

ABSTRACT

Kurniawan, Gama Widia. 2014. *Communication Strategies Used by an Intern at Yogyakarta Tourism Information Center*. A thesis submitted as partial fulfilment of the requirements for the *Sarjana Degree* of the English Departement Faculty of Humanities.

As a tourist destination, Indonesia is visited by many international travelers. Thus there are a lot of interactions between Indonesian and foreigners. This research is aimed to identify the communication strategies used by an intern at Yogyakarta Tourism Information Center named Romi, during the conversation with English-speaking tourists. Since he is not an English native speaker, he found some problems during the conversation. The problem could probably appear because of vocabulary lackness, or misunderstanding during the communication. The writer is interested in doing a study about what communication strategies used by Romi to solve the obstacle that he found during the conversation with foreigners. The writer recorded the conversation between Romi and two different English-speaking tourists then analyzed the transcript to get the findings. The finding showed that Romi did not use all of the communication strategies described by Dornye (cited in Brown, 2007). He only used nine strategies.

Keywords: *communication strategies, language competence, English native, non-native speaker, interaction.*