

**COMMUNICATION PROBLEMS COMMONLY ENCOUNTERED BY
TOURIST GUIDES
(A Study at Kuta Beach Central Lombok)**



ARTICLE JOURNAL

**Submitted as a Partial Fulfillment of the Requirements for *Sarjana Pendidikan* (S.Pd)
Degree in English Education Program Faculty of Teacher Training and Education
Mataram University**

By:

**HENDRA SISWANTO
NIM: E1D 011 024**

**ENGLISH DEPARTMENT
FACULTY OF TEACHER TRAINING AND EDUCATION
MATARAM UNIVERSITY
2016**

RATIFICATION

The journal entitled **COMMUNICATION PROBLEMS COMMONLY ENCOUNTERED BY TOURIST GUIDES (A Study at Kuta Beach Central Lombok)** written by Hendra Siswanto., has been approved to achieve *Sarjana Pendidikan (S.Pd)* in English Education Program, Faculty of Teacher Training and Education, University of Mataram.

Mataram, Agustus 2016

Second Consultant,



Edy Syahrial S.Pd, M.A
NIP.19740607200003 1 002

COMMUNICATION PROBLEMS COMMONLY ENCOUNTERED BY TOURIST GUIDES

(A Study at Kuta Beach Central Lombok)

Hendra Siswanto, Henny Soepriyanti, Edy Syahrial

Program Studi Bahasa Inggris

FKIP UNIVERSITAS MATARAM

hendramahasiswa@gmail.com

ABSTRAK

Penelitian ini menjelaskan atau menguraikan tentang permasalahan komunikasi yang di hadapi oleh tourist guide dan bagaimana mengatasinya. Tujuan dari penelitian ini adalah untuk menemukan apa permasalahan komunikasi yang di hadapi oleh tourist guide dan strategy yang mereka gunakan untuk mengatasi masalah itu. Metode dari penelitian ini adalah descriptive qualitative yang focus pada study kasus. Subjek dari penelitian ini adalah tourist guides yang ada di Pantai Kuta. Dalam mengumpulkan data, observasi atau merekam dan interview digunakan agar mendapatkan informasi yang cukup dari subjek penelitian ini. Kemudian, analisis data sudah selesai dilakukan melalui beberapa langkah yaitu transcribe data, reducing data, displaying data, dan drawing conclusion. Hasil dari penelitian dibagi menjadi tiga kategori dari masalah di dalam komunikasi (grammatical, vocabulary dan others problems). Ada tiga kategori dari grammatical problems: (1) omission, (2) addition, dan (3) selection. Dan disisi lain, masalah vocabulary dihubungkan dengan error dalam menggunakan vocabulary seperti pronunciation, diction (word chioce) dan word order dan permasalahan yang di kategori lain terdiri dari intransitive verb dan menyusun ide. Hasil yang lain penelitian ini adalah menunjukkan bahwa ada beberapa strategi yang tourist guide gunakan dalam berkomunikasi. Inilah beberapa strategi yang dimaksudkan: (1), code switching (2) literal translation, (3) foreignizing, (4) body language, and (5) hesitation.

Kata Kunci: Komunikasi, Masalah and Tourist Guides

**COMMUNICATION PROBLEMS COMMONLY ENCOUNTERED BY
TOURIST GUIDES**

(A Study at Kuta Beach Central Lombok)

Hendra Siswanto, Henny Soepriyanti, Edy Syahrial

Program Studi Bahasa Inggris

FKIP UNIVERSITAS MATARAM

hendramahasiswa@gmail.com

ABSTRACT

This study deals with problems of communication that faced by tourist guide and how to solve it. The purpose of this study was to find out what problems of communication are faced by tourist guide and the strategy that they use to solve the problems. The method of this research is descriptive qualitative research that focuses on case study. The subjects of this study were tourist guides in Kuta Beach. In collecting data, observation or recording and interview were conducted in order to get adequate information from the research subject. Then, the data analysis was done through some stages namely transcribing data, reducing data, displaying data and drawing conclusion. The result of this study divided to be three categories of problems in communication (i.e. grammatical problems and vocabulary problems and others). There are three categories of grammatical problems: (1) omission, (2) addition, and (3) selection. On the other hand, vocabulary problems are related to errors of using vocabulary, such as pronunciation, diction (word choice) and word order and the others problems consist of intransitive verb and arranging the ideas. The other result of this study showed that there are some strategies that the tourist guide used in communication. Here are some strategies which are intended: (1), code switching (2) literal translation, (3) foreignizing, (4) body language, and (5) hesitation.

Key words: Communication, Problems and Tourist Guides

A. INTRODUCTION

Tourism is becoming one of the largest incomes for several countries in the world such as Malaysia, Thailand even Indonesia. According to WTO (2006), tourism is one of the world's largest economic sectors and one that continues to expand very rapidly. Therefore, tourism development can be a powerful tool for economic growth and poverty reduction.

However, to increase the national income through tourism industry, some aspects need to be developed, among them are tangible aspects of tourism such as accommodation, hotels, infrastructure and intangible aspects are also very influential in tourist industry such as human resources, community, attitude (awareness) and communication abilities.

Both the tangible and intangible aspects are very influential in the development of tourism industry. One of them is human resources. Human resources is very needed in tourism to introduce and preserve the tourist potential possessed of the island. Human resources that mostly take part and play a role in the field of tourism industry is called tourist guide.

Tourist guides is an important component of tourist industry that nets huge role as player in the field as well as facilitate the marketing of tourism, which is responsible for the realization of the tour program. Their presence is absolutely necessary in organization excursions. So that, they must be able speak or communicate fluently, accurately, and clearly.

However, tourist guide in Lombok still has many shortcomings in term of facilities, accommodation, attitude, awareness, safety, and also the communication skills of its tourist guides. One of the causes may be related to the fact that there are many illegal tourist guides who do their jobs without training. Moreover, there are tourist guides who do not have background knowledge or formal

education, and they only learn from their experience so that they still get problems when they are communicating. Therefore, the writer interested to do this research aims to find out what the difficulties faced by the tourist guides when they communicate and how they solve their problems.

