

Approval Sheet

**Communication Skill of Tourist Guide
In Kraton Yogyakarta**

A Paper

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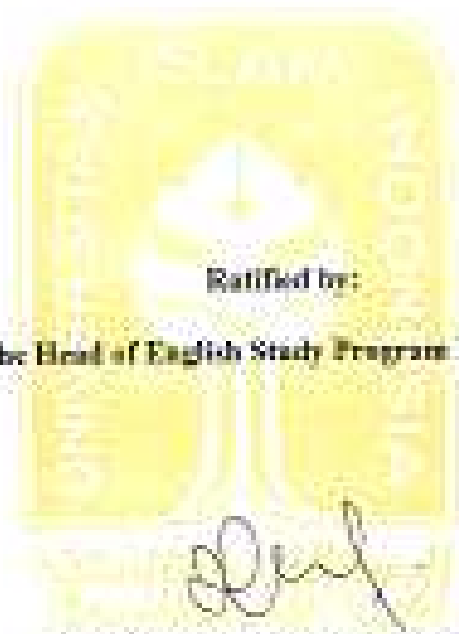
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**Communication Skill of Tourists Guide
In Kraton Yogyakarta**



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Communication Skill of Tourists Guide
in Kraton Yogyakarta

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Apabila pernyataan ini tidak benar, sepenuhnya menjadi tanggung jawab saya.

Yogyakarta, 7 Desember 2019

Yang membuat pernyataan



DINDA AYU JAGADCHITA

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Finally, the writer wishes that this paper can be beneficial for everyone who learns about communication. She realizes that the paper is still far from being perfect, so any suggestions and criticisms to make a good improvement of the paper are warmly welcomed.

The Writer

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**COMMUNICATION SKILL OF TOURISTS GUIDE
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By

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ABSTRACT

The objectives of this research are to describe the types of communication skill and to describe the communication modeling of skill of tourist guide in Kraton Yogyakarta.

The research design used is qualitative descriptive method. Data collections technique used are recording, questionnaire, taking picture, and interview.

The results of the research show that most of the tourist guides use their verbal communication as the type of communication that consists of two parts. They are interpersonal speaking and public speaking. Most of the tourist guides use their nonverbal communication as the type of communication, such as facial expression, eye behavior, kinesics & body movement, and personal appearance & clothing. And then, most of the tourist guides do communication modeling, such as the linear view of human communication, as the interaction view of human communication, as the transactional view of human communication, and as the essentials of human communication. The effects are to communicate with the tourist more fluently and to make a good communication.

CHAPTER I

INTRODUCTION

A. Background of the Problem

Indonesia has many wonderful places with its every unique from every islands. Yogyakarta is one of cities that it has many tourism places. They are Prambanan Temple, Kraton, Tamansari, Parangtritis Beach, and Kaliurang. Kraton is one of tourism places that it is most famous in Yogyakarta. Kraton Yogyakarta also is an important culture for every people in Yogyakarta. According to PHRI team “the Kraton pioneered Jogja and has been the most important culture influence of Javanese society for the last 250 years” (2004, p.29). Because Kraton is a central of culture, Kraton also has many tourists guide to support and to help. The writer has one experience when the writer went to the Kraton. The writer found many tourists guide could explain about Kraton to all tourists. A lot of tourists guide used foreign language and they used their speaking ability to the tourists. There are many tourists guides can speak English and other languages when they guide the tourists. English language is one of languages that every tourist guide must use. English language is international language, so everyone has to learn and practice it.

Beside, they must speak foreign language; they also must have a communication skill as speaking ability for supporting their job. According to Rosengren “communication may take place between units of very different size and complexity” (p.1). Communication skill can use in every job. Everyone can use communication skill when they share about knowledge, conflict, and other things.

In guiding technique, communication is important for every tourist guide. Speaking activity of tourist guide is different from when people are speaking in daily

activity. Being a tourist guide means he must know how to speak well. According to Luoma “teaching and testing experts often talk about speaking as a technical term to refer to one of the various skills that language learners should develop and have” (2004, p.20). For a new tourist guide, he or she may only have a little of good communication when he is guiding, so a new tourist guide must have a good communication skill as speaking ability. If a tourist guide has a good communication skill, the tourist will be satisfied. According to Savignon in Lubis’s book “communicative competence may be defined as the ability to function in a truly communicative setting that is in a dynamic exchange in which linguistic competence must adapt itself to the total informational input” (1972, p.1). Therefore, the competence or skill of communication is a key or a setting of a good communication.

Every tourist guide must have communicative competence because it can influence in their conversation between tourist guide and the tourist. The conversation between two people or more will be influenced if they can communicate more fluently. From a speaker, a message or information can send to a listener if he or she has communication skill as speaking ability. Therefore, communication skill is very important to be speaking ability for everyone. We can speak more fluently if we know the communication skill. For example, when we are speaking with someone, we can use our body language and facial expression to get a good communication. According to Reilly “communication simply as “the transmitting of ideas and information” obscures the complicated nature of this act” (1990, p.1). Another meaning of communication, according to Rosengren “the word ‘communicate’ is historically related to the word ‘common’. It stems from the Latin verb *communicare*, which means ‘to share’, to make

common', and which in turn is related to the Latin word for common: *communis*" (p.1). Therefore, when we communicate with someone, we can share or give a comment. For example, we can give a solution with him or her when we are talking with him or her.

In communication skill as speaking ability, a tourist guide can learn anything that it can make tourists satisfied. For example, a tourist guide can give comment or asking a question with tourists when they guide. The speaking ability can help tourist guide when they guide tourists.

Based on the experience of the writer, the writer has chosen Kraton Yogyakarta as the setting of exploring and report because there are many tourists visiting it and many tourist guides that they can guide with their English Language and other foreign languages. However, the written has noticed that there is still a little problem about their speaking ability. Thus, the writer wants to report the speaking ability in their communication skill of tourists guide activity in Kraton Yogyakarta.

B. Identification of the Problem

The speaking ability is a necessary skill that all tourists guide must have. Thus, the speaking ability is an important skill for all tourists guide for guiding more fluently. A tourist wants to get a good service from a good tourist guide, so every tourist guide must have knowledge and have speaking ability. A lot of tourists choose a professional tourist guide. In fact, a lot of tourists get the tourist guides that they use their communication skill. Because the communication skill has many types and models communication, the tourist guide can use their communication skill. As a tourist guide must know what their assignment is as a tourist guide for being a professional tourist guide. According to Spillane "the tourist guide acts as an introducer or an interpreter who must help the

listener understand and appreciate the country, the locality, the area visited and anything the tourist may see in passing” (2002, p.20). Every tourist guide must have speaking ability, such as communication skill with supported by their knowledge and education for guiding more fluently.

C. Limitation of the Problem

There are many tourists guides in Kraton Yogyakarta. The purpose of this paper to report the communication skill of tourists guide in Kraton yogyakarta. Especially, their types of communication and their communication modeling.

D. Formulation of the Problem

Based on the discussion of problem identification, the problem can be formulated as follows:

1. What are the types of communication skill of tourists guide in Kraton Yogyakarta?
2. How are the communication modeling applied in speaking for the tourists guide in Kraton Yogyakarta?

