CREATING A GUIDANCE BOOK FOR TOUR GUIDE AT KERATON SURAKARTA

FINAL ASSIGNMENT

A Partial Fulfilment of the Requirements for the Applied Foreign Language Bachelor Degree

by

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VOCATIONAL SCHOOL

DIPONEGORO UNIVERSITY

2023

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STATEMENT OF ORIGINALITY

This is to certify that thesis definitely my original work. I am completely responsible for the content of this thesis. Other writers; opinion or finding included in this project are quoted or cited in accordance with ethnical standard. I understand the full consequences if I took somebody's else ideas, phrases, or sentences without proper references.

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ACKNOWLEDGEMENT

All praise and gratitude of author say to the presence of Allah SWT who has bestowed His mercy so that researchers can complete the Final Project entitled "Creating a Guidance Book for Tour Guide at Keraton Surakarta". This final project is prepared as one of the requirements to obtain a Bachelor of Applied Foreign Language degree in the D4 Applied Foreign Language Study Program, Faculty of Vocational College, Diponegoro University, Semarang.

This research is intended as an effort to help improve communication skills using English for tour guides at Keraton Kasunanan Surakarta. The benefit of research is to help improve the quality of service and meet the level of visitor satisfaction, especially foreign tourists visiting the Keraton Kasunanan Surakarta.

The author realizes that without help from various parties, writing this thesis will not be realized. Therefore, with humility, the author sincerely expresses his sincere gratitude to all those who have helped. The author would like to express his gratitude to the following parties:

1. Prof. Dr. Yos Johan Utama, S.H., M.Hum., as a Rector of Diponegoro University, Semarang who has provided the opportunity to complete the studies.
2. Prof. Dr. Ir. Budiyono, M.Si., as a Dean of Vocational College, Diponegoro University, Semarang who has granted research permits.
3. Dr. Ida Hayu Dwimawanti, MM., as a Vice Dean I, Faculty of Vocational College, Diponegoro University, Semarang who has granted research permits.
4. Sriwahyu Istana Trahutami, S.S, M,Hum., as a Head of the Applied Foreign Language Study Program, who has facilitated all affairs.
5. Mrs. Lenggahing Asri Dwi Eko Saputri, M.Pd, as a Supervisor of this final project who always give the direction and support to the author.
6. Mr. and Mrs. lecturers who have provided knowledge while in college.

7. GRAy. Devi Lelyana Dewi, as a Pengageng Reh Museum Keraton Surakarta, who has given permission to conduct research at Museum Keraton Surakarta.
8. My family that always prays and supports both morally and materially.
9. Friends who have given enough support and encouragement during the work on this final project.
10. All parties who have assisted and supported researchers in the preparation of this final project.

May all the goodness of all parties get a great reward from Allah SWT. The author hopes that writing this final project can provide benefits and be used properly in the future

