

The Effectiveness of Offline and Online English Training In Improving the Guiding Skills of the Agrotourist Guides in Pangu Village, East Ratahan Sub District, South East Minahasa Regency”.

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Abstract : Pangu village is one of the 15 villages in East Ratahan Subdistrict, South East Minahasa Regency, North Sulawesi Province, Indonesia. Pangu village has now been developed into 3 separated villages, namely Desa Pangu Induk, Pangu village 1 and Pangu village 2. Pangu village is easily accessible through land transportation, 65.8 km from Manado City , the capital of the province. This village is known as agro tourism village with about 500 hectares of Snake Fruit Plantation that has been encouraged by the local government of South Minahasa Regency. Besides the main agricultural produce ‘ the snake fruit and its derivative products, Pangu village also has many other agricultural produce such as mangosteens, rambutans, durians, pineapples, cloves, nutmegs, coconuts and many kinds of vegetables.

This potential is also supported by the natural condition of the village which is cool with beautiful scenery that gives it value added as a tourism destination. However. there is no one with good English skills who can guide the international tourists visiting this agrotourism center as well as give them required information about the agricultural produce and its derivative products. This fact, encouraged the author and team to conduct this research.

Keywords: Agrotourism, guiding , English skills, tourism English.

I. Introduction

In Indonesia, tourism is one of the main foreign exchange contributors. Therefore, the government gives a serious attention to the development of this sector. After the covid 19 pandemic that has shocked the tourism field, the government is making any possible endeavor to revitalize it. Socialization, guidance, training and assistance are virtually done by the government or experts to activate the tourism sector. Limited face to face meetings are also conducted for the same purposes. Agrotourism is a part of tourism that is increasingly popular in Indonesia. In Pangu village, East Ratahan Sub district, Southeast Minahasa Regency, agrotourism is now the main livelihood of the people. Besides having farms for the snake fruits, each family is required to grow snake fruits in their yards. And the unique tradition is that every couple that is preparing to get married must grow these plants in their yards as one of the requirements. To contribute to the development of agrotourism in Pangu Village, the team from Tourism Department, Manado state Polytechnic conducted an English training for agrotourists guides that lasted for 3 months through a combination of offline and online meetings.

1.1. Tourism

Mill and Morrison in Nafis (2016)define tourism as “ activities that take place when a tourist travels”. It includes everything starting from the travel plan, the travel itself to a certain place, stay in that place , return to his or her own country and the memories after it. This also involves purchases and interactions between the host and the guests. In other words, tourism is all activities and events that occur when a visitor travels. Spillane in complete definitions of tourism according to experts (2015) mentions that tourism is activities of travel for the purposes of looking for pleasure and satisfaction, knowing things, improving health, enjoying sports or rests, adjusting tasks, making a pilgrimage, etc.

➤ *Tourism dimensions.* According to Mill in Pramudita (2014), tourism has 4 dimensions, namely :

- Attraction, facilities, transportation and hospitality.

- Attractions

There are 3 requirements for a tourism object to be an attraction :(1.) There is something to see, (2.) There is something to do and (3.)There is something to buy.

- Facilities.

Facilities are necessary to support the growth of a tourism destination. The main facilities are hotel/inn, restaurant, supporting services and infrastructure.

- **Transportation**
Transportation is vital because the basis of tourism is the people's desire to travel to a place which is different from that of his / her own residence with different cultures, different climates, different views and physically different places. These are the factors that motivate the people to travel and therefore, there is a need for transportation to arrive at the destination comfortably.
- **Hospitality**
Hospitality is a feeling of being welcomed that is felt by a tourist when visiting a destination. Nobody will go to a place where he/she is not welcomed.
- **Purposes of tourism development**
The main reason of tourism development in a tourism destination is closely related to economic development. In other words, the development of tourism in a tourism destination will always consider the advantage for the public (Pedit, 1999) in (<https://openlibrary.telkomuniversity.ac.id>). He further mentions the purposes of tourism development in more details:
 1. Increasing the foreign exchange in specific and the national and the people's income in general.
 2. Expanding job opportunities.
 3. Encouraging supporting industries
 4. Introducing and empowering the natural beauty and cultures
 5. Fostering international friendship and brotherhood

1.2. Agrotourism:

Wikipedia defines agrotourism or agritourism as any agriculturally based operation or activity that brings visitors to a farm or ranch. In line with this, Idaho Agrotourism Promotion Act states that Agrotourism (agritourism) activity is any activity carried out on a farm or ranch that allows the members of the general public, for recreational, entertainment or educational purposes , to view or enjoy rural activities including, but not limited to, farming, ranching, historic, cultural, on- site hospitality services , guided and self- guided tours, bed and breakfast accommodations, petting zoos, farm festivals, corn mazes, harvest- your- own operations, hayrides these barn parties, horseback riding, fishing and camping. An activity is an agrotourism action activity whether or not the participant paid to participate.

➤ Types of agrotourism

Chase et al (2018), give the following categories: (1).Direct to consumer sales(e.g farm stands, u-pick), (2). Agricultural education (e.g , school visits to farms), (3). Hospitality (e.g , overnight farm stays),(4). Recreation (e.g , hunting , horseback riding) and (5).Entertainment (e.g, hayrides, harvest dinners). Most agrotourists spend time visiting farm stands, picking fruit, or feeding animals; others may navigate on a corn maze or do a farm stay, assisting with chores or agricultural or ranch work.

➤ Economic benefits

Agricultural tourism has become an important tool for many small farms to survive. By diversifying business operations, farm operators are able to ensure a more stable income. It is possible because agrotourism activities occur during times of the year that crops maynot in season, and by providing a completely separate stream of income. Some studies have found that agrotourism operations often benefit their surrounding communities by drawing tourists to the area. The economic boost by the increase in traffic can be beneficial to rural areas in need of diversified streams of income (Chase et al, 2018).

