CBT and IBT scores. A comparison of the three TOEFL score calculations (Omega admin, 2021) above can be seen in the table on the following page.

**Table 2. COMPARISON OF TOEFL PBT, CBT AND IBT SCORES**

<b>IBT</b>	<b>CBT</b>	<b>PBT</b>
120	300	677
120	297	673
119	293	670
118	290	667
117	287	660-663
116	283	657
114-115	280	650-653
113	277	647
111-112	273	640-643
110	270	637
109	267	630-633
106-108	263	623-627
105	260	617-620
103-104	257	613
101-102	253	607-610
100	250	600-603
98-99	247	597
96-97	243	590-593
94-95	240	587
92-93	237	580-583
90-91	233	577
88-89	230	570-573
86-87	227	567
84-85	223	563
83	220	557-560
81-82	217	553
79-80	213	550

77-78	210	547
76	207	540-543
74-75	203	537
72-73	200	533
71	197	527-530
69-70	193	523
68	190	520

Source : TOEFL IBT score comparison Table, ETS 2005.

#### TOEFL FOR EDUCATIONAL PURPOSES

TOEFL is one of the most popular English language proficiency tests worldwide (English Vaganza, 2023). In fact, TOEFL has been accepted by 10,000 universities from 150 countries around the world. In fact, most universities only use TOEFL certificates as a consideration in their student admissions process compared to other English language test scores. This test has been considered the best for evaluating English language fluency. TOEFL certificate is one of the requirements for various educational purposes. Universities generally require a certain TOEFL score to get courses at their university for either a bachelor's, master's or doctoral degree. Especially for strata 2 and strata 3, a TOEFL certificate is a mandatory document. The TOEFL certificate is also a requirement for the final exam or for graduation at many universities. Apart from that, the TOEFL certificate is an important document for students who take part in internships or training abroad or even within the country. Liputan6.com, which reported from various sources, wrote as follows: TOEFL is a test of English as a foreign language that has been held since 1963. This test is organized by ETS (Educational Testing Service) as a non-profit educational and assessment organization in the USA. TOEFL is an English language test in the form of Structure and Written Expression, Reading Comprehension and Listening Comprehension. TOEFL questions have three to five texts with 700 words each. TOEFL is a test of English proficiency with an American accent. TOEFL was originally only used as a requirement for entering universities in America and Canada. The University of Computer Science and Technology explains that TOEFL is part of the pre-requisite test for academics, especially TOEFL is a requirement for completing studies or education, proposal hearings to thesis hearings, then it becomes screening requirements for scholarship or student exchange programs and readiness for English language academic programs. TOEFL is an English language proficiency test that is useful for assessing: 1. Writing skills and English grammar to be able to write scientific writing. 2. The ability to read English well and correctly in order to understand books, materials required for study. 3. Good and correct listening skills in English. There are three types of TOEFL, namely: PBT TOEFL, CBT TOEFL and IBT TOEFL. 1. PBT TOEFL is a type of TOEFL that is often found in several tutoring institutions or companies. This test is the first test system issued by ETS. This test uses a paper answer sheet. Taking this test is like taking a normal test, namely being present at the location and doing the printed questions. The form of the question itself is multiple choice. The duration of PBT work is approximately 3 hours. The TOEFL test score range for this type is between 330 – 667. 2. CBT TOEFL (Computer Based Testing) is a test that uses computer media. The assessment score for this model is in the range of 0 – 300. This test has been held since 1998. The abilities tested include listening, structure, reading and writing with a processing time of between 2 – 2.5 hours. IBT TOEFL (Internet Based Testing) is carried out via an internet connection. The assessment score for this model is in the range of 0 – 120, with a working duration of 4 hours. In Indonesia, the IBT TOEFL only came into effect in 2006 (Ets.org, 2023). TOEFL FOR VOCATIONAL PURPOSES, Nowadays a TOEFL certificate with a certain score is a requirement for applying for jobs, both in government and private agencies. Especially if it includes foreign collaboration. According to sikeer.id (2022), in the world of work TOEFL is useful for: 1. Open up job opportunities abroad. One of the requirements for working abroad is English language skills which must be proven with a certificate, a TOEFL certificate is proof of English language skills which is very commonly required in addition to IELTS, TOEIC certificates and other international tests. 2. Open a more promising career path. By mastering English, higher career paths will open up and we can achieve more opportunities, not only abroad but also at home. Many agencies require a certain TOEFL score for promotion or participation in a development program (Anggraina, HW, 2023).