B. REVIEW OF RELATED LITERATURES

Problems Commonly Encountered By Tourist Guides

Language is the common challenge faced by a guide. English is the international language that must be mastered by a guide. Besides English, a guide can be motivated to master another language at least the language of tourists who often visit his area such as Japan and Dutch language. Not all foreign tourists who came to visit Indonesia can speak English. So often guiding delivery of material is constrained because the language used is not understood by the guided as well as tourists can not express the opinion because the language used is not understood by the guide. If it happened like this will reduce the comfort of both parties (tourist and guide).

However, they use English language, they still have deficiencies in their skills as they have not been able to provide information, to give reminding and advising to the customer, to clarify, to avoid confusion and misunderstandings, to promote and persuade to the customer. And even they often do not understand what the talk by the customer, so that this situation will lead to the fatal condition of our tourism. It is caused by some aspects in a language itself such as limited vocabulary, intonation and pronunciation, different dialect. According To Roberts *et al.*, (2005) state that there are four main categories that make people misunderstand: (1). Pronunciation and word stress, (2). intonation and other features of speech delivery, (3). grammar,

vocabulary and lack of contextual information, (4). Style of self-presentation. In addition, the most important that lead to misunderstanding in communication is different culture or cross-cultural.

Strategy Commonly Use to Solve The Problems

To overcome the problems of communication arising out of the guides, so tourist guides should be able to cope with a good strategy.

Dornyei (1995) divided communication strategies into twelve types that are:

1. Message abandonment

The strategy of leaving message unfinished because of language difficulties. For example: someone says "he took the wrong way in mm..." (He/she does not continue his/her utterance).

2. Topic avoidance

The strategy where someone try not to talk about concepts which they find it difficult to express. For example: someone avoids saying certain words or sentence because he/she does not know the English terms or forget the English terms.

3. Circumlocution

The strategy used in which they describe or paraphrase the target object or action. For example: if someone does not know the word *corkscrew*, he/she replaces it by saying 'the thing that you use to open the bottle'.

4. Approximation

The strategy in which someone uses an alternative term to express the meaning of the target lexical item as closely as possible. For example: *ship* for *sail boat*; *pipe* for *water pipe*

5. Use of all-purpose words

This is the strategy when someone expand an empty lexical item to context where certain words are lacking. For example: the overuse of the words *thing*, *stuff*, *make*, *do*, *what-do-you call-it*, *what-is-it*.

6. Word coinage

Someone creates a word based on his/her knowledge of morphological rules. For example: *vegetarianist* for *vegetarian*. (*vegetarianist* is not stated in the dictionary). Or *picture place* for *art galery*. (*picture place* is also not stated in the dictionary).

7. Use of non-verbal language

The use of non-verbal language such as mime, gesture, facial expression, and sound imitation to help him/her in expressing the meaning. For example: someone uses his/her hands and acts like flying to refer to *birds*.

8. Literal translation

The strategy in which someone translate a lexical item, an idiom, or a structure from their L1 to L2. For example: *do not enter sign* for *no entry sign*.

9. Foreignizing

Someone use L1 word by adjusting it to L2 phonologically. For example: someone does not know the word *tap*, he/she uses the L1 word, that is *kran* but with L2 pronunciation, so he/she says *kren*.

10. Code switching

The strategy in which someone uses their L1 word with L1 pronunciation. For example: if someone does not know the word *baki*, he/she will say 'baki' with L1 pronunciation.

11. Appeal for help or asking for repetition

The strategy where the someone ask other people for help because they do not know or forget some words, structures, or idioms. for example: someone may ask his/her friend by saying 'What do you call.....?'

Or she/he may also ask for repetition by asking the interlocutor or the speaker to repeat his/her speech.

12. Use of fillers/hesitation devices

Someone may use filling words to fill pause and to gain time to think. For example: *well, as a matter of fact, now let me see*. Wajnryb (1987) added the examples of fillers such as *I think, you*

know, you see, um, mm, ah, sort of, OK, right, really.

C. METHOD OF STUDY

This research used Qualitative research to explain the fact and the characteristics of the population to the area of interest factually and accurately. The location of this research is KUTA beach. Technique of collecting data was given through observation/ recording and in-depth interview.

1. Kind/Type of research

The writer used descriptive method to examine the events or phenomena of tourist guides, especially in communication problems commonly encountered by tourist guides. Sukmadianata in Sugiono (2005) states that qualitative research is a research that is use to describe and analyzed phenomena, event, social activity, attitude, belief, perception and people thinking either in individual or in a group.

2. Population and Sample

Population

Populations of this research are the tourist guides in KUTA beach of central Lombok regency. The populations of this research are local guides and licensed guides who are listed in The Indonesian Tourist Guide Association of West Nusa Tenggara.

Sample

There are five tourist guides who are selected as the sample. They are the tourist guide who is categorized as license guide and illegal guides. It means that the tourist guides who has formal education and informal education.

3. Technique of Data Collection

In this study, there are several techniques used to collect the data, which are:

- a. Observation / Documentation/recording

The observation participants constitute the main method in collecting data about the communication problems commonly encountered by tourist guide in KUTA

beach. By using this instrument the researcher observed the problems and the strategy of communication that is explained by Dornyei (1995).

- b. Interview

After giving observation, the researcher interviewed the tourist guides one by one by giving some questions. Type of interview that used in this research was semi structured interview because the implementation of this interview is free. In this Interview the researcher uses Indonesian language. It aims to get the data or information is more specific about the strategy that they use in communication.

4. Technique of Analyzing Data

After collecting data through observation and interview, the researcher analyzed them through some stages, they were:

- a. Observation / Documentation

The data from observation the researcher transcribed into written form, after that the researcher reduces the data or simplifying the data even the data from recording or note taking. And last step is display the data in order that the reader can understand easily.

- b. Interview

To analyze the data that gained from interview has the same way that is transcribe into the written form, reducing the data and the last step is display the data. However, when the researcher display the data the researcher had to translate in to English so that the data that displayed by using English language although the researcher use Indonesian language in interview.

- c. Conclusion/verification

The last process was conclusion and verification. The conclusion could be a new finding that never happened before or answer of research questions.

