

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter presents the data interpretation based on the interviews and document analysis that have been conducted. Later, this chapter also presents the result of competences of tour guiding, language competences of tour guiding and the tour guides' responsibilities.

4.1. Findings

As the problems arisen in chapter one; what are the competences of tour guiding? And the sub questions; what language competences are needed to be a tour guide? What are the tour guides' responsibilities? The finding is formed into the table of a set of competence, text types, and tour guiding responsibilities.

4.1.1. Tour Guides' Competences

First, the study found the competences of tour guiding. The table is divided into two tables: table a set of competence and table of text types. According to the PP no.32/2013 and UU no.13/2003, competences cover attitude, knowledge, and skills. Meanwhile, the second table covers text types covering transactional, interpersonal, and functional function.

Table a set of competence

Attitude	Knowledge	Skills
A tour guide needs to greet and introduce him/herself to the tour group	A tour guide needs to know and give information about the tourism itself. The place, the history of the place, and the geographical site of the place	A tour guide needs to note the tour booking by the tourist either direct or by phone and the schedule plans and arrangements on specific tour
A tour guide needs to have a good stimulation in order to motivate the tour group	A tour guide needs to know and prepare a tour document, Itinerary, suppliers data form, General tour report form, daily tour report form, time sheet form, copied confirmation form, Expenses report form, rooming list form, passenger list form, optional tour list form, passenger questionnaire form, and emergency report form	A tour guide needs to read legal/work document in form of E-mail, memo, or proposal; write the factual information in the filling form; and write legal/work document in form of booking report or brief explanation of a trip.
A tour guide needs to say sorry and thanks to their customer in order to keep the business on.		A tour guide needs to promote, convince and serve his/her customer by giving a preview, view and review about the place of the tour.

Table 4.1

From the tables above, it can be summed up that a good tour guide needs to have a set of competences including attitude, knowledge, and skills. It matches both theoretically and politically job description. Before, a tour guide was only having knowledge or only having skills, or not even having both knowledge and skills altogether. The competences are not only covering attitude in greeting and introducing the tour group; motivating the tour group by giving stimulation; and giving compliment to their tour group by saying thanks and sorry; but also covering knowledge of the information about the tourism place historically and geographically

and how to prepare an administration stuff including a tour document, itinerary, suppliers data form, general tour report form, daily tour report form, time sheet form, copied confirmation form, expenses report form, rooming list form, passenger list form, optional tour list form, passenger questionnaire form, and emergency report form. Concerning skills, the tour guides need to have skills in taking note the tour booking, the schedule plans, and the arrangements on specific tour either direct or by phone; reading and writing a legal/work document in form of E-mail, memo, or proposal and report or brief explanation of a trip; writing the factual information in the filling form; and promoting/ convincing and serving his/her customer by giving a preview, view and review about the place of the tour.

4.1.1.1. Language Competences

To complete the answer the knowledge of tour guiding, the writer added a table of generic structure of a text into transactional, functional, and interpersonal text. The classification is also built from the three sources including a book of tourism theory, a result of interview from the tourism expertise, and a SKKNI no. 57/2009. In future, the learning materials will be drawn up based on the transactional, functional, and interpersonal text.

The writer then interprets the data to find the genre needs into several points as: Transactional text: asking and giving information; asking and giving direction, Interpersonal text: Greeting and introducing self, Functional text: legal/work document, email, memo, proposal, and filling form. Thus, the genre needs could be inferred into Report Text, Descriptive text, Narrative Text, and Recount Text.

Transactional function	Interpersonal function	Functional function
		<p>Report Text:</p> <p>Attitude: clear description, and sequence description.</p> <p>Knowledge: choosing the words choices such as “showed, reported, explained, summarized, etc” and mastering past tense.</p> <p>Skills: using more verbs than adjectives. Giving data in a form of table of chart.</p>
		<p>Descriptive Text:</p> <p>Attitude: Clear pronunciation, sequence description.</p> <p>Knowledge: choosing the words choices such as “big, small, the red one, etc”, using relational processes, and mastering present tense.</p> <p>Skills: using more nouns, adjectives and adverbs than verbs. Sensory description- what is heard, seen, smelt, felt, and tasted.</p>
		<p>Narrative Tex:</p> <p>Attitude: Clear pronunciation, clear body language/gesture, clear intonation and stress.</p> <p>Knowledge: choosing the words choices such as “in the night, that morning, etc”, using plot, setting, and characterization. And mastering past tense.</p> <p>Skills: telling orientation, complication, and resolution. Do not forget to give the moral value.</p>

