

Speaking Problems of Tourist Guides at Prambanan Temple

A PAPER

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A Paper

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The Writer

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Speaking Problems of Tourist Guides at Prambanan Temple

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ABSTRACT

The focus of this paper was to observe and to report the speaking problems of tourist guides at Prambanan Temple. The writer presented some theories from the book and internet to support the observation and interview processes. The writer also conducted observations and interviews to gather data related to speaking problems of tourist guides at Prambanan Temple. During the observations and interview activities, the writer found some speaking problems of tourist guides at Prambanan Temple such as problems with grammar, pronunciation and vocabulary. Many tips or solutions were proposed by the tourist guides. To avoid problems in pronunciation, they explained a concept in other sentences or describe in other words. Grammar problems such as irregular verbs could be overcome by doing some practices. In addition, problems of vocabulary could be solved by reading books and memorizing the words as much as possible. The most effective way to improve the tourist guides is daily practices.

The Written Notes From the interview

First interviewee

Name : MR. SU

Occupation : Tourist guide (1993) second generation

Education : Vocational high school majoring in technique

Language : English and Japanese language

Pertanyaan	Jawaban	Problems
<p>1. menurut bapak penggunaan pronunciation yg baik itu seperti apa</p> <p>2. kalau kesulitannya apa dari pronunciation</p> <p>3. kalau melafalkannya ada enggak pak?</p> <p>4. kalau ada kesulitan cara mengatasinya apa pak?</p>	<p>Menurut saya penggunaan pronunciation yang baik itu ya tau sama tau <u>“I think that good pronunciation for the tourist guide as long as both speaker (tourist & tourist guides) understand each other it should be fine”.</u></p> <p>Kalau kita dulu ya listeningnya <u>“for us the problem was on the listening”</u></p> <p>Ya kalau melafalkannya ya ada kesulitannya juga ya lidahnya kejepit. <u>“for the pronunciation sometimes I had the problem, my tounge could not be controlled”</u></p> <p>Cara mengatasinya kalau kami ya mendengarkan kita pakai teori kalau bahasa jawanya ento-ento. bahasa indonesianya kira-kira, jadi wisatawan itu ngomong apa kita cari intinya dan kadang-kadang kita meniru melafalkanya. <u>“For the tourist guides to solve the problem we used javanese theory “ento-ento” it means follow, so if the tourist talk, we try to find the meaning and after that we pronounce the word similar with them”</u></p>	<p>The problem in pronunciation</p>
<p>5. kalau masalah grammar bagaimana pak?</p> <p>6. jadi kesulitannya di tenses atau dimananya pak?</p>	<p>Kalau untuk grammar itu tidak penting. Ya itu td tau sama tau. Karena disini grammar itu sebagai momok. Kalau kita ngomongin grammar itu enggak bisa maju berbahasanya <u>“grammar is unnecessary, like I said before understand each other, because grammar is big trouble for the tourist guide, if we talk about grammar we would not improve our English”</u></p> <p>Kalau bahasa Inggris di perubahan katanya <u>“in English grammar the problem was in irregular verb”</u></p>	<p>The problem in Grammar</p>

<p>7. untuk solusinya grammar?</p> <p>8. kesulitan kesulitan apa tentang vocabulary? pernah enggak bapak susah untuk mengungkapkan dalam bahasa inggris?</p> <p>9. apa saja yang perlu di jelaskan dan tidak perlu di jelaskan?</p> <p>10. perbedaan memandu wisatawan asing, pejabat, dengan wisatawan asing biasa?</p>	<p>Belajar sambil jalan dan belajar terus <u>“learning by doing and practice more”</u></p> <p>Kadang-kadang kita sama-sama enggak tau bahasa Inggrisnya ya untuk supaya pasnya ya pake isyarat <u>“sometimes we (Mr. Su and tourist) did not know in the words in English, for the solution I use signal”</u></p> <p>Yang perlu di jelaskan ya kita fokus pada objek wisatanya yang ada di candi Prambanan, itu harus tau sedetail mungkin dan yang tidak perlu dibicarakan adalah mengenai politik. <u>“the tourist guides has to focus on explaining about the detail of Prambanan temple, politics, for example, is not appropriate to be discussed”</u></p> <p>Gimana ya disini tidak ada perbedaan ya terhadap semua wisatawan ya kita harus sopan terus dengan wisatawan mana saja, domestik, pejabat, atau yang lainnya dan yang penting kita berbicara harus jelas dan tidak usah cepat-cepat bicarannya. <u>“well I think that there were no differentiation in guiding the tourist whether they are from government or just public tourists, we have to be kind to everyone. The important thing is we have to speak clearly and do not speak too fast”</u></p>	<p>The problem in Vocabulary</p> <p>Function</p> <p>Social and cultural rules and norms</p>
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Second interviewee

Mr. Isba

Occupation : Tourist guides(1993) in Prambanan temple

Language : English language

Pertanyaan	Jawaban	Problems
1.pronunciation yang baik itu menurut bapak itu seperti apa? 2.jadi intinya solusinya untuk pronunciation itu belajar dari tamu begitu menurut bapak?	Kalau awal disini kita sambil belajar, tapi kan lama-lama kita akan menyerap dari tamu itu sendiri, mungkin untuk permasalahannya ya kita tau vocabulary nya tapi untuk pronunciationnya atau melafalkannya kita susah <u>“when I was a beginner I still learned, but we slowly get knowledge from the tourist. Maybe the problems was on the pronunciation, I know about the vocabulary but it is hard to pronounce”</u> Iya, ya kadang-kadang kita belajar dari teman dan kadang-kadang dari tamu,seringkali tamunya tidak sengaja mengatakan kata seperti ini, jadi ya otomatis tau cara melafalkannya <u>“ ya sometimes I learned from my friends and also from the tourist. Sometimes I heard from the tourist when they pronounced the word and automatically I knew the way to pronounce it”</u>	Pronunciation
3.terus masalah grammar, grammar itu menurut bapak penting enggak	Iya itu penting. Untuk menguasai bahasa inggris yang bagus, harus menguasai grammar dengan baik. Dengan grammar yang baik otomatis bahasa Inggris menjadi baik. <u>To improve your English language you have to learn about grammar carefully, with good grammar autommatically our English language is good”</u>	Grammar
4.masalah di grammar itu biasanya apa pak?	Biasanya masalah saya itu lupa menambahkan “s atau ed”di sebuah kata. Dan saya juga tidak banyak hafal tentang kata ganti <u>“the main problems that I usualy had are forgetting to put “s or ed” behind the words if the sentence have required to used “s or ed”, and I did not remember to much about irregular verb”</u> Ya kalau saya ya banyak latihan dan juga mengafal bentuk kata ganti.tapi ya sampai	