D. FINDING AND DISCUSSION

After analyzing the recordings, the researcher has found some problems faced by tourist guides. The problems below

related to the studies by Roberts et al.,(2005) who state that there are four main categories that make people misunderstanding: One of them is point number (3) grammar, vocabulary and lack of contextual information.

1. Grammatical problems

a. Omission

Omission is any deletion of certain necessary items in sentences (Limenka&Kutjara, N.D.). There are more than 5 errors in total showing omission, and those errors are the omission of verbs, subject, linking verb, to be, and plural forms.

In the recordings, the omission made by the tourist guides is often found. The examples are as follows:

Table 4.1.1 Problems in omission

NO	INCORRECT SENTENCES
1	"...I imagine Kuta is an exotic place and __ beautiful view and great sunshine..."(R.2 : 2.18)
2	"...The first day, go to the beach like Senggigi or Kuta beach, however, if you__bored with the beach you can go to Rinjani..." (R3 : 10.23)
3	"... Bau Nyale will be held in Kuta beach next week, especially in Seger beach, I think __ not too far from Kuta beach, may be 5 km to east..."(R3 : 0.32)
4	"..., because Sumbawa has three sun_..." (R2 : 01.40)
5	"... I recommend__to start from Labuan Haji..."(R2 : 08.58)
6	"... I think in the first day, you have to look for__stay..." (R3 : 10.05)
7	"...in Labuan Poto Tano street, if you want to go to Sate Bima, turn left __ the road....(R2 : 10.14)

Note: " __ " indicates omission.

1. "...I imagine Kuta is an exotic place and __ beautiful view and great sunshine.. ..." (R.2 : 2.18)

The correct sentence should be: "...I imagine Kuta is an exotic and it has beautiful view and great sunshine..."

The sentences above show that tourist guide made errors of omitting certain grammatical parts that should appear, but it did not exist. This sentence shows that the tourist guides omitted the *subject (it)* and *verb(has)*.As the tourist guide mention more than one kind of characteristics so it's better if the sentence should be added by *subject (it)* and followed by *verb (has)*.

2. "...The first day, go to the beach like Senggigi or Kuta beach, however, if you__bored with the beach you can go to Rinjani..."(R3 : 10.23)

The correct sentence should either be:

- "...The first day, you can go to the beach ~~aaa~~ like Senggigi or Kuta beach, however, if you feel bored with the beach you can go to Rinjani..."

The sentence "...the first day, go to the beach.." is correct sentence, however, to make the sentence is better and people can understand easily the sentence should be added by the word "you can" so, the sentence will be " the first day you can go to beach". *Can* is added as the context shows that the tourist guide wanted to give a suggestion on where to go the tourist.

Furthermore, at the later sentence, omission is also found where the guide omitted the verb of the sentence "If you __ bored with the beach...". In this sentence, a verb should have been used whether by using a *to be* or a linking verb such as feel to connect the *subject (you)* and the *complement (bored)*.

3. "... Bau Nyale will be held in Kuta beach next week, especially in Seger beach, I think __ not too far from Kuta beach, may be 5 km to east..."(R3 : 0.32)

The correct sentence should be: "...Bau Nyale will be held in Kuta beach, especially in Seger beach, I think it is not too far from Kuta beach, may be 5 km to east..."

Omitting subject or verb is also found in this sentence where the

sentence “*I think not too far from Kuta Beach*” should have the subject *it* and the verb *is* to make it correct.

4. “...*, because Sumbawa has three sun_...*” (R2 : 01.40)

The correct sentence should be: “...*because Sumbawa has three suns_...*”

While the previous sentences show omission of the subject and or the verb of a sentence, in this sentence, omission appears in forming the plural form of a word. The word “*three sun*” did not have any plural indicators. It should have been “*three suns*” as the word *three* indicates plurality.

5. “... *I recommend_ to start from Labuan Haji...*” (R2 : 08.58)

The other error that found from data above is tourist guide made error in omitting subject (*you*) that makes the sentence is ambiguous because we do not know who does the tourist guide means. That’s why the sentence should be completed by filling subject after the word “*recommended*”. Therefore, the correct sentence should be “...*I recommend you_ to start from Labuan Haji...*”

6. “... *I think in the first day, you have to look for__stay...*” (R3 : 10.05)

In sentence (6) tourist guide also made error in omitting *article*, *object* and *to* before infinitive that make’s the sentence not complete. There are some verbs that must be followed *object* and *to-infinitive* (i.e. would like to, recommended to, decided to, looking for, etc). Therefore, the sentence should be “...*I think in the first day, you have to look for a place_ to stay...*”

7. “...*in Labuan Poto Tano street, if you want to go to Sate Bima, turn left__the roads...*” (R2 : 10.14)

Furthermore, in this sentence “*if you want to go to Sate Bima, go turn left__the roads*” tourist guide made error in omitting the preposition “*on*” before the word “*the roads*”. So the correct sentence is “...*in the Poto Tano*

street, if you want to go to Sate Bima, turn left_ on the road...”

b. Addition

Addition is any use of unnecessary items in the sentences. There are more than 5 errors showing addition in the students’ essays, and they are errors on articles, conjunctions, verbs, prepositions, pronouns, and nouns.

Table 4.1.2 Problems in addition

NO	INCORRECT SENTENCES
1	“... <i>The water of Pesanggrahan swimming pool is natural because it <u>is</u> comes from big trees I think...</i> ” (R2 : 08.30)
2	“... <i>Pantai Maluk <u>is</u> has good waves...</i> ” (R2 : 16.08)
3	“... <i>In south beach of Lombok <u>is</u> you can find Nyale there...</i> ” (R3 : 06.39)
4	“... <i>Bau Nyale is a festival that <u>to</u> tell the story about Putri Mandalika...</i> ” (R2 : 02.40)
5	“... <i><u>in</u> at night they turn off the light...</i> ” (R3 : 17.34)
6	“... <i>Gili Lampu is too far from <u>the place from</u> here that’s why tourist rarely go there...</i> ” (R1 : 06.06)

1. “...*The water of Pesanggrahan swimming pool is natural because it is comes from big trees, I think...*” (R2 : 08.30).

