

# CHAPTER I

## INTRODUCTION

### 1.1. Background

Indonesia has many interesting places to be visited by foreigners, one of them is Bali. Bali has been described as the "Sanctuary of the Gods", "the island of a thousand temples" and "tropical paradise". An island of contrast, Bali offers something for everyone hedonists, who desire nothing more than relax in luxury, watch the sunset, need look further, or for budget traveler, eager explore the mysteries of an enigmatic island on a shoestring. Bali as the most popular tourism destinations in the world, Bali for few years awarded as the world best island by the International Travel Magazine. There, however, there are still many people who do not know in depth about the uniqueness of Balinese culture. The life in Bali is always related to Tri Hita Karana or a tripartite concept that include the spiritual relationship between human and God, and their environment. The rapid growth of the development in tourism has had a big impact and influence to Bali tradition and lifestyle. Interestingly, Balinese's culture is still as what it was, growing along the globalization. It is the Balinese civilization what makes the island different from other destination (<http://www.balitourismboard.org>). As the main tourism destinations, of course many local and foreign tourist interesting to visit this tourism objects. One of them is Tanah Lot. Tanah Lot is tourism destination because have miracle temple on the middle of the sea, many guides handling his tourists to tour around Tanah Lot Area. In this reason the guides use

communication with the tourist, many guide is usually known about function of English in communication. It is important for the guide to learn about English functions that have a good communication with the tourist.

Based on the background, I am interested in choosing Tanah Lot as my object of research because many guide handling the tourist in around Tanah Lot Area. In this research the attention will be focused on the language function by English conversation between the tour guide and the tourist.

### **1.2 Scope of Discussion**

Talking about the language, I realize that it has very wide scope and it can be analyzed from various aspects. A lot of problems can be found when we do research on it. To avoid a wide discussion, it is important for me to limit the discussion. It is only about the use of spoken English by guides at Tanah lot area in handling tourists on their visit to Tanah lot area. The problems discussed can be seen in the following questions:

- 1) What kinds of English functions are commonly used by guide in handling the tourists?
- 2) What expressions are used to express the function?

### **1.3 Aims**

Every scientific paper should have aims, and so does this scientific writing. In this case the purpose of writing covers three aims. They are general, specific and academic. They will be clearly explained in the following.

The general aims of writing this paper is to train myself in conducting a research and also want to try to apply the theory that I have got during my study at English Department, Faculty of Letters, Warmadewa University.

The specific aims of writing this paper are to conduct about the English used by guide at Tanah lot area and I want to have a general overview of English spoken by a guide at Tanah lot area.

The last aims of writing this paper is academic aims. All the students in Warmadewa University should make a specific paper or conducting research which is related to their study before finishing their study at the University. So their academic purpose of writing this paper is to fulfill the last academic requirements in completing the S1 program to get the degree of *Sarjana Sastra* at the English Department, Faculty of Letters, Warmadewa University.

#### **1.4 Theoretical Basis**

In general, scientific writing should be supported by scientific theories. It means that a paper work could not be stated as a scientific writing if it does not have theory. The main theory that I apply in this paper is theory of Leo Jones, in their book "*Function of Language*" published by Cambridge University Press, 1986. In relation to the function of language, Jones says that, follow:

"Function of English is for upper intermediate and more advanced students who feel confident about using Basic English grammar and vocabulary, and who are now ready to learn more about using English in real life situations" (Jones, 1986:01)

Besides the books mentioned above, I also use some other related books as the supporting theories. The books are “ *Exploration in the Function of Language*” by Halliday, published by Edward Arnold, 1973. Halliday says that:

“A functional approach to language means, investigating how language is used: trying to find out what are the purpose that language serves for us, and how we are able to achieve these purpose through speaking and listening, reading and writing. But it also means more than this. It means seeking to explain the nature of language in functional terms: seeing whether language itself has been shaped by use, and if so, in what ways says how the form of language has been determined by the functions it has evolved to serve”. (Halliday, 1973:07)

I also used some other books related to this paper. The books used to support my analysis can be seen in the bibliography.

### **1.5 Method of Research**

The method of conducting a research has very influential role to determine the successfulness of the study and it is very important for the validity of the writing. In this research there are three steps of method of research that are going to be followed. They are: data source, data collection and data analysis. To have clearer view about the three steps above, the followings are one by one presented.

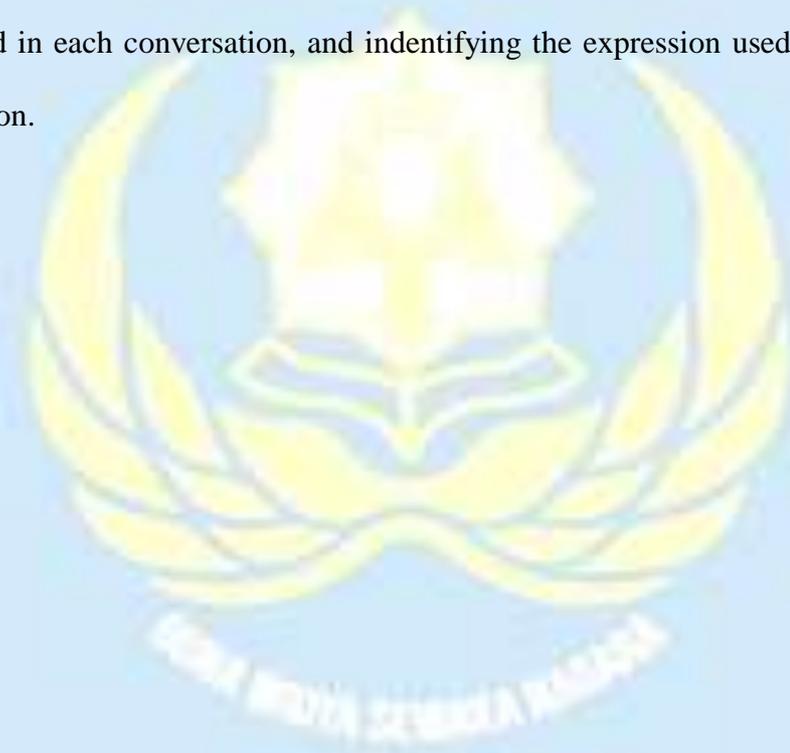
The data of this research are in the form of conversation and the conversations are performed by guides at Tanah Lot Area. There are many guides in Tanah Lot but I take 10 guides to represent the whole guide in Tanah Lot Area.

I did random sampling in choosing the respondents of this research.

The data are collected by recording the communication made by guides when they are handling clients who visit in Tanah Lot. The collected data then are classified carefully based on the types of English function applied by the guides.

After the data are classified, then they are systematically analyzed by looking at each English function appears in the conversation. Besides the English function, the expression are used to express the function in conversation.

The analysis is done systematically by identifying the English function performed in each conversation, and indentifying the expression used to express the function.