E. The Objectives of the Paper

Based on the problem formulation, there can be stated. The objectives of this paper, those are:

1. To describe the types of communication skill of tourists guide in Kraton Yogyakarta.

2. To describe the communication modeling of communication skill of tourist guide in Kraton Yogyakarta.

F. The Significance of the Paper

This report writing will be more beneficial for the following parties:

Theoretical Significance:

This report writing will benefit for the writer, and it can enrich the writer's knowledge about the communication skill.

Practical Significance:

a. Practical significance for the readers or students

The reader can take much knowledge and much information from this report writing about the communication skill.

b. Practical significance for the lecturer

This report writing can be motivation for every lecturer when they do activity. It can help them in their communication when they teach their student. It also can help them to get a good conversation when every lecturer communicates.

c. Practical significance for the tourist guide

It is important part for all tourists guide because it can help them do their job. This report writing can be motivation to all tourists guide for more fluently when they guide the tourist.

d. Practical significance for the Tourism Department

This report writing can be important document that it can use for every part in tourism. This report writing is not only for tourist guide, but also for everyone who has involvement in tourism.

e. Practical significance for other the writers or the researchers

This report writing can be an example to make another good research paper and report writing for all other the writers or the researchers.

CHAPTER II

LITERATURE REVIEW

There are some theories used in this research that they can give definition and explanation for getting an understanding.

A. Speaking and Communication

Speaking

Speaking is activity that we can do it everyday. Although it is easy for doing, we must know how to arrange our speaking. There are many ways to do for arranging it. When every person speaks, they always pay attention on the sound of speech. The sound of speech is influenced in speaking. According to Luoma:

As speakers, consciously or unconsciously, people use their speech to create an image of themselves to others. By using speed and pausing, and variations in pitch, volume and intonation, they also create a texture for their talk that supports and enhances what they are saying. The sound of people's speech is meaningful, and that is why this is important for assessing speaking (2004, p.10).

According to Luoma "speaking skills are an important part of the curriculum in language teaching, and this makes them an important object of assessment as well" (2004, p.1).

The tourist guides must know how to speak well, so this speaking skill is needed to speak more fluently. In learning speaking skill, it is more effective to always practice. If people always practice the speaking skill, they can have a good habit in speaking and they can speak well.

Communication

In the process of speaking, communication skill is a very important aspect. If everybody has a good communication skill, they can communicate more fluently.

Meaning of Communication

According to DeVito *“komunikasi mengacu pada tindakan, oleh yang mengirim dan menerima pesan yang terdistorsi oleh gangguan (noise), terjadi dalam suatu konteks tertentu, mempunyai pengaruh tertentu, dan ada kesempatan untuk melakukan umpan balik”* (1997, p.23). In English, “communication refers to act, by one person or more than one person, sending and receiving a message with noise, it happens in a context, it has influence, and it has chance to feed back”.

According to Rubin, Alan, and Linda “Communication is how people arrive at shared meanings through the interchange of messages” (1996, p.6).

Thus, communication skill is an important thing to help tourist guides in improving his or her speaking ability when they guide the tourist. In this research paper, communication consists of types of communication and communication modeling.

a. Types of Communication

The types of communication consist of two parts. They are verbal or visual communication and nonverbal communication.

1. Verbal Communication

According to DeVito *“bahasa sebagai sistem makna”* (1997, p.122). In English, “language as meaning system”. Verbal communication only makes a sentence or words when we communicate with someone. According to Rosengren “as the capacity to use symbols developed among the first human beings, so did verbal language” (2000, p.38). In addition, according to Rosengren “out of signals and icons made up of gestures, facial

expressions, grunts and cries, there gradually grew a language of verbal symbols, building on words and simple sentences based on double articulation” (2000, p.38). This type communication only use visual aid to help everyone communicates more fluently. This type communication can be one of communication skill that becomes an effective to learn the communication skill.

[Dr. Lyle Sussman](#) in his article “Welcome to Effective Communication,” states that verbal communication is one way for people to communicate face-to-face. Some key components of verbal communication are sound, words, speaking, and language. Many problems can arise in speaking and the only way to solve these problems is through experience (1). Speaking influences verbal communication. [Dr. Lyle Sussman](#) in his article “Welcome to Effective Communication,” states that speaking can be looked at in two major areas (1). Those are:

a. Interpersonal Speaking

Verbal communication is an essential part of business and when it is executed correctly, good things happen. Speaking can be used as a tool to accomplish your objectives. Here are some things which will make you an effective communicator:

- o Remember to become aware of what you are saying.
- o Apply the same process you use in written communication when you are communicating orally.
- o Before you speak, think about your purpose, your main idea, and your audience.

- o Organize your thoughts in a logical way.
- o Decide on a style that suits the occasion and then edit your remarks mentally.
- o As you speak, watch the other person to see whether your message is making the desired impression. If not, revise it and try again.

Speaking styles also support to interpersonal speaking in verbal communication. Here are four different styles that will suit every occasion:

1. Expressive Style is spontaneous, conversational, and uninhibited. Use this when you are expressing your feelings, joking, complaining, or socializing.

For example: "No way am I going to let that nerd force an incentive-pay plan on UPS workers."

2. Directive Style is an authoritative and judgemental style. We use this style to give orders, exert leadership, pass judgement, or state our opinions.

For example: "I want Mike Romig to explain the new pay plan to each manager."

3. Problem-Solving Style is rational, objective, unbiased, and bland. This is the style most commonly used in business dealings. We use it when we are solving problems and conveying routine information.

For example: "Stacy Lee might be able to present the plan more favourably."

4. Meta Style is used to discuss the communication process itself. Meta language enables us to talk about our interactions.

For example: "We seem to be having a hard time agreeing on the specifics of the incentive-pay plan."

Therefore, interpersonal speaking influences to be an effective communicator. Everyone can also use speaking style in verbal communication.

b. Public Speaking.

There are seven steps to create an effective speech. The first step in making a speech is choosing a topic. Therefore, a speaker must have a topic in communication. The second step is to define the purpose of your speech. Therefore, a speaker can persuade or inform a listener as the purpose. The third step is to get to know your audience. A speaker must know how large the listeners, their conditions, and their feels. The fourth step is to gather information for your speech. A speaker can get an idea or information before he or she communicates. The fifth step is to organize your speech. Start by identifying the main points you want to make, and then put them in an order that makes sense to your topic. A speaker must organize his or her communication to get a good communication. The sixth step is adding an introduction to your speech. The introduction is aimed at getting the attention of your audience. The seventh step is adding a conclusion to your speech. First, signal to the audience that your speech is coming to a close by using phrases. Second, reinforce the main point of your speech. These steps can be more effective if the speakers use it.

2. Nonverbal Communication

Nonverbal communication only use gesture, body language, facial expression, eye contact and other behavior communication in order to get a good communication.