Semarang, August 2023

Sephia Marginingtiastuti

TABLE OF CONTENT

COVER ..... **i**

APPROVAL SHEET A FINAL ASSIGNMENT ..... **ii**

ACCEPTANCE ..... **iii**

STATEMENT OF ORIGINALITY ..... **iv**

ACKNOWLEDGEMENT ..... **v**

TABLE OF CONTENT ..... **x**

LIST OF TABLES ..... **xiii**

LIST OF FIGURES ..... **xi**

LIST OF APPENDICES ..... **xiv**

ABSTRACT ..... **xv**

CHAPTER I INTRODUCTION **1**

1.1 Background of the Research 1

1.2 Problem Formulation 2

1.3 Aims of the Research 3

1.4 Advantages of the Research 3

1.5 Output of the Research 3

CHAPTER II LITERATURE REVIEW **4**

2.1 Keraton Kasunanan Surakarta 4

2.1.1 History of the Keraton Kasunanan Surakarta 4

2.2 Museum Keraton Surakarta 5

2.2.1 History of the Museum Keraton Surakarta 5

2.2.2 Part of the Museum Keraton Surakarta 6

2.3 Tour Guide 8

2.3.1 Definition of Tour Guide 8
2.3.2 Requirement to be Tour Guide 9
2.3.3 The Attitude of being Tour Guide 9
2.4 English Language Skill 10
2.4.1 Definition of English Language Skill 10
2.4.2 The Importance English in Tourism Aspect 11
2.4.3 The advantages of mastering English in tourism area 12
2.5 Guidance Book 12
2.5.1 Definition of Guidance Book 12
2.5.2 Part of Guidance Book 12
2.5.3 Advantages of Guidance Book 14
2.6 Previous Study 14
CHAPTER III METHODOLOGY 15
3.1 Research Methodology 15
3.2 Development Procedures 16
3.2.1 Potential and Problem Analysis 16
3.2.2 Data Collection 16
3.2.3 Product Design 17
3.2.4 Design Validation 17
3.2.5 Design Revision 17
3.2.6 Product Testing 17
3.2.7 Product Revision 17
3.2.8 Production 18
3.3 Location and Research Subject 18
3.4 Research Instrument 18

3.5 Budgeting 21
3.6 Data Analysis Method 22
3.7 Task Distribution 22
CHAPTER IV RESULT AND DISCUSSION 23
4.1 Result 23
4.1.1 The Importance of Guidance Book 23
4.1.2 The Process of Designing the Guidance Book 26
4.1.3 Product Design 30
4.1.4 Design Validation 46
4.1.5 Design Revision 51
4.1.6 Product Testing 57
4.1.7 Product Revision 66
4.1.8 Production 68
4.2 Discussion 68
CHAPTER V CONCLUSION 76
5.1 Conclusion 76
5.2 Suggestion 77
BIBLIOGRAPHY 78
APPENDICES 81

LIST OF TABLES

Table 3.1 Guidance book total cost 21
Table 4.1 Structured Interview's Question 23
Table 4.2 The example of Javanese word use by the tour guides 25
Table 4.3 Translating text using Google Translate 32
Table 4.4 Translating text using Grammarly 34
Table 4.5 List of product validation questions 58
Table 4.6 Product testing result 64

LIST OF FIGURES

Figure 2.1 Keraton Kasunanan Surakarta 4
Figure 2.2 Museum Keraton Surakarta Front Gate 5
Figure 3.1 Research and Development Model by Sugiyono.....16
Figure 3.2 Stage of designing guidance book 16
Figure 3.3 The example of questionnaire..... 20
Figure 3.4 The example of validation form about media.....21
Figure 3.5 The example of validation form about material.....22
Figure 4.1 Sasana Sewaka.....29
Figure 4.2 Sasana Wilapa..... 29
Figure 4.3 Bangsal Pradangga..... 30
Figure 4.4 Panggung Sangga Buwana 30
Figure 4.5 Mind mapping of the guidance book 32
Figure 4.6 The usage of Google Translate 34
Figure 4.7 Cover of guidance book..... 36
Figure 4.8 Table of content 36
Figure 4.9 Opening 37
Figure 4.10 Closing..... 37
Figure 4.11 Part of buildings..... 38
Figure 4.12 Example of tour commentary about part of the buildings 38
Figure 4.13 Traditional dances “Bedhaya Duradasih”..... 39
Figure 4.14 Tour commentary about traditional dances 39
Figure 4.15 Mahesa Lawung..... 40
Figure 4.16 Tour commentary about event 40
Figure 4.17 Tour commentary at souvenir store 41
Figure 4.18 List of synonym 41
Figure 4.19 References..... 42
Figure 4.20 Biography of the authors 43
Figure 4.21 Color palette..... 43
Figure 4.22 The example of ornaments in SVG format..... 45