This sentence shows that the tourist guides added *to be (is)* which should have not been appeared in well-formed sentence. The sentence does not need any *to be* because the sentence is in *simple present tense* form, and it is verbal sentence. Thus, the correct sentence should be “...*The water of Pesanggrahan swimming pool is natural because it comes from big trees, I think....*”

2. “...*Pantai Maluk is has good waves...*” (R2 : 16.08)

This sentence has similar problem with the first sentence above (page 5). This sentence also shows that the tourist guide made error in adding *to be(is)* before the verb. The sentence

should be “...*Pantai Maluk has good waves in there...*”

3. “...*In south beach of Lombok is you can find Nyale there...*”(R3: 06.39)

In this sentence the tourist guide’s error is adding *to be* in a non-appropriate place. *To be* in the sentence is not needed at all, because the sentence has been well formed without it. *To be* may appear to connect the subject with a complement, or *Ving* or *V3*. However, in the sentence *to be* is used before the subject *you* after an adverb of place, *in the south beach of Lombok*. If the sentence is in an inversion form, it is possible; for example, *In south beach of Lombok is the Nyale*. However, as the sentence has already had the subject *you* and is not in an inversion form, *to be* is not needed at all. Therefore, the sentence should be “...*In south beach of Lombok, you can find Nyale there..*”

4. “...*Bau Nyale is a festival that to tell the story about Putri Mandalika...*”(R2 : 02.40),

The sentence above has two subjects and two verbs (predicates) however, one of the subjects is covered by the connector *that* referring to the word *a festival*(Longman, 2000). The first subject *Bau Nyale* has already had the predicate *is*, and the second subject *that* has the predicate *tell*. In connecting the second subject and the second predicate the word *to* is not needed.

The subject must, therefore, be followed directly by the verb *tells*, not *tell*, as the subject is third singular (i.e. *that* referring *a festival*. Thus, the correct sentence must be “...*Bau Nyale is a festival tells the story about Putri Mandalika...*”

5. “... *in at night they turn off the light...*”(R3 : 17.34).

In sentence (5), the tourist guide added double prepositions (i.e.*in* and *at*). The preposition “*in*” in the sentence is not necessary. Therefore, the sentence

should be “...*at night they turn off the light...*”

6. “...*Gili Lampu is too far from the place from here that’d why tourist rarely go there...*”(R1:06.06)

The last error also found in the sentence (6) where the tourist guide made error in adding groups of words in a non-appropriate place. The word “*the place from*” is not necessary. Therefore, the correct sentence is “...*Gili Lampu is too far from here that’s why tourist rarely go there...*”

c. Selection

Selection in this part is defined as inappropriate or incorrect use of grammatical aspect(s). It can be wrong form of words (*V₁*, *V₂*, *V₃*, *V_{s/es}* or *V_{ing}*), selection of parts of speech such adjectives, adverbs, noun, etc., selection of pronouns, and selection of *subject* and *to be*.

Below are some errors that tourist guide(s) made in communication related with selection error(s):

Table 4.1.3 Problems in selection

NO	INCORRECT SENTENCES
1	“... <i>The water of Pesanggrahan swimming pool is <u>nature</u> because it comes from big trees I think and then I try to <u>swimming</u> there...</i> ”(R2 : 08.44)
2	“... <i>I think Putri Mandalika didn’t want to see the war, so <u>he jump</u> to the sea to sacrifice herself. After that she turned into to Nyale and it can be <u>eat</u> by everybody...</i> ”(R3 : 02.57)
3	“... <i>I think the mountain is still <u>danger</u> but we have a plan to climb it but we don’t know exactly...</i> ”(R2 : 18.04)
4	“... <i>so that the tourist <u>rare</u> go there...</i> ”(R1 : 06.06)
5	“... <i>In Sade village you can <u>found</u> the traditional house...</i> ”(R3 : 12.57)

1. “... *The water of Pesanggrahan swimming pool is nature because it*

comes from big trees I think and then I try to swimming there...” (R2 : 08.44)

The example above shows two misuses of noun and adjective. The word “nature” is in the form of noun, but in the sentence the word that it needs is adjective form of nature (i.e. *natural*). Thus, the word *nature* should be changed into adjective form (i.e. *natural*).

The other problem that is found in the sentence is the misuse of the form of verb. The word *swimming* appears in an incorrect place. It comes after the word *try to* where after a preposition *to*, the basic form of a verb is used. An exception (using *V_{ing}* form after the preposition *to*) may happen, however, if the word before *to* is “*forward*” or “*object*”. Nevertheless, as the word preceding *to* is *try*, therefore, the exception is not used or the word *swim* is the best to use. *The correct sentence is: “... The water Pesanggrahan swimming pool is natural because it comes from big trees I think and then I try to swim there...”*

2. “...I think Putri Mandalika didn’t want to see the war, so he jump to the sea to sacrifice herself. After that she turned into Nyale and it can be eat by everybody...” (R3 : 02.57)
The sentence should be “...I think Putri Mandalika didn’t want to see the war, so she jumped to the sea to sacrifice herself. After that she turned in to the Nyale and it can beaten by everybody...”

The sentence shows that the word “*jump*” appears not in the past form even though the context is past (i.e. telling the story of Putri Mandalika). Thus, the word should be change into the past form (i.e. *jumped*). Another problem found in the sentence is in selecting the subject. As the tourist guide told about Putri Mandalika (a female), the subject should be “*she*”, not “*he*”

The other problem is the incorrect form used when forming passive voice. For example, “Nyale can be eat by everybody”. The form of passive voice is *to be* followed by *V₃*. As the form of the word “eat” is *V₁*, so it should be changed in to *V₃* (i.e. *eaten*). Therefore, the sentence should be “Nyale can be eaten by everybody”

3. “... I think the mountain is still danger...” (R2 : 18.04)

The problem found the sentence (3) is incorrect use of adjective and adverb, noun and adjective, preposition, and reflexive pronoun). The word “danger”, for example, is in the form of noun. The word used in the sentence should be in the form of adjective, so that the word “danger” should be changed into adjective form (i.e. *dangerous*). Therefore, the sentence should be “...*I think the mountain is still dangerous but we have a plan to climb it but we don’t know exactly...*”

4. “... so that the tourist rare go there...” (R1 : 06.06)

The sentence has similar problem with the sentence (3) where tourist guide made error in using *adverb of manner*, in the sentence, he uses the word “rare” which is in the form of noun. It should use adverb (i.e. *rarely*) not noun (i.e. *rare*). Therefore, the correct sentence is “...so they rarely go there...”

