

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusion

This study developed a handbook entitled *Speak Easy: English Public Speaking Handbook for Interns and Early Career Employees* to address the workplace communication needs of internship students and early career employees. The handbook was developed using the Research and Development (R&D) method adapted from Borg and Gall (1983), consisting of eight stages: (1) Research and Information Collecting through questionnaires and interviews to identify learners' needs; (2) Planning the handbook content, objectives, and design; (3) Developing the preliminary product; (4) Preliminary Field Testing through expert validation; (5) Main Product Revision based on expert feedback; (6) Operational Field Testing with the target users; (7) Operational Product Revision based on users' feedback; and (8) Dissemination and Implementation through Intellectual Property Rights (HKI) registration and distribution to the Student Welfare Board (BEM Kesejahteraan Mahasiswa) of the Vocational School, Universitas Diponegoro. These stages ensured that the handbook was systematically developed, validated, revised, and evaluated, resulting in a valid, practical, and effective learning resource for English public speaking in workplace contexts.

In addition, feedback and perspective from the target users, consisting of internship students and early career employees, indicated a highly positive response, with an average score of 4.29, which falls into the "Strongly Agree" category. This result reflects that the handbook successfully addressed users' learning needs by providing relevant materials, practical speaking strategies, and authentic workplace communication examples. The positive evaluation also suggests that the handbook can enhance learners' confidence and preparedness in delivering English presentations and public speeches in professional settings. Overall, the findings indicate that the handbook, *Speak Easy: English Public Speaking Handbook for Interns and Early Career Employees*, is a valid, practical, and effective learning resource. Therefore, it is recommended for broader

implementation as a supplementary training medium for internship students, early career employees, vocational education institutions, and workplace training programs aimed at improving English public speaking competence.

5.2 Suggestions

The handbook developed through this research is recommended for use by students who will be participating in internship programs, as well as early-career employees who are just entering or preparing to enter the workforce. In addition to its primary target audience, this handbook can also serve as a learning resource for communication majors, general employees, and individuals in related fields who wish to improve their public speaking skills in English. Future researchers are encouraged to continue innovating by developing new features or compiling follow-up editions that are more specific to communication needs in various industrial sectors, such as business, hospitality, travel agencies, and other fields. Furthermore, this handbook series has the potential to be expanded and adapted to become part of the official training curriculum in public speaking skills development programs.