## **CHAPTER II**

### **RELATED STUDIES**

In the previous chapter, I have already mentioned about the background, scope of discussion, aims, theoretical basis and method of research. Before getting into the main discussion I consider that there are some point needs discussions which have relation to the topic of this paper, those point are: the definition of communication, function of language and function in English. Further explanations of them all could be seen in the following discussing.

#### **2.1 The Definition of Communication**

Communication is broadly defined as an act or instance of transmitting. Merely translating, or sending information does not mean that communication has taken place (Philips, 1983: 2). All communication is based on how each of us perceives, or sees and interprets, or explains, information. The ability to communicate increases when it is understood that observation are selective (Philips, 1983: 3).

The communication process is defined as the transmittal of intended meaning to others. This implies that the speakers have a clear idea of the meaning they wish to convey and that the listeners interpret the message in such a way as received the intended meaning. In the process of communication, we have made up four elements, like: the sender is the person who is trying to transmit the message, the message is the verbal or non verbal information which is being

transmitted, the channel is the means by which the information being sent, the receiver is the person who is receiving and interpreting the message (Philips, 1983: 2-3). There are two features of communication such as: the linguistic featuring implying the language that is basically a matter of words. The nonlinguistic feature includes facial expression, movement gesture, attitude, etc.

### **2.1.1 Kind of Communication**

All communication includes nonverbal signal. Verbal refers to the use of words, nonverbal refers to all other aspect of the communication process. Nonverbal signals include posture, tone of voice, gesture, and facial expressions. Even words do not communicate by themselves. The way words are spoken or written is important. Nonverbal signals are often of the most important aspect of communication.

Sometime verbal and nonverbal signals say the same thing. In most situation, however, the verbal and nonverbal signal work in very different ways. When persons are communicating, a word does not do the same thing as a sign. Word choice alone does not affect the receiver in the same way as the terms of voice or a facial expression (Philips, 1983: 12-13).

### **2.1.2 Nonverbal Communication**

The following discussion of nonverbal signal shows how define relationships among person, how express emotions, and how affect the impact of the spoken word. The nonverbal signals, are:

## **A. Facial expression**

Face, because it is so sensitive and visible, is probably the most expressive part of body. We can communicate emotions such as happiness, sadness, anger, fear, surprise, and disgust, by using your eyes, mouth, and forehead.

It is important to remember that it may be difficult to identify many facial expressions. A person eyes may show anger or sadness although the mouth is smiling.

## **B. The body**

We can learn quite about people from the positions of their bodies. However, body positions alone does not give the full meaning of what a person is saying, posture can help interpret mood, attitude or emotion.

The body also gives signal about the intensity of an emotions and our facial expression, our body tells how strong that fear is by becoming rigid or by trembling.

## **C. Gesture**

If we are trying to communicate with a person who does not speak English, we may use hand gestures to help express our thoughts. Using the hand is an important way of communicating. Sign language, a language based on hand gestures, is used to communicate with person who is deaf.

#### **D. Voice**

Certain qualities of our voice help people interpret our words. Characteristic such as tone, pitch, inflection, loudness, and rate of speech go beyond the words you speak.

#### **E. Eye contact**

Eye contact is an effective facial signal. Use can open or close communication channels with our eyes, to little eyes contact is frequently interpreted as unsure evasive, indifferent, or displeased. More eye contact may be interpreted as sincere, friendly and trusting.

#### **F. Personal Appearance**

Most person care about physical appearance and believe that it makes a different. That is why they decorate their bodies with cosmetics, jewelry, contact lenses, beards, and clothes.

#### **G. Silence**

Silence is not well understood. It can be interpreted in many ways, some persons show anger by being silent. Silent makes some people nervous because they cannot think of anything to say. Silence can also mean apathy, boredom, or sadness.

So using facial expressions is an effective way to get an immediate response to a message. Posture can be help in interpreting mood, attitude, or

emotion. Gesture usually are related to and support verbal message. Characteristic of voice such as tone, pitch, and inflection affect interpretation of the words we speak. Eye contact allows to open and close communication channels. Personal appearance may reflect the way you feel. Silence and pauses are nonverbal signals.

### **2.1.3 Verbal Communication**

Verbal communication consists of words arranged in meaningful pattern and used in communication with others. Verbal style can be helped by using correct grammar and the right words, volume, clarity of speech, and flexibility, are voices qualities that add to good verbal communication. A good speaking voice has changes in pitch, speed and volume (Philips, 1983: 38). The verbal communication, are:

#### **A. Speaking Style**

Speaking style determines how a message is received. It is an important factor in business success. A person acquires a unique speaking style through experience. However, speaking style can be improved by conscious effort and practice. Thought and language go together, people use words to express their thoughts. They use different speaking style to suit the situation, the message and the receiver. A poor style distract from the speaker's good qualities. However, we lose effectiveness if we use words too complex for other people to understand. Speaking style consist of two skills, such as:

## **1. Spoken Word Skills**

By learning word skills, verbal communications can be improved. We used words to express our thoughts. To be understood we must use words that the listener understands. We must learn to change the word to suit our listener.

## **2. Improving Verbal Style**

If our verbal style is faulty, it is possible to improve it. Simply use correct grammar and appropriate words to develop a style that is correct and clear. Many grammatical errors go unnoticed because they have become a habit. A successful verbal style allows the listener to understand at once the message which is being sent. A speaker should work to gain this instant clarity of meaning.

### **B. Voice and Diction**

Our voice is an indication of our personality. It is often more important than our physical features or the way we dress. People usually do more talking than writing. Therefore, it is worthwhile to take sometime and effort to develop a speaking voice that is pleasant. Any normal person who has unpleasant voice can change it to a pleasant one. However, it may take the help of a professional. Surely it will require hours of practice and critical listening.

## **1. Good Speaking Voice**

Our voice should not call attention away from the message itself. Voices that do usually fall into four areas fault, there are: lack of pit, lack of variety in

speaking speed, lack of emphasis by variation in volume, and unpleasantness in voice quality. To have a good speaking voice we need to have a steady volume of controlled breath, which comes from the diaphragm. We also need a relaxed throat an open mouth, and clear nasal passages for maximum resonance. An agile tongue and mobile lips to shape the vowel sounds and to form the components for good diction are important.

### **C. Dictation**

Dictation is speaking so that someone else can write what is said. Learning the skills for writing effective messages helps the people towards success. It is important to know how to dictate in a past, efficient way.

### **D. Telephone Communications**

Good telephone communications are vital to customer good will. The firm's image starts when the telephone is answered. All personnel should use good telephone techniques. Managers, secretaries, receptionist, and sales people can all improve their telephone conversations. They can do this by improving their voices and speech and by gaining good telephone manners.

The person with whom we are speaking cannot see you. Therefore, that person builds a mental image of us. Our voice has great deal of influence on that image. What we say and our tone of voice create a picture in the mind of our listener. Our voice and mode expression have a greater impact than they have in

face-to-face conversation. This is because our other physical traits are not present to distract the listener.