5. “...In Sade village you can found the traditional house...” (R3 : 12.57)

The last sentence above shows that tourist guide’s error is in using present form. The word “found” should be in the present form “find” as it comes after a modal. Thus, the correct sentence should be “...*In Sade village you can find the traditional house...*”

2. Vocabulary Problems

Vocabulary has some aspects to consider when speaking. Pronunciation is one of the most important. As when a word is pronounced incorrectly, the

meaning can be different. Thus, a misunderstanding in conducting communication is very probable to happen when incorrect pronunciation used.

a. Pronunciation

The pronunciation of a word can be found in a standard international dictionary, such as OXFORD Advance Learner’s Dictionary: International Student’s Edition. If the word pronounced differently to those written in the dictionary, it probably indicates error pronunciation. Below are some errors found from the observation that made by the researcher in pronouncing some words:

Table 4.2.1 Problems in pronunciation

NO	INCORRECT SENTENCES
1	“...The <u>pamos</u> island in Sumbawa is Moyo island...”(R2 : 19.30)
2	“...The differences between Senggigi and Kuta also is about the restaurant may be, hotel may be, and bar like <u>kéf</u> and etc...”(R1 : 04.09)
3	“...Long time ago there are so many <u>késtil</u> in lombok...”(R3 : 01.53)
4	“...long time ago we don’t have the material like <u>keramik</u> ...” (R3: 14.03)
5	“...There are so many place to <u>surf</u> there...” (R2 : 16.01)

1. “...The pamos island in Sumbawa is Moyo Island...”(R2 : 19.30)
 The correct sentence should be:“...The famous (/'feiməs') island in Sumbawa is Moyo Island...”
 From data above data shows that tourist guides made errors in pronouncing the word like in sentence (1) the word “famous” tourist guide should pronounce this word like this /'feiməs'/ not “famos”. However, they still pronounce the word like this one (i.e. famos).

2. *The differences between Senggigi and Kuta also is about the restaurant may*

be, hotel may be, and bar like kéf and etc.(R1 : 04.09)

The correct sentence should be:“...*The differences between Senggigi and Kuta also about the restaurant may be, hotel may be, bar like café (/’kæfeɪ/)and etc...*”

The same case also found in the sentence the word “café” they pronounce like “kef”, but however, the sentence should be like /’kæfeɪ/.

3. “...Long time ago there are so many késtil in Lombok...”(R3 : 01.53)

The correct pronunciation is “...*Long time ago there are so many (/ka:sl/) in Lombok...*”

In sentence (3) the word “castle” they pronounce like “késtil”, however, the correct one to pronounce this word is /ka:sl/.

4. “...long time ago we don’t have the material like keramik...” (R3: 14.03) however, the correct pronunciation is “...*long time ago we don’t have material like (/sə’ræmik/)*”

In this sentence tourist guide also made error in pronounce the word “keramik” they pronounce this word with “keramik” but the correct pronunciation is /sə’ræmik/.

5. “...There are so many places to surf there...” (R2 : 16.01)

The correct pronunciation should be “...*There are so many place to (/sɜ:f/) there...*”

The last sentence above was found error in pronounce the word “surf”. Here tourist guide pronounce the word with “sa:f” however according to oxford dictionary the correct pronunciation is /sɜ:f/.

b. Diction

Below some errors that tourist guide made in choosing words:

Table 4.2.2 Problems in Diction

NO	INCORRECT SENTENCES
1	“...I think <u>If you want</u> to go to Kuta Beach in the first time, because Kuta is near from BIL

	<i>(air port) so you can take rest there before you go to another place in Lombok...”(R1 : 03.29)</i>
2	<i>“...When Lombok people married we need gamelan to complete the party of the people married itself...”(R1 : 00.13)</i>
3	<i>“...I think Putri Mandalika didn’t want to see the war, so she jumped to the sea to sacrifice herself. After that she changed to be Nyale and it can be eaten by everybody...”(R3 : 02.57)</i>
4	<i>“...Before Nyepi they make parade or festival that we call Ogoh Ogoh. Pajang makes once Ogoh-Ogoh and Cakra makes one too...” (R3 : 20.08)</i>
5	<i>“...When I was a child, there were very minimal infrastructures there, but nowadays the condition is vice versa. Infrastructures have been established such as home stays, bungalows, and many others...”(R3 : 08.16)</i>
6	<i>“...If you feel bored with the beach, you can go to the Rinjani and you can enjoyed the view...”(R3 : 10.23)</i>

1. “... I think **If you want** to go Kuta Beach in the first time, because Kuta is near from BIL (air port) so you can take rest there before you go to another place in Lombok...”(R1 : 03.29)

From data above shows that found some errors made by tourist guide choosing the word is from the meaning itself like in example (1) (if you want to go to Kuta first). In sentence (1) tourist guide suggest to tourist to a tourist spot but the sentence that they use is “question sentence” and has inappropriate meaning. It is proven the word that they use to connect to the other sentence is “because” or tourist guide incorrect use in subordinate conjunction “because” so that the sentence will not understand by the

interlocutor. Therefore, tourist guide should utterance like this “...**I think you should go to Kuta first because Kuta is near from BIL**” not “...**I think if you want to go to Kuta first because Kuta is near from BIL**...”

2. “...When Lombok people married we need gamelan to **complete** the party of the people married itself...”(R1 : 00.13) however, the sentence should be “...**when Lombok people married we need gamelan to accompany on the party of people married itself**...”

In the sentence (2) tourist guide want to explain about the function of Gendang Beleg is to accompany the party for the people married in Lombok society. Therefore, tourist guide should use the word “accompany” not “complete” because the word “complete” has inappropriate meaning in this sentence.

