

FINAL REPORT

**THE PERCEPTION OF PALEMBANG TOUR GUIDE ASSOCIATION
MEMBERS ON ENGLISH PUBLIC SPEAKING SKILL IN GUIDING
TECHNIQUE SKILL**



**This final report is written to fulfill one of requirements for Diploma III
English Department of State Polytechnic of Sriwijaya**

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PALEMBANG**

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THE PERCEPTION OF PALEMBANG TOUR GUIDE ASSOCIATION MEMBERS ON ENGLISH PUBLIC SPEAKING SKILL IN GUIDING TECHNIQUE SKILL



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**THE PERCEPTION OF PALEMBANG TOUR GUIDE
ASSOCIATION MEMBERS ON ENGLISH PUBLIC
SPEAKING SKILL IN GUIDING TECHNIQUE SKILL**

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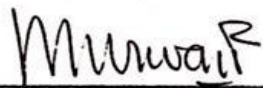
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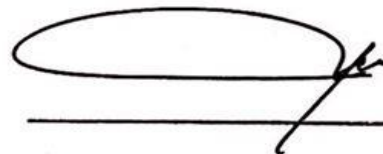
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ABSTRACT

THE PERCEPTION OF PALEMBANG TOUR GUIDE ASSOCIATION MEMBERS ON ENGLISH PUBLIC SPEAKING SKILL IN GUIDING TECHNIQUE SKILL

(Tasya Wulandari, 2021, 53 Pages)

The research purpose of this final report was to find out the perception of Palembang tour guide association members on English public speaking skill in guiding technique skill. This research was quantitative and qualitative research, and it presents the data with a content mixed method. The subject of this research is 30 members of Palembang tour guide association. Questionnaire and interview were used to collect the data in this research. The researcher found that they emphasized that both language, non-language aspects and verbal, non-verbal aspects in public speaking; pronunciation, diction, intonation, fluency, managing good interaction, and vocal are crucial. And preparing the material that will be presented by reading book and memorize it before working. However, they have problems that related to those aspects. First, they have problem in delivering English information to tourist. The problems are, limited vocabulary, grammar, and pronunciation errors. Second, problem in managing time. If the explanation is too long, the tourist will get bored, but if too short, tour guide cannot deliver the information in detail. Third, being ignored by tourist because of the way they deliver the information do not vary. Fourth, junior tour guide still reticent in maintaining eyes contact especially with older tourist. Fifth, still professional (concentration) even though there is personal problem. And last, managing vocal tone when guiding outside. To conclude, Palembang tour guide association members the perception of Palembang tour guide association members on English public speaking skill in guiding technique skill is crucial. And following English public speaking training and seminar will beneficial for them to solve those language, non-language aspects and verbal, non-verbal aspects in public speaking problems.

Keywords: Perception, English, Public speaking.

ABSTRAK

THE PERCEPTION OF PALEMBANG TOUR GUIDE ASSOCIATION MEMBERS ON ENGLISH PUBLIC SPEAKING SKILL IN GUIDING TECHNIQUE SKILL

(Tasya Wulandari, 2021, 53 Halaman)

Tujuan penelitian dari laporan tugas akhir ini adalah untuk mengetahui persepsi anggota asosiasi pemandu wisata Palembang terhadap keterampilan berbicara bahasa Inggris di depan umum dalam keterampilan teknik membimbing. Penelitian ini merupakan penelitian kuantitatif dan kualitatif, dan menyajikan data dengan metode campuran. Subyek penelitian ini adalah 30 orang anggota pemandu wisata Palembang. Kuesioner dan wawancara digunakan untuk mengumpulkan data dalam penelitian ini. Peneliti menemukan bahwa mereka menekankan aspek bahasa, non-bahasa dan verbal, non-verbal dalam berbicara di depan umum; pengucapan, diksi, intonasi, kefasihan, mengatur interaksi yang baik, dan vokal sangat penting. Dan mempersiapkan materi yang akan disampaikan dengan membaca buku dan menghafalnya sebelum bekerja. Namun, mereka memiliki masalah yang terkait dengan aspek-aspek tersebut. Pertama, mereka memiliki masalah dalam menyampaikan informasi bahasa Inggris kepada wisatawan. Kendalanya adalah, keterbatasan kosakata, tata bahasa, dan kesalahan pengucapan. Kedua, masalah dalam mengatur waktu. Jika penjelasannya terlalu panjang, wisatawan akan bosan, tetapi jika terlalu pendek, pemandu wisata tidak bisa menyampaikan informasi secara detail. Ketiga, diabaikan oleh wisatawan karena cara penyampaian informasinya tidak bervariasi. Keempat, pemandu wisata junior masih segan dalam menjaga kontak mata terutama dengan wisatawan yang lebih tua. Kelima, tetap profesional (konsentrasi) meskipun ada masalah pribadi. Dan terakhir, mengatur nada vokal saat membimbing di luar. Kesimpulannya, anggota asosiasi pemandu wisata Palembang persepsi anggota asosiasi pemandu wisata Palembang tentang keterampilan berbicara bahasa Inggris di depan umum dalam keterampilan teknik membimbing sangat penting. Dan mengikuti pelatihan dan seminar berbicara bahasa Inggris di depan umum akan bermanfaat bagi mereka untuk memecahkan masalah bahasa, non-bahasa dan verbal, non-verbal dalam masalah berbicara di depan umum.

Keywords: Persepsi, Bahasa Inggris. Berbicara di Depan Umum.

PREFACE

This final report is written as one of the requirements to finish Diploma study at English Department which is entitled *The Perception of Palembang Tour Guide Association Members on English Public Speaking Skill in Guiding Technique Skill*. The researcher considers that due to the limitation experiences, and time in writing and reporting this final report, it still has many insufficiencies and it is not exactly perfect. Therefore, the researcher expects the readers can give suggestions and critics for this final report.

Finally, the researcher expects that this final report can give advantage and usefulness especially for Palembang tour guide association and the students of English Department.

Palembang, July 2021

The researcher

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This final report is written as one of the requirements to finish Diploma study at English Department of State Polytechnic of Sriwijaya Palembang. In this occasion, the researcher would like to say many thanks for the support of many people during writing this final report.

The researcher could also finish this final report because of the help and support from every aspects which cannot be explained one by one. The researcher also wants to say thanks to every people who helped me to finish this final report. The researcher would like to say thanks to:

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9. All my friends in 6 BA class. I hope that we would never forget our 3 years of togetherness.

10. And, Bimbingan Ma'am Nurul squad 2021.

MOTTO AND DEDICATION

Motto:

“life is about process”.

“(Prophet! when We reveal the Qur’ân) do not move your tongue (with a mind) to repeat (this revelation in order to commit it to your memory) hurriedly”.

– (Q.S Al-Qiyamah: 16).

Dedication:

This final report is dedicated to:

1. Allah SWT
2. My parents
3. State Polytechnic of Sriwijaya
4. My brothers and sister
5. My advisors
6. My beloved best friends
7. My beloved friends

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