## 2.2 Definition of Language According to Halliday

According to Halliday in his book and titled *Exploration In The Function Language* (Halliday, M.A.K. 1973), he divide language is:

“Language as an instrument of control has another side to it since the child is well aware that language is also a means whereby others exercise control over him. Closely related to the instrumental, model, therefore, is the regulatory model language. This refers to the use of language to regulated the behavior of others. This by itself does not condemn it, since language has many other functions beside that of manipulating and controlling environment. But it bore little apparent relation to any use of language, at least to any with which the young child is familiar (Halliday, 1973:12). Language is as it is because of what it has to do, only the relation between language function and language structure will appear less directly, and in more complex ways, in the fully developed adult system than in children’s language (Halliday, 1973:34)”.

So, Language is a fact of role of language in society is very vital. It covers each aspects of life, which no one is able to live perfectly without language. But it is impossible for someone to know all of the language in the world, even if he spends all of the life time in learning language. Each nation in the world may have a great number of languages. For example, Indonesian, the only national language, language of instruction in school, as official language throughout the country, but there are also many of vernaculars such as Balinese, Madadonese, Javanese, Bugisnese, etc. Talking about language then becomes metaphorical, since it is a very complex thing, and has so many inter relationship with various aspects of human life that it can be studies from numerous of view.

The functions of language are classified into three forms such as: Ideational, Interpersonal and Textual functions. These function as follows:

### **2.2.1 Ideational Function**

This is sometimes referred to as the expression of cognitive meaning, though I find the term cognitive misleading there is after all cognitive elements in all linguistic function. It is through this function that the speaker or writer embodies in language his experience of the phenomena of the real world, and this includes his experience of the internal world of his own consciousness, his reactions, cognitions, and perceptions, and also his linguistic act speaking and understanding.

“Within the ideational of language, therefore we can recognize of two sub-functions, the Experiential and the Logical; and the distinction is a significant one for our present purpose (Halliday, 1973:106)”.

So, the definition of ideational function is meaning the speaker in expressing the content based on his experience. We are able to use it for all the specific purpose and types of context which involve the communication of experience.

### **2.2.2 Interpersonal function**

This is quite different from the expression of content. Here, the speaker is using language as the means of his own instruction into the speech event: the expression of his comments, his attitudes and evaluations, and also of the relationship that he sets up between himself and listener in particular, the

communication role that he adopt, of informing, questioning, greeting, persuading and the like.

“The interpersonal function in language is both interactional and personal: there is, the same time to express both the inner and the outer surfaces of the individual, as a single undifferentiated area of meaning potential that is personal in the broadest sense (Halliday,1973:107)”.

Based on the explanation of interpersonal function, I take conclusion that we are able to use it for all the specific forms of personal expression and social interaction. For the example, the young child also uses it when interacting, with other people, controlling their behavior, and also expressing his own personality and his own attitudes and feelings.

### **2.2.3 Textual Function**

This is language as it was unable to meet the demands that are made on it. It is a function internal to language, and for this reason is not usually taken into account where the objects of investigation are extrinsic.

“A text is an operational unit of language as a sentence is a syntactic unit, may be spoken or writer, long or short, and it includes as a special instance a literary text. And therefore the textual function is not limited to the establishment of relations between sentences, it is concerned just as much with the internal organization of the sentence, with its meaning as message both in itself and relation to the context (Halliday, 1973:107)”.

Based on the explanation of Textual function, my conclusion is whereby language becomes text, is related to itself and to its contexts of us. Without the textual component of meaning, we should be unable to make any use of language.

### 2.3 Function of Language According to Jon Blundell

According to Blundell in his book and titled *The Function in English*, he divides function of language:

“Language functions are the purpose for people to speak or write. We can say that everything we do, including using language has a purpose. In the some way, we only speak or write with purpose as mind, to help someone to see our point of view, or to ask their advice, or to reach agreement with them, we call these purpose as the function of language. He also describes that every language has such functions.(Blundell, 1987:5)”

He also describe that every language has such functions. But of course, different languages express these functions in different ways.

In our language, as well as in English, there some expression in English within one function that we can use it any time. But there are some expressions especially suitable at certain times, and rather unsuitable at others.

According to Jon Blundell, there are three kinds of expressions we shall use it in our communication. In additional we decide to use formal or informal language according to what situation we are in.

- a. Formal expression use formal expression could be the same direct communication or indirect communication and it can be on write or oral communication. Used in the formal situation and we used the formal language, such as in official reports, business letters and rule and regulations agreement, contract rate etc and it is used in publicity for some serious purpose.
- b. Informal means the communication is going on in the informal situation.

And either in the formal or informal situation of communication, the communication can be grouped into their categories. Those categories consist as follows:

- a. Intrapersonal communication: the personal communication can be used for personal activity.
- b. Interpersonal communication: the process of communication happens between people or one person.
- c. Mass communication: the process of communication happens between a speaker and lot of people listeners.

#### **2.4 Function of Language by Swan**

The functions of a different context of situation. The examples are taken from book "*Practical English Usage*" by Michael Swan. The context of situation such as: was, when, and to whom we express it means when using the language function we should know the formality and politeness of the expression. So we should know the formal and informal situation, polite and impolite and also the neutral context. The briefly definition expression and the examples of the formal and informal situation, polite and impolite and also the neutral can be seen below:

##### **2.4.1 Formal and Informal**

Generally speakers of English use formal language with people in authority or of much higher status. People speaking in formal situation tend to use correct grammar and speak in complete sentence. They usually speak more

carefully, more clearly and more slowly. However, there are some words and structures which are mostly used in formal situations that is to say, situations when people are careful about how they are express themselves, like report writing, business meetings, conferences or polite conversations with strangers.

And some words and structure are mostly used in informal situations for example conversation with friends or letters to one's family. Writing is more often informal, but informal writing and formal speech are used when the situation make them necessary. Usually people use informal language with friends and family. They may use a more relaxed pronunciation. In an informal situation, people may also speak more quickly. The examples of formal and informal used of the language functions are:

#### **A. Formal :**

1). With whom did she go ? (Swan : 454)

The underline preposition in the sentence 'with whom did she go?' is showing that the sentence is informal style. It is because in a more formal style, a preposition is often put earlier in questions and relative structures, before the question word or relative pronoun. Another example about formal style can be seen below:

2). Thank you (very much) for coming (Swan : 439)

The underline word in the sentence 'Thank you (very much) for coming' is showing formal style. We often use 'thank you' to accept offers. The expression 'thank you' is more formal than 'thanks'.

## **B. Informal:**

1). You're looking a bit tired (Swan:143)

The sentence above is showing informal style especially the underline word above 'a bit (of)' is used to talk about limited quantity of something. 'Bit' is informal and usually suggests a small quantity. 'A bit (of)' is usually before adjective adverbs that expressed negative idea. The other example of informal language can be seen below:

2). Give us a kiss, love (Swan :432)

The underline word 'us' in the sentence above is showing informal speech which means 'me'. In very informal British speech, 'us' is quite often used instead of 'me'.

