CHAPTER V

CONCLUSIONS AND SUGGESTIONS

A. Conclusions

After doing a Needs Analysis of English for Alfamidi Employee, the researcher concluded that Alfamidi employees in Tentena important skills are listening and speaking. From the findings, respondents must be able to communicate in English in order to serving the foreign customers in the store. This clearly demonstrates the importance of listening to foreign customer inquiries because it is the key factor that leads Alfamidi employees to understand what foreign customers would need and want when they want to buy some products. The second crucial skill is speaking. Speaking is required for tourism employees to function on a daily basis. It is explained by the fact that they must greet, serve, escort, interact, or communicate with others, particularly foreign customers who visit the Alfamidi.

Alfamidi employees in Tentena has fewer problem in writing and reading skills. It is ranked third and fourth in terms of writing and reading skills, respectively. It is because of Alfamidi employees must look for and read product information when they request more detailed information like ingredients, product collection names, product functions, and so on.

B. Suggestions

After collecting the analysis results, the researcher would like to give suggestions. Need analysis is part of curriculum development and is generally required before developing a syllabus for English language teaching. It is suggested that this study be used as a guideline for developing a tourism English syllabus, which could lead to employee improvement. This research would assist English for Specific Purposes (ESP) designers and teachers in developing teaching and learning materials. Throught this research, the researcher also supposed to give benefits to :

1. The Researcher. This research could be as a references to make needs analysis research. It can be help the researcher to increase the English skills in using English language as an alfamidi employee. The researcher can apply it when working in the store.

2. The Alfamidi Employees. This research could be help the Alfamidi employees in serving the foreign customers better and preventing misunderstandings that may occur due to different perspectives. It could also help the Alfamidi to reqruicting the new alfamidi employees.

3. Future research. This research could be help the next researcher those who have the same topic in analyze the Alfamidi employees to understanding what their wants, what their needs, and what their lack.