<p>5. untuk solusinya bapak melakukan apa?</p> <p>6. permasalahan yang bapak hadapi mengenai vocabulary apa saja pak kalau ada?</p> <p>7. mengatasi permasalahannya bagaimana pak?</p>	<p>sekarang kadang-kadang ya masih ada masalah <u>“doing some practices and memorize the irregular verbs, but sometimes I sill have the problems”</u> mungkin banyak kata-kata di candi prmbanan atau istilah-istilahnya jadi ya kadang-kadang kita tidak tahu bahasa inggrisnya. untuk istilah di candi prambanan kurangnya kosakata itu yang biasanya menjadi kendala. <u>“many words or names of things that I did not understand concerning with special terms used to explain the history of Prambanan temple. Therefore, lack of vocabulary is one of my problems”</u> Kita biasanya sambil membawa kamus atau kita memberitahu fungsinya atau maknanya <u>“we usually brought a dictionary or we just explain about the function and gave the meaning”</u></p>	<p>Vocabulary</p>
<p>8. Pak apa yang perlu dijelaskan dan yang tidak perlu dijelaskan dalam memandu wisatawan?</p>	<p>ya otomatis candinya, basic nya dari sejarah awal, siapa yang mendirikan, fungsi candi, terus lama pemugaran atau renovasi, terus berkembang keramayana. karena apa ya, Ramayana itu cukup panjang. jadi kita kalau tamu/wisatawan itu tidak ada waktu, kita hanya kasih cerita dasarnya saja, tapi jika tamunya tertarik ya kita kasih ceritanya dengan cukup lengkap <u>automatically we talk about the history of Prambanan temple, after that we explain we talk about who built the temple, how long the renovation was, and story of Ramayana. But if the tourist did not have much time, I did not gave explanation about Ramayana story. Sometimes the tourist are interested about Ramayana and the tourist guide should give the story.</u></p>	<p>Function</p>
<p>9. apa perbedaan memandu wisatawan asing dengan wisatawan asing pejabat pemerintah?</p>	<p>Untuk keduanya kita harus sopan baik wisatawan umum atau wisatawan pejabat, tapi yang harus diperhatikan untuk pejabat, sikap sopan santun, cara berbicara harus lebih jelas harus lebih hormat. <u>“To both of them, we had to be polite with</u></p>	<p>Social and cultural rules and norms</p>

	<u>everyone regardless special or public tourist, with government tourist, in particular, tourist guide had to be more carefully and keep good attitude, show more respect and speak clearly”</u>	
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Third interviewee

Name :MR.Mur

Occupation :Tourist guide (1993) second generation

Education :Vocational high school majoring in technique

Language :English language

Pertanyaan	Jawaban	problem
1. bagaimana penjelasan bapak mengenai penggunaan pronunciation yang baik?	Menurut saya itu penggunaan pronunciation yang baik itu y gimana ya saya sendiri pronunciationnya kurang bagus, ya kadang-kadang pronunciation yang baik itu ya sebaik yang kita bisa saja melafalkannya dan wisatawan asingnya mengerti. Kalau kesulitannya ya pokonya susah lah pronunciation itu <u>“my pronunciation is not good and I think my pronunciation is not good. We could pronounce as well as we can and the tourists understand. For me pronunciation is difficult”</u>	Pronunciation
2. untuk solusinya apa yang bapak lakukan?	Ya kalau saya itu mensiasatinya biasanya saya bertanya kepada wisatawan asing, kadang wisatawan asing membenarkan kalau saya melafalkannya salah. <u>“for me to avoid the problem usually I asked to the tourist how to spell the word in the correct way, but sometimes the tourist guides corrected if my pronunciation is incorrect”</u>	
3. Nah sekarang apakah grammar itu penting ketika berbicara bahasa inggris?	Kalau grammar itu penting menurut saya, tapi untuk pemandu wisata itu tidak terlalu mementingkan, soalnya disini itu gimana ya, asal wisatawan itu mengerti apa yang kita ucapkan ya itu sudah cukup baik, artinya kita “understanding each other” <u>“in my opinion, grammar is important, not for the tourist guide, grammar is unnecessary, because if the tourist understand what we talk</u>	Grammar

<p>4.apakah grammar itu sulit, bisa anda jelaskan?</p>	<p><u>about, it's good enough. It means that understanding each other".</u> Ya jelas itu,menurut saya itu salah satu kesulitan saya waktu saya training.tenses, tentang kata ganti itu saya tidak hafal.</p>	
<p>5. terus bagaimana anda mensiasatinya?</p>	<p><u>"of course it is difficult, for me grammar is difficult when I had training in Prambanan temple. The problems such as tenses and irregular verbs. I did not memorize a lot."</u> Kalau saya itu mensiasatinya itu kita harus banyak-banyak membaca,banyak latihan. <u>"For me to fix the problems I had to read a lot of book about grammar and also practiced."</u></p>	
<p>6.okey untuk pertanyaan selanjutnya apakah bapak mengalami kesulitan mengenai kosakata berbahasa inggris, misalnya bapak tidak tahu bahasa inggrisnya ketika sedang memandu?dan bagaimana mensiasatinya?</p>	<p>Pemandu wisata itu harus mempunyai kosakata yang banyak dan kadang kala kita mempunyai kesulitan didalam menyimpan atau menghafal kata-kata yang banyak dan saya sendiri punya masalah dengan itu, ketika kita menjelaskan apa kita susah untuk mengutarakannya, jadi kita harus ngeles atau kita cari kalimat untuk supaya wisatawan itu mengerti. <u>"tourist guide have to memorize the words as much as they can,but sometimes they have the difficulty to memorize a lot of words including me, for that problem I usually explain in other sentences to make the tourist understand."</u></p>	<p>Vocabulary</p>
<p>7.apa yang perlu dijelaskan dan tidak perlu dijelaskan dalam memandu wisatawan?</p>	<p>Yang paling penting itu tentang candinya itu sudah basic, sudah pakemnya yang harus dijelaskan,tetapi yang tidak perlu dijelaskan it tentang negara, maksudnya itu tidak perlu menjelaskan tentang politik atau ekonomi itu tidak perlu dijelaskan. <u>"the important thing is talking about the Prambanan temple, it's the basic,but something that we don't have to talk about are politics or economics, date of birth"</u></p>	<p>Function</p>
<p>8.apa perbedaan memandu wisatawan asing umum dengan memandu wisatawan asing pejabat pemerintah,</p>	<p>Untuk wisatawan asing biasa atau umum kita harus sebisa mungkin friendly dengan wisatawan tersebut, kalao perbedaannya dengan instansi pemerintahan itu harus bersifat formal, kan ada kata-kata yang semestinya dipakai "excellent sir" itu dipakai untuk pejabat pemerintahan laki-laki,tapi kalau untuk wisatawan biasa kita bisa</p>	<p>Social and cultural rules and norms</p>

bisa bapak jelaskan?	memakai ladys or gentlement. Dan untuk wisatawan keduanya kita harus pintar berinteraktif dan jangan bicara terlalu cepat. <u>“Friendly with public tourist, but show more respect for goverment tourist and use appropriate words for example expression of “excellent sir” is for gentlemen but for the public tourist we can use ladys or gentlement, and for both tourists we need to have good interaction and do not speak too fast”</u>	
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Fourth interviewee

Name :MR. Yanto

Occupation :Tourist guide (1993) second generation

Educational :Vocational high school majoring technique

Language :English language

Petanyaan	Jawaban	Problem
1.penggunaan pronounciation yang baik itu menurut bapak itu seprti apa? 2.kalau kesulitan bapak melafalkannya itu seperti apa pak?dan mensiasatinya seperti apa?	Mencoba untuk berlatih kita ngomong dengan orang asing dan kita jangan takut salah Seperti apa ya , kalau susahnya itu seprti apa ya, saya ngomong “sculpture”, ya sperti kesulitannya , jadi untuk mensiasatinya saya putar dulu bahasanya saya cari kalimat yang panjang contohnya “serpeti orang melakukan sesuatu di tembok” terus saya jelaskan secara lisan dan wisatawan tersebut mengatakan “sculpture” <u>“I had a problem in pronouncing the word “sculpture” For the problem, I tried to explain in other ways and give description, he said that “people were doing something in the wall” after that the tourist said this is sclupture”.</u>	Pronounciation
3.ini pertanyaan selanjutnya tentang grammar, grammar itu penting atau tidak pak? 4. jadi kesulitanletak grammar itu dimananya pak?apakah tenses atau kata ganti?dan	Menurut saya iu inggris formal, tapi kalau untuk disini ya kita namanya guide pemandu wisata ya itu kurang penting. Semua, semuanya sangat sult bagi saya, itu apa ya suatu penghalang bagi saya untuk mengembangkan bahasa inggris saya.kalau untuk mengembangkan bahasa inggrisnya ya	Grammar