Barker and Deborah write that in attempt to increase sensitivity to different types of our nonverbal behavior, there can be examined some important parts (1996, p.76). Those are:

- a. Facial Expressions
- b. Eye Behavior
- c. Kinesics and Body Movement
- d. Personal Appearance and Clothing
- e. Touching
- f. Proxemics
- g. Paralanguage
- h. Smell and Taste
- i. Environmental Factors

a. Facial Expressions

Perhaps the most obvious vehicle for nonverbal communication is the face. It is a constant source of information to those around us. Think of all the things your face can say about you without your saying a word. Therefore, facial expression influences when everyone communicates.

b. Eye Behavior

Certain eye behaviors are associated with definite moods, reactions, and attitudes. In this way they provide us with information about people with whom we interact. Therefore, all people can show their moods or their feeling with their eye behavior.

c. Kinesics and Body Movement

The human body is so incredibly versatile that it can send thousands of nonverbal messages. Ray Birdwhistell, a pioneer in the field of nonverbal communication, coined the word *kinesics* to describe the study of body movement. Body movements fall into one of several categories. For instance, how you walk is often a strong indicator of how you feel. Therefore, everyone can see our feeling with our body movement.

d. Personal Appearance and Clothing

Physical appearance influences job interview, blind dates, consumer buying behavior, grades in school, and even courtroom decisions. Certainly, the way we look is important to ourselves and others. We manipulate our physical appearance so that we will be perceived as attractive rather than unattractive. Therefore, it is important to care our physical appearance when we communicate.

Clothing

It is often said that clothes make a person, but it may be more true to say that clothes *are* the person. Some of us are interested in clothing as a means of keeping up with the latest social changes. Others use clothing as a form of decoration and self expression. Therefore, we as human must care with our clothing because it has meaning full.

e. Touching

Touching is nonetheless the most basic form of nonverbal communication. We all use touch at times. To emphasize a point or to interrupt another person, for

instance, we may grab the speaker's elbow and interrupt with, "But you don't understand."

f. Proxemics

The study of these spatial factors is called *proxemics*; it focuses on how we react to space around us, how we use that space, and how our use of space communicates certain information.

g. Paralanguage

Paralanguage is "a language alongside of language" and includes vocal characteristics such as pitch, range, and resonance, tempo, and quality, and various vocal sounds such as grunts, groans, and clearing of the throat.

h. Smell and Taste

The sense of smell, however, is not the only "silent" sense that sends and receives messages. Our sense of taste allows us to receive messages of pleasure as well as warning and has the ability both to influence and to reflect our physical needs as well as preferences and attitudes.

i. Environmental Factors

Environmental factors consist of three parts. There are architecture, objects, and colors. Nonverbal messages from architectural structures and other objects around us indeed can influence our behavior. For colors, it is well known that specific colors are associated with particular human moods.

Communication Style

Carter writes that the two methods of analysis used in this session are not designed to link with one another but rather to encourage different perspectives which help build up a picture of our own habitual communication styles (1995, p.47). Those are:

1. The Communication Grid

This helps everyone look at the emphasis everyone tend to put on perspective and type of content.

2. Communication skills self-audit

This helps us examine skills under particular headings.

According to Carter “From these we can begin to understand where or why communication breakdowns are likely to occur with others, and to tolerate different styles more readily in others” (1995, p.47).

Norton (1983) in Borden’s book discusses three distinct communicator styles (217-218). Those are:

a. Open Style

This refers to the accessible and unrestrained communicator. This style carries many problems with it, for the best deceivers are those who appear to be open.

b. Dramatic Style

This refers to the communicative spotlight. When we want to emphasize a point, the stress and intonation patterns of our speech indicate this.

c. Attentive Style

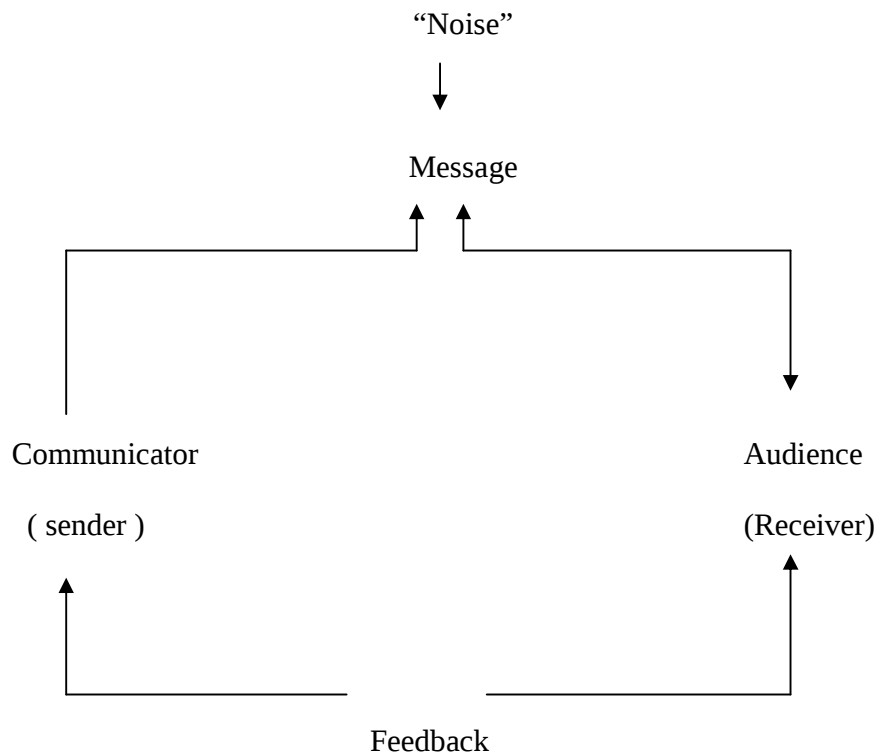
This refers to the communicative coordinator. If you are really involved in a conversation, you are displaying the attentive style.

Everyone has different communication style when he or she communicates. This communication style can be knowledge to learn communication skill.

c. Communication Models

For more understanding in learning communication skill, some communication models can help us. Reilly writes:

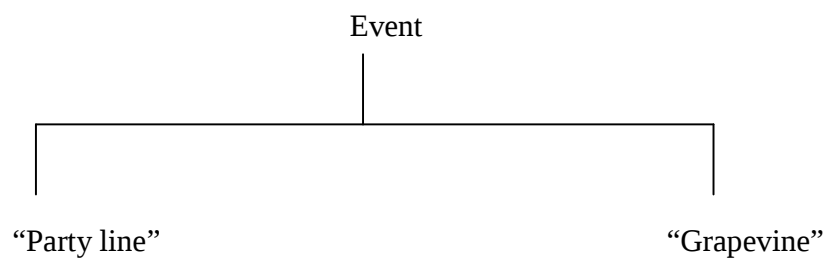
There are numerous communication models, diagrams that show how information is transmitted. Figure 1-1 shows two variations of communication models. Figure 1-1(a) shows two-way communication and figure 1-1(b) demonstrates why rumors travel faster than the official line (there are fewer clearances). Another model might show the communication loop, where the sender transmits, the receiver receives, and then the receiver provides questions or feedback to the sender. Communication in this instance is continuous (1990, p.2).