		<p>Recount Text:</p> <p>Attitude: Clear pronunciation, clear body language/gesture, clear intonation and stress.</p> <p>Knowledge: choosing the words choices such as “in the night, that morning, etc”, using real past event. And mastering past tense.</p> <p>Skills: using the time words to connect the event. Words which tell us where, when, whom, and how</p>
<p>Asking and giving information:</p> <p>Attitude: giving information clearly</p> <p>Knowledge: knowing the information of the place of tourist historically/geographically</p> <p>Skills: speaking clearly and fluently. Using expression “for your information...”</p>		
<p>Asking and giving direction:</p> <p>Attitude: giving direction clearly</p> <p>Knowledge: discovering the place of tourism historically/geographically</p> <p>Skills: speaking clearly and fluently. Using expression “go ahead, the toilet is on the corner...”</p>		
	<p>Greeting:</p> <p>Attitude: knowing the origin of their tourist and greeting them with friendly</p>	

	atmosphere Knowledge: discovering the culture where the tourist come from. Skills: a tour guide must speak fluently and clearly. Using expression “hello, good afternoon, goodbye”	
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Table 4.2.

4.1.1.2 Tour guides’ responsibilities

This study found that in gaining the responsibilities that is taken from three sources; book of theory entitled “*Pemandu Wisata Teori dan Praktik*”, result of interview from selected respondents, and the SKKNI no.57/2009 concerning Tour Guide are:

Table of tour guiding responsibilities

To serve the tourist through a tour	To lead the tourist through sightseeing	To do administrative task	To master the knowledge of language, history, and geography
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Table 4.3

From the table above, it can be interpreted that the responsibilities of tour guiding are: responsibilities on serving the tourist, leading the tourist through sightseeing, doing administrative tasks either reading or writing related to the tourism issue, mastering knowledge of history, geography, and languages.

4.2. Discussion

From the interpretation of first findings that stated above, the responsibilities on serving the tourist related to what the tour guides have to do when meet the tourist starting from the airport/seaport/bus station/train station, and then going to the hotel, accompanying through the tourist site, and going back to the airport. During the tour, the tour guides must have a day today schedule plans and arrangements on specific tour. For example, tour guides picks up tourists in International Airport Soekarno-Hatta, and then going to the Hotel Mulia in Senayan, after that going to the Monas in central Jakarta till evening and finally going back to the Hotel.

Second thing is that the responsibilities on leading the tourist through sightseeing. This responsibility is related with the responsibility on mastering knowledge of history, geography, and languages. It is used when the tour guides telling information through the tour. For example, when telling information about Monas, a tour guide will relate it with the history of Monas itself.

Third, the tour guides must be doing administrative tasks either reading or writing. It is used for making a plan of a tour for the company they belong to and reading a sign when crossing in a tourism place. When a tour will be held, the first thing to do is making a plan of a tour. The plan is detailed with the itinerary, suppliers data form, General tour report form, daily tour report form, time sheet form, copied confirmation form, Expenses report form, rooming list form, passenger list form, optional tour list form, passenger questionnaire form, and emergency report form.

On the other hand, the tour guides also needs three competences covering attitude, knowledge, and skills. Attitude can be described as how tour guides treat the

tour group in a package of tour. It emerged when tour guides are having a direct contact with a tourist such as on the informing of something or when a tourist ask them. Tour guides must be friendly by greeting and introducing who they are to their tourist group. After that, while the tour is going on, the tour guides must stimulate their tour group in order to build their interest to the place visited. Then, when the tour ends, tour guides must give a compliment to their tour group by saying sorry if there are something wrong and saying thanks for joining the tour. Those attitudes will lead the tour group to keep the business on with the tour guides and even the tour bureau.

Knowledge can be described as what things must be mastered by tour guides. Tour guides must know and give the information about the tourist place historically and geographically. Also, they must be mastering the administrative things such as a tour document, Itinerary, suppliers data form, general tour report form, daily tour report form, time sheet form, copied confirmation form, Expenses report form, rooming list form, passenger list form, optional tour list form, passenger questionnaire form, and emergency report form.

Skills can be described as in what ways the tour guides do the job. Tour guides must note the tour booking, read letters, make proposals and give preview, view, and review of the tourist place. Thus, with all of the set of competences, tour guides will do their job duties practically great.

Besides that, to complete their concept of guiding, the tour guides also need to know what social function that should be delivered to the tour group. The social function is considered as genre. From the second table, it explained that there are

several different genres which to be mastered by the tour guides. The genre is functioned for determining what learning materials should be used in a learning process of vocational school majoring tourist.

The tour guides must be mastering a descriptive and recount text due to the duties on to promoting, convincing, and serving their customer. Tour guides may use a brochure and their personal experience to help them to describe a thing commercially and historically.

The tour guides must be mastering a procedure and explanation text due to the duties on asking and giving direction. They may use a map to help them to explain and direct their tour group to a particular place.

The tour guides must master a report text and letter form due to the report of the tour administratively. The report text must be typed formally while a letter may be non-formally typed.

In summary, between the table of a set competences and text types proposed that the communicative needs for tour guides are not only practically things but also theoretically things.