

CHAPTER V

CONCLUSION AND SUGGESTION

In this chapter, the researcher presents about conclusion and suggestion of the research entitled The Perception of Palembang Tour Guide Association Members on English Public Speaking Skill in Guiding Technique Skill.

5.1 Conclusion

The researcher draws conclusions from the results of the analysis using research data obtained from the results of the questionnaire and interview. The researcher can draw the following conclusions;

The aim of this study is to find out the perception of Palembang tour guide association members on English public speaking skill in guiding technique skill. The questionnaire and interview result shows that Palembang tour guide association members have similar perception toward English public speaking skill in guiding technique skill. 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. Not only that, but they also understanding and preparing the material that will be presented well. They read the book and memorize about it.

However, Palembang tour guide association members 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, they have problem in managing time. If the explanation is too long, the tourist will get bored, but if too short, tour guide can not deliver the information in detail. Third, they have been 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, problem with professional (concentration) while guiding if 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.

5.2 Suggestion

The benefits expected from the results of this research are;

1. For the government, especially the ministry of tourism, as a reference in the implementation of training and seminars in the future to improve English public speaking and guiding technique skills in of Palembang tour guide.
2. To motivate Palembang tour guides in carrying out their job with the main goals, HPI DPC Palembang should hold more frequent meetings between seniors and juniors.
3. For State Polytechnic of Sriwijaya, as a reference for doing community service to provide training and seminars for Palembang tour guide association members in the future