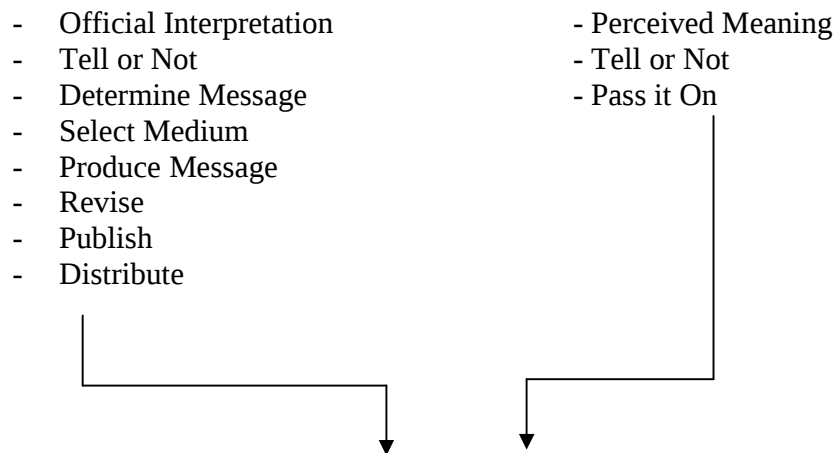


a. Basic Communication

Figure 1-1. (a) Basic communication chart; (b) reactive communication chart

This models means that communication is from a communicator send message by noise, message transfer to audience and feedback again.





b. Reactive Communication

Figure 1-1. Continued.

This model means that all things happen from the event and it is called a reactive communication.

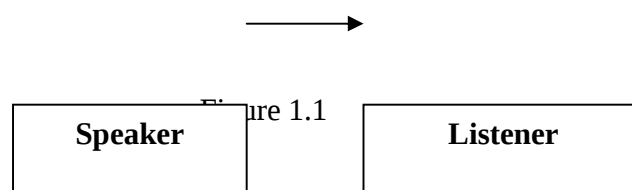
About the communication models, Reilly also writes:

The sender is a vital part of the process. This individual must know what he/she wants to say and must be able to either put an effective message together or hire someone to accomplish this. The sender must also be committed to the communication method. This person must believe others have a right to know and must be able to bring topics to their attention in a complete and convincing way (1990, p.2-3).

Another communication model, DeVito writes that in early models (representations) or theories, the communication process was seen as the linear view of human communication, as the interaction view of human communication, as the transactional view of human communication, and as the essentials of human communication (2008, p.5-6). Those are:

a. The linear view of human communication

According to this linear view of communication, the speaker spoke and the listener listened. Communication was seen as proceeding in a relatively straight line. Speaking and listening were seen as taking place at different times; when you spoke, you didn't listen, and when you listened, you didn't speak (figure 1.1).



b. The interaction view of human communication

The linear view was soon replaced with an *interactional* view, in which the speaker and listener were seen as exchanging turns at speaking and listening. For example, A spoke while B listened; then B spoke in response while A listened (figure 1.2)

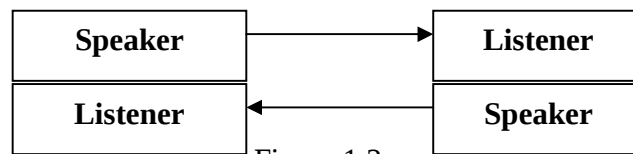


Figure 1.2

c. The transactional view of human communication

A more satisfying view, the one held currently, sees communication as a transactional process in which each person serves simultaneously as speaker and listener. At the same time that you send messages, you're also receiving messages from your own communications and from the reactions of the other person. (Figure 1.3).

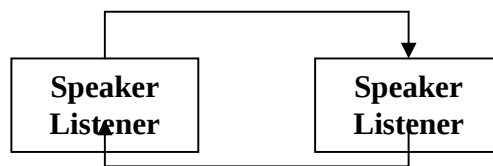
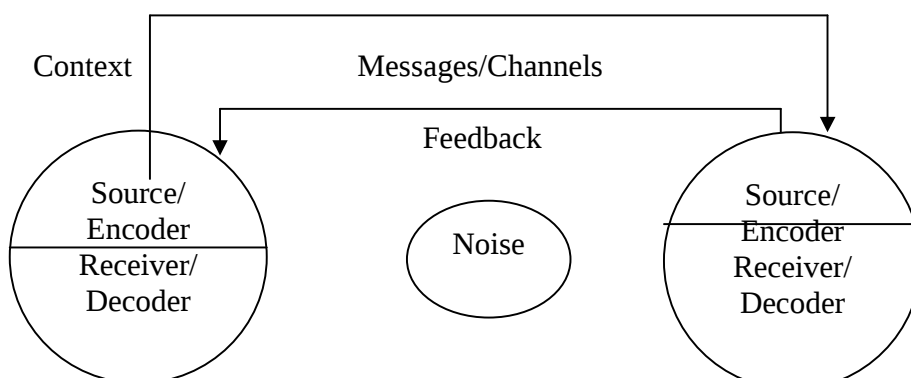


Figure 1.3

d. The essentials of human communication

This is a general model of communication between two people and most accurately depicts interpersonal communication. We can expand the basic transactional model of communication by adding these essential elements, as shown in figure 1.4.



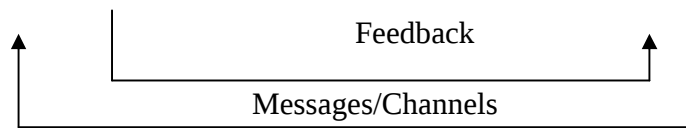


Figure 1.4

Every people have different communication models in their life. When every people speak, they always apply with their habit in speaking activity. This communication modeling can be knowledge for helping every people in speaking activity.

B. Definition of Tourist Guide

Spillane writes that the tourist guide is in the unique position of making the visit unforgettable through his or her ability to make the country come alive and therefore also making the experience tangible for the visitor (2002, p.21).

