

CHAPTER V

DISCUSSION AND SUGGESTION

This chapter describes about the discussion of the revised product and the suggestion of implementing the product.

5.1 Discussion of the Revised Product

The Northern Javanese Sea Shore areas have many tourism spots, for example Lamongan Marine Tourism, Maharani Zoo and Goa, and Tomb of Sunan Drajat. Many domestic and foreign tourists visit amazing places to spend their holiday. We could find many hotels in Surabaya which there are many tourists from many countries who spend their holiday at Northern Javanese Sea Shore and many locations around there.

When visiting the interesting places, the tourists could stay in hotels which are near with many tourism destinations in Northern Javanese Sea Shore areas. To accompany them in their trip vacation, they need hotel drivers to visit the interesting places. This indicates that the hotel drivers are also responsible for taking tourists to visit the beautiful places and they have responsibility to take the tourists back to the hotel.

The freelancing hotel drivers as one of hotels' representative used English in doing communication with the foreign hotel guests or tourist. They needed the learning material which appropriate with their necessities while in the work place, however, many English books which stored in public were

General English books. The content of the books did not suites with the drivers' need.

They also working for hours which were not fixed and the cost that had to be paid were some expensive considerations if the English course should be taken by them. That was why, the emergence of English booklet for *freelancing* hotel drivers is needed. Hopefully, it could help them learn English independently and also improve their English communication ability.

The English booklet for *Freelancing* Hotel Drivers had some strength and weakness. According to Elwes in www.tintapendidikan.com, the strength of the booklet was described as follows:

- 1) Could be used to learn independently
- 2) The content could be learnt easily.
- 3) Provide information specifically
- 4) Easy to be made, copied, corrected, and adapted
- 5) Reduce the need to take a note
- 6) Could be made in the simple form and relatively cheap
- 7) Durable
- 8) Have wide range capacity
- 9) Could be directed at particular segment.

Whereas the weakness of booklet according to Anderson in www.tintapendidikan.com was explained as follows:

- 1) Take long time to print it out depends on message that would be given and tools that is used to print.

- 2) Difficult to show motion on the page
- 3) Message and information that is too much and long would reduce the intention to read.
- 4) Need a good treatment in order to make the media is not damaged and be lost.

5.2 Suggestion of Implementing the Product

In this part, the researcher would give some suggestions related to implementing the product after it had been developed. The first was development suggestion, and the second was utilization suggestion.

5.2.1 Development Suggestion

Development suggestion meant that the researcher gave the suggestion for the future researcher which planned to do the same research related to the developing English booklet for *freelancing* hotel drivers. So that, the mistakes which had made by the researcher and the weakness of this research could be minimalized by the other researchers. Some suggestions that were articulated by the researcher were:

- 1) The researcher only developed the booklet for freelancing hotel drivers which the booklet could also be used by the hotel drivers. The location of the research was in Surabaya. Hopefully, the future researcher could conduct the research in the other areas

which had the great tourism sector more than the Javanese Sea Shore.

- 2) The booklet was only for drivers which addressed to communicate with foreign hotel guests or tourist. The researcher did hope that the frontier of this research could develop English books for travelling or go abroad. It was because the kind of ESP books was little especially in Indonesia and the design of R&D was absolutely challenging.

Thomas Orr et.al (2002) stated that, *“although many people are motivated to learn a foreign language because they believe it will help them with their careers in the airline, hotel, or travel industry, there is surprisingly little literature on the subject.”*

Many English books which circulate in public or stores were General English which the content did not suit with the drivers' need. For example, when somebody used transactional language related to any service, they could say *“May I help you?”* with the smile, or *“What do you want?”* Both of them indicated that someone intended to serve, but the first option was more polite and suitable. Another example was when somebody intended to greet the hotel guest in the first meeting, they could use expression *“How do you do?”* or *“How are you today?”* As the first example, both of expressions indicate that someone intended

to greet, but the first option was clearly preferable. It meant that the ordinary language skills were not always suitable for any situations.

- 3) The future researcher should emphasized the presentation of the booklet. It was because booklet was the printed material with the special appearance in the form of book. The arranging of the booklet's content was not different from the other media, however some considerations that should be taken was how to arrange the material as interesting as possible. It was because the first thing from the *booklet* that could attract somebody was how it looked.

5.2.2 Utilization Suggestion

Utilization suggestion meant that the researcher gave suggestion for the using of this booklet. The suggestions were described as follows:

- 1) The English booklet for *freelancing* hotel drivers was addressed to learn independently. It was developed to bridge the drivers' need in English so that the materials were in the small scale which usually be used by the drivers.
- 2) The activities in the booklet were just learning the dialog and explanation which supported by the list of vocabulary and grammatical structure. The content of the booklet could be far from being good, so that the researcher suggested the user of the

booklet in order to open eyes and utilized various sources to improve their English mastery.

- 3) The materials of the booklet were taken from various sources which were adapted at first based on the topical and situational which were needed. So that, the writer did recommended to the user in order to do mix and match English materials from various sources to enlarge the vocabulary mastery and improve the English capability.
- 4) Please, do not be afraid in making mistakes. Those proved that somebody has learnt something new, especially in English. This book was made by a person who had many mistakes from the beginning. So, do not be worry. It's matter not how long we live, but how.
- 5) Do your best and challenge yourself to pass you own record.