

## **MODEL FOR ENGLISH CONVERSATION ON GUIDING SERVICES**

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### **ABSTRACT**

*This study aims to produce a Model for English Conversation pocket book for guidance services that can help add to student teaching materials. The researcher used the ADDIE (Analysis, Design, Development, Implementation, and Evaluation) method but only reached the implementation stage due to time and cost constraints. The research was conducted at SMK Negeri 6 Palembang, where the researcher tried to test the feasibility of the pocket books made by students. data collection techniques using questionnaires and documentation. Based on the results of this study, it was obtained 86.6% from material experts and 83.7% from media experts, so this pocket book is included in the "valid" category with revision. The student response questionnaire scored 89.7%, so this pocket book was declared practical. Thus, the Pocket Book Model for English Conversation on Guiding Services is very appropriate to be used to add to student teaching materials.*

**Keywords:** Model, English Conversation, Guiding Service.

### **ABSTRAK**

*Penelitian ini bertujuan untuk menghasilkan buku saku Model for English Conversation on Guiding Services yang dapat membantu menambah bahan ajar siswa. Peneliti menggunakan metode ADDIE (Analysis, Design, Development, Implementation, and Evaluation) namun baru sampai pada tahap implementasi karena keterbatasan waktu dan biaya. Penelitian dilakukan di SMK Negeri 6 Palembang, dimana peneliti mencoba menguji kelayakan buku saku yang dibuat siswa. teknik pengumpulan data menggunakan kuesioner dan dokumentasi. Berdasarkan hasil penelitian diperoleh 86,6% dari ahli materi dan 83,7% dari ahli media, sehingga buku saku ini termasuk dalam kategori "valid" dengan revisi. Angket respon siswa memperoleh skor 89,7%, sehingga buku saku ini dinyatakan praktis. Dengan demikian, Buku Saku Model Percakapan Bahasa Inggris pada Layanan Bimbingan sangat tepat digunakan untuk menambah bahan ajar siswa.*

**Kata Kunci:** Model, Percakapan Bahasa inggris, Layanan Wisata

## **INTRODUCTION**

English is an international language. Every human being needs the learning model is a plan or a pattern that is used as a guide in planning learning in class or learning in tutorials.

The learning model refers to the learning approach that will be used, including the teaching objectives, stages in learning activities, learning environment, and classroom management.

According to Joyce, Weil, and Calhoun (Octavia S. A., 2020), a learning model is a description of the learning environment, including teacher behavior. Use in learning. Learning models have many uses, ranging from lesson planning and curriculum planning to designing learning materials, including multimedia programs. The learning model serves as a guide for designers and in carrying out learning, the teacher.

According to (Maduwu, 2016). English has become the main medium of communication for people in various countries around the world that use English as their country's main medium of communication. In addition, English is a universal language because most countries in the world use it as their main language. In addition, English is one of the most important international languages to master or learn. Several countries, particularly former British colonies, consider English to be a second language to be learned after their native language. Of course, English is used in several jobs that usually involve people from other countries, such as being a tour guide. According to (Brigitha, Lopian, & Taroreh, 2018) Tour guides must also have good skills such as communication skills, being able to manage body language, gestures, eye contact, voice, volume, intonation, articulation, vocabulary, listening skills, foreign language skills, and other skills in addition to those used to satisfy tourists.

The phenomenon that often occurs in the classroom is that students learn the same material. Obtained from only one source. Whereas ideally, students learn guidance material does not only come from one source. Students can obtain additional material for self-study at home with materials with the same content but different contexts it does enrich and open wider student perspectives about tour guide. that is what the student's problem is as a result. The lack of material resources that can be obtained outside the classroom. Material as a source of learning can help. Students and teachers in the teaching and learning activities. The material in question can be either written or unwritten. Departing from the explanations that have been described, the researcher was interested in developing an English conversation model in the form of a pocket book as a variation of material to enrich the insights of students who are studying tour guides.

The research idea is proposed in the form of a written work title: "Model For English Conversation On Guiding Services" by using PAIKEM model (Active, Innovative, Creative, Effective, and Fun Learning), Where this learning can help researcher collect the necessary data, and also this research uses theory from (Borg, 1983) Educational Research and development (R&D) is a process used to develop and validate educational products. The steps of this process are usually referred to as the R&D cycle, which consists of studying research findings pertinent to the product to be developed, developing the products based on these findings, field testing it in the setting where it will be used eventually, and revising it to correct the deficiencies found in the field-testing stage. In more rigorous programs of R&D,

this cycle is repeated until the field-test data indicate that the product meets its behaviorally defined objectives.