3. “...I think Putri Mandalika didn’t want to see the war, so she jumped to the sea to sacrifice herself. After that she **changed** to be Nyale and it can be eaten by everybody...”(R3 : 02.57). However, the sentence should be “...**I think Putri Mandalika didn’t want to see the war, so she jumped to the sea to sacrifice herself. After that she turned into Nyale and it can be eaten by everybody**...”

In this sentence has the similarity problem with the sentence (2). Tourist guide want to talk about Putri Mandalika who turn in to Nyale. However, the word “change” is not appropriate.

4. “...Before Nyepi they make parade or festival that we call Ogoh Ogoh. Pajang makes **once** Ogoh-Ogoh and Cakra makes one too...” (R3 : 20.08) the sentence should be “...**Before Nyepi they make parade or festival that we call Ogoh- Ogoh. Pajang makes one Ogoh-ogoh and Cakra makes one too**...”

This example also shows that tourist guide made error in selecting

word (i.e once). The word “once” here has inappropriate meaning in case because tourist guide want to say “...one big statue...” not “...once big statue...”

5. “...When I was a child, there were very minimal infrastructures there, but nowadays the condition is vice versa. Infrastructures have been established such as home stays, bungalows, and many others...”(R3 : 08.16)

the sentence should be “...When I was a child, there were very minimum infrastructures there, but nowadays the condition is vice versa. Infrastructures have been established such as home stays, bungalows, and many others...”

6. “...If you feel bored with the beach, you can go to the Rinjani and you can enjoyed the view...”(R3 : 10.23)

The last error that made by tourist guide is the using of V₁, V₂ and V₃; in example (6) “If you feel bored with the beach you go to the Rinjani you can enjoyed the view. The using of past form here is inappropriate because this sentence is kind of suggestion not tell us about the story, experience or something happened in the past. Therefore, tourist guide should the sentence in present form not past form. So, however, the sentence should be “...If you feel bored with the beach, you can go to the Rinjani you can enjoy the view...”

c. Word order

Misordering is any incorrect placement of certain morphemes in sentences. There are some errors showing misordering in tourist guide conversation, and they are mostly misordering between (verb and adverb, noun and adj). Data that gained from observation show that tourist guide got problems in arrange the word. Below some error that tourist guides faced in communication related to word order:

Table 4.2.3 Problems in Word order

NO	INCORRECT SENTENCES
1	“...Lombok is <u>known well</u> than

	<i>Sumbawa people...</i> ” (R2 : 06.06)
2	“...It is so far from here so that people rarely to go there. However, it’s quite nice but gets <u>attention less</u> from the government...” (R1 : 06.44)
3	“...You just find Nyale in Kuta beach in <u>south beach of lombok...</u> ”(R3 : 04.55)

1. “...Lombok people is known well than Sumbawa people...” (R2 : 06.06) the sentence should be “...Lombok is well known than Sumbawa people...”

In this error, tourist guides made some problem in collocating the word such between noun and adjective, let’s see the sentence (1) tourist guide wrong in putting the word such as the word “well” is adjective thus, the word “known” is noun, so the word “well” should be appears the first and the next will be followed by the word “known” because the function of adjective is to modified noun. So the sentence should be “well known”

2. “... It is so far from here so that people rarely to go there. However, it’s quite nice but attention less from the government...” (R1 : 06.44) however, the sentence should be “...It is so far from here so that people rarely to go there. However, it’s quite nice but it gets less attention from the government...”

The same case also happened in sentence (2) where the word “less” (adj). As the word “attention” is noun so, the word “less” will be put before “attention” because the function of adjective is to modified noun, so that, the sentence should be “less attention”.

3. “...You just find Nyale in Kuta beach in south beach of Lombok...” (R3 : 04.55)the sentence should be “...You just find Nyale in Kuta beach in south Lombok beach...”

The last example in sentence (3) the word “beach” is modified by the noun “south Lombok”, so the modifier

“east Lombok” come before the noun “beach”. Therefore, however, the sentence should be “...south Lombok beach...”

d. Others

In addition, it has found some problems that made by tourist guide in communicating beside the problems above. The problems itself is (1) the using of intransitive verb and (2) there are a lot of idea in the sentence so that the information that they want to convey difficult to understand.

Below are some other problems that made by tourist guides:

1. “...If you feel bored with the beach, you can go to the Rinjani and you can enjoy there...” (R3 : 10.23). However, the correct sentence should be “...If you feel bored with the beach, you can go to the Rinjani and you can enjoy the view...”

In the sentence above the tourist guide made error in using intransitive verb. The word “enjoy” is intransitive verb, so that it needs an object. Therefore, the writer add the word “view” after enjoy in order that the sentence to be the correct sentence. So, the correct sentence should be “...If you feel bored with the beach, you can go to the Rinjani and you can enjoy the view...”

2. “...When I was child, there are so minimal infrastructure there, but nowadays there are a lot of home stays there...” (R3 : 08.16). However, the correct sentence should be “...When I was a child, there were very minimum infrastructures there, but nowadays the condition is vice versa. Infrastructures have been established such as home stays, bungalows, and many others...”

This sentence shows that tourist guide made error in grammatical structure. There are more than one idea in the sentence but he cannot connect

the ideas so that the listener will be difficult to understand.

3. “...It is so far from the place from us, so far for the tourist, so they rare to go there. However, it’s quite nice but attention less from the government...” (R1 : 06.44),
The correct sentence should be “...Gili Lampu is quite nice but it’s location is too far from here so that the people rarely to go there and it is less attention from the government...”

This sentence has similar problem with sentence (2) where tourist guide apply their idea more than one idea but they cannot connect their ideas.

3. Strategy Employed

Strategy is meant here is a strategy that is obtained, viewed, and observed by a researcher when the tourist guide are communicating with tourist and supported by interview that more specific about the strategy used in relation to the problems above. Here are some strategies which are intended: (1), code switching (2) literal translation, (3) foreignizing, (4) body language, and (5) hesitation.