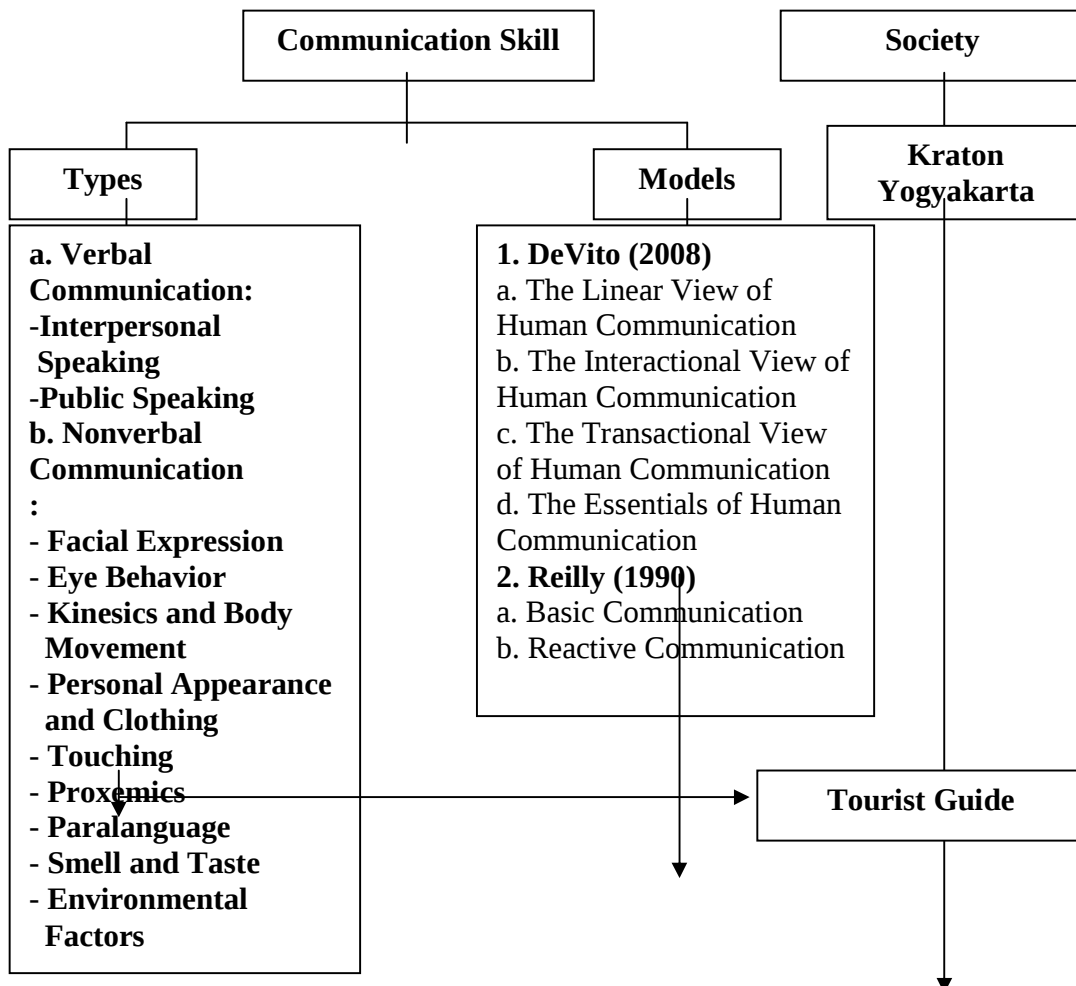
The tourist guide is important part to serve a visitor who wants to know a city. So, the tourist guide must know how to explain all information of the city. The tourist guide also can satisfy the visitor or the tourist.

Spillane writes that the tourist guides are therefore supposed not only to know well the culture they interpret, but also to understand the tourist visiting from another culture (2002, p.21).

A tourist guide is one of part that he or she influences to increase tourism industry. A tourist guide has a high position when he or she meets the tourist because they must serve the tourist. In guiding technique, a tourist guide must serve the tourist with her or his language. Therefore, every tourists guide must have a skill to speak foreign language especially English language. According to Suyitno "*pramuwisata adalah seseorang yang memegang peranan penting dalam kegiatan tur maupun transfer*" (2005, p.8). In english, "a tourist guide is who has an important part in tour activity and transfer" (2005, p.8). All tourists guide can give a good service with their skill in language and communication skill. It means that all tourists guide can be a professional tourist guide.

C. Conceptual Framework

In this research paper, the writer uses the tourist guide in Kraton Yogyakarta to report the communication skill. For supporting this research paper, the writer uses framework. The figure of the framework can be seen below:

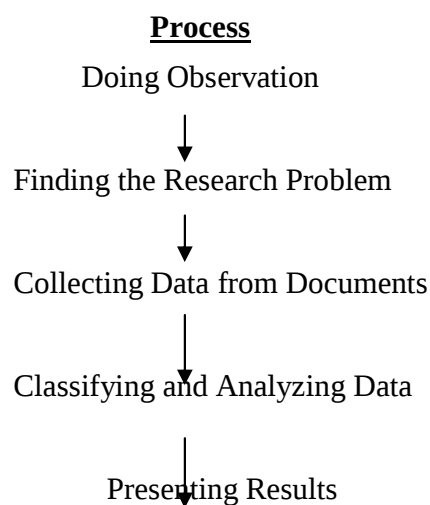


D. Research Method

This report writing attempts to report the communication skill of tourist guide as speaking ability when they guide the tourist in Kraton Yogyakarta.

a. The Report Type

The report type is qualitative. This study is qualitative since it concerns with a process of communication skill as speaking ability for all tourist guide when they guide the tourist. For making a simple the research design, the writer presents it in a chart below:



b. Data and Source of Data

The source of data is from observation of tourist guide at Kraton Yogyakarta. The data is from the report of Kraton Yogyakarta about the tourist guide by the questionnaire, the interview, the recording, and taking the picture. The observation is from 21 October 2009.

c. Instrument of The Report Writing

A descriptive qualitative method is the key instrument.

d. Data Collection Technique

The writer uses the questionnaire technique, the picture, the record, and the interview for this report writing. The tourist guide will get the questionnaire, the picture, the record, and the interview from the writer. The questionnaire is about the job of a tourist guide, the language that the tourist guide uses, and the communication skill of the tourist guide, the picture is about activity of tourists guide, the record is about communication between tourists guide and the tourist, and the interview is about their verbal communication.

e. Data Analysis

Types

No	Verbal Communication Questions	Answer
1		
2		
...		

No	Data	Types								
		Nonverbal Communication								
		A	B	C	D	E	F	G	H	I
1										
2										
...										

Description

A: Facial Expression

B: Eye Behavior

C: Kinesics and Body Movement

D: Personal Appearance and Clothing

E: Touching

F: Proxemics

G: Paralanguage

H: Smell and Taste

I: Environmental Factors

Models

No	Data	Models			
		Linear	Interactional	Transactional	Essentials
1					
2					
...					

CHAPTER III

FINDINGS AND DISCUSSION

A. Findings

In this report writing, the writer found the communication skill from Kraton Yogyakarta, and then the writer gave the report from the research in Kraton Yogyakarta. The writer took the pictures, the records, the questionnaires, and the interview from the tourist guide in Kraton Yogyakarta. There are Types of Communication and Communication Modeling. The writer describes type of communication and communication modeling.

1. The Pictures

No	Data	Types								
		Nonverbal Communication				E	F	G	H	I
		A	B	C	D					
1	Picture 1	√	√		√					
2	Picture 2	√		√	√					
3	Picture 3	√	√		√					
4	Picture 4	√	√	√	√					
5	Picture 5	√	√		√					
6	Picture 6	√			√					
7	Picture 7	√	√	√	√					
8	Picture 8	√	√		√					
Result		8	6	3	8					

Description:

- j. Facial Expressions

- k. Eye Behavior
- l. Kinesics and Body Movement
- m. Personal Appearance and Clothing
- n. Touching
- o. Proxemics
- p. Paralanguage
- q. Smell and Taste
- r. Environmental Factors

The Description of Pictures:

Picture 1

The writer found that picture 1 was included into nonverbal communication. As we saw in the picture 1, the tourist guide used his facial expression, his eye behavior, his personal appearance and clothing to support the communication.

Picture 2

The writer found that picture 2 was included into nonverbal communication. As we saw in the picture 2, the tourist guide used her facial expression, her kinesics and body movement, and her personal appearance and clothing to support the communication.

Picture 3

The writer found that picture 3 was included into nonverbal communication. As we saw in the picture 3, the tourist guide used her facial expression, her eye behavior, her personal appearance and clothing to support the communication.

Picture 4

The writer found that picture 4 was included into nonverbal communication. As we saw in the picture 4, the tourist guide used his facial expression, his eye behavior, his kinesics and body movement, and his personal appearance and clothing to support the communication.