<p>bagaimana mengatasinya</p> <p>5.selanjutnya tentang kesulitan bapak dengan kosakata atau pemilihan kata, ada tidak pak tentang vocabulary? Bila ada bagaimana mengatasinya?</p>	<p>kita baca-baca buku tentang grammar. <u>“Everything included in grammar are hard to understand. The solution for that problems are reading books about grammar”</u> Mungkin karena basic saya dari STM ya istilahnya saya memulai bahasa inggris itu ya otodidak.ya itu sulit untuk vocabnya kurang,ya seperti yang saya bilang tadi saya putar dulu kalimatnya, saya cari kalimat yang lain tapi dengan arti yang sama. <u>“Maybe because my basic is vocational high school and then I learned English by the autodidact, I still had the problem in vocabulary. Like I said before, I’ll try to explain in other sentences but still in the same meaning”</u></p>	<p>Vocabulary</p>
<p>6.apa yang penting untuk dijelaskan dan yang tidak penting dijelaskan dalam memandu wisata?</p>	<p>Yang penting ya sejarahnya berdiri candi Prambanan, terus mendceritakan seperti stupa, Nandi, patung Brahma, terus yang enggak perlu dijelaskan ya kita liat karaterstiknya wisatawan itu,ya kita tanya apa perlu kita menjelaskan semua atau tidak,kan percuma saja kita jelaskan semua kalau mereka tidak suka dan juga tamunya kadang tidak punya banyak waktu <u>“The stories of Prambanan temple are the important part to explain, such as Stupa, Nandi, and Brahma, and not all the story we can expalin so we usually asked the tourist which stories do you want me to explain, because not the entire story was interesting for the tourist and not all of the tourist had long time.”</u></p>	<p>Function</p>
<p>7.kalau ada wisatawan asing umum dengan wisatawan asing pejabat apa perbedaan memandunya pak?</p>	<p>Selama saya disini ,selama jadi guide ya tidak ada perbedaan, ya kita seperti apa ya mengalir sperti biasa saja, ya kita tetap sopan kepada siapa saja, tapi ya mungkin untuk wisatawan asing pejabat mungkin sedikit lebih formal.dan yang harus diperhatikan adalah berbicara dengan jelas, dan harus berinteraksi dengan baik. <u>“Have to be kind with everyone but a bit formal when guiding the goverment. Speaking clearly is required. There is any good interaction between tourist guide and the tourist”</u></p>	<p>Social and cultural rules and norms</p>

Fifth interviewee

Name :MR. Gio

Occupation :Tourist guide first generation

Education :Vocational high school majoring technique

Language :English, Dutch,and Korean language

Pertanyaan	Jawaban	Problem
<p>1.penggunaan pronunciation yang baik itu seperti apa?</p> <p>2.kalau untuk kesulitan melafalkannya itu bagaimana pak?terus mengatasinya seperti apa?</p>	<p>Kita kan bukan native speaker jadi ya untuk pronunciation ya kita coba untuk mengikuti mereka juga, seperti amerika atau inggris ya kita coba mengikuti seperti mereka</p> <p><u>“we are not native speakesr, so we try to pronounced follow with America or English too.”</u></p> <p>Biasanya kesulitannya itu satu kata contohnya “bulit or rebuilt, this temple was rebuilt” itu biasanya susah untuk melafalkannya.untuk mengatasinya ya kita berlatih berulang-ulang dan kadang wisatawan itu yang membantu membenarkannya.</p> <p><u>“Usully I had the problems in spelling “built or rebuilt,this temple was rebuilt”that usually the problem that I had before,for the solution I did a lot of practiced and sometimes the tourit helped me to corrected”</u></p>	<p>Pronounciation</p>
<p>3.kalau grammar itu penting enggak menurut bapak?kesulitan bapak untuk grammar itu apa pak?terus bagaimana mensiasatinya?</p>	<p>Kalau grammar untuk dilapangan itu no 2, justru pronounciationnya, kalau pronounciation benar itu akan mudah dimengerti ,tapi kalau grammar nya benar tapi pronounciation salah tamu tidak mengerti.untuk kesulitannya disini kan bentuk ceritanya adalah masa lalu, jadi grammar nya berbentuk past tense, tapi kita tetap menceritakannya dengan bentuk preseten tense, ya itu susahnya memilih-milh tenses, terus untuk mengatasinya ya kan disini sudah ada cerita pakemnya jadi sekarang kita menghafalkan certanya saja,ada yang present ada yang past ya kita mengikutinya saja.</p> <p><u>“grammar for me is number 2,the important thing is about pronounciation, if the pronounciation is well, it would be easy to the tourist understand, and if the grammar is good but when delivering the message our pronounced is incorrect the tourist did not</u></p>	<p>Grammar</p>

<p>4.mengenai kosakata, apa bapak mengalami kesulitan dengan itu?untuk mengatsi masalahnya apa yang bapak lakukan untuk mengembankan bahasa inggrisnya?</p>	<p><u>understand.in Prambanan temple the story is about the past, but we always used present tense eventough the story is about past, that the problems it's hard to choose the tenses,for the solution I usually read the books about Prambanan temple in English version and after that I do memorize it."</u></p> <p>Awal-awal dulu saya banyak kesulitannya contoh sampai sekarang yang saya inget itu , dulu ada mahasiswa dari belanda 6 orang mahasiswa, waktu cerita Ramayana disitu ada burung gagak, untuk mengatakan burung gagak dulu saya kan tidak tau dan saya bilang "it' s bird black usually above in cemetary"dan meraka bilang "that Crow"meraka bilang itu,ya untuk mengatasinya ya kita cari kalimat yang mengarah kesitu.jadi ya segala sesuatu yang tidak diketahui yg dicatat lagi dan mungkin dirumah dihafalkan</p> <p><u>"when I was a biggenner I had the problem, I had experienced with the vocabulary, oneday there was 6 people from Dutch came to holiday in Prambanan, and then in the middle of guiding there is any bird, but in that time I did not know in English, and then I tried to expalined in other word I said " it's birds balck usually above in ceamtery"and then the the students said that "Crow". For the solution I always try to explaine in other word but still in the same meaning, and takes a Notes, learned and memorize it at home"</u></p>	<p>Vocabulary</p>
<p>5.apa yang perlu dijelaskan dan yang tidak perlu di jelaskan?</p>	<p>Cerita pakemnya candi sudah ada dari sejarah berdirinya dan lainnya ada.yang tidak perlu dijelaskan ya tergantung backgraoundnya wisatawan, kalau arkeolog ya kita cerita banyak kalau doctor ya kita cerita sepintas saja, kalau umum ya ya kita cerita legenda ya kita cerita mistik ya kadang-kadang mereka suka dan juga kita selipkan jug-jug untuk wisatawan tertarik</p> <p><u>"Prambanan temple had an important story from the history. It was necessary for the tourist guides to explain it. The story that the tourist did not have to explain depended on the materials. He said that if the it was about</u></p>	<p>Function</p>