### **2.4.2 Polite and Impolite**

Polite language is of course used when someone wishes to show to respect to important people or strangers. Request and question can be made more polite by the making them less direct. The example of the expressions used for these function are:

#### **A. Polite**

1). This lady needs an ambulance (Swan, 2005:406)

The underlined words in the sentence above is showing our politeness when we are speaking. It is because our language sound polite is we use names of noun phrases, rather than using "he, she or they".

2). Please stand over there (Swan, 2005:407)

When we request something to other people, we are adding the word “please”. In the beginning a sentence or in the end of the sentence make the request more polite. That is why the sentence above is showing polite language.

## **B. Impolite**

1). He said I could go out...(Swan :432)

The word ‘he’ in the sentence ‘He said I could go out...’ is showing impolite language. The sentence will be more polite if the subject ‘he’ is change into names or non phrase. For example:

“Andy said I could go out...”

2). The invitation was for me and Tracy....(Swan :432)

The underline words in the sentence ‘The invitation was for me and Tracy....’ is showing impolite language. It is because people usually mention themselves last in phrase like you and I, she and I, etc. The sentence above will be more polite if it is changed into ‘ The invitation was for Tracy and me’.

### **2.4.3 Neutral**

It is between formal and informal style. It is generally appropriate in most academic and professional situations. The example of the expressions used for these functions are:

1) Thank you (Swan:206)

Thank you belongs to neutral language, but it is also belonging to formal language. The expressions that belong into informal language can be used to neutral language but not all of neutral language can be used in formal language.

2) All right (Swan:206)

All right belong to neutral language. The expressions belongs to neutral language because this expressions is still polite, sometimes, people is used this expression in formal language when they are speaking. In writing, the often used the word in order as the formal language, for example in business letter.

## **2.5 Functions of English According to Leo Jones**

Every language has fixed expressions which are used on particular social occasion for example when people meet, leave each other, go on journey, sit down to meals and so on. Leo Jones in his book "*Function of English*" states that there many expressions in English. In term to the research, there will be just some expressions that will be given more emphasis in relation to the English function commonly used by tour guides. All of the examples are taken from some books.

### **2.5.1 Greeting**

Greeting is one of the functions of English that are usually used by the people when they meet friend or someone, greeting used open to conversation. The opening of the language functions, for the example English function for greeting are:

- 1) Good morning, Mr.Bob (Jones, 1986:64).
- 2) Hello, Mrs. Helen, this is my friend John (Swan, 2005:534).
- 3) Hi, how are you? (Swan, 2005:534).

In the examples above, I can examine that functions of English as greeting. The speakers of each example greet the hearer in many ways. In the example (1), the speaker uses formal English and it can be seen that the expression is grammatically correct.

The example number (2) shows that the speaker greets the hearer by saying “Hello, Mrs. Helen this is my friend John”. The expression includes the formal English, because the grammar is correct, and when people are introduced. The speaker opens the conversation in the example number (3), by saying “Hi, how are you?” the grammar is correct in the formal English. In this case, people who are introduced often shake hands.

Greeting is used based on the situation and On the people we are speaking too. Formal situation it is better if we use formal English and informal situation, we use informal English.

### **2.5.2 Requesting**

“When you want someone to do something for you, there are many English expressions you can use. Some of these expressions are too polite for some situations. Other expressions sound rude in particular situations.” (Jones, 1986:15)

The examples of English for requesting could be seen below:

- 1) Would you mind moving your car? (Thomson, 1986:248)
- 2) Could you please show me the way? (Thomson, 1986:247)
- 3) Would you like to order special fried rice? (Jones, 1986:16)

All of the examples above show English function of the form of requesting. The example (1) shows that the speaker requests the hearer to move his car. The speaker requests the hearer to show the way and giving information to him in example (2) by saying could you please show me the way?. The last example (3) shows that the speaker requests the hearer order special fried rice for him.

### 2.5.3 Inviting

How to request someone presence, starting the special event and setting the time and place and it is use to invite someone to do something what someone will do, depend on the invitation. Decide when each of these expression would be appropriate and what you might say before or after. Think of some possible situations in which you would use each expression. These are expressions you can use arrange to meet someone:

- 1) Um, I was thinking of going to the cinema this evening, would you like to come? (Jones, 1986:07)
- 2) Er, are you thinking going to be busy this evening? I was wondering if you might like to come to the cinema with me. (Jones, 1986:07)

English function for inviting someone can be seen in the example above. The speaker use more polite English in example number (1), he expresses that he will be very pleased if the hearer could come to the cinema with him this evening. It means that the speaker really expect the hearer to accept his invitation. In example number (2), the speaker invites the hearer to go to the cinema with his friends in

expressing this information, he uses very polite English by using modal would and grammatically is correct question.

The other of example by Thomson, 1986:249 are:

- 1) He invited me to lunch with him (Thomson, 1986:249)
- 2) Would you like to have lunch with me?( Thomson, 1986:249)

The first sentence is invitation would be reported by invite or asks, and the second sentence can be used in both informal and formal situation.

#### **2.5.4 Giving Information**

This expression is used to give a response needed by a speaker or questioner on many types of matters. It depends on what the question is all about. The linguistic items are more general it covers any types of questions, such as who, where, how, hat, when and others using auxiliary verb.

So, this expression contains about length of time, distance, place and object. For example:

A: I need to find out where the town center is?

B: Ah well, you turn to the right and then carry straight on

A: I wonder if you could tell me if there's a good hotel in town that I uses

B: Yes, there are two hotels, there are in the High Street, one each side of the road

(Jones, 1986:09).

All of the examples above are categorized into functions of English in the form of giving information. In the first example, the speaker gives information about the location of the town center. The speaker two gives the information to

the speaker on. The second example, that there are good hotels in town that the speaker on the location of those hotels.

### 2.5.5 Offering Something

This language function is used when we put forward something to be considered, so it can then be either accepted or refused. When something needs to be done you can ask someone else to do it, or offer to do it yourself or just to do it without saying anything. If someone else doing something, you can offer to help. Here are some useful ways of offering to do something can be seen below:

- 1) Can I help you with that? (Jones,1986:37)
- 2) Would you like me to make a cup of a coffee now? (Jones,1986:37)

We might accept such as offers with answer like:

- 1) That's very kind of you, thanks. (Jones,1986:37)
- 2) Oh, would you? Thanks. (Jones,1986:37)

Or refuse them by saying:

- 1) No, don't bother, I can do it myself. (Jones,1986:37)
- 2) Thanks ever so much, but it's alright, really. (Jones,1986:37)

All of expression above show functions of English as offering thing. The example number (1) can I help you with that? The speaker offer helping something to him.

He expresses his offers in formal English because it is grammatically correct. In the example (2) the speakers offers to make a cup of a coffee to the hearer and uses formal English because he thinks the situation is formal.

### 2.5.6 Asking Permission

Sometimes we need to do more than just offer to do something, we may need to ask permission to do make sure we are allowed to do it. The expression to use depends on:

A: The type task we want to do and the trouble we may have getting permission to do it. . .