From the data collected the result is as follows:

Table 4.3 Percentages of Communication Strategies Occurrences

No	STRATEGIES	Yes (%)	No (%)
1.	Code Switching	3 (60%)	2 (40%)
2.	Literal Translation	2 (40 %)	3 (60%)
3.	Foreignizing	2 (40%)	3 (60%)
4.	Body Language	4 (80%)	1 (20%)
5.	Hesitation	5 (100%)	0 (0%)

a. Code switching

Code switching is a strategy used by tourist guide when they are communicating with their customers by switching using L2 word with L1 words. Here are some sentences that I found in observation activity as data below:

- 1) "...They use gamelan to mengiringi the or the sacred tradition like you know apa istilahnya I forget that..."(R1 : 00.36)

From the data above shows that tourist guide use code switching as their strategy in communicating with their interlocutor. It is proven by some examples that the tourist guide gained from observation activity. In sentence (1) we found the word "*mengiringi*" and "*apa istilahnya*" where this word is the L1 form of the tourist guide. In this case tourist guide should use L2 form or English language when they are communicating. Please see below, the other example of code switching:

- 2) "...kalau Lombok timur have Gili Lampu there..."(R1 : 06.06)
- 3) "...It is very possible but because it's so far so that jarang people go there. But it is apa quite nice but apa because kurang mendapat perhatian..." (R1 : 06.34)
- 4) "...oh bule ganteng take picture, mister take picture..." (R3 : 11.34)
- 5) "...when I child she told me before asli..." (R3 : 03.34)

b. Literal translation

The other strategy that tourist guide used is by using literal translation. Literal translation is strategy in which someone translates a lexical item, an idiom, or a structure from their L1 to L2. Please look at the data below:

- 1) "...Today is a lot of robberies are there..." (R3 : 05.26)

From the data above, it is can be seen that tourist guide communicate by using English but still using the L1 or Bahasa indonesia form. In sentence (1) the word "...today is a lot of robberies are there ..." if the sentence is changed in to Bahasa Indonesia so the sentence will be "...*sekarang banyak perampok disana...*". From it's meaning it is concluded that the tourist guide translate a lexical item from their L1 to L2.

Below are examples of literal translation:

- 2) "...I think there is no worry if you come to Lombok..." (R3 : 11.49)
- 3) "...According to me they have exotics skin black sweat..."(R2 : 13.57)
- 4) "...Because it's so far so Rare people go there..." (R1 : 06.20)
- 5) T : ooo it should cow dung?
Y : ya that's make harder and after that when the dung is dry, ya there is no smell like a yaaa bad smell
T: may be not so gas?
Y : and why cow? Because the cow just eat the grass, I think is clean for just grass (R3 : 15.32)

c. Foreignizing

In 4.3.1 we have been discussing about strategy by using code switching where Code switch means 'using a L1 word with L1 pronunciation or a L3 word with L3 pronunciation while foreignizing refers to 'using a L1 word by adjusting it to L2 phonology and/or morphology. Please look the data below:

- 1) "...*They use gamelan to accompany the sekrel tradition like aa you know apa istilahnya I forget that...*" (R1 : 00.39)

From the data above shows that tourist guide tried to explain about something that related to tourism, but because they lack of mastery vocabulary so that they uses their L1 with L2 pronunciation. In example (1) tourist guide pronounce the word "*sakral*" with "*sekrel*", however, as we know that the word "*sakral*" is the form of Indonesia and the English form of "*sakral*" is "sacred". It is clear that the tourist guide change their L1 with L2 pronunciation.

Please see below the other examples of foreignizing:

- 2) "...*Ok I think you first to the Bertais, you know Bertais? Bertais is terminal Mandalika Cakra, you just go straight and Follow the instruction in the pleng (sign post) and then you go to Kayangan...*" (R2 : 07.19)

- 3) "...I I don't know because aaa in in long time ago ya we don't have like aaaa like aaa material now like keramik (ceramics)..." (R3: 14.03)

Therefore, from data above it can be concluded that tourist guide change their L1 with L2 pronunciation.

d. Body language

Body language is a term for communication using body movements or gestures.

This strategy is the most commonly used in communication to help keep our speaker could understand. Here are some data that I gained from observation:

- 1) "...ya ya I think that's one of the traditional ceremony in sasak. They they are they use gamelan to mengiringi the sekrel tradition..." (R1 : 00.36)

In the data above shows that they use of body language to help them in addressing problems such as the above data. In sentence (1) tourist guide using his hand to explain the words like trooped to accompany it.

- 2) "...Long time ago we don't have material like keramik..." (R3: 14.03)

Thus, in the sentence (2) when they said "keramik" tourist guide also point to the floor

- 3) T : so what do you recommend if some my friend come for four days. What would the agenda best for four days.

Y : oo in Kuta?

T : in Lombok

Y : jandebies, jandebies, you mean you can stay in Lombok for four days?(R3 : 09.27)

In sentence (3) tourist guide shook his head as though he provides a code that he was not familiar with the jundebies so that he repeated twice in order that tourist repeat what he said.

- 4) "...oh bule ganteng take picture, mister take picture, ya the Lombok people very like bule..." (R3 : 11.34)

In the sentence (4) when the tourist guide said "bule ganteng" they act

like someone who interest to the women.

- 5) "...And then for the last, the man was angry and curse the Mandalika you become nyale..."(R2 : 05.08)

The last sentence (5) when they told the story about Putri Mandalika and the tourist guide said "curse" they also act like the man who curse people with point to the other people. This

Due to it is body language can help a person to understand what is the someone means.

e. Hesitation / fillers

Someone may use filling words to fill pause and to gain time to think. This strategy is the most widely used by people in communication. And this is the data that I get from the observation when they are communicating with their tourist. Look the data below, the word that has given sign bold and underlined is the example of filler:

- 1) "...When Lombok people aaaaaa married and so we need gamelan to aaaaa toooo complete the the the party for married people in Lombok..."(R1: 00.09)

- 2) "...Do you want to really to know the differences aaaaa between the Sumbawa and Lombok tourism place, of course Sumbawa is hot island not like Lombok..." (R2 : 01.20)

- 3) "...I think aaaaa yaa possible to walk, you need more more time to go there, yaaaa I think I suggest you to be aaaaaaa riding motorcycle or car..."(R3 : 00.43)

From the above data shows that tourist guide use filler in communicating with their interlocutor. The example of the strategy can be seen in example (1) until (3). The purposes of this strategy help them to think. It means that, by using a filler, tourist guide fatherly have the times to think what he should say and which one of the right word that they use when they are communicating.