#### I. RESEARCH METHODOLOGY

Research methods. The research method used in this research is a qualitative method to achieve the objectives that have been set to understand the phenomena experienced by the research subject such as behavior,



motivation, actions, holistically by means of descriptions in word form (Moleong, 2004: 6 in A. Lumettu and TR Runtewene, 2018:25). Location and Research Objects. The research location is the Manado State Polytechnic Tourism Department and the research objects are all fourth semester students of the D3 Tourism Study Program for the 2024/2025 academic year. Population and Sample. The population in this study were all Parisiwata D3 study program students, while the sample was 11 people for the experimental group and 11 people for the control group who were chosen randomly. (Nasution, 2004) in A.Lumettu et al (2019:27) stated that in qualitative research only sources that can provide information can be used as samples so that only participants who are ready to take part in a series of research will be used as samples. Data source. Lofland and Lofland in A. Lumettu et al (2019:27) state that the main data sources from qualitative research are actions, words, documents from other sources. So the data sources for this research are 22 fourth semester students who will be involved in the research with activities and test results in the form of actions and words as well as documents from the administration department of the Manado State Polytechnic Tourism Department. Research Instrument The instruments in this research are : Interview using an interview guide, Written test and oral test, Observation, Documentation. Data analysis. The collected data was analyzed using descriptive statistical methods. Research Stages. This research will be carried out in the following stages: Pretest (TOEFL test for all participants). The class was divided into 2 equal parts, 11 people each randomly, 11 people for the experimental group and 11 people for the control group. The treatment was carried out for the experimental group using the TOEFL introduction, while the control group did not use the TOEFL introduction, but used other methods that they wanted. The post test was carried out using the same test for both groups (TOEFL test consisting of Listening, Structure & Written expression and reading). Data analysis was carried out to compare the results of the two groups. Drawing conclusions. Reporting research results.

## **II. RESULTS AND DISCUSSION**

The use of various methods and techniques in teaching English is very important in supporting increased English language proficiency. This is important because English consists of the ability to listen, speak, read and write which requires the ability to listen or understand spoken language, the ability to use grammatical sentence structures and the ability to understand written text as well as the ability to understand and use a variety of vocabulary. In this study, the research team used the Toefl introduction program to provide basic Toefl test skills, namely listening comprehension, structure and written expression and vocabulary and reading comprehension.



Figure 1. Pre Test Experimental Group

In this research the researcher has determined one class to be used as a trial class (Experimental group) and another class as a comparison (Control group). In the Experimental group the TOEFL introduction program was used, while in the Control group the normal learning method was used, but before measurements were taken in the use of the two learning methods, both classes were given an initial test with the same material.



Figure 2. Pre Test Control Group

The test material consists of 3 sections as usual in Paper Based Tests, namely Listening Comprehension Test and Reading Comprehension Test. The test results for the two groups can be seen in the following table.

Table 3. EXPERIMENTAL GROUP AND CONTROL GROUP PRETEST RESULTS

	Experimental Group	Control Group
al	3	3

Source: Data Processed Results.

From the pre-test results shown in table 2, it turns out that the abilities of the two groups are not much different, because the experimental group got a score of 4323 and the control group got a score of 4283, so there is only a difference of 40 points, a difference that is not significant.



Figure 3. Learning for the Control Group

Furthermore, both classes were given the same learning material, namely doing TOEFL test practice exercises, where for the Experimental group the researchers used the TOEFL introduction program as a learning medium, while for the control group, the material was given without using the TOEFL introduction program. At the end of the lesson, a second test was held after the first treatment. The test results can be seen in table 4 on the following page.

Table 4. TEST AFTER FIRST TREATMENT.

No	Experimental Group	Control Group
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1	357	347
2	393	387
3	420	413
4	423	420
5	487	420
6	370	363
7	393	360
8	450	410
9	420	440
10	440	477
11	360	340
Total	4513	4377

Source: Data Processed Results.