B: Who you are and who you are talking to the role you are playing and your relationship. (Jones, 1986:38)

Here are some useful ways of asking permission. The expressions get more and more polite as you go down the example in conversation:

A :Alright, do you mind if I smoke?

B: Yes, go ahead! (Jones, 1986:38)

And if we refuse permission like in this conversation:

A: That's not a very good idea. (Jones, 1986:38)

B: I'm sorry, but that's not possible. (Jones, 1986:38)

The above sentences are showing asking permission expressions. When the speaker asked by using sentence, "Alright, do you mind if I smoke?" it is showed that the speaker would like to permission for smoking. The sentence is politely ways. If would like to refuse the permission, the speaker uses ways of explaining the reason for disagreeing.

### 2.5.7 Suggesting

There are many ways of trying to get people to do things for their own good. The expressions you use depend on:

- 1) He suggests that she get a job in a bank. (Swan, 2005:562)
- 2) If Tom was here he'd know what to do. (Thomson, 1986:202)

English function in the form of suggestion can be seen in the examples above. First example, the speaker gives suggesting to the hearer get a job in a bank.

Second example, usually either can be seen were being more likely in formal English. The speaker gives suggestion to the hearer that Tom's know what to do.

### 2.5.8 Apologizing

When do something wrong, you can save yourself a lot of trouble by apologizing first before someone complains to you. In this case, it may be even more essentials to break it gently in English. Here are some useful opening expressions, for example below:

- 1) Um, this isn't easy to explain, but... (Jones, 1986:67)

The sentence above is showing apologizing expression, the sentence "Um, this isn't easy to explain, but..." is one useful way to express the apologizing. This sentence is using polite language to expression it in order to make the hearer keep comfort above out wrong doing.

2) I've got a bit of an apology to make, you see... (Jones, 1986:67)

The sentence above is showing apologizing expression. We can see from the sentence "I've got a bit of an apology to make, you see...". That is using apologizing expression. As the maker is the word apologize in the sentence. The sentence above is using very formal language.

### **2.5.9 Thanking**

Thanking is use when someone does something for us and this very important thing useful.

As we know, there are many different situations that call for an expression of thanks. As in the case of invitations it is sometimes appropriate to send formal, written thank you letters and cards. In this unit however, we will be concerned only with spoken language.

The following list contains the most common situations that require thanks. You may able to think of other ones as well. In general people thank someone: for gift, for a favor, for an offer of help, for a compliment and a wish of success, when asked about their health, an invitation, when leaving a party or social gathering etc. (Tillitt, 1985:37)

The opening of language functions, for example English function for thanking are:

- a. Thank you. (Swan, 2005:409)
- b. Thank you very much. (Swan, 2005:409)
- c. Thanks (Informal). (Swan, 2005:409)

d. Thanks a lot. (Swan, 2005:409)

The English function for thanking can be shown in example below:

- 1) Thanks, I will give you a ring. (Jones,1986:04)
- 2) Well, right thank you, thank you. (Jones, 1986:10)

For thanking someone, we can use expressions which can be seen in the example above. In the first example, the speaker uses non polite English because the speakers question is not grammatically correct. The question should be thank you very much; I will give you a ring.

In the second example, show that speaker uses English function for thanking someone by using polite English which is grammatically.

### **2.5.10 Saying goodbye**

Saying goodbye is the world expression which is said for the last time to say goodbye to someone or the time has come for us to say goodbye if you are hoping to meet someone in soon. Here are some useful ways to say goodbye:

- 1) Bye for now (Jones, 1986:87)
- 2) See you! (Jones, 1986:87)
- 3) Cheerio! (Jones, 1986:87)

But, if goodbye for a long time (or forever) you are more likely to say:

- 1) I have come to say goodbye. (Jones, 1986:87)
- 2) Thanks for everything. (Jones, 1986:87)

The examples above are showing expression of goodbye in neutral language. The sentence number (3) “cheerio” is showing goodbye expression in informal

language. The next sentence are showing the goodbye expression in formal way but sometime used to when then speaker will leave someone forever.



## CHAPTER III

### ANALYSIS

In this chapter, I would like to discuss about particularly spoken English used by tour guides at Tanah Lot Area, of course in this chapter the analysis also will be done based on the English Functions in the conversation between guide and guests during they are tour at Tanah Lot Area.

Based on the explanation, I want to analyze English functions used by tour guides at Tanah Lot Area. The data are taken from the conversation tour guides and tourist at Tanah Lot Area. And the analyze of the English Functions by tour guide at Tanah Lot Area would be describe in the following sub chapter.

#### **3.1. The Overview of Tanah Lot Area**

In the days of the ancient East Javanese Kingdom of Majapahit, there lived a famous saint called Dang Hyang Dwi Jendra. He was highly respected by all for his service to the kingdom and its people in all matters relating to their prosperity, spiritual well being, and social harmony. He was well known for his dedication to Dharma Yatra – or spreading of Hindu Religion. In Lombok he was known as Tuan Semeru, of the lord of Semeru. Semeru is a great volcano in East Java.

During his mission to Bali in the 15<sup>th</sup> Century, the ruler of Bali at the times. The king of Dalem Waturenggong welcomes the saint and treated him with great respect. His teaching spread wild fire in Bali, such as he instructed and preached the ways of Dharma. He also erected many temples in order to raise

the spiritual awareness and deepen the understanding of religious doctrines of Hinduism among the people in Bali.

It is said that in his old age, whilst carrying on his mission of Dharma Yatra at Rambut Siwi, he was led by a holy light towards the east. He followed the light to its radiant source which was fresh spring water. Not far from the spring water he came to an extremely beautiful location know by the local people as “Gili Beo”. In Balinese “Gili” is means coral or rock and “Beo” is means bird – it was a huge rock in the shape of a bird. He stopped at this place to meditate and pray to the God of the sea. After while the local people from the village of Beraban, and he preached to them. The leader of the people was known as Bendesa Beraban Sakti or the Holy Leader of Beraban.

Up to that time, the local religious believes had been based on monotheism. In another time, the news spread of the presence of Dang Hyang Nirartha, a teacher of religion and many people in Beraban Village became to his disciples. Gradually the followers of Bendesa Beraban began to leave him and follow the new ways. That make Bendesa Beraban angered and he gathered his followers and went to the saint and demanded that he leave the area. With mystical strength, the saint lifted the great rock on which he had been sitting and cast it into the sea. He then transformed his scarf into snakes and commanded them to stand guard at his refuge. He then named the place “Tanah Lot” which means land in the middle of the sea.

## **3.2. Functions of English and English Expression used by Tour Guide at**

### **Tanah Lot Area**

The functions of English have different ways expression. In English, there are a lot of functional expression found in conversations Guide and guests. All of function of English and English expressions that can be found in the conversation can be seen below:

#### **3.2.1 Greeting**

The greeting is used by people to greet or establish contact with their friends. This expression can also be used to begin a conversation and used to open a discussion. Beside the expression the greeting is also used by tour guide at Tanah Lot Area with the guests. Based on the data that I got, I can see the tour guides are using some expressions to welcome the tourist. The expression could be formal and informal.