1.3 .Guiding and guides.

Guiding is defined as an action to assist a tourist or a group of tourists to travel through, reach a destination in an unfamiliar area as by accompanying or giving directions to the person or group. Guide is someone who is responsible for giving assistance , information and interpretation about cultural heritage , history to the visitors/ tourists/ tour participants of a tour to a historical place, museum, place of worship , education and other important places. (<https://www.dictionary.com>)

➤ Tour guide's responsibilities are :

1. Undertaking research and planning tours
2. Preparing and giving presentations
3. Offering sightseeing advice
4. Organizing and leading excursions
5. Problem solving
6. Translating and interpreting
7. Transporting and accompanying tourists

➤ Tour guide requirements:

1. High school diploma or equivalent
2. Prior experience as a Tour Guide is advantageous
3. Capacity to stand and walk for extended periods
4. Adherence to prescribed safety codes
5. Excellent conversational skills with a knack for storytelling
6. Personable , humorous disposition
7. Outstanding organizational, time management and improvisational skills
8. Passionate about traveling
9. Ability to work during evenings and weekends

1.4 Training

According to Hutajulu and Supriyanto(2013), training and development is a program which aims to develop human resources both in theory and practice for accomplishing tasks more efficiently and effectively. Another definition is given by Sunyoto (2012): “ Training is any effort made to improve the performance of an employee in doing a certain job that becomes his/ her responsibility or a job that has any relation with his job”. In general, the benefits of training are:

1. Improved job satisfaction and morale among employees.
2. Increased motivation
3. Increased efficiencies in processes, resulting in financial gain
4. Increased capacity to adopt new technologies

1.5 English in Tourism

Many languages are ,of course, spoken for tourism purposes , but English is the most common one. Alison states that English is the main language of the international communication and is essential for people in tourism industry and a good mastery of English can get you a job or promotion in tourism related jobs.

II. Research Methodology

The research method applied in this research is qualitative method. According to Moleong (2009), qualitative method is a method which is intended to understand the phenomena of what is experienced by the subject of research such as behavior, perception, motivation, etc.

Location of Research.

The location was chosen purposively based on some considerations. The chosen location was the agrotourism area in Pangu Village, East Ratahan Sub district, South East Minahasa Regency.

Types And Sources Of Data.

The types of data used in this research were :

1. Qualitative data are not numerical data, however they give information from which conclusion can be drawn such as those related to socio-cultural potentials of trainees .
2. Quantitative data are numerical data that can give information about the number of trainees and trainers involved.

Sources of Data.

1. Primary data are data directly obtained from the respondents, in this case, the English trainees and English trainers.
2. Secondary data are data obtained from other sources such as course books, references, discussion materials, newspapers, journals and magazines.

Sampling Techniques.

The sample was taken using purposive sampling technique based on certain criteria : (1) trainees have interest in learning English and becoming guides, (2) trainees have some basic knowledge of English. Nasution (2004) states that in a qualitative research, only sources that can give information should be chosen as sample such as events, people, actions and situations to be observed. The researchers collect data based on the natural situation observations. Similarly Lofland and Lofland in Moleong (2009) mention that the main sources of a qualitative research are actions, words and additional sources such as documents and others.

Data Collecting Techniques.

In this research, the data were collected using the test results in the beginning and in the end of the training.

Research instrument.

The instruments used in this research were the pretest and post test both in written and oral forms.

Data Analysis Method.

Data analysis used in this research was descriptive-qualitative method that described and interpreted the data and information obtained.

Stages Of Research.

1. Pretest (Dialog, grammar test, vocabulary test) is conducted at the beginning of the Program).
2. Treatment was done using offline and online methods ; online method was done using WA and VC.
3. Post- test was done using the same types of test at the end of the program after months.
4. Analysis was done to compare the data of the pretest and post test.
5. Finally the conclusion was drawn from the available data.
6. 6.Research results were reported.

III. Results and Discussion

The following table will show the results of the pretest and post test measuring the trainees' English Proficiency before and after the training program.

Number	Names	Pretest Results	Post Test Results	Score Increase
1	Windi Tangka	75	90	15
2	Failin Walalangi	70	80	10
3	Eva Sanjang	75	90	15
4	Wenda Kawuwung	70	80	10
5	Meilany Lontaan	70	90	20
6	Marfel Pandaleke	65	75	10
7	Susanti garing	60	80	20
8	Alfons Rambli	65	75	10
9	Tirta Siwi	70	95	15
10	Ribka Agu	60	75	15
11	Rivaldi Kaligis	65	75	10
12	Feiby Kawuwung	65	75	10
13	Veronika A. Kawuwung	70	85	15
14	Oli Siwy	60	75	15
15	Arlan Tanauma	65	80	15
Total		1.005	1.220	

From the table above, it is known that all the trainees have taken the pretest and post test. The results show that the class average pre test score is 67 (the total score 1005 divided by 15=67). The class total post test score is 1220 resulting in an 81.3 average score. Thus, there is an average score increase of 14 points or 17 % which is very significant. Of the total number of participants, 4 trainees or 30 % got a score of 90 – 95 from the maximum of 100, 5 trainees or 33% got a score of 89-90 and the remaining 6 people or 37 % got score of 70-79.

IV. Conclusion And Suggestion

The combination of offline and online methods is very effective in teaching a mixed class where the participants have different backgrounds and jobs and times. These differences are solved by using online method with different times. It is suggested that this mixed method is applied in trainings or classes with mixed students to anticipate the differences in time, place and backgrounds.

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