<p>6.perbedaan memandu wisatawan asing dengan memandu wisatawan asing pejabat?</p>	<p><u>archeological matters, they had to explain a lot. For public tourists, and sometimes explain about mistic is necessary because few tourist liked it, and sometime we need put a funny story to make the tourist interesting.”</u></p> <p>Kalau pejabat kita harus lebih formal contohnya kalau dari perkenalan dulu kita tidak boleh menggunakan lafys and gentlement, kalau untuk tamu umum boleh tapi kalau unutk pejabatcontohnya “my excellent sir”itu salah satu contohnya, jadi sikap kita harus lebih formal. Ketika kita cerita juga tidak boleh yang jorok-jorok soalnya ada cerita yang jorok seperti monyet sedang onani, ya itu kita hindari yang jorok-jorok untuk pejabat, karena tidak sopan.kita juga harus berbicara dengan jelas</p> <p><u>In terms of differentiation attitude in guiding,we have more attention on the attitude and more respect should be shown for the government officer guests. The salutation of “ladies or gentlemen”, for example, could not be used for the government officer tourists. We used “excellent sir” for gentlemen, instead. In prambanan temple there are many stories that telling about porn and sometimes when we speak with government we could not tell the story about porn, because it is impolite.and it’s required to speak clearly in front of them.”</u></p>	<p>Social and cultural rules and norms</p>
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CHAPTER I

INTRODUCTION

This chapter mainly contains the basic points of this research. They are background to the problem, problem identification, problem limitation, problem formulation, objective of the study, and significance.

A. Background to the problem

Indonesia is one of favorite destinations of tourists to visit. Almost every year, many people come from other countries to spend their holiday and money. This time Yogyakarta is one among those beautiful places to visit. In Yogyakarta there are many tourism objects to visit such as Kraton, Parangtritis beach, Ratu Boko temple, and Prambanan temple. Of those many places of tourist destination in Yogyakarta, Prambanan temple becomes the one of attracts tourist attention, because Prambanan temple is the largest [Hindu](#) temple in [Central Java](#), [Indonesia](#). It is located approximately 18 km east of [Yogyakarta](#). Prambanan temple has cooperation with organization of tourist guide to provide the tourist guides to help the tourist to know and understand the detail story or information in Prambanan temple. Therefore the tourist guides are very useful for since years ago in Indonesia especially in Prambanan temple.

Guides are persons who help people from other country to explain about object area. Besides, the satisfaction of the tourist depends on the tourist guides. Tourists rely on their guide for everything such as safety,

information of places, prices of local goods, transportation fair, other things related with the travel.

Simply put, without tourist guides the tourists may not understand the tour areas well. For tourist guides professionalism is essential for the tourist guides to present his or her country in the best way. When the tourist guides explain or introduce his or her country to foreign tourists, the tourist guides should know how to speak well “it is absolutely essential for the tourist guides to be well educated, to have an extensive vocabulary in the language(s) especially English language beside other language” (Amato, 2002, p.30). English language is an international language, therefore many countries include English language as a part of subject to teach.

The tourist relay they holiday to the tourist guide to give a new information. In a good communication it can help the tourist absorb the knowledge.

“Through communication, the tourist guides is able to relay the information which he or she has studied well so that the visitors may gain knowledge of a country’s natural physical resources. Only through the communication between the tourist guide and the tourist can the resources (such as beaches, mountains, lakes, caves, underwater life, wildlife, and temple) as well as all aspects of national culture (the way of life, the society and its values and beliefs) really come alive”. (Amato, 2002, p.56).

Good communication occurs when two people can understand each other. If the tourist guides have good language, the tourists can understand the meaning.

English is one of the languages that we use in international society. Many people usually speak English if they cannot speak the language of the country they visit. There are some important skills that are required to master English language such as writing, speaking, listening, reading, and pronunciation. Unlike writing, which is not spoken, listening, speaking and pronunciation have a close relationship because both speaking and pronunciation are the way in which people say and send some information.

When we talk about English language there are many subjects to learn such as speaking, listening, and etc. in the above paragraph the writer said speaking and pronunciation have a close relationship because both of them are the way which people say and send some information. In fact that a few people that the writer met said that there are many problems when they speak English. There could be several problems that may occur concerning with pronunciation, for example spelling and sounds including intonation, speed, and volume these problems are proposed as the following:

Problems in pronunciation of words can be the result of mishearing sounds (Starvation Army/Salvation Army), getting sounds in the wrong order (aminal/animal), or difficulty producing specific sounds (fum/thumb). Problems with the sound system of language have been reported in many children who have difficulty learning to read. While some speech sounds are

acquired later than others, children who have many sounds they cannot make and are difficult to understand may have later problems with phonics.

Kidsources "*pronunciation*" 18 mei 1996. 25 november 2009.

Pronunciation taken from the word pronoun that mean "to say a word using particular sounds" and pronunciation mean the way in which a language or a particular word is pronounced. Pronunciation is one of subject that we learn English language.

Sometimes when we learn pronunciation we usually find words have a bit simillar sound but different meaning or difficulty when delivering the sound, for example whole/hole. And for the grammar there are many problems that we can find, for example tenses, according to In Septrianingsih the employer of tourism police officers in Yogyakarta said that "I always forget using grammar, because it is very confusing, and to many rules". The important thing when we talk with foreign is understand each other, without using a good grammar.

Tenses is a part of English language, when we write using English tenses is very important to make a good article, but sometimes tenses is become problem for many people including the writer. There are many tenses that we have to memorize such as past tenses and present tense, both of them is the basically when we learn English and any other tenses that we have to pay attention.

For the vocabulary this could be problems that we concern, for example word choice. Vocabulary is one of subject to learn English language,

and also the important part to speak. If we do not have much vocabulary we could not improve our skill. In this time many dictionary sell in every book shop, because of that if you want to improve your vocabulary you can buy it. According to the police officer in Yogyakarta said that he has problems with vocabulary, when he patrol in Yogyakarta a few tourist came to him. He understands what the tourist said but the police could not be answer because he did not have much vocabulary.

According to Mr. Koen's experience when he became a tourist guide (one of lecturer in Gajah Mada University and also guest lecture in Universitas Islam Indonesia). When he had a guest from the United States he gave this job to his friend and after they finished their holiday, the guest told Mr. Koen that the guest had a problem with the intonation of the tourist guide. According to HPI (Indonesian Tour Guides Association) in Yogyakarta, it is true that many tourist guides has problems with the English.

In December 2009, when the writer was spending the holiday in Borobudur temple, the writer met the tourist guides his name is Mr Dani. He is one of tourist guides in Borobudur. After the conversation between the writer and him, the writer remembers that the paper of the writer is about problems of tourist guide in English and then the writer asked several questions to Mr Dani. One of the questions is "could you tell me about your experience when you had problems with the tourist and how did you solve it?" Mr Dani said that "yes, of course, I had a problem when I was a beginner, at that time I was very nervous, and in the middle or guiding I didn't know

what I had to do and suddenly my English was not fluent, and there were too many pauses. After those problems, before guiding Mr. Dani did a lot of practices”.