For example:

##### **Conversation 1:**

Guide : Welcome to Tanah Lot. There is Tanah Lot Temple..

Guest: Oh, thank you . . . look beautiful

Guide: That is wantilan, that use for meeting

Guest: Meeting?

Guide: Yes, before the ceremony most of people meeting here about the process of ceremony.

The first underlined expression above belongs to greeting function. I can state this expression is greeting because this expression is used to greet the guest. The expression “Welcome to Tanah Lot” is a formal. It is called formal because it is in grammatical form. The guide used this expression when he meets the guest in the first time. This expression was said in polite and friendly way, because ‘welcome’ is meaning very unusual when meeting people.

### **Conversation 2:**

Guide: Welcome to Tanah Lot ya..

Tourist: Thank you

Guide: This one of the tourism place in Bali, it call Tanah Lot like that.

This temple it's only one temple in the ocean in Bali

Tourist: It's only one? Ok

Guide: it's only one. I think this foot temple in Bali, is Tanah Lot ya..

And this located at Tabanan

Tourist: Ok

From the second sentence which underlined in the conversation is belongs to greeting functions. The expression “Welcome to Tanah Lot ya” is used for open the the conversation between the guides and guest. The form of sentence is a formal. It is called formal because this is in grammatical form. This expression was said in polite and friendly way; because when the conversation the guide was give good service and good attitude.

### **Conversation 3:**

Guide: Good evening Oscar, how about your tour today?

Guest: It is very great tour and this is wonderful place

Guide: Thanks Oscar, now we are going back to the hotel

Guest: Ya, you are welcome

From the conversation, the underlined sentence belongs to greeting function. The form of sentence is a formal. It is called formal because it is grammatical form. The guide said good evening because the situation in the evening before they are going back to the hotel. The expression was said in polite and friendly way because the guides say it with good attitude and good choosing word for open the conversation with the guest.

In using the greeting function, the tour guides also uses language or gesture. For example when the tour guides say "Welcome to Tanah Lot" to the guest, the tour guides say it with a smile in their face. It is categorize function of language as Interpersonal function because greeting is one of personal function expression and social interaction as starting conversation when the people are speaking with each other.

### **3.2.2 Giving Information**

Giving information is one of functions of English that is used to bring information about something. Based on my research there is some expressions or giving information which are used by tour guides. Those expressions can be seen in the conversation below:

For example:

### Conversation 1:

Guide : Tanah Lot is beautiful place for watching sunset, from here ok, from there is ok. Because position in there beautiful good place for get picture.

Guest: One more question?

Guide : Yes,...

Guest: When the tsunami come?

Guide : Tsunami come that is to 2004 is not aren't here maybe ten thousand kilometer form here.

Guest: Where is place?

Guide : That is place in Aceh area, Sumatra Island

Guest: Sumatra Island ya! Because is different ya?

Guide: Ya, Bali this is place from a small island in west Java Island and east of Bali is Lombok Island.

The first underlined expression in the conversation number one is belongs to giving information. The guide gives information to the guest about the sunset in Tanah Lot. The guide is using formal expressions because he uses certain phrase appropriate in formal situations. It is categorized function of language as Interpersonal function because giving information is one of informing something to the guest.

The second underlined sentence in the conversation number one is belong to giving information. The guide gives information about the tsunami come to Aceh in 2004 to the guest. The guide is uses informal expression. The guides must

be said” The tsunami come in 2004 and can’t come here because 10,000 kilometer from here”.

The third underlined in sentence belong to giving information. The guide gives information about the located of Bali Island in west of Java Island and east of Lombok Island to the guest. The guide is using informal expressions because it is ungrammatical sentence. In the formal expression the guides must be said “Yes, because Bali Island is a small island and in the west of Bali is Java Island and in the east of Bali is Lombok Island”.

### **Conversation 2:**

Guide : Tanah Lot Temple is located on middle of the sea in the big rock, also when the high tide people come for praying in Penyawang Temple mean the second temple, also we have holy snake around temple, that situation many of them, we also see big one around, also the spring water side of gate people located in middle of sea mineral water. This temple ceremony coming every six month is every Wednesday we just pass two month ago.

Any question?

Guest: No, this good

The underlined sentence is expression belongs to giving information. The guide gives information about the located of Tanah Lot Temple and when it is the ceremony in Tanah Lot Temple also when the high tide the people usually praying in the Penyawang. The guide uses informal expression. In the formal expression

will be “ Tanah Lot Temple is located in the middle of the sea in the big rock. And when the high tide the people who come for praying in the Penyawang Temple, because Penyawang Temple is mean the second temple”.

### Conversation 3:

Guide: Batu Bolong is one of the best surf spot in here, sometimes when you have lucky wave you can pass the hole under the temple.

Guest: Oh, really?

Guide: Ya. . .

The underline expression in conversation is belong to giving information. The guides give information about the Batu Bolong is the best surf spot in Tanah Lot Area. The guide uses informal expressions. If formal expression the guide must be said “ Batu Bolong is one of the best surf spot in here and if you have good wave you will be passed the hole under the Batu Bolong Temple”.

### Conversation 4:

Guest: What is the green ball?

Guide: That is Balinese cake, that name klepon. The cake can be made by flour, nature leave, Balinese sugar and coconut. The taste is sweet.

Guest: Oh, the taste is sweet?

The underlined sentence is show expression belong to giving information. The guide gives information about the Klepon. The guide uses formal expression because the guides use certain phrases appropriate in formal situations. It is

categorized functions of language as Interpersonal function because giving information is one of informing something to the people when they would like to ask something with each other.

#### **Conversation 5:**

Guide: This one, offer there we are have Batu Bolong Temple, Batu Bolong is mean Batu and Bolong. Batu is mean stone and Bolong is mean hole.

Guest: Oh, ya ya

Guide: Batu Bolong Temple is part of Tanah Lot Temple and the east side we have Tanah Lot Temple. Tanah is mean ground and Lot is means laut or ocean. Tanah Lot is building by Dang Hyang Nirartha. And so we have holy snake in the cave offer there. Also we have holy spring water, when the low tide we came to the holy water. Tanah Lot is public temple because many people come here for offering and praying.

Guest: Good, where we are go now?

Guide: So, we are going to Batu Bolong first and we are go to Tanah Lot. Tanah Lot Temple is very famous and visited by many foreign and domestic tourists.

The underlined sentence in the conversation is showing English function as giving information. The guide giving information about the first place to visit before visited Tanah Lot Temple. The guide is uses informal expression. In the formal expression the guide will be said” First we are going to Batu Bolong and

we are go to Tanah Lot. Tanah Lot is famous tourism object and was visited by many foreign and domestic tourists”.

