

CHAPTER V

CONCLUSION AND SUGGESTIONS

5.1 Conclusion

English is a global language used to communicate with people worldwide. English is frequently used as a *lingua franca*, a language to communicate with people from different languages and linguistic backgrounds (Ngatu & Basikin, 2019). Having English proficiency can be valued in the job market, especially in the tourism industry. For tour guides, the use of language is crucial in communicating with tourists. Tour guides play a role in informing visitors of all the knowledge about the destination, English becomes the language used when dealing with foreign tourists. Moreover, according to Indonesian National Work Competency Standards outlined by Decree 61 of 2009 from the Indonesian Ministry of Manpower of the Republic Indonesia, all tourism workers should be proficient in listening, reading, and speaking English. The competencies are necessary for optimizing employees' work performances.

Boon Pring is an ecotourism site located in Malang Regency that has the potential to attract foreign tourists. Boon Pring has a bamboo forest with hundred types of bamboo and several water springs with its uniqueness. Recently, Boon Pring has a plan to collaborate with international partners, the management wants to move to a higher level or on a global scale. To collaborate with international partners, English is vital in communicating with the partners. Boon Pring has a problem in this case, they lack of human resources that be able to communicate in English. From the result of the needs analysis that I conducted before designing the

English module, some representatives of Boon Pring's management expressed their concerns about English Language. Sanankerto's head villager, Pak Subur asked for help related to English to the PKKM students. Besides, one of Sanankerto's administrators also suggested PKKM students of Universitas Ma Chung can help young generations in Boon Pring improve their English skills. From my interview with Mas Azik through WhatsApp message, there has never been English training for tour guides in Boon Pring. I create this module as a media for future English training in Boon Pring.

Some basic competencies in this English Module are adjusted to the standards in SKKNI. Before creating the content of this module, I conducted a needs analysis to investigate the learners' target needs that she has done through the internship. The needs analysis results show that Boon Pring seeks support in learning English. I specified the target needs into three: wants, needs, and lacks, to optimize the content of this module. I also applied the theory of Bloom's Taxonomy. She applied three stages of Bloom's taxonomy's cognitive processes: (1) remembering (2) understanding, and (3) applying.

This module consists of 5 units: introduction, greeting and welcoming tourists, telling history, guiding tourists, and farewell to tourists. The module is written in Indonesian and English so that tour guides can learn both languages while also practicing their English skills. The content of the module designed related to real-life situations, each unit requires the learners to practice guiding foreign tourists. The module is expected to help Boon Pring's tour guides improve their English skills which will be useful when dealing with foreign tourists.

5.2 Suggestion

As this module requires instructors who are experts in English learning, I suggest Boon Pring management can collaborate with Universitas Ma Chung to have English training and as *Program Pengabdian kepada Masyarakat*. The training is to maximize the use of this module, so that the tour guides can understand the content better.

I also has some suggestions for readers who want to use this as a reference or are interested in developing an English module for tour guides. The first suggestion is to conduct a needs analysis in more detail. Needs analysis is crucial in setting the target needs of the learners. The activities should relate to the target needs and real-life situations, it will help the learners when they face reality. The second suggestion is to add some interactive activities, such as working in groups. Teamwork is essential to improve work performance, other than that, learners also can learn something new from their friends. The third suggestion is to make a website to access the module, it will be practical for the learners if there is a website that provides all the contents in the module. The learner can easily access the module and rewatch the part they have not yet understood.