Based on the above experience, the writer found that Prambanan Temple becomes one of the attracts tourist attention, there are a lot of people come to Prambanan temple. In Prambanan temple the tourist guides are very usefull for the tourist to help them to understand the information about Prambanan temple, and communication between the tourist and tourist guide its always happen during the guiding, because of that there are any possible that a mis communication between them its sometimes happen,because of that the writer intend to conduct a research about the tourist guide problems in speaking English language.

B. Problem Identification

Guiding tourist is not easy. According to Proffesor Etoe Amato "Since communication is a process by which two or more people can exchance views, ideas, information, knowledge, experience, feelings, and sentiments, this process appears to be of extreme importance for the tourist guide” (2002, p.56). By the communication the tourist can enhance their knowledge, and also cross culture understanding.

In speaking, there may be many kinds of problems faced by tourist guides ranging from problems of language such as fluency, pronunciation,

vocabulary, and grammar to the problems of tourist guide educational background such as self-educated tourist guides or autodidact.

C. Problem Limitation

As is previously discussed, there could be many problems that tourist guides face. However, this research merely focuses on the Speaking Problems of Tourist Guides at Prambanan Temple and how the problems relate with pronunciation, grammar, and vocabulary could be solved.

D. Problem Formulation

Based on the problem limitation, the problems of this research are:

1. What are the speaking problems of tourist guides at Prambanan Temple ?
2. What are the solution for the problems ?

E. Objectives of the Study

This research is aimed to find the answers to the research questions:

1. Figure out speaking problems faced by tourist guides at Prambanan Temple
2. Offer solutions for the problems.

F. Significance

There are several benefits of this study for students in English study Programe Diploma 3 Universitas Islam Indonesia. at Universitas Islam

Indonesia and tour guides: *First*, students will know the difficulties of guiding tourists in using English and they can offer solutions to the problems. *Second*, tourist guides will improve the speaking and communication skills. *Third*, the HPI (organization of tourist guide) needs to concern with this problem and suggest the tourist guides to improve their English skills through many ways such as taking courses, having discussion with friends and seniors.

CHAPTER II

LITERATURE REVIEW

In this chapter, the researcher discusses the theoretical reviews of this study. There are four main points that will be described. They are brief discussion about speaking problem, tourist guide, Prambanan temple, and research method.

A. Speaking Problem

English is one of the languages that are extensively used by many countries in the world. However, since years ago English has become a second language in many countries such as Malaysia, Singapore, and India. In Indonesia, English is still the foreign language. Most of people usually speak English if they cannot speak the local language when they have travel to other country. Based on the above reason, English becomes the important language for every people beside their mother tongue.

In English, there are few subjects when people study like, writing, speaking, listening, reading, and pronunciation. Different with writing and listening, speaking have a close relationship because speaking is the way in which people say and send some information. "Speaking skill involves four domains: First, linguistic competence requires students to improve their ability in manipulating language system to express message or ideas. Secondly, communicative competence encourage them to differentiate between the forms of language used and the communicative function, which is going to be performed. Thirdly, strategic competence will encourage them

to improve their ability and strategy to use the language effectively in a real situation. At last social competence suggest that be aware of social functions of the form of language used” (littlewood, 1981, p. 6) the students have to be more improve their ability and creative to express the ideas, and the students have to pay attention about the strategy to use language effectively.

According to Sari Luoma in her book “Assessing Speaking”, language learners need to recognize that speaking involves three areas of knowledge:

1. Mechanics (pronunciation, grammar, and vocabulary): Using the right words in the right order with the correct pronunciation.
2. Functions (transaction and interaction): Knowing when clarity of message is essential (transaction/information exchange) and when precise understanding is not required (interaction/relationship building).
3. Social and cultural rules and norms (turn-taking, rate of speech, length of pauses between speakers, relative roles of participants): Understanding how to take into account who is speaking to whom, in what circumstances, about what, and for what reason.

The sound of speech influences speaking. Luoma writes:

As speakers, consciously or unconsciously, people use their speech to create an image of themselves to others. By using speed and pausing, and variations in pitch, volume and intonation, they also create a texture for their talk that supports and enhances what they are saying. The sound of people’s speech is meaningful, and that is why this is important for assessing speaking (p.10).

Pitch, volume, intonation can help them to get a good conversation, and the point is each other (speaker and audience) can understand the information.

When someone speaks normally in the course of natural communicative interaction, speaking does not only involve the production of sounds but also the use of gestures, and the eye contact. Marie and John in their book *Language and learning* stated, that conveying and interpreting meaning can be done in many ways, not only through speeches” (Marie and John,1997,p.16). When people speak, he or she produces some information to deliver the messages. Voice, gesture, and eye contact help the speaker and the announcer understand the meaning of the information.

Speaking is a communication between two persons or more. When we communicate with people, we usually delivering the messages or share the information by each other. With good communication, information can be delivered succesfully. “Communication can be deliberate or not. When we ask someone to give us a glass of water it is deliberate communication”. Besides that, the web article also said that “Communication is a skill that can be practiced and learned. Some of us have more talent and know the ways of communication by heart, while others just wonder what happened”. From the web article, the writer thinks that communication is a procces delivering the information to the audience. “ *it’s All About Communication*”Thomas Tivler, may, 2007

Good communication between tourist guide and visitors are very important because from good communication, tourist guides may gain knowledge of the visitors. Amato stated that “in order to communicate effectively, the tourist guide needs to acquire the ability to anticipate the

reactions of visitors. The ability to anticipate will provide a smoother tour because the tourist guide will not be caught unprepared. The tourist guide should always remember that two persons may read or react in different ways to the same stimulus because of different personality” (Amato 2002,p.58).

According to Amato (2002), when the tour guide explains about an object, the tourist guide should use appropriate vocal. *First*, volume because “guides should speak loudly enough for everyone in the audience to hear what is being said, they should never speak loudly that other people outside the bus or the next room, cannot help overhearing too”. *Second*, Speed, “the tourist guide should speak slowly enough to allow even non-native among the tourist to understand at least something”and *Third*, Articulation this is perhaps the most important thing for the tourist guide. The words should be said distinctly, leaving no room for misunderstanding. To able to see the tourists guide’s facial movement. The tourist guides should be sure that everyone can see them”. Those appropriate vocal cannot be ignored by the tourist guides because they are very important when they delivering a commentary.

English language is not easy and communicate with English language needs good skills. Therefore, tourist guides should understand how to communicate effectively and they have attention with their English skill. When tourist guides have good English, tourists or visitors can understand well and communicate effective.

In this study, the writer uses three categories of speaking problems proposed by Cambridge University including mechanics (pronunciation, grammar, and vocabulary), functions (transaction and interaction), social and cultural rules and norms (turn-taking, rate of speech, length of pauses between speakers, relative roles of participants).

B. Tourist Guide

According to Hornby, Gatemby and Wake field, “Tourist guides is a person who shows others the way. A person employed to point out interesting sight on a journey or visit” (1973 ,p. 10). In the International Travel dictionary, in comparison, “Tourist guide is a person employed either directly by the traveler , an official or private tourist organisation, or travel agency to inform, and advice the tourist before and during his journey”(1955). Tourist guides have to clearly explain the object of the tour area and advice tourists what and how they have to do things during the journey.

Tourist guide is a person who knows tourism objects. In addition, tourist guides have to be able to give the tourists clear information about the object areas. Besides that, the tourist guides have to make the tourists feel safe and enjoy their travel. Safe and enjoy are the major priority that tourist guides should have.

