

CHAPTER V

CONCLUSION AND SUGGESTIONS

5.1. Conclusions

Based on the findings and discussion presented in Chapter IV, it can be concluded that English-speaking performance of DPC HPI Kupang tour guides is generally categorized as **Good**, although several aspects still require further improvement.

First, in terms of **fluency**, majority of the tour guides demonstrated a relatively adequate level of speaking smoothness during guiding activities. Most participants were able to convey information in a fairly continuous manner; however, some still experienced hesitation, repetition, and pauses while speaking. This indicates that although their fluency is sufficient for basic communication, further practice is needed to achieve more natural and confident speech delivery.

Second, regarding **accuracy**, the findings reveal that most tour guides were able to use grammatical structures and vocabulary with a reasonable degree of correctness. Nevertheless, certain grammatical errors and inappropriate word choices were still identified, which may affect the clarity of meaning in communication. Therefore, improvement in grammatical control and lexical precision is still necessary to enhance overall communicative effectiveness.

Third, in terms of **pronunciation**, most participants were able to produce understandable speech, allowing effective interaction with foreign tourists. However, some difficulties in pronunciation were observed, particularly those influenced by local accent and limited exposure to English in authentic contexts.

This suggests that pronunciation remains an area that requires continuous improvement to ensure clearer and more intelligible communication.

Overall, the combination of fluency, accuracy, and pronunciation indicates that the English-speaking performance of DPC HPI Kupang tour guides is **adequate for professional purposes** in Indonesia context. However, continuous development in all three aspects is essential to achieve a higher level of communicative competence that meets international standards.

5.2. Suggestions

Based on the conclusions above, the following suggestions are proposed:

5.2.1. For Tour Guides

Tour guides are expected to continuously improving their English-speaking skills through consistent practice, both independently and through direct interaction with foreign tourists. Particular attention should be given to enhancing fluency, improving grammatical accuracy, and developing clearer pronunciation. In addition, the use of technology-based learning media may serve as an effective tool to support language development.

5.2.2. For HPI Kupang Organization

DPC HPI Kupang is recommended to provide regular and structured English language training programs that focus on practical communication skills in tour guiding contexts. Activities such as workshops, simulations, and guided speaking practice should be conducted continuously. Collaboration with language experts or

educational institutions is also highly recommended to improve quality of training programs.

5.2.3. For English Educators (ESP)

English educators, particularly those specializing in English for Specific Purposes (ESP), are encouraged to design instructional materials that are relevant to real-world tourism contexts. Teaching should emphasize communicative practice, pronunciation training, and the use of language in professional situations, rather than focusing solely on theoretical knowledge.

5.2.4. For Future Researcher

Future researchers are suggested to explore additional factors influencing speaking performance, such as confidence, motivation, and speaking anxiety. Furthermore, employing different research approaches, such as qualitative or mixed methods, and involving a larger or more diverse sample may provide a more comprehensive understanding of English-speaking performance in tourism sector.