## **LITERATURE REVIEW**

### **Prototype Development Concept**

According to (Sugiyono, 2021) in the sense that developing a product can update existing ones so that they are more effective, practical, and useful for many parties. For model development, the researcher will direct the form of a product to be developed. research methods used to produce certain products and test the effectiveness of these products.

Development of teaching materials in the form of pocket books to attract students' interest in learning at school and make it easier for teachers to be more practical in the learning process, and students can use teaching materials wherever and whenever. Researchers want to develop learning media as teaching materials to create new innovations for students and educators in the learning process.

The use of learning models using pocket book teaching materials can increase the interest and motivation of students because the contents contained in the pocket book are packaged systematically, making it easier for students to understand the subject matter. With pocket books, students are expected to be able to understand the material through various digital written readings that have been compiled by researchers in a practical and interesting way that can foster a sense of enthusiasm for learning.

### **Development Prototype Concept**

Developed Prototype Concept The model that will be developed in this study is an English conversation pocket book for tourism services that aims to assist students in serving foreign tourists. This development research model is an ADDIE model, which will include five stages, including analysis, design, development, implementation, and evaluation (Sugiyono, 2021). This development model can provide detailed but simple and easy-to-understand references for each stage to get effective results, and this book is also very easy to carry anywhere. The ADDIE model is very suitable and easy to use for developing pocket books into learning media in the tourism sector.

## **RESEARCH METHODOLOGY**

This research design uses the Research and Development, or R&D, method. Research and Development Research is a research method used to create specific products by testing their effectiveness. The main purpose of this development method is to use it to produce certain products and test the effectiveness of the products that have been developed using this research method using the ADDIE model: analyze, design, develop, implement, and evaluate (Sugiyono, 2021). The research procedure uses the Research and Development research method using the ADDIE model with five stages of the development process, namely as follows:

- 1) Analysis phase.  
At this stage of the analysis, the researcher will conduct an analysis to determine the needs of students and make observations to collect reference material for pocket books that will be made and their use to improve learning media.
- 2) Design Stage.  
At this design stage, the researcher designed a pocket book, and the purpose of developing the book was to assist students in communicating with foreign tourists. The designing stage focuses on providing material about English conversation and providing the right choice of pictures to make the book look more attractive to readers, as well as on the arrangement and writing of words so that students can easily understand them.
- 3) Development Stage.
  - a. Product manufacturing  
The product manufacturing stage, namely this pocket book, is in accordance with the material to be made in the form of material regarding English conversations for tourism services: 1. Greeting and Welcoming Tourists 2. Expressing Giving and Asking information 3. Planning tour itinerary 4. Tour Documentary 5. Giving local food information 6. 10 Top Travel Destination with legend 7. How to recommend a place in English 8. Dealing with unexpected events 9. Handling Customer Complaints
  - b. Product Validation.  
In the validation stage, two stages will be used, namely validation in terms of material, which will be validated by material experts and media experts.
- 4) Implementation Stage.  
At the implementation stage, the product that has been developed is a pocket book for prospective tour guide. after being certified as feasible by material experts and media experts.
- 5) Evaluation Stage.  
At this stage, an evaluation will be carried out regarding the result of implementation after it has been validated by material and media experts. at this stage, the final product will be obtained, namely English conversation pocket books for foreign tourist services.  
The validation techniques that researchers use are material expert validation and media expert validation. Before the product is used, it will be validated by several experts to assess its effectiveness and suitability before use and provide criticism and suggestions for improvements to perfect the product being developed.

## **RESULT AND DISCUSSIONS**

### **Analysis Stage**

Information regarding problems was obtained while the researcher was conducting observations in the environment of SMK Negri 6 Palembang. About potential analysis. The

researcher obtained information regarding student potential, namely that the majority of students enjoy learning, as evidenced by their reactions when entering the subject. Then analyze the potential of this medium, namely pocket books, which are efficient learning medium because they are light, small, and easy to carry, making it possible for students to use them anytime and anywhere. Apart from that, students can also use this medium independently, without the help of others. Apart from analyzing potential, researcher also analyze problems or obstacles faced by students during learning. When following the topic, the researcher saw a problem, namely that students lacked English self-study guidance material. Students only rely on the material obtained from the teacher at each meeting.

Based on the definition above, it can be concluded that the lack of learning media will cause students to feel less able to comprehend and understand the subject and bored because they feel bored with methods that are not varied. In order to attract students to be enthusiastic and not bored in learning, the researchers developed a pocket book model for English conversation on guiding services, where this pocket book can help increase students' knowledge and is easy to carry anywhere.

