

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### 5.1. Conclusion

This study has successfully produced an innovative educational product in the form of a multimedia-supported guidebook entitled *Clear for Duty: Buku Pendamping Staf Operasional Bandara*, specifically designed for the Airport Operation Landside & Terminal (AOLT) unit at Yogyakarta International Airport (YIA), Kulon Progo. The guidebook was developed through a systematic Research and Development (R&D) approach, incorporating eight essential steps. The process of developing the audiovisual components involved multiple stages, all of which were integrated into the eight-step framework of the Research and Development (R&D) methodology. Specifically, these detailed activities were encompassed within the Product Design phase.

Subsequently, scripts were developed to serve as the basis for audio and video narration. For video content, a storyboard was also created to visually map out each scene, ensuring clarity and coherence during production. To facilitate an efficient recording process, a structured schedule was arranged, detailing both the time and location of the recordings. Once the planning was complete, the recording sessions for both audio and video components were conducted. After the recordings were finalized, the audio files for each chapter were edited to ensure clarity, correct pronunciation, and consistency with the scripts. Similarly, video editing was carried out, particularly for Chapter 1, which included practical communication scenarios. Upon completion of the editing process, all audiovisual files were uploaded to Google Drive for centralized access. To enhance usability, QR codes were generated for each audio and video segment, allowing users to conveniently access the materials via their digital devices. This integration of audiovisual content into the guidebook aims to support autonomous and practical learning among airport operational staff and interns.

The results of product testing and user feedback indicate that the bilingual handbook is an effective tool in supporting operational staff in improving their communication with international passengers. Respondents highlighted the handbook's clear structure, the relevance and practicality of the vocabulary presented, and the added value of the accompanying audio materials, which are accessible via QR codes. The integration of audiovisuals as supporting tools was particularly appreciated, as they enhanced user engagement and facilitated better comprehension, especially in terms of pronunciation and real-life communication scenarios. Furthermore, the guidebook serves not only as a communication aid but also as a valuable learning resource for staff who are still in the process of developing their English language proficiency. In addition, it offers practical orientation support for newly recruited employees or interns, helping them familiarize themselves with essential communication practices in the airport operational context.

Overall, this guidebook serves as a pioneering solution to address the gap in effective communication training for airport operational staff. It combines theoretical knowledge with practical guidance and real-life examples, presented through an engaging multimedia format. Its development not only fulfills an educational need but also sets a precedent for similar initiatives in the aviation sector.

## **5.2. Suggestion**

While the development and implementation of the *Clear for Duty: Buku Pendamping Staf Operasional Bandara* guidebook has proven to be a beneficial step toward enhancing the communication skills of airport operational staff, there are several recommendations that could further improve and expand the effectiveness of this educational tool.

Firstly, future versions of the guidebook should consider incorporating a broader scope of content. Such additions would offer a more comprehensive learning experience and better prepare staff for diverse operational challenges.

Secondly, a periodic review and update mechanism should be established to ensure that the materials remain relevant and aligned with the latest procedures and communication standards used at the airport.

Finally, further academic research could be conducted to assess the long-term impact of using audiovisual-integrated guidebooks on staff performance, knowledge retention, and job satisfaction. Such studies could provide valuable insights and empirical evidence to support broader adoption of multimedia learning tools in the field of aviation and beyond. By following these suggestions, the guidebook can continue to evolve as a dynamic, impactful, and relevant resource for both current and future airport operational staff.