

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

First of all, the difficulties that the writer and other staff that faced when tour guiding in museum *De Javasche* Bank. Based on the writer observation in touri-guiding and non-structured interview in *De Javasche* Bank especially to a group of international tourist mastered public speaking skill was very crucial when explaining history of the building and collection of Museum *De Javasche* Bank to inform, influence and entertain a tourist.

Second, the solutions that the writer and other staff was applied to solve the problem when tour guiding in museum *De Javasche* Bank. The first problem that is needed to be solved is regarding public speaking. Spencer (2018) said that in order to be better at public speaking in tour guide, a person has to master these areas including writing the speech, overcoming the fear of speaking and practicing the speech. Apart from the problem regarding public speaking that the writer experienced, the problem regarding difficult demand made by the tourists is also a problem that cannot be left unsolved.

Third, the writer came across several obstacles and difficulties in his journey of finding out the problems faced when guiding international tourists at *De Javasche* Bank. The writer faced difficulty in finding the perfect time in conducting the observation and the interview. Besides that, the writer's limited time in finding

the perfect time to conduct the observation and interview was also limited due to the fact that the writer could not stay past work-time at the museum because the writer had work to do after the internship.

Lastly, by conducting the finding out of the problems faced by interns at *De Javasche* Bank, the writer obtained the knowledge regarding difficulties that a tour guide might come across that surely will be useful for the writer when the writer wants to pursue a career in tour guide sector later on, after graduating from Universitas Airlangga.

4.2 Suggestion

4.2.1 Suggestions for the company/ institution.

The writer suggest that the company keep improving the way they guide tourist. The effort will benefit the company in the future if they are done appropriately

4.2.2 Suggestions for D-III English Language

The writer suggest that D-III English language adds more learning from the real working field. It can be through workshop, internship, or study visits. The writer also suggests that D-III English Language Should keep a good relationship with *De Javasche* Bank to make more advanced cooperation between the two institutions.