### **Conversation 6:**

Guide: This is Enjung Galuh, from here you can see Tanah Lot.

Guest I: Oh, perfect

Guide: You can good picture from here

Guest I: Ya, good place. So, what the time is it for sunset?

Guide: At 06.00 PM. Good place for watching the sunset is the garden around the Batu Bolong Temple.

From the underlined sentence in the conversation is showing English function as giving information. The guide giving information about sunset time and good place for watching the sunset. The guide uses informal expression. Formal expression must be said” The sunset usually at 06.00 PM. And good place for watching the sunset is surrounding garden in Batu Bolong Area.

### **3.2.3 Thanking**

Thanking is one of English functions that are used when someone has done something for us. The purpose of this function is to show respect to someone who has done something for us. This function is done when someone has given a help for us. The function is done in friendly manner. The expression I have got when I collected the data is as the following:

For Example:

### **Conversation 1:**

Guide : Thank you for your coming here. Tanah Lot Temple because this temple one of the most beautiful temple in Bali. I really appreciate you coming here, I hope you coming back again, next time you tell to your friend.

Guest: Sip

Guide: If like to something burs to special, please?

Guest: I'm absolutely beautiful, I have spirit to recommend to anybody to come to Bali. The Temple absolutely beautiful. I love it. Thank you

From the first conversation above, the guides used English function showing thanking. We can see from the underlined words. The guide said for their coming again and also hopes coming again. This expression is showing informal; the formal expression must be "Thank you very much for your coming, Madam". The guide used that expression to respect the guest.

### **Conversation 2:**

Guide : Thank you for join my tour today

Guest I: Thank you

Guide: So, I hope you enjoy your tour today

Guest II: Thank you very much

Guide: Sorry, if I have something wrong in the tour today and I'm so sorry if I have false.

Guest I:No, just perfect everything.

Guide: Thank you

Guest I: Yaps

From the first underlined in the conversation above, the guides used English function showing thanking. We can see from the underlined words. The guide said thank you to the guest for enjoys the tour. This expression is showing informal, the formal expression must be “Thank you very much for join and enjoy for the tour today”. The guide used that expression to respect the guest.

In the second underlined above belong to English function as thanking function and it is belong to formal expression. The expression which is used ”Thank you”. The conversation above shows that the guide responded the guest while smiling and saying “Thank you”.

### **3.2.4 Apologizing**

When you do something wrong you can save yourself a lot of trouble by apologizing first before someone complaints to you. In this case it may be even more essential to break it gently in English. The data below showing the English expression for apologizing.

For example:

#### **Conversation 1:**

Guide : I'm sorry, if I have something wrong in the tour today and I'm sorry if I have false.

Guest I: No, I'm just perfect everything

Guide: Thank you

Guest I: Yaps

The first conversation above is shows the apologizing expression. The word “I’m sorry “is one useful way to show regret for wrong doing. I’m sorry is formal. It is called formal because it is grammatical.

### **Conversation 2:**

Guide: I’m so sorry today you can’t go to Tanah Tanah Lot Temple because high tide.

Guest: It’s not problems.

In the second sentence is showing the apologizing function by the guide. In the conversation the guide say “I’m so sorry” as the apologizing function. We can see the conversation tell us about the guide is forbid tourist to Tanah Lot because high tide. The guide used formal and polite expression. He was trying to explain the condition of the tide in Tanah Lot. The purpose of this expression to tell the tourist can’t go to Tanah Lot Temple.

### **3.2.5 Offering Something**

Offering Something belong to the function of English, it is used by people to offer something to other people. Based on the data, we could see there are many expression used for offering something as can be seen from the following conversation.

For Example:

### **Conversation 1:**

Guide : Anton, would you like to see the painting maybe the art for your souvenirs?

Guest: Oh, No thanks..

The first conversation above shows English function as offering something. It can be seen in the conversation “would you like to see the painting” the expression shows English function as an offering because the guide is offered the guest seeing painting. The expression uses by the guide is formal English because correct in grammatically.

### **Conversation 2:**

Guide : There is Melasti Restaurant, which is good place for dinner with sunset view in the evening, would you try dinner in Melasti Restaurant?

Guest: No, because I was booked dinner in other place, so you can help me to find sweet corn?

In the second underlined sentence is English function as an offering because the guide is recommended the guest to dinner in Melasti Restaurant. The guide use informal English in the conversation. The formal expression must be said by the guide”Would you like to try dinner in Melasti Restaurant”.

### **Conversation 3:**

Guest: What is the green ball?

Guide: That is Balinese cake, that name klepon. The cake can be made by flour, nature leave, Balinese sugar and coconut. The taste is sweet.

Guest: Oh, the taste is sweet?

Guide: Ya, maybe would you try klepon?

From the underlined sentence is English function as an offering. Because the guide is offered the guest to try klepon. The guide use informal English in the conversation. In the formal expression the guide must be said “would you like try klepon cake?”.

### 3.2.6 Saying Good Bye

Saying Good Bye belong to English Function which is used to say when we want to leave other people. They are formal expression and informal expression. Their communication is running well. The purpose of this function is to keep hospitality to each other people; we say this function politely and friendly. For clear expression let's have a look at the following conversation.

For example:

#### Conversation 1:

Guide: Anton, the tours is finish today, Thank you I hope you enjoy the  
tour

Guest: You are welcome; I'm so happy and see you tomorrow

Guide: See you too

From the first conversation above, we can see there is a English function and the function of the expression above is saying goodbye. I classified function as saying goodbye because the guide respond the guest expression and the guide answer “see you too” for respected the guest.

## Conversation 2:

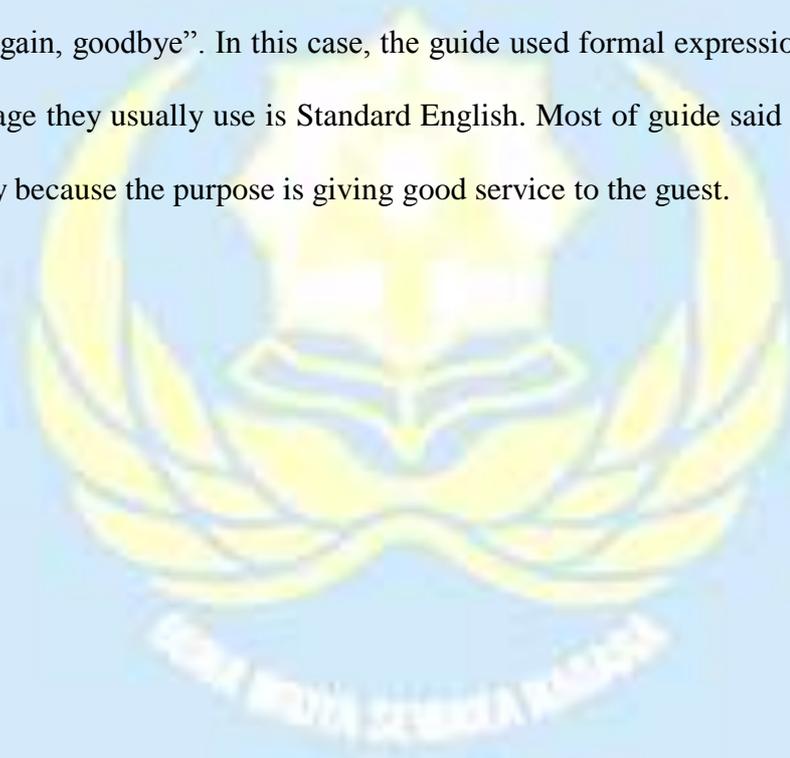
Guide: Thank you very much

I'm so happy handle you in the tour

See you again, good bye

Guest: Bye

From the second conversation, we can see the English function showing saying goodbye too. We can see from the underline words above the guide said "See you again, goodbye". In this case, the guide used formal expression. Because the language they usually use is Standard English. Most of guide said goodbye in polite way because the purpose is giving good service to the guest.