From five strategies that is mentioned above is useful in communicating. Dornyei(1995) state that:

“Some people can communicate effectively in an L2 with only 100 words. How do they do it? They use their hands, they imitate the sound or movement of things, they mix languages, they create new words, they describe or circumlocute something they don’t know the word for—in short, they use communication strategies”.

E. CONCLUSION AND SUGGESTION

This chapter deals with conclusion and suggestions based on the result on chapter IV of this research, as the following:

1. Conclusion

Based on the discussion and the data analysis of the previous chapter, two major conclusions can be drawn by the researcher based on the research questions in the first chapter. The first conclusion is about what are communication problems commonly encountered by tourist guide. The second conclusion is about the strategies that the tourist guide use to solve the problems. The conclusions of the two research questions are as follows:

1. After analyzing the data that I found from observation/recording and interview, I found that there are some problems that faced by tourist guides in communication which are categorized into grammatical errors and vocabulary errors and others errors. The grammatical errors involve omission, addition and selection and vocabulary errors involve pronunciation, word choice and word order. The last categories are others errors involve intransitive verb and arranging the ideas.
2. There are some strategies that the tourist guides use to overcome their problems. The strategies are (1) code switching, (2) Literal translation, (3) Foreignizing, (4) body language, and (5) hesitation.

2. Suggestion

What problems that faced by tourist guides in communication and the strategy to solve the problem is important to know because communication is one of skill that tourist guides have to mastered. From this research, there are some suggestions that are provided to the readers.

The first one is the suggestion for the other researcher. The researcher found some problems faced by tourist guides which divided in to three categories: grammatical problems, vocabulary problems and others problems. On the other hand, the researcher also found the strategies when they are communicating with their client. However, because of certain condition, this study was only able to find and limited on the analyze the strategies that the tourist guides used in communicating. Thus, the researcher suggests and hopes that other researcher will find other findings in communication problems and the strategies those mentioned above.

In addition to that, the researcher hopes that this study will be useful as one of the references for other researchers to conduct other studies related to communication problems.

The second one is, Based on the result of this study, the writer suggest to the organizer of the tourism in Lombok to improve some competencies. One of them is communicative competence. This competence should be improved to the human resource especially for the people who have a role as tourist guides.

REFERENCES

Alireza Jamshidnejad. *An innovative Approach to Understanding Oral Problems in Foreign Language Learning and Communication*. Department of English and Language Studies, Canterbury Christ Church University, Canterbury, Kent, U.K

- Allwood, Jens (1985). Intercultural communication. Tvärkulturell kommunikation, Papers in Anthropological Linguistics 12, University of Göteborg, Dept of Linguistics.
- Anonym. 2003. *Oxford learners pocket dictionary new edition*. New york: Oxford university press.
- Brown, donald, e. (1988). *Hierarchy, history, and human nature*. Tucson: the university of arizona press.
- Creswell, j. W., & plano clark, v. L. (2007). *Designing and conducting mixed methods research*. Thousand oaks, ca: sage.
- Dörnyei, zoltán. 1995. *On the Teachability of Communication Strategies*. Eötvös University, Budapest.
- Janos csapo (2012). *The role and importance of cultural tourism in modern tourism industry, strategies for tourism industry*. Intech
- Jonathon howard, et al. 2001. *Investigating the roles of the indigenous tour guide*. The journal of tourism studies vol. 12, no. 2
- Kayne, richard. 1994. *The antisymmetry of syntax*. Cambridge: mit press.
- Laili, ninda putri. 2014. *An analysis of difficulties faced by tourist guides in explaining the cultural aspects of Lombok*
- Longman dictionary. *Dictionary of contemporary english new edition*. London: longman group.
- Mariyam, susi (2013) *pengaruh program sales promotion terhadap keputusan menginap di grand setiabudi hotel apartment bandung: survei terhadap tamu individu yang menginap di grand setiabudi hotel apartment bandung*. S1 thesis, universitas pendidikan indonesia.
- Merriam- Webster's Learner's Dictionary. (1928).
- Muriel, saville. (2006). *Introducing second language acquisition*. Cambridge university
- Napoli, donna jo. 1996. *Linguistics*. Oxford: oxford university press.
- Prakash et al., (2011). *Tour guiding: interpreting the challenges*. *Tourismos: an international multidisciplinary journal of tourism* volume 6, number 2, autumn 2011, pp. 65-81.
- Rabotić, branislav. (2010). *Tourist guides in contemporary tourism*. International conference on tourism and environment sarajevo.
- Richard, jack c, schmidt, richard. 2002. *Longman dictionary of language teaching and applied linguistics*, london: pearson education
- Richmond et al., (2005). *The nature of communication in organizations*. Organizational Communication for Survival
- Roberts et al., (2005). *Misunderstandings: a qualitative study of primary care consultations in multilingual settings, and educational implications*. Blackwell Publishing Ltd Medical Education
- Suardhana et al. 2013. *The Communication Skills Of Tour Guides In Handling Customer*. e-Journal Program Pascasarjana Universitas Pendidikan Ganesha Program Studi Pendidikan Bahasa (Volume 3 Tahun 2013)

Sugiono. (2012). *Metode penelitian kuantitatif dan kualitatif dan R&D*. Bandung. Alfabeta penerbit

Taringan, henry guntur, 1990. *Pengajaran perolehan bahasa, angkasa, bandung*.

Tarigan, henry guntur. 1984. *Psikolinguistik*. Bandung: penerbit angkasa.

Thomson, aj. And a v. Martinet, 1986. *A partial english grammar*. Fourth edition. Oxford university press.

Wardough, ronald, 1972, *introduction to linguistic*, megraw, hill. Inc. New york usa.

West nusa tenggara's official. 2009. *The medium term development plan*

WTO (World Tourism Organization). 21-24 march 2007. *Workshop on indicators of sustainable development for tourism destination*. Lombok, indonesia

WTO (World Tourism Organization). May 29 - june 9, 2006. *Proceedings of the global e-conference and summer speaker series on the role of development communication in sustainable tourism*.