## Design Stage

At this stage, what the researcher designed the product to be developed. Researcher compiled the material and developed the product in this study. The following is a discussion of these two stages.

### a. Material preparation stage

The section in the pocket book can be described as follows:

1. Introduction, including the title, preface, and table of contents.
2. Concept, including the presentation of the material to be made.
3. Closing, which includes the author's profile.

### b. Product design preparation stage

at these stages the researcher makes a draft of the product

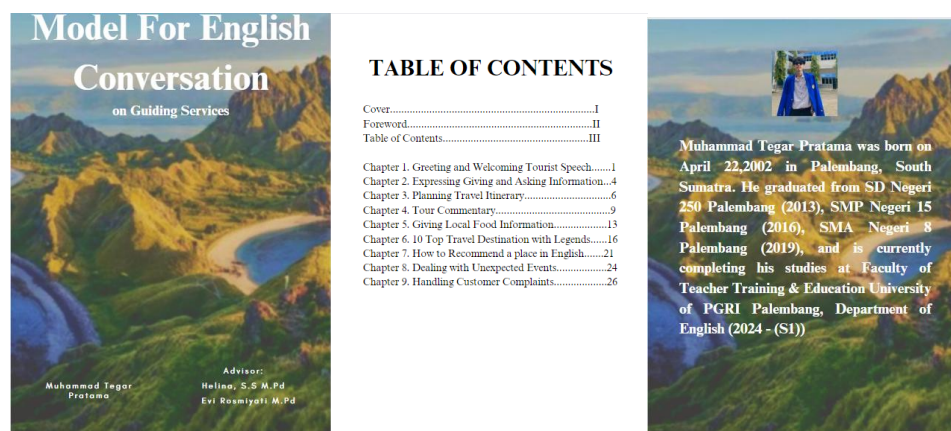


Figure 1. Example of a book

## **Development Stage**

Teaching materials have been made by researchers and obtained prototype so that they can be created and developed. This media was developed using the Canva application. The content of this learning media is material about guiding services. found in journals and books. After completing the development of pocket book media using development procedures that have been validated by material and media experts before being tested in the field. The following is a description of the validation results from materials and media experts.

## **Material Expert Validation**

Material Expert Validation The validation stage involved alumni of English Education study program lecturers at PGRI Palembang, namely Etty Pratiwi, M. Pd., as material experts. Material validation in this study was carried out with one assessment on June 19, 2023. Based on the the total score obtained from material experts is 65 out of a maximum score of 75. The percentage of the overall score is 86%, which is included in the "very good" qualification and shows that the pocketbook media "Model for English Conversation on guiding services" is very feasible to be tested.

## **Media Expert Validation**

This stage involved lecturers from the English Language Education Study Program as well, namely Aswadi Jaya, M.P.D., as a media expert. Data from experts was obtained by giving a questionnaire and submitting the initial product of the pocket book "Model for English Conversation on Guided Service," which is being developed. Furthermore, media experts assess and provide suggestions for improving the pocketbook. This validation stage is carried out through an assessment.

Based on the total score obtained by media experts is 67 out of a maximum score of 80. The percentage of the overall score is 83.7%. which is included in the "valid" qualification and shows that the pocketbook media "English Conversation Models in Guidance Services" is very feasible to be tested.

## **Implementation Stage**

After obtaining validation results from material and media experts as well carried out revisions to the pocket book and tested the level of product suitability on respondents. The respondents in this study were eight (8) using a small group of students at SMK 6 Palembang. Based on result of the product feasibility test questionnaire, an overall percentage score of 86.5% was obtained, which was included in the "Very Good" qualification and showed that the pocket book media "Model for English Conversation on Guiding Services" was very appropriate to be used as a learning medium.

## **CONCLUSIONS**

This research produces a product in the form of a pocket book containing guidance material entitled "Model for English Conversation on Guided Services." This pocket book is

printed in full color and has 33 pages. The first part contains the cover, introduction, and table of contents; the next part contains the presentation of the material; and the last part contains the bibliography and author profile.

The results of the validation by material experts show an assessment percentage of 86.6%. This percentage falls into the "very good" category for testing. Then validation by media experts shows a percentage of 83.7%, which means it is a "good" qualification to be tested. In addition, this medium received responses in the form of a percentage from students of 89.7%. This figure is included in the "very good" qualification to be used as an independent learning medium. From this presentation, it can be concluded that the pocket book "model for English conversation on guiding services" is worthy of being accepted as one of the learning media for students.

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