

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

#### **5.1. Conclusion**

This study aimed to identify the needs of beginner guides at the Sonobudoyo Museum, develop the PETA Thomas Karsten handbook, and evaluate users' responses toward the handbook. The findings revealed that beginner guides at the Sonobudoyo Museum faced challenges in understanding complex museum content, delivering guiding narratives, and communicating confidently in English when interacting with international visitors. The needs analysis also indicated a demand for practical learning resources that could support the learning of guiding techniques, museum content, and English communication skills.

Therefore, the PETA Thomas Karsten handbook was developed using the Research and Development method adapted from Borg and Gall (1983). The development process included needs analysis, planning, product development, expert validation, revision, field testing, and implementation. Based on the findings of the needs analysis, the handbook was designed to consist of four chapters: basic communication and hospitality techniques, one-minute scripts and fun facts, helpful phrases, and a glossary and vocabulary list. The content was developed through collaboration with stakeholders, expert validation, and relevant theories related to museum guiding, bilingual learning materials, one-way communication, and value-oriented storytelling.

In addition, the results of expert validation indicated that the handbook was suitable for use with minor revisions. Furthermore, the results of the main field testing showed positive responses from beginner guides. The handbook was perceived as helpful in understanding museum content, learning guiding techniques, preparing for English-language guiding activities, and increasing confidence in learning English for

guiding purposes. In conclusion, the PETA Thomas Karsten handbook is considered a relevant and practical learning resource for beginner guides at the Sonobudoyo Museum. The handbook successfully addresses the identified user needs and provides structured support for learning museum guiding techniques and content in both Indonesian and English.

## **5.2. Suggestion**

Based on the findings of this study, the PETA Thomas Karsten handbook is recommended as a supplementary learning resource for novice guides at the Sonobudoyo Museum. The handbook may be used during guide training programs, internship activities, and independent study to help novice guides understand museum collections, develop basic guiding skills, and prepare for English-language guiding activities. The museum may also consider incorporating the handbook into its guide orientation or training process to provide more structured learning support for new guides.

For further product development, the handbook's content could be expanded to include collections exhibited in other museum buildings, particularly the Hasta Brata Building, to provide broader coverage of the Sonobudoyo Museum. Additional features such as self-assessment exercises, pronunciation guidance, audio recordings, and interactive learning activities could also be incorporated to enhance user engagement and support independent learning. Future researchers are encouraged to conduct studies involving a larger number of participants and a wider range of guiding experiences.

Further research may also focus on evaluating the handbook's effectiveness in improving guiding performance, English communication skills, confidence, and visitor interaction during actual museum guiding activities. Additionally, similar handbook development studies could be conducted in other museums to examine the adaptability and applicability of this type of learning resource in different museum contexts.