

Chapter Five

Conclusion and Recommendation

This chapter includes two main parts namely conclusion and recommendation. The first part describes the summarization of those findings. The second part presents the suggestions regarding the main issues in this study.

Conclusion

English language for tourism is the language used to communicate in certain areas of tourism. It aims for the success of a communication among people who use it in the tourism sector as between them and their costumers (Vukovic-vojnovic & Nicin, 2008). Prachanant (2012) also mentioned the role of English language is necessary for tourism sector as a means to communicate, negotiate, and execute transactions with tourists. However, speaking English language well was very necessary among street hawkers. But in reality, street hawkers had challenges on the use of English language. The data were obtained by observing and interviewing three participants. The findings of this study had addressed a research question. The research question was what are the challenges faced by street hawkers on the use of English language in their transaction activity with international tourists.

To answer the research question in this study, the researcher identified the findings into two categories, those were the challenges faced by street hawkers on the use of English language in their transaction activity, and the reasons caused the challenges appear. For the first category, it was about the challenges faced by

street hawker. The challenges were lack of vocabulary mastery, difficulty in arranging complete sentences, difficulty in pronunciation, lack of self-confidence in speaking English language, difficulty to respond to the international tourists' speed and accent.

Second category was about the reasons caused the challenges appear. First reason was age factor. Second, it was low level of education. Then, it was the nature of first language and second language. Fourth, it was anxiety. Then, the reason was lack of experience on using English language. And the last was lack of motivation on learning English language.

In conclusion, the street hawkers often used English language for their transaction activity with international tourists. But on the other hand, having challenges on the use of English language often happened among street hawkers. Those challenges and reasons were mostly caused by they perceive themselves

Recommendation

This study proposed some suggestion related the challenges faced by street hawkers on the use of English language in their transaction activity. The suggestions were intended for street hawkers, language institution and government, and pre-service teacher.

For street hawkers. These findings gave some views about how the street hawkers perceive themselves on the challenges of using of English language. Street hawkers assumed that the challenge came from their self. Street hawkers should change their views. They should motivate themselves to be more confident in speaking English language.

For language institution and government. The findings can be used as a consideration for conducting community services. By knowing street hawkers' challenges and the reasons causing the challenges, the community services and the government should help them to overcome their English language challenges. The community service and government should design the course that focuses on giving motivation and self-confidence to the street hawkers on the use of English language.

For pre-service teacher. Pre-service teacher could use this finding in order to find the solution when they met their students' challenges on the use of English language. Pre-service teacher should motivate their students to be more confident. They also should make a course for their students that focus on giving motivation and self-confidence.