Picture 5

The writer found that picture 5 was included into nonverbal communication. As we saw in the picture 5, the tourist guide used his facial expression, his eye behavior, his personal appearance and clothing to support the communication.

Picture 6

The writer found that picture 6 was included into nonverbal communication. As we saw in the picture 6, the tourist guide used her facial expression and her personal appearance and clothing to support the communication.

Picture 7

The writer found that picture 7 was included into nonverbal communication. As we saw in the picture 7, the tourist guide used her facial expression, her eye behavior, her kinesics and body movement, and her personal appearance and clothing to support the communication.

Picture 8

The writer found that picture 8 was included into nonverbal communication. As we saw in the picture 8, the tourist guide used her facial expression, her eye behavior, her personal appearance and clothing to support the communication.

2. The Records

No	Data	Models			
		Linear	Interactional	Transactional	Essentials
1	Record 1	√			
2	Record 2		√		√
3	Record 3			√	
	Result	1	1	1	1

The Description of Records:

Record 1

The writer found that record 1 was included into linear view of human communication. When the tourist guide spoke, the tourist listened. The tourist guide can speak but the tourist guide cannot listen.

Record 2

The writer found that record 2 was included into interactional view of human communication and essentials view of human communication. When the tourist guide

spoke, the tourist listened, and then the tourist spoke in response while the tourist guide listened.

Record 3

The writer found that record 3 was included into transactional view of human communication. When the tourist guide spoke, the tourist guide can listen or can receive messages from the tourist.

3. The Questionnaires

Notes:

Agree: A

Disagree: B

Very Agree: C

No	T	Questions																		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	X	A	A	A	A	A	B	A	B	A	A	A	A	B	A	B	A	A	A	A
2	Y	A	A	A	A	A	A	A	B	A	A	A	A	B	A	B	A	A	A	A
3	Z	A	A	A	A	A	A	A	A	A	A	A	A	A	A	B	A	A	A	A
4	Q	A	A	A	A	A	B	A	B	A	A	A	A	B	A	B	A	A	A	A
5	W	B	C	C	C	C	B	C	B	B	A	B	A	A	B	A	B	C	A	A

Description:

TG: Tourist Guide

1. Tugas utama pemandu wisata adalah memberikan informasi tentang tempat pariwisata
2. Pemandu wisata adalah pekerjaan yang menyenangkan.
3. Motivasi utama pemandu wisata adalah memberikan pelayanan kepada wisatawan
4. Pelayanan yang baik adalah wisatawan puas dengan apa yang diberikan oleh pemandu wisata.
5. Pemandu wisata adalah satu-satunya pekerjaan yang bias memajukan dunia pariwisata.
6. Pemandu wisata harus bias menguasai ,minimal 3 bahasa.
7. Bahasa menjadi modal utama seorang pemandu wisata.
8. Pemandu wisata harus siap dengan bahasa apapun.
9. Pemandu wisata harus lancar dalam berbicara mennggunakan bahasa inggris.
10. Bahasa tubuh dapat digunakan oleh wisata jika dalam keadaan mendesak.
11. Komunikasi yang baik adalah ketika wisatawan menerima pesan dari pemandu wisata.
12. Gaya dalam berkomunikasi sangat mempengaruhi suksesnya komunikasi tersebut.
13. Menatap mata wisatawan secara langsung adalah bentuk cara lancarnya suatu komunikasi.
14. Memotong pembicaraan ketika sedang melakukan percakapan adalah tindakan komunikasi yang baik.
15. Ekspresi wajah sangat mempengaruhi suksesnya sebuah komunikasi.
16. Seorang pemandu wisata hanya menjelaskan informasi-informasi tanpa mendengarkan tanggapan dari wisatawan.
17. Seorang pemandu wisata dapat menjawab atau bertukar pikiran dengan wisatawan.
18. Seorang pemandu wisata dapat memberikan bantuan kepada wisatawan dalam hal pengambilan foto.

19. Seorang pemandu wisata perlu menunjukkan rasa empati terhadap wisatawan.
20. Seorang pemandu wisata perlu menjelaskan pengetahuan-pengetahuan secara jelas kepada wisatawan.

3. The Questionnaires

The questionnaire has 20 questions. The tourist guide in Kraton Yogyakarta has answered the questionnaires.

1. Question 1

The writer found that 4 participants agree and only 1 who disagree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that the assignment of a tourists guide is for giving information about the culture of tourism.

2. Question 2

The writer found that 4 participants agree and only 1 who very agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that tourist guide's job is a fun job.

3. Question 3

The writer found that 4 participants agree and only 1 who very agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that the motivation of the tourist guide is for giving a service to the tourist.

4. Question 4

The writer found that 4 participants agree and only 1 who disagree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that about a good service come from a satisfaction of the tourists after the tourist guide give to them.

5. Question 5

The writer found that 4 participants agree and only 1 who very agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that job of tourist guide is a job that it can promote the tourism.

6. Question 6

The writer found that 2 participants agree and 3 who disagree with the three questions. It means that the tourists guide in Kraton Yogyakarta has stated that a tourist guide must have more than three languages.

7. Question 7

The writer found that 4 participants agreed and only 1 very agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that a language is main skill of tourist guide.

8. Question 8

The writer found that 4 participants disagree and only 1 who agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that the tourist guide always ready with another languages.

9. Question 9

The writer found that 4 participants agree and only 1 who disagree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that the tourist guide must speak English more fluently.

10. Question 10

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that the body language can help the tourist guide in communication with the tourist.

11. Question 11

The writer found that 4 participants agree and only 1 who disagree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that a good communication is when the tourists get the message from the tourist guide.

12. Question 12

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that the styles of communication influence with the success of communication.

13. Question 13

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that the action of guiding such as see the tourist's eyes is action to get a communication more fluently.

14. Question 14

The writer found that 4 participants disagree and only 1 who agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that the action of cutting the conversation between the tourist and the tourist guide is not good action.

15. Question 15

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that facial expression influences the success of communication.

16. Question 16

The writer found that 5 participants disagree. It means that the tourists guide in Kraton Yogyakarta has stated that the tourist guide only give the information without listen the comment of the tourist is wrong action.

17. Question 17

The writer found that 4 participants agree and only 1 who very agree with question one. It means that the tourists guide in Kraton Yogyakarta has stated that the tourist guide can answer the question from the tourist and can change an opinion with the tourist.

18. Question 18

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that a tourist guide can help the tourist in taking the picture.

19. Question 19

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that a tourist guide can show the empathy to the tourist.

20. Question 20

The writer found that 5 participants agree. It means that the tourists guide in Kraton Yogyakarta has stated that the tourist guide must explain of the knowledge to the tourists.