From the test results above, it can be seen that the scores obtained by these two groups have started to differ significantly, namely the experimental group achieved a score of 4373, while the control group only achieved 4377. When compared with the results of the first test, there was an increase of 190 points for the total experimental group score. , with a class average of 17 points for increasing the skills and knowledge of each student in this group experiment. Meanwhile, the control group also experienced an increase, but only by 94 points for the total control group score, which on average experienced an increase of 8.5 points. From the test results above, it can be seen that the scores obtained by these two groups have started to differ significantly, namely the experimental group achieved a score of 4373, while the control group only achieved 4377. When compared with the results of the first test, there was an increase of 190 points for the total experimental group score. , with a class average of 17 points for increasing the skills and knowledge of each student in this group experiment. Meanwhile, the control group also experienced an increase, but only by 94 points for the total control group score, which on average experienced an increase of 8.5 points.

After the first treatment test, the researcher continued the learning material in the same way, namely the experimental group was trained using the TOEFL introduction program while the control group was only given an explanation about how to make a paragraph based on 1 specified sentence and the fourth material was speaking based on one or several key words. suddenly (Impromptu Speaking) without using word chain game media, both groups were then tested to determine the progress obtained. The test results for these two groups are called the second treatment test which can be seen in table 4 as presented below

Table 5. TESTS AFTER THE SECOND TREATMENT

No	Experimental Group	Control Group
1	377	350
2	427	393
3	450	420
4	447	427
5	493	423
6	393	377
7	427	373
8	480	427
9	430	460
10	470	483
11	390	470
Total	4794	4503

Source: Data Processed Results

From the table above it is known that the experimental group achieved 4794 points while the control group only achieved 4503 points. So the difference between the first and second treatment tests for the experimental group was 281 points. This means that on average each student in the experimental group's score increased by 25.5 points when compared to students in the control group who only achieved 126 points from the previous test. The average score for the control group was 11.4 points. After completing this lesson, students were tested again, and the results were as shown in table 6 below:

Table 6. FINAL TEST RESULTS OF EXPERIMENTAL GROUP AND CONTROL GROUP

No	Experimental Group	Control Group
1	423	360
2	470	420
3	490	450

4	480	430
5	523	453
6	447	420
7	467	400
8	513	450
9	480	480
10	513	500
11	430	400
Total	5236	4763

Source: Data Processed Results.

From the table above it is known that the score for the experimental group has reached 5236, while for the control group it has reached 4763 points. Here the difference between the two groups becomes clearer, where the difference reaches 473 or 43 points for each participant. Below is a comparison of the initial test scores and final test scores for the two groups to see the increase in the scores of each student in this learning, as presented in table 7 below:

Table 7. Comparison of Initial Test Scores and Final Test Scores  
Experimental Group and Control Group

N0	Experimental Group		Control Group	
	Pre Test	Post Test	Pre Test	Post Test
1	343	423	340	360
2	380	470	383	420
3	407	490	403	450
4	400	480	417	430
5	473	523	400	453
6	350	447	377	420
7	380	467	340	400
8	430	513	390	450
9	390	480	433	480
10	420	513	470	500
11	350	430	330	400
T	4323	5236	4283	4763

Source: Data Processed Results.

If we calculate the increase achieved by the experimental group from the beginning to the end of this learning, there is an increase in the score of 913 points, while the control group only achieved 480 points from the original score, this proves that by using the TOEFL introduction program students are more motivated and more focused in doing their assignments. and various exams related to the material that has been taught. From the table above it is known that in the experimental group there was an increase of 83 points for each participant from the original value, while in the control group it only increased by 43.6 points. So there is a difference of 39.4 points which is a significant difference.

### III. Conclusion and Suggestion

#### Conclusion

1. The Toefl introduction program is very important in forming basic Toefl knowledge and skills to achieve a good score on the Toefl test.
2. A good TOEFL score is very useful for college graduates both for academic purposes to take exams/graduations as well as fulfilling requirements for further study and as a requirement for applying for jobs.

#### Suggestion

1. Considering the importance of basic knowledge and basic skills in understanding the Toefl test, an introduction to Toefl should be applied to shape and improve students' ability to achieve a good Toefl score.
2. TOEFL scores can be improved by practicing taking the test within a certain time limit.

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