In this time tourist guides in all around the world have the organization. This organization facilitates tourist guides to find a job and also help them improve their knowledge. Usually this organization provides the

seminar to open mind the tourist guides and in Indonesia we called this organization is HPI (Himpunan Pramuwisata Indonesia) or ITGA (Indonesian Tourist Guide Association).

HPI, according to Saksono, Arie.

HPI – Himpunan Pramuwisata Indonesia or Indonesian Tourist Guide Association (ITGA) is a non profit , non political association which groups together, around Indonesia Republics, a Licensed and Individual Tourist Guides , Honorary Members who have direct attention with Tourist Guide Professionalism. The HPI's Main purpose is to group, promote and ensure that tourist guides are recognized as the ambassadors of their country. Zeninteraktiv,2007

When we going to new a place, we usually need someone who knows everything about the place and we usually called them are tourist guides.

The tourist guide has certain major responsibilities. Amato stated that:

First, personal responsibilities: the satisfaction of the tourists depends largely on the tourist guide. Tourist rely on their guide for everything they can discover, see and understand. Second, technical responsibility: the peculiarity of tourism is that the client buys a product before he or she sees what has been bought. Thirdly, National responsibility: the tourist guide's job, as we have seen, involves the introduction of the visitors to all aspects of the guide's own country (Amato 2002,p.32).

Those are the major responsibility that the tourist guide could not ignore when the tourist guide deliver the information to the tourist. There are several responsibilities that tourist guides should give the satisfaction for the tourist in understanding tourism object area, tourist guides have to explained

how to buy the local products or souvenirs and the important thing that the tourist guide should know how to creating good image of the tourist guide's country.

C. Prambanan Temple

“Prambanan is the largest Hindu temple compound in Central Java in Indonesia, located approximately 18 km east of Yogyakarta. It was built around 850 CE by Mataram dynasty, or Balitung Maha sambu A part from Roro Jonggrang complex, Prambanan temple is the location of some of the earliest Buddhist temple in Indonesia. Not far to the north are found the ruins of Bubrah temple, Lumbung temple, and Sewu temple. Further east are found Plaosan temple. To the west are found Kalasan temple and Sari temple, further to the west are Sambisari temple.” Yunanto Wiji utomo. “*Prambanan temple*” Januari, 30. 2010.. Roro jongrang is one of the famous folktale in Indonesia, since many years ago, and the story of Roro jongrang has in sculpture in Prambanan temple.

D. The Research Method

The setting of this research is in Prambanan Temple. The research participants are 5 the tourist guides who work in Prambanan Temple. There are few steps that the writer will carry out prior to this research:

1. A letter of permission from the Faculty of Psychology and Social Sciences to conduct a research in Prambanan is prepared.

2. The writer will contact HPI (Indonesian Tour Guides Association) and inform that a research will be conducted and will involve some tour guides in Prambanan Temple.
3. As data will be collected from interviews with 5 tourist guides in Prambanan Temple, the writer will ask several questions related to their speaking problems and solutions to the problems.
4. In accordance with the data collection procedures, the writer will do the following steps:
 - a. The researcher will explain why he chose tourists guide's as the object of research and give a brief explanation about the topic of his final paper.
 - b. After that the researcher will interview the tourist guides and they have to answer all the questions, and give their experience related with the questions. In addition, the tourists guide's should also give their suggestion of how we can communicate in good English. After the tourist guides answer all the question the researcher will collect the data and than analyzing

CHAPTER III

FINDINGS AND DISCUSSION

This Chapter consists of the finding and discussion based on the observation and the interview conducted at Prambanan Temple.

A. Finding

This paper is aimed at reporting the speaking problems of tourist guides during their activities in guiding the tourist (especially foreign) in Prambanan Temple Kalasan Yogyakarta. The Observation and interview took a month in Prambanan Temple. The writer observed and interviewed 5 male tourist guides.

Activity 1 (observation)

In addition to implementing the interview, the writer also did the observation in the HPI (touris guides association) office at Prambanan Temple on Monday, February 15, 2010. In the meeting the writer gave the letter of permission stating the plan to do the observation at Prambanan Temple.

After that the writer also gave a brief explanation about the topic of the paper, why the writer chooses the tourist guides, and how many tourist guides needed for the interview. When the writer came to the HPI office on Monday, February, 15, 2010, and talked to the head of tourist guides in Pambanan Temple (Mr Gio) who gave the writer permission to conduct the

interview. In the interview, the writer requested 10 participants, but unfortunately, Mr Gio said that 2 tourist guides were not in Yogyakarta anymore. Three tourists rejected to participate due to personal reasons. So the writer interviewed 5 tourist guides. All of the interviews were recorded and noted. The whole process of the interview took approximately 60 minutes or an hour.

Activity 2 (interviews)

In this paper, the writer used the interview as a key instrument to collect the information and answers to the problem formulated in chapter I. After the data are collected, the writer analyzes them by making interview transcription. For the answer, there are three kinds of results of the paper that the writer presents in chapter III, they are mechanism, function, and social and cultural rules and norms.

1. (Mr. S)

Before the writer conducted the interview with Mr. Sutopo, the writer gave a brief explanation about the aimed of this paper. Mr. Su worked as a tourist guide in Prambanan Temple since 1993, he is the second generation of the tourist guide. The first generation was in 1989. His educational background is vocational high school majoring in machinery technique. He also speaks English and Japanese language.

In using the right word in the right order with correct pronunciation, he thought that as long as both speakers (the tourist guides

and the tourist) understand each other, it should be fine. He also said that the problems were not just pronunciation but also listening. Sometimes when he pronounced a word, his tongue could not be controlled or he used his term in Javanese language “kejepit” or “get stuck”. When he talked to tourists, he tried to search the meaning that the tourist said, after the meaning was found the tourist guides tried to pronounce the word similar to the tourist.

For him, grammar is unnecessary. He said that grammar is a big trouble when he learned English, he said that when we always talk about grammar, we will not improve our English language. He said that the problem is usually on the irregular verbs. To have good grammar, one should do the method of "learning by doing."

In term of vocabulary, he said that sometimes when he was guiding he did not know several words in English. However, in that situation he tried to explain to the tourists used signals that could make the tourists easy to understand.

The detail of the object in Prambanan Temple is necessary for tourist guides to explain. In addition, the tourist guides had to be concerned when they explain everything about the temple. The job the tourist guides in prambanan are explaining all the object of the Prambanan temple such as Roro Jonggrang story, Ramayana and other, for the other out of the content such as politic, it is not appropriate to discuss and he did not tell why we do not have to explain.

Further he said that there was no differentiation in guiding tourists whether they are from government or just public tourists. He said that he had to be kind with everyone. Also he told that Russians and France is people who are very hard to communicate with. For Russians, many people in this country could not be able to speak english very well and for few years ago this country is just open their tourism to their people and to holiday in other country because of that not every people could not speak english very well. French people prefer to have tourist guides who speak French language.

He gave a brief story when he had a trouble in guiding. He said that, when he was guiding, in the middle of guiding suddenly both of them (Mr. S and his Tourists) did not know the words in English and after that he used signals to help him explain, but he forgot where the tourists came from.

In addition to improve the communication in English he usually used the theory from Japan. He always brought a pencil or a pen and also a piece of paper. When he had a problem, he wrote it down on the paper and after that he learned again.

2. Mr. I

Mr. I is a local guide in Prambanan temple and also special guide for English language. He has been working as a tourist guide since 1993, similar to his fellow tourist guide, Mr. S..