No	Verbal Communication Questions	Answer
1	Apakah bapak selalu mengingat apa yang bapak mau katakan ketika memandu wisatawan?	
2	Apakah bapak membawa catatan tertulis ketika memandu wisatawan?	
3	Apakah bapak memahami tujuan sebelum memandu wisatawan?	
4	Apakah bapak mengkonsentrasikan pikiran ketika memandu wisatawan?	
5	Apakah ketika menjelaskan objek, bapak selalu memperhatikan/melihat wisatawan?	
6	Bagaimana gaya berbicara yang bapak terapkan ketika memandu wisatawan? a. Canda? b. Memberikan informasi? c. Dengan penyelesaian masalah? d. Diskusi?	
7	Apakah bapak sudah memiliki topik pembicaraan sebelum memandu wisatawan?	
8	Apakah bapak sudah mengerti tujuan memandu wisatawan?	
9	Apakah bapak perlu mengetahui bagaimana persaan atau kondisi wisatawan tersebut sebelum memandu wisatawan?	
10	Apakah sebelum memandu wisatawan, bapak mencari informasi atau membaca kembali materi?	
11	Apakah bapak sudah mengatur bagian mana objek yang harus dijelaskan terlebih dahulu?	
12	Apakah bapak selalu memberikan pertanyaan yang simple ketika awal bertemu wisatawan?	
13	Bagaimana bapak menutup pembicaraan ketika sudah selesai memandu wisatawan tersebut?	

4. The interview

The interview has 13 questions. A tourist guide in Kraton Yogyakarta has interviewed with the writer.

a. Question 1

The question is from interpersonal speaking. It is about the theory that remembers to become aware of what you are saying. The tourist guide has answered the question that he always remembers what he wants to say.

b. Question 2

The question is from interpersonal speaking. It is about the theory that applies the same process you use in written communication when you are communicating orally. The tourist guide has answered the question that he never brings the note book when he guides the tourist.

c. Question 3

The question is from interpersonal speaking. It is about the theory that before you speak, thinks about your purpose, your main idea, and your audience. The tourist guide has answered the question that he must know what the purpose of guiding the tourist.

d. Question 4

The question is from interpersonal speaking. It is about the theory that organizes your thoughts in a logical way. The tourist guide has answered the question that he must focus when he guides the tourist.

e. Question 5

The question is from interpersonal speaking. It is about the theory that as you speak; watch the other person to see whether your message is making the desired impression. The tourist guide has answered the question that he must see the tourist while he explains the object.

f. Question 6

The question is from interpersonal speaking. It is about the theory that decides on a style that suits the occasion and then edits your remarks mentally. The tourist guide has answered the question that he sometimes uses joke, he must give the information, he sometimes solves the problem and he sometimes discuss with the tourists.

g. Question 7

The question is from public speaking. It is about the theory that in making a speech is choosing a topic. The tourist guide has answered the question that he always prepares the topic before he guides the tourists.

h. Question 8

The question is from public speaking. It is about the theory that defines the purpose of your speech. The tourist guide has answered the question that he has known what the purpose of guiding the tourists.

i. Question 9

The question is from public speaking. It is about the theory that to get to know your audience. The tourist guide has answered the question that he must know how the condition and feel of the tourists because many tourists have a different condition and feel.

j. Question 10

The question is from public speaking. It is about the theory that gathers information for your speech. The tourist guide has answered the question that he never reads the theory again because he has remembered the theory.

k. Question 11

The question is from public speaking. It is about the theory that organizes your speech. The tourist guide has answered the question that he has organized his speech.

l. Question 12

The question is from public speaking. It is about the theory that adding an introduction to your speech. The tourist guide has answered the question that he always introduces his self before he guides the tourists.

m. Question 13

The question is from public speaking. It is about the theory that adding a conclusion to your speech. The tourist guide has answered the question that he always receives the questions from the tourist, he always says sorry before he closes his guiding, and he always receives the critics from the tourists.

B. Discussions

This section presents the discussion of the study based on the observation in first section. There are two kinds of objectives:

1. Types Communication

The writer discusses that many tourists guide in Kraton Yogyakarta apply verbal communication when they are talking with the tourist. Many tourist guides in Kraton Yogyakarta used their interpersonal speaking and their public speaking. The writer also discusses that many tourist guide in Kraton Yogyakarta apply nonverbal communication when they are talking with the tourist. Many Tourists guide in Kraton Yogyakarta used

facial expression, eye behavior, kinesics and body movement, and personal appearance and clothing to support their communication.

2. Communication Modeling

The writer discusses that a lot of tourist guides in Kraton Yogyakarta apply four of communication modeling when they are talking with the tourist. In the first record, the tourist guides used the linear view of human communication as communication modeling. It means that the tourist guides explain and the tourists listen. In the second record, the tourist guides used the interaction view of human communication and the essentials of human communication as communication modeling. It means that the tourist guides can give respond when they talk to the tourists. The tourist guide exchange information with the tourist through speaking and listening. In the last record, the tourist guides used the transactional view of human communication as communication modeling. It means that the tourist guides can explain and also can receive the respond from the tourists.

CHAPTER IV

CONCLUSION AND SUGGESTIONS

A. CONCLUSION

1. The type of Communication Skill

The type of communication is one of communication skills. It can help the tourist guides when they talk to the tourists. The types of communication skill of tourist guides in Kraton Yogyakarta are:

a. Verbal Communication

1. The type of communication used by tourist guides in Kraton Yogyakarta is verbal communication. The tourist guides in Kraton Yogyakarta always use their interpersonal speaking when they guide the tourists. The interpersonal speaking consists of six points. Those are:

- o Remember to become aware of what you are saying.
- o Apply the same process you use in written communication when you are communicating orally.
- o Before you speak, think about your purpose, your main idea, and your audience.
- o Organize your thoughts in a logical way.
- o Decide on a style that suits the occasion and then edit your remarks mentally.
- o As you speak, watch the other person to see whether your message is making the desired impression. If not, revise it and try again.

In conclusion, many tourist guides in Kraton Yogyakarta use all points of interpersonal speaking when they guide the tourists.

2. The type communication of tourist guides in Kraton Yogyakarta is verbal communication. The tourist guides in Kraton Yogyakarta always use their public speaking when they guide the tourists. The public speaking consists of seven steps. Seven steps to creating an effective speech. The first step in making a speech is choosing a topic. . The second step is to define the purpose of your speech. The third step is to get to know your audience. The fourth step is to gather information for your speech. The fifth step is to organize your speech. The sixth step is adding an introduction to your speech. The seventh step is adding a conclusion to your speech.

In conclusion, many tourist guides in Kraton Yogyakarta use their public speaking when they guide the tourists.

b. Nonverbal Communication

1. The type communication of tourist guides in Kraton Yogyakarta is nonverbal communication. Many tourists guide use their facial expression to support their communication.
2. The type communication of tourist guides in Kraton Yogyakarta is nonverbal communication. Many tourists guide use their eye behavior to support their communication.
3. The type communication of tourist guide in Kraton Yogyakarta is nonverbal communication. Many tourists guide use their kinesics and body movement to support their communication.

4. The type communication of tourist guide in Kraton Yogyakarta is nonverbal communication. Many tourists guide use their personal appearance and clothing to support their communication.

2. The Communication Modeling

The communication modeling is one of the communication skills. It is some models when everyone speaks or communicates. The communication modeling of tourist guides in Kraton Yogyakarta consists of:

1. The tourist guides in Kraton Yogyakarta apply linear view of human communication as the communication modeling. In conclusion, the communication model is presented when the tourist guides speak, the tourists listen.
2. The tourist guides in Kraton Yogyakarta apply interaction view of human communication as the communication modeling. In conclusion, the communication model is presented when the tourist guides speak, the tourist guides can exchange information with the tourist through speaking and listening.
3. The tourist guides in Kraton Yogyakarta apply transactional view of human communication as the communication modeling. In conclusion, the communication is shown when the tourist guides explain, they also can receive the respond from the tourists.
4. The tourist guides in Kraton Yogyakarta apply essentials view of human communication as communication modeling. In conclusion, the commu

nication model is shown that the tourist guides use this communication modeling as the essential communication. The tourist guide also can add the basic transactional communication for getting a good communication modeling.

