

CHAPTER V

CONCLUSION AND SUGGESTION

5.1. Conclusion

Based on the R&D process, the researcher concluded that the creation of a guidebook for Operational Division at YIA followed eight steps of the R&D model proposed by Sugiyono (2009): (1) Potential and Problems, (2) Data Collection, (3) Product Design, (4) Design Validation, (5) Design Revision, (6) Product Trial, (7) Product Revision, and (8) Final Product. Each phase helped ensure that the guidebook was developed systematically and improved based on data and feedback. The contents, which include English-Indonesian materials on airport announcements, staff communication, and passenger interaction, were selected and structured according to actual needs observed and gathered through interviews with Operational Division. Therefore, the final product is not only practical but also contextually relevant and user-friendly.

The results of product testing and feedback showed that the bilingual handbook is useful in helping operational staff improve their communication with international passengers. Respondents appreciated its clear structure, relevant vocabulary, and supporting audio materials accessed through QR codes. The guidebook also functions as a learning tool for staff who are still developing their English skills and can serve as a practical orientation resource for new employees or interns. In conclusion, this guidebook fulfills the need for a contextual and accessible English learning tool that directly supports operational tasks at the airport.

5.2. Suggestion

After completing the guidebook, the researcher gives some suggestions. First, the airport should give more support to staff who still struggle with English, especially in real communication with passengers. Second, the content material can

include English practice using the guidebook to help staff get used to common phrases and announcements.

The researcher also suggests that the guidebook should continue to be improved by adding audiovisual features, such as pronunciation audio using QR codes, and updating the content based on new airport situations. Lastly, future researchers can develop similar guidebook for other departments, or even for different airports.