Talking about pronunciation, he said when he was a beginner he worked and also learned. Day by day he absorbed the knowledge from the tourists, because of that his pronunciation is better. For him, pronunciation is the main problem. He told that he understood the vocabularies, but he did not know how to spell them. He eventually had a solution to the problem. He tried to learn from the tourists and also learned from his friends, but sometimes when he pronounced incorrectly, the tourists spontaneously corrected them.

Further he said that when you wanted to improve your English language, you had to learn grammar carefully. With good grammar, automatically your English is much better. When he was guiding and also talking to tourists, he usually used past tense or present tense. However, the main problem that he usually had is when to put “s “or “ed “behind some words. He admitted that he always forgot it. Also, he did not remember too much about the irregular verbs. For those problems, he tried to solve by practice and memorize the irregular verbs as much as he could. In this time he still has the problem.

Like his fellow tourist guides, Mr. Isba also had a problem with vocabulary. He said that there were many words or name of thing that he did not understand concerning with the special terms used to explain the history of Prambanan Temple. Therefore, lack of vocabulary is one of his problems. In that situation he usually brought dictionary or he just explained the function and gave the meaning instead.

According to him, explaining the histories of Prambanan Temple, who build the temple, the temple function, and how long for the renovation are the basic things that the tourist guides should explain. After that he told about the story of Ramayana. He said that the story Ramayana is too long, and not everyone likes the story of Ramayana. If the tourists did not have much time, the story was usually not told.

In his opinion, tourist guides had to be polite with everyone regardless special or public tourists. With the government tourists, in particular, tourist guides had to be more carefully and should keep good attitude, show more respect, and speak more clearly. For him, Russian people are very difficult to communicate. He added that most of them did not speak English.

He did not tell his experiences because he forgot most of them.

In order to improve the English language, tourist guides should do several things. First, they should be willing to improve their ability. Second, they have to practice a lot and third, they have trying to find foreign friends who could help them improve their English language.

3. Mr.M

Mr. M is the second generation of tourist guides in Prambanan Temple. He has been working for 17 years as a tourist guide, and he is also a special guide of English language.

Related to the problem of pronunciation, he realized that his pronunciation was not good. Good pronunciation for him meant

understanding each other between two people communicating. If the tourists understand what he was said, it means that our pronunciations are correct. In the interview, Mr. Mu answered the question of pronunciation shortly saying that pronunciation was very difficult. However, he did not give further explanation why it was difficult. He offered solution by asking the tourists (foreign) and probably the tourist would correct it.

English grammar, in his opinion, was necessary. However, in guiding, grammar was unnecessary. Because in guiding, understanding each other was the best way to communicate. The writer found that he (Mr. Mur) had a problem with irregular verbs. He said that he did not remember much about it. To improve his grammar, he usually practiced, read books and “learned and practiced.”

Another problem was vocabulary. He had difficulties in memorizing words. In that situation, he tried to find other sentences to make the tourists understand.

He said that the story of Prambanan temple was the important thing that the tourist guides should explain. Issues dealing with the politic and economic situations were unnecessary, because they were not part of guiding materials in Prambanan Temple.

For the public tourists, he said that tourist guides have to be more friendly with them. More respect is to be shown to government officer guests and using appropriate words while talking to them was a necessity. For example the expression of “excellent sir” was an appropriate

expression to call government officer guests, while for public tourists you could just use ladies or gentlemen. And do not speak loudly.

For him, Russians and French are very hard to communicate with. Most of Russians could not speak English. In comparison, French tourists were mostly arrogant and they want the tourist guides who speak French language well to guide them.

For this question Mr. Mur did not tell clearly about his experiences, because he did not remember, once when he was guiding, he forgot a word in English and after that he tried to explain by using a signal and drawing.

4. (Mr Y)

Mr. Y is the fourth interviewer. He has been working in Prambanan Temple since 1993. His educational background is vocational high school. He is a special guide of English language.

He admitted that he had problems in pronounced the word “sculpture.” When he pronounced it, the tourist did not understand what he was talking about. After that he tried to explain in another way and gave the description. He said “people were doing something in the wall”. After he explained it, the tourist said “this is sculpture”.

Grammar, in his opinion, was not necessary in guiding. He shared the same opinion on this issue. Understanding each other is the most important thing when guiding. He said that grammar was English academic formal, grammar was very hard. In guiding, what tourist guides need was just conversation. For him, everything included in grammar was

very hard to understand. It was a great barrier for him to improve his English language. To solve that problem, he read, learns from books, and also did some practiced.

Vocabulary is also a problem for him because he learned English by himself. Consequently, there are many things that he did not understand. To overcome this problem, he thought that try to explain something in a different way or using other sentences with similar meaning seem good enough.

He said that the history of Prambanan temple, “Nandi, Brahmana” are the important thing that he had to explain. Sometimes he asked tourists which part of the story of Prambanan that the tourist liked. It meant that not the entire story in Prambanan had to be explained. It often depended on the tourists.

As long as he worked in Prambanan Temple, there was no differentiation between government officer guests and public tourists. To all tourist guides should be kind. Only that tourist guides needed to be a bit formal when guiding government tourists. For him tourists from France and Korea are very hard to communicate with. Tourists from France were sometimes difficult to have conversation while with tourists from Korea he was a bit confused because most of the Korean when the tourist guide try to approach them, they usually ignored the tourist guide.

When he was a beginner as a tourist guide, students from Netherlands came to Prambanan temple, and Mr. Yanto became the guide.

In the middle of guiding, he found difficulties. He did not know the topic that he had to explain. Worse, he spoke Indonesian language a lot and certainly made the students confused. To improve the English language, tourists had to read the grammar books and did some practices.

5. (Mr. G)

Mr. G are the fifth interviewee. He is the first tourist guide generation in Prambanan temple. He was the one who gave the writer permission to conduct observation in Prambanan temple. Mr.G are special guide for Dutch, Korean, and English language.

In terms of grammar, vocabulary and pronunciation, he said that “we are not a native speaker, because of that we tried to follow the American or English.” For beginners, sometimes pronunciation was the problem. He also gave examples of words that are usually hard to pronounced “built and rebuilt.” In such a situation, he always tried to have some practices and sometimes the tourist made corrections.

It is necessary for tourists to have good language to communicate well. He said that if the pronunciation is well, it would be easy to the tourist understand, and if the grammar is good but when delivering the message our pronounced is incorrect the tourist did not understand. Grammar for him is number. He said that he had problems to used tenses. When he was delivering the story he always used present tense eventough the story is about past. For that problem, he usually read books about Prambanan temple in English version. After that he memorized the story.

Sometimes when guiding, suddenly he did not know the words in English. Therefore, vocabulary was also one of the problems that he had. To solve the problem he tried to take notes, learned and memorized.

Prambanan temple had an important story such as the history of Roro Jonggrang. It was necessary for the tourist guides to explain it. The story that the tourist did not have to explain depended on the materials. He said that if it was about archeological matters, they had to explain a lot. For public tourists, and sometimes explain about mystic is necessary because few tourists liked it.

In terms of differentiation attitude in guiding, Mr. Gio said that more attention on the attitude and more respect should be shown for the government officer guests. The salutation of “ladies or gentlemen”, for example, could not be used for the government officer tourists. We used “excellent sir” for gentlemen, instead. In prambanan temple there are many stories that telling about porn and sometimes when we speak with government we could not tell the story about porn, because it is impolite.

According to him, Korean and Russian are very hard to communicate. Russia is a communist country and just a few years ago this country just opened their tourism. Because of that Most of them could not speak English well and neither could the Korean.