Figure 4.23 Generating text into voice using PlayHT 45
Figure 4.24 Generating link using QR Code Generator 46
Figure 4.25 The usage of QR Barcode in design 46
Figure 4.26 Question media number 1 47
Figure 4.27 Question media number 2 47
Figure 4.28 Question media number 3 48
Figure 4.29 Question media number 4 48
Figure 4.30 Question media number 5 48
Figure 4.31 Question media number 6 49
Figure 4.32 Question material number 1 49
Figure 4.33 Question material number 2 49
Figure 4.34 Question material number 3 50
Figure 4.35 Question material number 4 50
Figure 4.36 Question material number 5 50
Figure 4.37 Question material number 6 51
Figure 4.38 Question material number 7 51
Figure 4.39 Question material number 8 51
Figure 4.40 Question material number 9 52
Figure 4.41 Question material number 10 52
Figure 4.42 Design guidance book cover before revision 53
Figure 4.43 Design guidance book cover after revision 53
Figure 4.44 Table of content before revision 54
Figure 4.45 Table of contents after revision 54
Figure 4.46 Description of Keraton Surakarta before revision 55
Figure 4.47 Description of Keraton Surakarta after revision 55
Figure 4.48 Title before revision 55
Figure 4.49 Title after revision 55
Figure 4.50 Traditional dances before revision 56
Figure 4.51 Traditional dances after revision 56
Figure 4.52 Event before revision 56
Figure 4.53 Event after revision 56

Figure 4.54 List of synonym 57
Figure 4.55 Documentation when conducting product testing with tour guide 58
Figure 4.56 Analysis of product testing number 1 60
Figure 4.57 Analysis of product testing number 2 60
Figure 4.58 Analysis of product testing number 3 61
Figure 4.59 Analysis of product testing number 4 61
Figure 4.60 Analysis of product testing number 5 62
Figure 4.61 Analysis of product testing number 6 62
Figure 4.62 Analysis of product testing number 7 63
Figure 4.63 Analysis of product testing number 8 63
Figure 4.64 Analysis of product testing number 9 64
Figure 4.65 Analysis of product testing number 10 64
Figure 4.66 Documentation of product testing with B.R.M. Yudhistira Rachmat Saputra 66
Figure 4.67 Cover after revision 67
Figure 4.68 Cover before revision 67
Figure 4.69 Content before revision 68
Figure 4.70 Content after revision 68
Figure 4.71 List of synonyms after revision 69
Figure 4.72 First page of guidance book containing cover and table of content .. 70
Figure 4.73 Content about opening and closing 70
Figure 4.74 Content about Keraton Kasunanan Surakarta and its buildings 70
Figure 4.75 Content about tour commentary of buildings in Keraton Kasunanan Surakarta 71
Figure 4.76 Content about traditional dances and its tour commentary 71
Figure 4.77 Content about event and its tour commentary 71
Figure 4.78 Content about conversation at souvenir store 72
Figure 4.79 Content about list of equivalent word from Javanese to English 72
Figure 4.80 List of references 72
Figure 4.81 Biography of the authors and back cover 73

LIST OF APPENDICES

Appendix 1 Data Retrieval Permission Letter 81
Appendix 2 Validation form 82
Appendix 3 Interview results 84
Appendix 4 Questionnaire of product testing 89
Appendix 5 Turnitin result 93
Appendix 6 Screen shoot of the final product.....94

ABSTRACT

Keraton Kasunanan Surakarta is one of the historical and cultural destinations located in Solo City, Central Java. The development of Keraton Kasunanan Surakarta began in 1745 after the *Geger Pecinan* event that occurred in 1743. In its development, Keraton Kasunanan Surakarta converted some of its buildings into Museum Keraton Surakarta on the initiative of Kanjeng Gusti Pangeran Haryo (K.G.P.H) Panembahan Djatikusumo. Museum Keraton Surakarta is one of the destinations that is quite visited by foreign tourists because of its high historical and cultural value. However, many tour guides at the Museum Keraton Surakarta have not mastered English well in communicating with foreign tourists. Therefore, this study aims to explain the importance of English and Indonesian guidance book for tour guide and explain the process of making the guidance book itself. This research uses the Research and Development (R&D) method by Sugiyono (2013) which has 10 steps. However, in this study only 8 steps of the 10 steps were used such as potential and problem analysis, data collection, product design, design validation, design revision, product testing, product revision, and production. This research only uses 8 steps because this product is not mass-produced. In the designing process, this guidance book uses data collection methods such as observation, interview, documentation, and literature study. The result of this research is a guidance book equipped with a QR Code containing audio and a list of Javanese word equivalents into English. This guidance book was then printed and will handed over to the Keraton Kasunanan Surakarta so that it could be used as teaching material for tour guides.

Keywords: Guidance Book, Tour Guide, Bilingual Guidance Book