## CHAPTER IV

### CONCLUSION

#### 4.1. Conclusion

After the data are analyzed in chapter III, I can make some conclusions dealing with function of English and English Expressions. Those are follows:

In doing duties, function of English are commonly used by tour guides in handling the tourist at Tanah Lot Area are greeting, giving information, offering something, apologizing, thanking, saying goodbye. Greeting is used by the tour guide to greet or establish contact with their guests. This expression can be also used to begin a conversation or open a discussion. Giving information is function of English used by tour guide to give information to the guest. Offering something is function of English by tour guide to offer something to the guest. Apologizing is one of function of the English, when you do something wrong, you can save yourself a lot of trouble by apologizing first before someone complains you or you make mistake. Thanking is one of English functions that are used when someone has done something for us. Saying good bye for English function which is used to when we want to leave other people, they used communicative function verbal or directly and they more practice using English when they gives service.

These language functions expressions are used in formal way and in polite way but some of them are also using neutral language or informal language. Most of them use functions of English and expressions without the functions of English rules and also we see the sentence that they use, the sentence to be

ungrammatical but their purpose can be understood by the guest when they handling the guest, they try to give best service.

The expressions are used by the guide to express the function of English can be seen below: The first is greeting expression, for example “Welcome to Tanah Lot” most of guide uses the expression if the guest entrance the Tanah Lot Are with the guest. The second expression is giving information, the guides usually used the expression give information about the location, ceremony or the sunset at Tanah Lot Area, for example” Tanah Lot Temple is located on middle of the sea in the big rock”. Third expression used by the guide at Tanah Lot Area is thanking. The thanking expression can be seen in the example “Thank you for coming here”. The guide at Tanah Lot Area uses apologizing expression when the guide was wrong or false in the tour, it is expression can be see in the example “I’m sorry, if I have something wrong in the tour today”. Most of guide at Tanah Lot Area used offering something expression for offered the guest to try or seeing something, the example is “would you like to see the painting” and “would you like try klepon”. The last expression can I get from the guide at Tanah Lot Area is saying goodbye. The example is “ see you to” and “see you, good bye”. All of this expression I was found in the field research from conversation between the tour guide and guest at Tanah Lot Area. From the data was I found most of the tour guide used formal and informal expression also polite and impolite. That can be called polite because the tour guide in handling the guest with good attitude which smiling in face and also impolite because the tour smoke in the tour it is not good attitude when handling the guest. The tour guide at Tanah Lot Area is uses good

pronunciation but sometimes the guest can't understand because the guest was come to Tanah Lot can't speak good English.

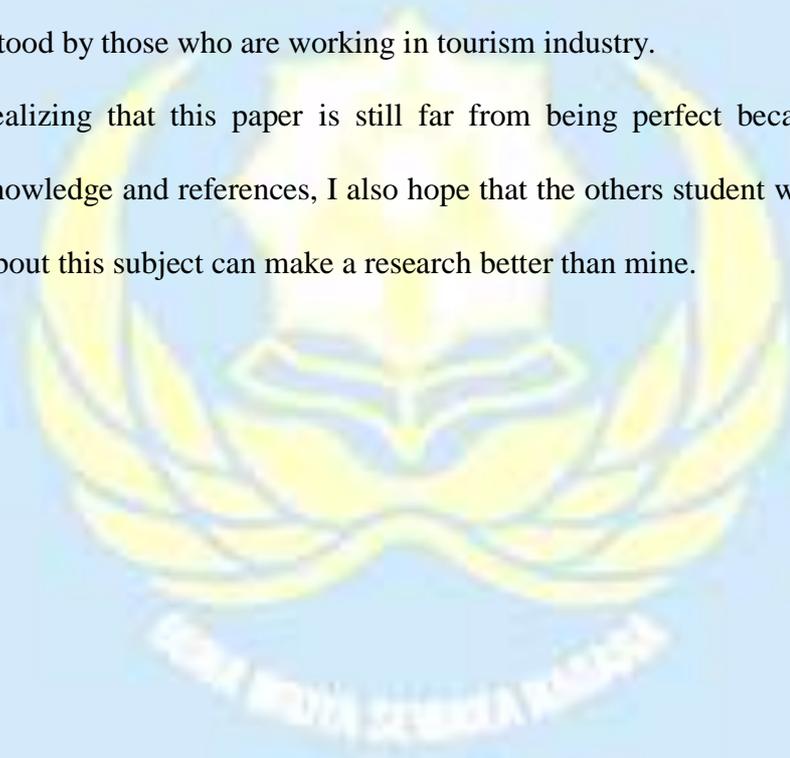
#### **4.2. Suggestion**

Seeing that the analysis of English function has an interesting topic discuss, I hope there will be more students of English Department discuss about it. Considering of the fact the English function is very important in English language because the concept of English function is the one to talk about manner of speaking and to improve English language to be better. I hope the student of English Department will be interested in doing research on this subject and try to analyze more deeply than I had in the order to make relevant and accurate analysis.

Generally, function of English used by tour guides at Tanah Lot are good but the tour guides at Tanah Lot Area needs to improve their English to be excellent. It can be done by taking English course, reading English books and practice English every time with the guest. As what wish man says practice makes perfect. To be fluent in English, we have to practice it more often every day. As a tour guide of international place, we have to be able to speak English to the tourist. The more often we practice, the better we will be. As we know, English is an important language. It is not difficult for us to find an English course. The employer should understand this situation. They should pay for the course in order to increase the quality of their employers.

As we know, western countries have totally different culture with our country Indonesia including in term of using language or speaking with others. About what can be asked and not. Not all things can be asked to foreigners. They have privacy. However different situation happened in our country. We can ask something privacy to the people that we meet for the first time for example are you married, how old are you, etc. But if we talk to people from western countries, we cannot ask that questions. This different culture in speaking should be understood by those who are working in tourism industry.

Realizing that this paper is still far from being perfect because of my limited knowledge and references, I also hope that the others student who want to analyze about this subject can make a research better than mine.



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