When he was guiding some Holland students, he told about the Ramayana but suddenly he did not know a word in English. After that he tried to explain with other sentences. He said “there is a bird black usually

stand above on the cemetery.” The student tourists the said it is a crow. It was the experience that he could not forget.

In addition to improve the English language, he read English books from which many vocabularies could be learned.

B. Discussion

This section presents the discussion based on the observation in the interviews. There are several problems and solution that the writer found. Those results consist of three parts: Mechanics, Functions, Social and cultural rules and norms

Mechanics:

Based on the observation the writer found several problems in speaking English and the problems could be categorized into three parts. The first part is about pronunciation “according to amoto, 2002. “articulation this is perhaps the most important thing for the tourist guide. The words should be said distinctly. Leaving no room for misunderstanding. Mr G agree that the most important thing when guiding is how to pronounce well. Grammar for him is number two. When he pronounce in the correct way, he could help the tourist understand.. Mr.G also gave example of words that are usually hard to spell such as “built or rebuilt’. Second, it is about the tongue. Three tourist guides has a problem to control his tongue. For those problems there are many solution that the writer found to solved the problems first the tourist guides should tried to explained in another sentenced or described with other

words to made the tourist understand the points what the tourist guides said. Second asked the tourist how to spell in a corrected way and after that tried to follow. Based on the observation the writer conclude that all of the tourist guides (Mr.S, Mr. I, Mr..M, Mr. Y, Mr. G) had problems with the pronunciation, and spelling is one of their problems.

According to Cambridge University (n.d.p.2), language learners need to recoqnize that speaking involves three areas of knowledge“mechanics (pronunciation, grammar, and vocabulary), functions (transaction and interaction), social and cultural rules and norms (turn-taking, rate of speech, length of pauses between speakers, relative roles of participants”). The next problem is about grammar. Four tourist guides agree that grammar in guiding is unnecessary. Most of them believe that understanding each other is enough to get communicate. One of the tourist guides said that, it is better to have good pronunciation than grammar. If our pronunciation is good, it could make the tourists understand. Three tourist guides have the similar problems of irregular verbs. They cannot remember much. One of the tourist guides had a problem in choosing the tenses. He always uses present tense, even though the story is about the past. The last problems are adding “s” or “ed “behind verbs. For those problems that the writer found, there are many ways to fixed the problems. Taking a course is one of good policy to improve the English of the tourist guides. There are many story in Prambanan temple build in English language and for the tourist guides the stories could help them communicated with tourist, and for the tourist guides they just need to

memorize the stories. For few tourist guides have a problem with the irregular verbs and for the solution they need to learned and to memorize the irregular verbs

The last part is about vocabulary. There are many unfamiliar words that the tourist guides did not know and the lack of vocabulary is one of problem that the writer found in the observation. The solution that the writer found to solved the problems are: first the tourist guides have to prepared to brought the dictionary, second took a notes and tried to learned one more time at home, and the last is the tourist guides said they tried to explain using signals if they suddenly had a problem in the middle of guiding.

Functions

According to Hornby, Gatemby and Wake field, “tourist guides is a person who shows others the way. Tourist guide is a person employed either directly by the traveler , an official or private tourist organisation, or travel agency to inform, and advice the tourist before and during his journey”. The detail of the object in Prambanan Temple is necessary for tourist guides to explained, such as Ramayana story, Roro Jonggrang, explaining the history of Prambanan temple , and also function of the temple. Issues dealing with the politic and economic situations were unnecessary, because they were not part of guiding materials in Prambanan Temple. Sometimes we cannot tell the entire of the stories in Prambanan because not all of the tourist interesting to the stories and the tourist have the visit time, because not all of the tourist have much time to visit the temple. When the tourist guides delivering

information about prambanan they have to pay attention to the background of the tourist, because if the tourist guides know their background it can help the tourist choose the information that can be benefit to them. Based on the data that the writer found, all of the tourist guides agree that the object of Prambanan Temple is the first priority to expaline to the tourist.

Social and cultural rules and norms

There are several opinion that the tourist guides said about the differenced guiding the public tourist and goverments tourist. Most of the tourist guides aggree that guiding the goverments is more complicated than guiding the public tourist. For the goverments tourist, the tourist guides have to more respect and be carefull about the attitude, they have to speak clearly and one think that the tourist guides should not forget is they have to be kind with everyone even the goverments tourist or public tourist. Sometimes during the tourist guides delivering the information the tourist also asked to the tourist, its means that interaction between both of them are doing well. For the toursit guides speak clearly is required because it can help the tourist understand what the tourist guides says, and most of them does not speak to fast. According to Etoro (2002) Speed, “the tourist guide should speak slowly enough to allow even non-native among the tourist to understand at least something”.

Those are problems and the solution that the writer found when conducted the observation and used the interview as the key instrument was on Sunday, February 20, 2010.

CHAPTER IV

CONCLUSION AND RECOMMENDATION

This chapter consists of two parts; the first part is the conclusion of the observation. It presents the result of the observation. And the second part is about recommendation part. Some of the recommendation is for the tourist guides and also for the HPI (the organization of tourists guide in Prambanan temple).

A. Conclusion

Based on the writer observation, interview and discussion that were previously explained. The writer would like to describe the following conclusion.

Mechanics:

Most of the tourist guides have problems in English language when guiding. Pronunciation, grammar, and also the vocabulary are the problems that the writer found on the observation during guiding in Prambanan temple such as his tongue could not be controlled or he used his term in Javanese language “kejepit” or “get stuck”, related with grammar the writer found that most of them had a problem with irregular verbs, and for the vocabulary there are many unfamiliar words that the tourist guides found during their guiding when they was a beginner . For the problems that the writer found, there are many tips or solution that the tourist guides gave to avoid the problems Explained in another sentence or describe in other words is the solution to avoid the problems in pronunciation. For the grammar Learned about

irregular verbs and doing some practiced is one of the solution that tourist guides gave to the writer, and for the vocabulary the solution to avoid the problems are reading the books and memorizing the words as much as you can. And for the result is practiced everyday is the best way of the tourist guides to improve their English language.

Functions :

For the Functions the tourist guide should give the detail information of the object in Prambanan Temple, such as Ramayana story, Roro Jonggrang, explaining the history of Prambanan temple, and also function of the temple. Issues dealing with the politic and economic situations were unnecessary, because they were not part of guiding materials in Prambanan Temple.

Social and cultural rules and norms :

Most of the tourist guides agree that guiding the governments is more complicated than guiding the public tourist. For the governments tourist, the tourist guides have to more respect and be careful about the attitude, they have to speak clearly and one think that the tourist guides should not forget is they have to be kind with everyone even the governments tourist or public tourist.

B. Recommendation

After discussing the problems of the tourist guides in speaking English there are several recommendations that can be given based on the result. The writer would like to give few recommendations to the following parties.

1. To the HPI (organization of tourist guide in Prambanan)

The writer expects that the HPI (organization of tourist guide in Prambanan) is more concerned and creative to conduct the short courses for the tourist guides. The short course can be a good alternative for the tourists to improve their English.

2. To the tourist guides

It is expected that the tourist guides will be more enthusiastic to improve their English especially on their grammar. They should be able to enhance their motivation to learn English too.

3. The future researchers

The writer is sure that this paper is far from being perfect, so it is hoped that the future researchers could conduct similar research using different approaches that will give more contribution, Enrichment, or even correction to the result of this study.

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