

REFERENCES

- Adia, V, R. (2021). *Becoming a Reliable Public Speaker*. Jakarta: Penerbit Deepublish
- A.J, Burkat in Damanik. (2006). *Perencanaan Ekowisata*.
- Andriyani, L. (2014). *Peran duta wisata dalam mempromosikan kebudayaan dan pariwisata di Kalimantan Timur*. Journal Ilmu Komunikasi: vol2.
- Arsjad, Maidar G and Mukti U.S. (1993). *Pembinaan Keterampilan Berbicara Bahasa Indonesia*. Jakarta: Erlangga.
- Batista, M., et al. (2014). *Tourist satisfaction and loyalty in the hotel business: An application to the island of Sao Miguel, Azores*. Tourism & Management Studies: 10 (1).
- Bintang, W. (2014). *Powerful Public Speaking*. Yogyakarta: CV Andi Offset.
- Brigance, W. N. (2012). *Speech Communication: A Brief Textbook*. Whitefish: Literary Licensing, LLC.
- Brown, H. D. (2004). *Language Assessment: Principles and Classroom Practices*. San Francisco: State University.
- Hamilton, C. (2003). *Essentials of Public Speaking*, 2nd ed. CA: Wadsworth/Thomson Learning.
- Harris, D. (1974). *Testing English as a Second Language*. New York: McGraw Hill Book Company.
- Haryadi, and Zamzami. (1996). *Peningkatan Keterampilan Berbahasa Indonesia*. Jakarta: Departemen Pendidikan dan Kebudayaan.
- Kotler, P. (2002). *Manajemen Pemasaran. Jilid 1&2 Edisi Milenium*. Jakarta: Prehalindo
- Moleong, J. L. (2016). *Metodologi Penelitian Kualitatif*. Bandung: PT.Remaja Rosdakarya.
- Nikita, A. (2012). *Successful Public Speaking*. Retrieved on May, 20th 2022 from bit.ly/3rMCg6k
- Nunan, D. (1991). *Research Methods in Language Learning*. Cambridge: Cambridge University Press.
- Pitana, I. G. dan Gayatri, P. G. (2005). *Sosiologi Pariwisata*. Yogyakarta: ANDI.
- Randa. (2015). *Peran duta wisata dalam mempromosikan pariwisata Kabupaten Solok*. Jurnal FISIP: vol2

- Rogers, Everett M., D. Lawrence Kincaid. (1981). *Communication Networks: Toward a New Paradigm for Research*.
- Rogers E M. (1976). *Komunikasi dan pembangunan perspektif kritis. Terjemahan*. Jakarta: LP3ES.
- Satriawan. (2013). *Hakikat pemilihan duta wisata*. Surakarta: Cendana Offset.
- Schreibe, L., and Hartranft, M. (2013). *Public Speaking: The Virtual Text*. PA: Millersville University.
- Singh, K.J. (2010). *What are the types of observation?* Retreived on June 17, 2022 from <https://bit.ly/33Jj7J7>
- Sugiono. (2016). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta
- Sukmadinata, Nana Syaodih. (2009). *Metode Penelitian Pendidikan*. Bandung: Remaja Rosdakarya
- Tarigan & Guntur, A. (2008). *Berbicara Sebagai Suatu Keterampilan Berbicara*. Bandung: Angkasa
- Vanderkevent. (1990). *Teaching Speaking and Component of Speaking*. New York: Cambridge University Press.
- Wilson, S. (1983). *Living English Structure*. London: Longman
- Woolbert, C.H. (2017). *Fundamentals of Speaking: A Text Book of The Foundations of Speech, Public Address, Reading, and Acting*. London: Forgotten book.
- Yoeti. (1991). *Pengantar Ilmu Pariwisata*. Bandung: PT Angkasa.
- Zarefsky, D. (2013). *Public Speaking: Strategies For Success 7th ed*. London: Pearson.
- Zethaml, Valarie, Mary Jo Bitner, Dwayne D. Gremler. (2013). *Service Marketing*. Mc Graw: Hill International Edition.