B. SUGGESTIONS

In this section, the writer will give suggestions about the conclusion after the writer discussed the types of communication and communication modeling as communication skill of tourist guides. The writer will give suggestions to both tourist guides and researchers' tourist guide. Suggestion for tourist guides, there are many communication skills that the tourist guides can use and learn as guiding to guide the tourist. Communication skills can help tourist guides to get a good communication. Suggestion for researchers' tourist guide, the communication skill can be knowledge in the research and it can communicate more fluently. This research is surely needed to help everyone for good communication.

LIST OF APPENDICES

The Pictures

Picture 1



The tourist guide was guiding the tourists. The tourist guide used his facial expression, his eye behavior, his personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 2



The tourist guide was guiding the tourists. The tourist guide used her facial expression, her kinesics and body movement, and her personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 3



The tourist guide was guiding the tourists. The tourist guide used her facial expression, her eye behavior, and her personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 4



The tourist guide was guiding the tourists. The tourist guide used his facial expression, his eye behavior, his kinesics and body movement, and his personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 5



The tourist guide was guiding the tourists. The tourist guide used his facial expression, his eye behavior, and his personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 6



The tourist guide was guiding the tourists. The tourist guide used her facial expression and her personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 7



The tourist guide was guiding the tourists. The tourist guide used her facial expression, her eye behavior, her kinesics and body movement, and her personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

Picture 8



The tourist guide was guiding the tourists. The tourist guide used her facial expression, her eye behavior, and her personal appearance and clothing to support the communication. The picture was included into nonverbal communication.

The Record

Record 1

The Tourist Guide said, “The big one is nice but here is the most important.”

Record 2

The Tourist Guide said, “Thing is not available.”

The Tourist said, “Like.....”

The Tourist Guide said, “Right!”

The Tourist Guide said, “Here is important for official.”

The Tourist said, “Reception.”

Record 3

The Tourist Guide said, “This is....” (The tourist guides said when she knocks the big drum/*beduk*).

The Questionnaires

No	Pertanyaan	Tidak Setuju	Setuju	Sangat Setuju
1	Tugas utama pemandu wisata adalah memberikan informasi tentang tempat pariwisata.			

No	Pertanyaan	Tidak Setuju	Setuju	Sangat Setuju
2	Pemandu wisata adalah pekerjaan yang menyenangkan.			
3	Motivasi utama pemandu wisata adalah memberikan pelayanan kepada wisatawan.			
4	Pelayanan yang baik adalah wisatawan puas dengan apa yang diberikan oleh pemandu wisata.			
5	Pemandu wisata adalah satu-satunya pekerjaan yang bisa memajukan dunia pariwisata.			
6	Pemandu wisata harus bisa menguasai minimal 3 bahasa.			
7	Bahasa Inggris menjadi modal utama seorang pemandu wisata.			
8	Pemandu wisata harus siap dengan bahasa apapun.			
9	Pemandu wisata harus lancar dalam berbicara menggunakan bahasa Inggris.			
10	Bahasa tubuh (body language) dapat digunakan oleh wisata jika dalam keadaan mendesak.			
11	Komunikasi yang baik adalah ketika wisatawan menerima pesan dari pemandu wisatawan.			
12	Gaya dalam berkomunikasi sangat mempengaruhi suksesnya komunikasi tersebut.			
13	Menatap mata wisatawan secara langsung adalah bentuk cara lancarnya suatu percakapan/komunikasi			
14	Memotong pembicaraan ketika sedang melakukan percakapan adalah tindakan komunikasi yang baik.			
15	Ekspresi wajah sangat mempengaruhi suksesnya sebuah komunikasi.			

No	Pertanyaan	Tidak Setuju	Setuju	Sangat Setuju
16	Seorang pemandu wisata hanya menjelaskan informasi-informasi tanpa mendengarkan tanggapan dari wisatawan.			
17	Seorang pemandu wisata dapat menjawab atau bertukar-pikiran dengan wisatawan.			
18	Seorang pemandu wisata dapat memberikan bantuan kepada wisatawan dalam hal pengambilan foto.			
19	Seorang pemandu wisata perlu menunjukkan rasa empati terhadap wisatawan.			
20	Seorang pemandu wisata perlu menjelaskan pengetahuan-pengetahuan secara jelas kepada wisatawan.			

The interview

No	Verbal Communication Questions	Answer
1	Apakah bapak selalu mengingat apa yang bapak mau katakan ketika memandu wisatawan?	Harus, kita siapkan sebaik mungkin untuk wisatawan
2	Apakah bapak membawa catatan tertulis ketika memandu wisatawan?	Tidak, kita sudah siapkan dari sekolah, kita belajar dulu, selama 2 th. Jadi sudah di luar kepala. Harus professional.
3	Apakah bapak memahami tujuan sebelum memandu wisatawan?	Harus. Harus bisa menguasai bahasa. Harus bisa menjawab setiap pertanyaan dari wisatawan.
4	Apakah bapak mengkonsentrasikan pikiran ketika memandu wisatawan?	Harus fokus.
5	Apakah ketika menjelaskan objek, bapak selalu memperhatikan/melihat wisatawan?	Iya. Saya padukan antara menjelaskan dengan memperhatikan wisatawan.
6	Bagaimana gaya berbicara yang bapak terapkan ketika memandu wisatawan? e. Canda? f. Memberikan informasi? g. Dengan penyelesaian masalah? h. Diskusi?	a. Iya ada canda. b. Iya c. Iya, jika dengan wisatawan jurnalis. d. Iya, jika dengan wisatawan jurnalis.
7	Apakah bapak sudah memiliki topik pembicaraan sebelum memandu wisatawan?	Sudah. Sudah persiapan materi.
8	Apakah bapak sudah mengerti tujuan memandu wisatawan?	Sudah.
9	Apakah bapak perlu mengetahui bagaimana persaan atau kondisi wisatawan tersebut sebelum memandu wisatawan?	Harus, wisatawan punya pribadi berbeda-beda. Ada yang serius dan ada yang bersenang-senang. Harus bisa mengambil hati wisatawan.
10	Apakah sebelum memandu wisatawan, bapak mencari informasi atau membaca kembali materi?	Tidak. Sudah dipersiapkan sebelumnya.
11	Apakah bapak sudah mengatur bagian mana objek yang harus dijelaskan terlebih dahulu?	Sudah. Dari awal masuk sudah dipersiapkan terlebih dahulu.

12	Apakah bapak selalu memberikan pertanyaan yang simple ketika awal bertemu wisatawan?	Iya. Ucapan selamat datang dan perkenalan.
13	Bagaimana bapak menutup pembicaraan ketika sudah selesai memandu wisatawan tersebut?	a. Bertanya kepada wisatawan apakah ada pertanyaan. b. Meminta maaf c. Dan menerima kritik dari wisatawan.

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